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### Agenda

- Some facts (reminder)
- Different expressions of violence
- European trends
- Priority
- The preventive approach
- Need of specific European tools

### Some facts

- Lot of problems
- Different kinds of violence at work
  - Origin (geography):
    - INTERNAL ~ inside the company
    - EXTERNAL ~ at its interface(s): customers, patients, call center
  - Use of violence: police, army...
  - Expression

# Expression of violence

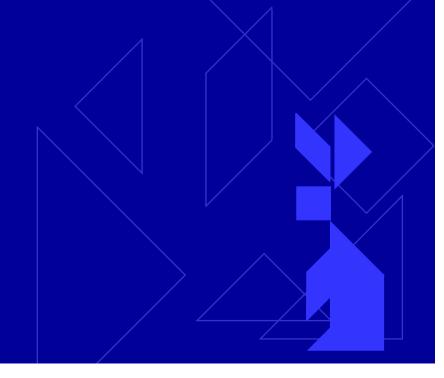
- Physical
- Moral
  - Mobbing
  - Bullying
  - Discriminations: race, opinion (religion), gender
- Sexual

# Epidemiology of Violence

1 Mobbing, bullying (moral harassment)

Sexual violence

Physical violence



# What will be our priority (-ies)?

Do we adapt to epidemiology, are there other ideas or territorial differences...?

◆ Do we forget some consequences : i.e. post-traumatic stress → do we consider the victims ?

### But it's known that...

- The importance of violence (new risks) is recognized by the employers
- They have expressed the need to do something
- They will refuse legislative tools...

#### Risk factors?

- HR management
  - Too... participative or autoritharian
  - → Management through « terror »
- Organization: staffing, communication, changes
- Task (work content, exposure to third persons, handling money...)
- Environnement (isolation...)

# Violence ~ stress at work

- It seems that stressors or factors from the working environment leading to stress are SIMILAR to factors leading to violence at work
  - Workload
  - Participation of workers
  - Clarity of role
  - Changes

### Target

- Framework directive covers health & safety, it gives dynamic mechanisms for prevention and action
- Specific directives exist E.g. on equal treatment (racial, ethnic origin) & equal access (women, men)
- EC Treaty (art 13) enables the Council to take action to combat discrimination (sex, race, age, religion...)

IS A SPECIFIC TOOL NEEDED?

# Typology of that eventual tool

- Kind of instrument?
- Base ?
  - Primary prevention ...
  - → Which are the risk factors to assess
  - Which are the actions needed
    - → On the risk factors
    - → For the victims