

PSYCHOSOCIAL RISK ASSESSMENTS

SLIC Inspection Campaign 2012

Final report



CONTENTS OF THE REPORT

Introduction	4
Summary	5
Goal	7
Background	7
Legal background	7
Social partner agreements	7
Psychosocial risks	8
The Working Group	9
Members	9
Meetings	9
The toolkit	12
Preparation of the campaign on EU-level	14
Translation and printing of toolkit	14
Workshop	16
Involvement of the social partners	17
Reporting national campaigns	17
Reporting during the campaign	17
Final report	18
National campaigns - general description	19
National legislation	19
Campaign goals or indicators	20
Sectors inspected	20
SLIC inspection tools and methods	20
National tools	21
Number of labour inspectors	22
Training	23

National evaluation or follow-up	23
Development of national information materials	24
Development of a national campaign website	24
Media contacts	25
Contacts with the social partners during the campaign	25
National campaigns - assessment	25
Usefulness of background material	25
Usefulness of the inspection tools (toolkit)	26
Usefulness of the project flyer	28
Usefulness of the project website	28
Description of good examples	29
The inspectors' overall experiences of the campaign	29
The employers' experiences of the campaign	31
Evaluation according to Country report I	32
Performance of the campaign - quantitatively	33
Number of inspections according to sector	33
Number of worksites according to size	34
Risk assessments	34
The campaign website www.av.se/SLIC2012	35
Final conference	36
Conclusions	38
Future Developments in Psychosocial Risk Assessment, <i>Professor Tom Cox</i>	41



Annexes

Annex 1. Country report I – template	49
Annex 2. Country report II – template	52
Annex 3. National legislation	54
Annex 4. Examples of inspection methods and tools	66
Annex 5. Description of methods of evaluation of national campaigns	75
Annex 6. Description of good examples	80
Annex 7. Number of worksites with 1-9 employees according to sector	87
Annex 8. Number of worksites with 10-50 employees according to sector	88
Annex 9. Number of worksites with more than 50 employees according to sector	89
Annex 10. Abstracts of country reports	90



Introduction

The Committee of Senior Labour Inspectors (SLIC) agreed to perform a campaign on psychosocial risks in 2012. Sweden accepted to lead the campaign. The EU Commission awarded a grant. According to the grant agreement, an inspection toolkit for targeted interventions on occupational health and safety (psycho-social risks) should be developed. The inspection toolkit was developed in 2011 and used during the SLIC inspection campaign in 2012 on psychosocial risk assessments.

This report is mainly based on minutes of the meetings of a working group and on country reports concerning the performance of the campaign.

This report describes the performance of the campaign in a qualitative and a quantitative way according to the project goal. The description of the situation at the European workplaces concerning psychosocial risk assessments is, however, less elaborated due to limitations of project design and incoming reports. Nor is validation of methods and tools part of the project.

In addition to this report, a report according to the grant agreement will be sent to DG Employment, Social Affairs and Inclusion at the end of the project.

We would like to express our great thanks to all those who have contributed to the project, the Working Group, the Leading Responsible Persons, the National Project Leaders, the European Agency for Safety and Health at Work, the SLIC Secretariat, the Workshop and Conference Speakers and Participants and the Swedish Working Group.


Ywonne Strempl
Swedish Work Environment Authority
Chair of the Working Group

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Summary

Background and preparations

The Committee of Senior Labour Inspectors (SLIC) agreed to perform a campaign on psychosocial risks in 2012. Sweden accepted to lead the campaign. The EU Commission awarded a grant.

A Working Group with representatives of 12 Member States under the leadership of Sweden planned the campaign during 2011. The main task of the Working group was to develop a toolkit for the inspection of psychosocial risks, to be used during the campaign and afterwards. The aim was to develop tools to suit the needs of all Member States. There were three meetings of the Working Group in 2011, in January, April and June. The scope of the campaign was: Psychosocial Risk Assessments.

The Working Group agreed on a process based approach, including the following questions:

- Has the employer made a risk assessment on psychosocial risks?
- What psychosocial risks have been considered?
- How did the employer make the risk assessment? (who participated?)
- What actions have taken place after the risk assessment?

The Working Group agreed on a toolkit consisting of

1. Guide for labour inspectors
2. Psychosocial Risk Assessments, a European Inspection Campaign 2012, a flyer
3. Psychosocial risks at work, Background
4. Tools for Inspection of Psychosocial Risks at Work, Toolkit
5. Guidance – inspection of psychosocial risks at work
6. Work aid/interview guidelines for evaluating risk assessments with regard to psychological stress, Germany
7. Guidance tool for hospitals - Denmark
8. Guidance tool for hotels and restaurants - Denmark
9. Guidance tool for the transport of goods - Denmark
10. Questionnaire – Finland
11. Stress at work checklist – The Agency for Safety and Health at Work

The target groups were:

- Health Sector, incl. social care (private and public)
- Service (e.g. hotels and restaurants)
- Transport

All the documents of the toolkit were translated to 22 languages and used during the training at a workshop for Leading Responsible Persons and National Project leaders in November 2011. After corrections, the toolkit was printed and delivered to the National Project Leaders in December 2011. Almost 40 000 inspection tools were printed according to the requests of the Member States. On 2 January 2012, the website of the project www.av.se/SLIC2012 was launched. Web versions of all the tools were available on the website in 22 languages as well as other documents and a self-evaluation tool for employers.

Performance of the campaign

The SLIC Campaign took place in 2012. Interim reports on the progress of the Campaign were published on the website in May and October 2012. On 15 January 2013, the Member States were due to send in their reports. The results of the campaign have been collected in this report and will be presented and discussed during the Final Conference of the project on 19 March 2013.

In all 23 Member States and Iceland sent complete reports. In addition, a few countries, Italy, Luxembourg and Malta, concentrated the campaign on information activities. In all 27 countries participated in the campaign.

A total of 13 508 inspections were made. They were divided into the following sectors

Health Sector, incl. social care (private and public)	4 444
Service (e.g. hotels and restaurants)	4 259
Transport	3 297
Other sectors	1 508
Total	13 508

In all 10 240 worksites were visited. They were divided into the following groups

1-9 employees	2 314
10-50 employees	4 288
More than 50 employees	3 638
Total	10 240

Among the questions of the country reports were questions about number of labour inspectors, labour inspectors with competence on psychosocial risks and number of labour inspectors, who participated in the campaign.

Number of labour inspectors	11 611
Number of psychosocial labour inspectors	5 687
Number of participating labour inspectors	3 852

On an average the participating labour inspectors were trained almost during two days.

The SLIC inspection tools were widely used by the countries, by 18 countries. Some countries used all the SLIC tools, many countries used several tools. One country only used the SLIC tools. Most countries also used already existing tools or developed new tools.

A majority of the countries developed national campaign websites. Some countries involved the media very actively. The number of visits to the campaign website www.av.se/SLIC2012 was 22 633. The number of visits to the English version of the self-evaluation tool was 2 960.

13 countries answered all the questions concerning risk assessments quantitatively. Some countries didn't answer the questions at all and some countries answered without any quantification.

On an average 55 percent of the employers had made a psychosocial risk assessment. There was a great variation between the countries concerning the percentage of workplaces which had made a psychosocial risk assessment.

In many companies in a great many countries the presence of “workload” was very frequent in the risk assessments. “Stress” and “threats, violence” were also present very frequently.

In almost all countries, employees or employees’ representatives participated in making the risk assessments. In a high proportion of the companies in all countries, experts took part in the risk assessments.

All countries answered that there was need of actions at the workplaces concerning psychosocial risks. Actions were needed in on an average 66 percent of the inspected workplaces.

In more than 50 percent of the countries, the majority of the companies complied with the legal requirements. The most commonly taken action of the labour inspection were advice and inspection notices. In a few countries injunctions were imposed. Fines occurred in two countries, while prohibitions and prosecutions didn’t occur at all.

Goal

Goal of the project:

Development of an inspection toolkit for targeted interventions on occupational health and safety (psycho-social risks)

Background

Legal background

Even if the legal systems vary between the Member States, the minimum directives give the common legal basis concerning safety and health of workers. The Directive 89/391/EEC on the introduction of measures to encourage improvements in the safety and health of workers at work (the Framework Directive) has been transposed to national legislation in all EU Member States.

Article 5 of the Framework Directive states that “The employer shall have the duty to ensure the safety and health of workers in every aspect related to work.” According to article 6 of the Framework Directive, the employer “shall evaluate the risks which cannot be avoided” and according to article 9 “the employer shall be in possession of an assessment of the risks to safety and health at work, including those facing groups of workers exposed to particular risks”. The preventive measures and the working and production methods are to be integrated into all the activities of the undertaking and/or establishment and at all levels, article 6.3.

Social partner agreements

In 2004, the Framework Agreement on Work-related Stress was concluded by the European social partners and is the result of a basic consensus among the social partners.

According to article 4 of the Agreement an analysis of problems of work-related stress can involve the following factors:

- work organization and processes,
- working conditions and environment,
- communication
- subjective factors

Article 4 states that if a problem of work-related stress is identified, action must be taken to prevent, eliminate or reduce it. The responsibility for determining the appropriate measures rests with the employer.

According to article 6 of the Agreement, the measures could include the following:

- management and communication measures,
- training managers and workers
- the provision of information

Stating that harassment and violence at work are unacceptable, in 2007 the European social partners concluded the Framework Agreement on Harassment and Violence at Work. The Agreement contains a description of harassment and violence and how to prevent identify and manage these problems.

With the aim to ensure that each workplace has a results-oriented policy which addresses the issue of third-party violence, the European Social Partners agreed on the Multi-sectorial Guidelines to Tackle Third-Party Violence and Harassment Related to Work. The Guidelines set out the practical steps that can be taken by employers, workers and their representatives/trade unions to reduce, prevent and mitigate the problems.

Psychosocial risks

Significant changes that have taken place in the world of work during recent decades have resulted in emerging risks in the field of occupational safety and health. These changes have led – besides physical, biological and chemical risks – to emerging psychosocial risks.

Work-related psychosocial hazards have been identified as one of the major contemporary challenges for health and safety and are linked to workplace problems such as work-related stress and workplace violence, harassment and bullying. Furthermore, evidence shows that stress is related to poorer performance, higher absenteeism and increased accident rates. Excessive stress is dangerous to a worker's health and makes a person unable to cope with any more demands.

The most common definition of psychosocial is the “interaction between psychological and social factors”. That means interaction in both directions, i.e. from the social factors to the psychological and the other way round. Psychosocial hazards may be defined as those aspects of work design and the organization and management of work, and their social and environmental contexts, which have the potential for causing psychological, social or physical harm.

As a result of stress, psychosocial hazards may affect both psychological and physical health directly or indirectly.

The development of psychological models has been an attempt to overcome some of the criticisms of earlier approaches to stress. This approach conceptualizes work stress in terms of the dynamic interaction between the person and their work environment. There is now a consensus developing around this approach to the definition of stress. Person-environment-fit model and demand-control or demand-control-support model are two of the most common models.

The Working Group

Members

The Working Group was led by Sweden and consisted of representatives of in total 12 Member States, Austria, Czech Republic, Estonia, France, Germany, Greece, Netherlands, Poland, Slovenia, Spain and United Kingdom and a representative of the European Agency for Safety and Health at Work. The Group was supported by the SLIC Secretariat. The Working Group was very active. Most members participated in all meetings.

Meetings

The meetings took place in Luxembourg. There were three meetings of the Working Group.

Meeting on 18 January 2011

The main objective of the meeting was to discuss goals, target groups, scope and legal aspects of the campaign.

Before the first meeting of the Working Group, a background description, a provisional work plan and an agenda for the meeting had been sent out.

The Terms of Reference of the project and the background documents were presented. It was decided to establish a contact with the European Agency for Safety and Health at Work.

It was underlined that the scope and target groups of the campaign should be chosen with the presumption that:

- All 27 member states shall be able to participate.
- The difference between the countries shall be taken into account.
- It is important to involve countries with less experience in supervision of psychosocial matters.

Several options concerning target groups and scope of the campaign were mentioned and discussed. The reports about the legal aspects in the member states showed that the responsibility area and the enforcement powers differ, especially concerning the rights to inspect the public sector.

It was decided that all Working Group members, before the next meeting, should send the following documents to the Swedish project coordinator:

- 10 questions or topics on supervision of psychosocial matters

- Materials and methods on inspection of psychosocial risks
- Letter of commitment (as partner of the project)
- CV

Meeting on 5 April 2011

The main objective of the meeting was to decide on target groups and scope of the project and to discuss inspection materials and methods. The whole Working Group was present at the meeting as well as a representative of the European Agency for Safety and Health at Work and the SLIC Secretariat.

Three presentations were made by the Working Group members:

- Presentation of a Dutch tool for deeper investigation of psychosocial risks
- Presentation of the French Urgency Plan about Stress
- Presentation about the activities of the Agency for Safety and Health at Work

Several inspection tools and background documents, at least 14, were available for the Working Group on CIRCA.

The Working Group agreed on the campaign material:

- A background document about psychosocial risks at work
- A campaign flyer to be handed out or sent to employers before or during the inspections
- A guide for inspectors
- A toolkit consisting of 3-6 inspection tools. There should be simple tools and more elaborated tools.

The working group agreed on a process based approach, including the following questions:

- Has the employer made a risk assessment on psychosocial risks?
- What psychosocial risks have been considered?
- How did the employer make the risk assessment? (who participated?)
- What actions have taken place after the risk assessment?

Based on the input of the working group and the discussions at the meeting, Sweden was to propose a set of materials to be discussed and decided at the meeting in June.

The recommended target groups for the campaign were decided:

- Health sector, incl. social care (private and public)
- Service (e.g.hotels and restaurants)
- Transport

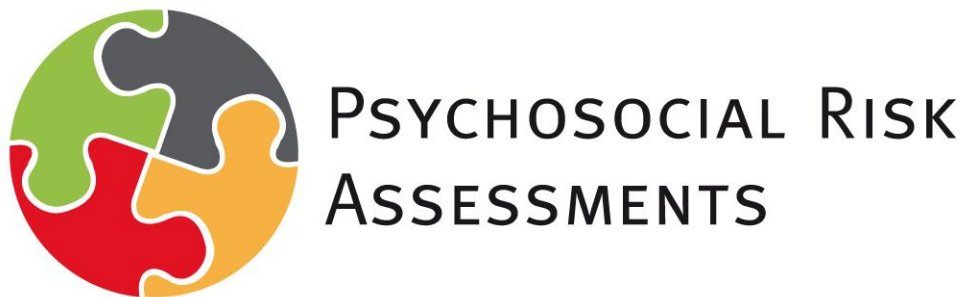
Meeting on 14 June 2011

The main objective of the meeting was to decide materials and methods of the campaign and to discuss the program of the workshop in November and the performance of the campaign.

The following program of the workshop was proposed:

- Psychosocial risks at work
- Inspection of psychosocial issues- inspection methods, national experiences
- How to train labour inspectors on psychosocial issues
- Training on how to use the campaign materials
- How to report the results of the campaign

The campaign logotype was presented at the meeting.



The logotype of the campaign illustrates a situation when individuals of a working group work well together for a common goal. As you can see the staff consists of individuals with different characteristics and in the ideal situation they form together a strong entity. The jigsaw pieces are also used in the campaign documents to emphasize important information.

The English version of the proposed toolkit had been prepared and sent to the Working Group members before the meeting. The tools were presented during the meeting.

The tools were:

1. Guide for labour inspectors
2. Psychosocial Risk Assessments, a European Inspection Campaign 2012, a flyer
3. Psychosocial risks at work, Background
4. Tools for Inspection of Psychosocial Risks at Work, Toolkit
5. Guidance - inspection of psychosocial risks at work
6. Work aid/interview guidelines for evaluating risk assessments with regard to psychological stress, Germany
7. Guidance tool for hospitals - Denmark
8. Guidance tool for hotels and restaurants - Denmark
9. Guidance tool for the transport of goods - Denmark
10. Questionnaire - Finland
11. Stress at work checklist - The Agency for Safety and Health at Work

The contents of the tools were extensively discussed at the meeting. Several changes were proposed. The Working Group agreed on the toolkit with the changes to be introduced.

The contents of the final report and the reports on the national campaigns were discussed as well as the program of the Final Conference of the project.

The toolkit

The tools for the inspection of psychosocial risks at work fulfill different demands. Some of the tools are background documents, one is a flyer for employers and there are 7 tools to be used for planning and performing the inspections. The labour inspectorates of the member states could select one or several inspection tools for the performance of inspections.

1. Guide for labour inspectors

The first part of the Guide describes several inspection methods.

All inspection methods are not suitable in all member states. The mentioned methods are options to be selected according to national legislation, practice and resources.

The Guide states clearly how the inspections have to be designed:

- Has the employer made a risk assessment on psychosocial risks?
- What psychosocial risks have been considered?
- How did the employer make the risk assessment (who participated)?
- What actions have been taken after the risk assessment?

2. Psychosocial Risk Assessments, a European Inspection Campaign 2012

The tool is a flyer, intended to be handed out to employers during inspections or sent to the employers in advance.

The flyer gives information about the campaign, about psychosocial risks at work, the tasks of the employer and information about the performance of the inspection.

In order to make the information to the employers efficient, there are photos showing the sectors of the campaign, the text is short and the size of the leaflet is small.

3. Psychosocial risks at work, Background

The background document is to be used in training of labour inspectors and as a basis for understanding psychosocial risks at work.

The document contains a description of the campaign, information about the legal background on EU level and the European social partner agreements, description about psychosocial risks, statistics on psychosocial risks, preventive and mitigating measures, risk sources and psychosocial risk models. The text is to a great extent based on the report issued by the European Agency for Safety and Health at Work "Research on Work-related stress". Recent research in the area has been used to describe the present situation, but mainly the content of the report is still valid.

4. Tools for Inspection of Psychosocial Risks at Work, Toolkit

The document is not a tool itself, but a description of the inspection tools, a list of the inspection tools and a reference list to other useful tools.

5. Guidance - inspection of psychosocial risks at work

The document is a simple inspection tool, only one page.

The tool is based on the inspection process, which was decided by the Working Group:

- A. Has the employer made a risk assessment on psychosocial risks?
- B. What psychosocial risks have been considered?

- C. How did the employer make the risk assessment (who participated)?
- D. What actions have been taken after the risk assessment?

As an aid to the labour inspectors, several psychosocial risks are mentioned under B. Under C, some details on the performance of the risk assessment are mentioned.

6. Work aid/interview guidelines for evaluating risk assessments with regard to psychological stress

The tool contains:

- Questions on the preparation for the study
- Questions on preparation and performance of measures
- Questions on effectiveness and continuation
- Final evaluation by the supervisor

The tool concentrates on the risk assessment process and contains questions about planning and performance of the risk assessment and of measures based on the risk assessment.

7. Guidance tool for hospitals (Denmark)

The tool is quite extensive and specifies issues relevant for one of the selected sectors – hospitals.

The first part of the tool describes the inspection process.

The occurrence, prevention and work-related consequences of the following three groups of risk factors are covered in detail:

- Heavy workload and time pressure
- High emotional demands when working with patients and relatives
- Violence, threats and traumatic incidents

8. Guidance tool for hotels and restaurants (Denmark)

The tool is quite extensive and specifies issues relevant for the selected sectors – hotels and restaurants.

The first part of the tool describes the inspection process.

The occurrence, prevention and work-related consequences of the following groups of risk factors are covered in detail:

- Heavy workload and time pressure
- Violence, threats and traumatic incidents

9. Guidance tool for the transport of goods (Denmark)

The tool is quite extensive and specifies issues relevant for the selected sector – Transport of goods.

The first part of the tool describes the inspection process.



The occurrence, prevention and work-related consequences of the following groups of risk factors are covered in detail:

- Heavy workload, time pressure and demands on attention
- Violence, threats, robberies or other traumatic incidents

10. Questionnaire (Finland)

The questionnaire is a simple quantitative estimation of risks at the workplace. It might be sent in advance to employers and workers' representatives before the inspection, but should be answered confidentially by the individual workers.

The questionnaire contains questions about the physical working environment, about strain on the musculoskeletal system and about psychosocial workload.

11. Stress at work checklist

This tool has been elaborated by the European Agency for Safety and Health at Work and contains, part A, about 30 questions about job demands, job control, social climate and support. Part B contains examples of preventive measures which can be used to reduce risks. These examples are divided into the same subgroups.

Preparation of the campaign on EU-level

Translation and printing of the toolkit

Translation

As mentioned, the content of the toolkit was agreed at the Working Group meeting on 14 June 2011. During the meeting, the toolkit was available only in English.

The English texts were checked by language experts before translation to 21 EU languages. Translation to Irish was not made. In all, the toolkit consisted of 11 documents with approximately 30 pages. The translations were completed by the first days of September.

Layout

All the translated documents (11 documents, 22 languages) were transferred to the project layout with the project logotype and the EU flag in the middle of September.

Comments of the national project leaders

The national project leaders (NPL:s) were appointed by September 9. As already announced, they were invited to comment on the translations by September 30. 13 member states sent in their comments on the documents.

Corrections and new layout

The documents were corrected and ready-to-print versions were prepared by the middle of October.

Printing of a small edition

A small edition of all the language versions of the documents was printed by the beginning of November to be used for the training at the workshop on 15-16 November 2011. All the participants received a conference file with a full set of the toolkit documents in their own

language at the workshop. Printed versions were also handed out to the interpreters at the workshop.

Further comments of the national project leaders

The workshop participants were invited to further correct the language versions of the toolkit before November 25. The participants were also invited to send their requests on number of printed copies of the toolkit.

Corrections and new layout

Corrections of the texts were received from 13 member states. Some NPL:s used the possibility to make corrections twice. New ready-to-print versions were prepared.

Printing and delivery

Almost 40 000 inspection tools in 22 languages were printed according to the requests of the member states and delivered directly from the printing office to the NPL:s by the end of 2011. The total weight of the inspection tools was around 700 kg. The table below shows that the flyer and the background had the highest edition demanded.

Tool	Edition (all languages)
1. Guide for labour inspectors	1 837
2. Psychosocial Risk Assessments - flyer	11 922
3. Psychosocial risks at work - background	4 608
4. Tools for Inspection of Psychosocial Risks at Work	92
5. Guidance	2 973
6. Work aid/interview guidelines	3 431
7. Guidance tool for hospitals	3 156
8. Guidance tool for hotels and restaurants	2 166
9. Guidance tool for the transport of goods	2 341
10. Questionnaire	2 856
11. Stress at work - checklist	3 496
Total	38 878

Development of a campaign website

During 2011, information about the project was published on the English version of the website of the Swedish Work Environment Authority, www.av.se/inenglish. A short description of the project, the work plan and documents about the Thematic Day in November 2009 on Supervision of Psychosocial Risk Assessments were published. Successively background documents and tools for supervision of psychosocial risks at the workplace were added to the website.

A campaign website, www.av.se/SLIC2012, was developed. On 2 January 2012, web versions of all the tools and a self-evaluation tool were available on the campaign website to be used by the national campaigns during 2012.

The contents of the website were:

- Web versions of all the tools of the toolkit
- workshop presentations
- other inspection tools
- background documents
- links to relevant websites and documents
- reporting templates and
- a self-evaluation tool for employers.

The idea of the interactive Self-evaluation tool is to help the employers to investigate and assess the psychosocial risks at work. The tool will give the employer indications about the situation at the workplace concerning psychosocial risks and ideas about ways to develop the workplace health and safety.

At the end of the project, the final report, the final conference presentations and the country reports will be added to the website.

Workshop

The aims of the workshop were to:

- train the National Project Leaders (NPL) and the Leading Responsible Persons(LRP) on the inspection tools and the methods of the campaign
- secure high level commitment concerning the campaign in all member states
- secure the quality of the reports on the results of the campaign
- present facts about psychosocial risks at work
- exchange of opinions on psychosocial inspection methods
- present national experiences on development of psychosocial inspection methods

The main contents of the program were:

- Opening of the workshop with a description of the background to the campaign
- National experiences on development of inspection methods
- Presentation of the campaign materials and the self-evaluation tool for employers
- A lecture on psychosocial risks at work (professor Tom Cox, United Kingdom)
- Parallel sessions on other tools
- Instructions on reporting of the campaign results
- Conclusions and closing of the workshop

The workshop was opened by the Head of the Health, Safety and Hygiene at Work Unit Mr Constantinou Costas, DG Employment, Social Affairs and Inclusion and the representative of the Swedish Director General Ms Barbro Köhler Krantz. The background to the campaign was presented by Mr Arsenio Frenandez Rodriguez of the SLIC Secretariat. National experiences on development of inspection methods were accounted for by United Kingdom, Norway and Sweden.

The training on the tools of the toolkit was the main part of the workshop. As the tools originated from several member states, they were presented by the representatives of the member states of origin, e.g. Germany, Finland, Denmark and Sweden. As one tool originated from the European Agency for Safety and Health at Work, a presentation was also made by the representative of the Agency.

During the parallel sessions, Austrian, Dutch and Slovenian tools were presented.

The national project leaders and the leading responsible persons of all the member states and observers of the EFTA countries were invited. In all 49 representatives participated as well as 11 speakers and organizers.

Each participant received a conference file containing the toolkit in their national language(s) and handouts of the presentations in English. Interpretation to nine languages was available at the workshop.

The satisfaction of the workshop participants was monitored according to the EU funding rules. 45 persons (total number 49) answered the questionnaire.

The following aspects of the workshop was scaled on a 1-5 basis, where 5 signified "yes, agree strongly", 4 - "yes, somewhat agree", 3 - "neither agree nor disagree", 2 - "no, somewhat disagree" and 1 - "no, disagree strongly".

Did the event match your needs?	4,6
Did you gain relevant knowledge and information?	4,6
Will you be able to apply such knowledge and information in your work?	4,2

According to the opinion of the organizers, the presentations were of high quality, both concerning content and pedagogy. The questions and discussions during the breaks were very active. However, the scheduled discussions were not equally active.

Involvement of the social partners

The social partners on EU level have been informed about the campaign during the plenary of the Advisory Committee, which is a tripartite committee.

The tripartite Governing Board of the Agency for Safety and Health at Work has also been informed.

Reporting national campaigns

During 2012, the campaign took place in the Member States according to national choices and planning. The Swedish National Project Leader had been given the task to support the National Project Leaders, if they needed. During the year she twice sent questions about the progress of the national campaigns to the National Project Leaders, in May and October.

Reporting during the campaign

In the May reporting, the following was especially observed:

- 22 member states reported their progress (incl. Iceland)



- Around fifty percent of the countries had performed training of labour inspectors and started the inspections.
- All selected sectors were to be inspected
- Seminars targeted to stakeholders had been performed
- Contacts with the press had taken place
- Information via national website had been published

In the October reporting, the following was especially observed:

- The sectors of the campaign are relevant
- There is lack of knowledge among managers in all sectors
- Inspection works as support to the management
- Most important risks in the health sector are: High workload, high work pace, lack of breaks, violence and aggression
- Service: Large hotels are aware of heavy workload and time pressure. In small restaurants there is need to inform about psychosocial risks

Final report

15 January 2013 was the deadline for reporting the results of the national campaigns. The country reports were to be sent in English according to the templates and instructions that were sent to the National Project Leaders and available on the website.

Most countries sent full reports including answers of all the questions of the templates. In all 23 Member States and Iceland sent complete reports. The submitted country reports consisted of a total of approximately 350 pages.

A few countries, Italy, Luxembourg and Malta, concentrated the campaign on information activities. They didn't make any inspections and accordingly didn't use the inspection tools of the campaign.

Italy had performed a great amount of information initiatives, directed to more than 4 000 companies. Among these, more than 2 600 belonged to the service sector and almost 1 000 to the transport sector. In Italy, the specific sectors of the campaign fall within the competence of the regions. The campaign aimed at raising the awareness. Training and information initiatives took place. It turned out that medium-sized and large companies were more aware of psychosocial risks.

Luxembourg concentrated on information activities, mainly via media. See below, section on Media contacts!

The template Country report I was divided into three sections:

- General description
- Assessment of the campaign
- Evaluation

The template Country report II consists of:

- Quantitative questions connected to inspections
- Questions about psychosocial risk assessments at the workplaces

The text below is organized according to the headings of the reports and covers the contents of the complete reports.

The country report templates are attached, annex 1 and 2.

National campaigns - general description

National legislation

In all countries, psychosocial risks were covered by the main act on occupational safety and health. In many countries, the act only states that the legislation covers “all risks” without mentioning psychosocial risks. In some countries, psychosocial risks are mentioned or regulated in an act or secondary legislation. Below are some examples.

In Belgium, in the Law on Wellbeing at Work of 1966, psychosocial risks are explicitly mentioned. The law obligates the employer to make psychosocial risk assessments and to take measures. The law also contains some specific articles about the procedures for complaints about violence, mobbing and sexual harassment. The law has been supplemented by a royal decree containing the same subjects in more detail.

In Bulgaria, an ordinance demands an assessment of the working environment as a source of risk, and of psychosocial risks, in particular. The said requirement is further evolved with the normatively defined obligations of the employer to control and improve the work-related psychosocial factors. Bulgaria also uses the standard ISO 10075 “Ergonomic principles related to mental stress at work”.

In Denmark the Working Environment Act has been supplemented by an Executive order, where all aspects related to work shall be planned and organized so as to insure safe and healthy working conditions including the psychosocial aspects. In Finland the Act includes special provisions relating to psychosocial risks, for instance avoiding and reducing workloads, threat of violence and harassment. In Germany, psychosocial risks are explicitly mentioned in some ordinances. In Hungary, it has since 2008 been mandatory for employers to assess the impact of psychosocial risk factors. Ireland has one specific legislative instrument on workplace bullying. In Lithuania, psychosocial risks are included in Methodological regulations for psychosocial risk assessment.

In the Slovak Republic details on health protection against psychical workload and mental work load are covered by secondary legislation. In the Netherlands, employers have the possibility to develop uniformed specific measures per sector of industry together with employees. These agreed measures can be acknowledged by the government and used as reference during inspections.

No country except for Belgium, so far, has decided on a detailed regulation concerning psychosocial risks.

The descriptions on the national legislation concerning psychosocial risks according to the Country reports are shown in annex 3!

Campaign goals or indicators

Almost all countries have established goals or indicators for the campaign. The goals and indicators could be separated into four groups.

Number of inspections

- Many countries have established goals concerning the number of inspections to be performed.

Psychosocial Risk assessments

- Strengthen workplaces' own psychosocial risk management
- Ensure that psychosocial risk factors have been identified, assessed and addressed
- Prevention and reduction of psychosocial risks
- Better quality of psychosocial risk assessments
- Increase the number and quality of psychosocial risk assessments
- Obtain an overview of psychosocial risks
- Screening of the campaign sectors

Information

- Increase awareness of psychosocial risks
- Increase the knowledge about psychosocial risks
- Dissemination of information on psychosocial risks
- Informing the social partners and the general public
- Draw special attention to psychosocial risks at work
- Information via local media

Labour inspection

- Inform and train labour inspectors
- Better understanding of the background and process of risk assessment in the labour inspectorate
- Better standardized inspections
- Cooperation between inspectors and experts on occupational safety and health
- Perform common inspections of labour inspectorates and public health bodies
- Involvement of as many people as possible in matters related to psychosocial risks at work

Sectors inspected

A detailed report on the inspections according to sector, number of inspections and size of the workplace is accounted for in the section Performance of the campaign – quantitatively.

SLIC inspection tools and methods

The SLIC inspection tools were widely used by the countries. Some countries used all the SLIC tools, many countries used several tools. The flyer was disseminated by many countries. Two countries didn't use the SLIC tools and one country used these tools as inspiration to the elaboration of national tools.

In all, the SLIC tools were used by 18 countries

National tools

Most countries used the SLIC tools as well as existing national tools, developed new tools or adjusted the campaign tools. One country only used the SLIC tools.

The national tools used have been divided into groups, see below.

Except for the tools, standardized campaign letters, alert letters, have been used as well as systems for treating the results of the inspections. See annex 4.

Materials for the Labour Inspectors

- Existing national guidance
- New guidelines based on SLIC campaign experiences
- Guide on psychosocial risks
- Specific instructions for the campaign
- Adjustment of tools concerning specific sectors or additional risks
- Development of specific checklists, updating existing checklists
- Checklist for checking the quality of risk ass
- Special inspection module

Questionnaires

- Questionnaires to be used during inspections by employers and employees
- Questionnaire for assessment of psychosocial burden of a workstation
- Subjective assessment of psychical burden at work
- Sectorial questionnaire
- Indicators for employers
- Questionnaires with rating
- Modification of campaign questionnaire 10
- Further development of the Dutch questionnaire on occupational stress
- Web instrument for mapping stress at work
- Web application of Questionnaire

Information materials

- Communication strategy
- Wall papers
- Booklet on stress at work
- Existing publications on psychosocial risks disseminated
- Flyer with recommendations about measures

Number of labour inspectors

The table below shows the number of labour inspectors in each country according to the country reports. The second column shows the total number of labour inspectors. The third column shows the number of labour inspectors with competence in psychosocial risks and the fourth column shows the psychosocial inspectors in percent of the total number. The fifth column shows the number of labour inspectors who participated in the campaign.

Country	Total	Psychosocial	% of all	Participated
Austria	293	103	35	48
Belgium	162	46	28	44
Bulgaria	394	60	15	60
Cyprus	22	0	0	9
Czech Republic	540	0	0	23
Denmark	400	400	100	30
Estonia	28	6	21	6
Finland	350	60	17	35
France	2 256	2 256	100	2 256
Germany ¹	2 020	1 050	52	161
Greece	259	20	8	75
Hungary	104	44	42	104
Ireland	100	10	10	10
Italy				
Lithuania	194	12	6	27
Latvia	100	0	0	65
Luxembourg	19	0	0	0
Malta				
Poland	1 530	17	1	412
Portugal	391	391	100	74
Romania	377	0	0	114
Slovakia	505	72	14	96
Slovenia	88	88	100	35
Spain	980	980	100	100
Sweden	268	44	16	38
The Netherlands	221	25	11	25
United Kingdom				
Iceland	10	3	30	5
Norway				
Switzerland				
Total	11 611	5 687		3 852

¹ Germany is a federal country with 16 states (Länder). Four of them did not take part in the SLIC-Campaign. The German figures contain only the number of labour inspectors in the participating 12 states.



The submitted numbers of labour inspectors are not directly comparable, even if they are calculated as number of labour inspectors per capita. The responsibilities of the Labour Inspectorates differ between the Member States. In some countries, the area of responsibility is restricted to occupational safety and health. In other countries, the area is wider, including e.g. labour law, wages and working hours.

Moreover, the numbers of labour inspectors with competence in psychosocial risks are not comparable. In some Member States, the competent inspectors are defined as those who are competent in psychosocial risks on an academic level. In other countries, the competent inspectors are those who have received a basic training on psychosocial risks.

Training

Specific training for preparation of the campaign has taken place in almost all countries. In most cases, specific training material had been developed. The number of training days was between half a day and three days per inspector. On an average the number of training days was almost two days. Most of the inspectors who made the campaign inspections had participated in the specific training.

National evaluation or follow up

In a majority of the countries some kind of specific evaluation or follow-up has been made or will be made. The results of the reports turned out to be of two types: Evaluation of the results of the inspections and the performance of the labour inspection.

In some countries, no specific evaluation has taken place or is planned.

Evaluation of the results of the inspections

- Second inspection visit as a kind of follow-up on company level
- Reporting according to Country report I and II could be used as a national evaluation
- Compliance with advice and inspection notices will be monitored
- Follow-up to take place in 2013
- Possible follow-up via scientific and educational institutions
- Comparison between perceptions of employers and employees concerning psychosocial burden
- Specific evaluation questionnaire

Evaluation of the performance of the labour inspection

- 2-day workshop for inspectors concerning experiences of the campaign
- Round table discussion and a consultation day
- The campaign results to be used in training and further development of materials
- One-day evaluation meeting

Description of methods of evaluation of national campaigns

Some examples of methods of evaluation of the national campaigns have been collected in annex 5.

Some countries have made a systematic evaluation of the campaign by asking the employers about the campaign after the inspections on the progress concerning psychosocial risks. Some other countries have evaluated the changes in the companies concerning the

psychosocial risks. A third group of countries have accounted for the experiences of the employers and the results of the campaign in verbal form.

Development of national information materials

Use of existing materials

An extensive number of information publications about psychosocial risks were already available in many countries. Some of these had been recently published. The SLIC campaign initiated an active dissemination of the materials. Among the publications was a mental workload brochure. The Factsheets of the European Agency (OSHA) were used for information purposes during the campaign.

New information materials

Except for the campaign information flyer “Psychosocial Risk Assessments” some of the other campaign tools were used for information purposes. In Greece, seven language versions of the tools “Psychosocial Risk Assessments” and “Psychosocial risks at work” were printed to be read by immigrants. In many countries, elements of the SLIC tools were incorporated in the national tools.

Some countries elaborated specific campaign flyers or leaflets, in some cases directed to the sectors of the campaign.

Examples of publications were:

- Practical tool for small companies
- Flyers “Measures to improve workplace conditions”
- Recommendations for psychosocial risk factors at work assessment
- Stress at work publication
- “The European Framework for Psychosocial Risk management (PRIMA-EF)” factsheets were printed and distributed

Additionally, other kinds of information materials were elaborated:

- Training materials for inspectors
- Internal website for the labour inspectorate with tools and administrative routines
- Videos about the campaign
- Pens and USB-sticks
- Posters

Development of a national campaign website

A national campaign website was developed by a majority of the countries, even special websites on sector level.

In other countries, information about the campaign and the campaign tools was published on the website of the responsible authority, sometimes with a link to the campaign website www.av.se/SLIC2012. In many countries, quite a lot of materials, tools and even presentations on psychosocial issues have been published on the website. In some countries, only the campaign website www.av.se/SLIC2012 was used.

Media contacts

Many countries used the possibility to involve media in the dissemination of information on psychosocial risks. Press releases have been sent out and press conferences have taken place. The activities have been directed both to general and specialized press. The press releases were displayed on many websites. In Spain the Guideline of the labour inspectorate was published on many websites.

Luxembourg performed an information campaign with great media coverage and advertisements in cinemas. The campaign was introduced at a press conference, where the problems of stress and mental load were highlighted. The press conference resulted in great many newspaper articles. There were also high level conferences and discussions in the Parliament about psychosocial risks at the workplaces. Radio programs about stress were broadcasted.

Contacts with the social partners during the campaign

Except for the contacts with the employees' representatives during the inspections, some countries deeply involved the social partners in the campaign on central and regional level. Several meetings took place. Some of the SLIC tools were published by employees' organizations in newspaper and on the website.

National campaigns - assessment

Most countries have made an assessment of the usefulness of the campaign materials and the experiences of the inspectors and the employers. However, the assessment was in many cases made as descriptions of how the material was used or what actions have been taken. In this report, an attempt has been made to interpret the text of the reports in terms of an assessment, but also to account for the descriptions.

Usefulness of the background material

The background material consisted of

- Guide for labour inspectors
- Psychosocial risks at work, Background

As mentioned earlier, the material was available in 22 EU languages and delivered to the Member States before the campaign.

All countries, except one, assess the background material to be useful or very useful. Among these, six countries state that the background material was very useful.

Examples of assessing comments

- The material would have been even more useful if examples of good practice had been added
- Practical examples and good practices are missing
- Very useful since it was brief and easy to read
- Extremely good quality, both in terms of substance and design
- Especially useful and easily understandable
- Interview guidelines and instructions were particularly useful



- Helpful for labour inspectorates that did not develop its own material
- Need for improvements concerning translations
- Table 1 of "Psychosocial risks at work" was especially useful
- The use was limited due to national differences in legislation and campaign focus
- The usefulness is limited, because of the lack of information about national laws, demands and guidelines.

Examples of use of the background material

Direct use

- The printed materials were disseminated
- Delivered to employers before the visits
- Used as supplementary to own material
- Used in preparation of inspections
- The background material will be used in the regular training of new inspectors
- Planning of the training

Use in development of materials

- The background material was used to develop a computerized checklist
- Development of inspection guidelines, definitions, examples of measure
- The material was adjusted to national versions
- The background material was used to elaborate national guidelines

Usefulness of the inspection tools (toolkit)

The toolkit consisted of

- Guidance - inspection of psychosocial risks at work
- Workaid/interview guidelines for evaluating risk assessments with regard to psychological stress
- Guidance tool for hospitals (Denmark)
- Guidance tool for hotels and restaurants (Denmark)
- Guidance tool for the transport of goods (Denmark)
- Questionnaire (Finland)
- Stress at work checklist

All countries did not answer the question. Among the replying countries, all countries, except two, assessed the inspection tools to be useful or very useful. Five countries state that the inspection tools were very useful. One country used solely national tools.

Another country made a quantitative assessment, see below:

Assessment of instruction for action and inspection tools:

- Very useful and helpful: 27%
- Partially useful and helpful: 63%
- Not really useful and helpful: 10%

Examples of assessing comments

- The toolkit was useful as basis to develop own tools.
- We received positive feedback.
- The tool “Guide for labour inspectors” was very useful in training of labour inspectors.
- Extremely useful was the “Guidance – inspection of psychosocial risks at work” and the questionnaires.
- The tool “Guidance – inspection of psychosocial risks at work” has been appreciated and useful for both preparation and performance of inspections. It gives a good structure to the dialogue. One advantage is that the tool doesn’t contain too many details.
- The Danish Guidance tools were considerably appreciated. They were found pedagogically planned and useful in identifying risks and writing inspection notices.
- “The inspectors perceived the Questionnaire useful as an inspection tool, because it gave an overall picture of the personnel's opinions of their working conditions. The inspector was able to more carefully monitor the circumstances which, according to the results of the questionnaire, needed attention. The Questionnaire also made interaction between the inspector and those present at the inspection easier as shortcomings emerged in the inquiry for discussion. In addition, the results of the questionnaire functioned as criteria and support for the inspector in determining whether the risks had been assessed extensively and whether the actions taken were sufficient. The questionnaire also worked well in connection with follow-up inspections, as the results indicated how workplace conditions had developed.”
- International tools are more interesting for international organizations, developers of further tools and for benchmarking with other labour inspectorates.
- The inspection tools must be tailor made.

Examples of use of the inspection tools

- The toolkit was used as information material for preparation of inspections.
- The toolkit was used in training of labour inspectors.
- The toolkit was used actively when elaborating the training material and a checklist.
- The tools were used for preparation or improvement of risk assessments.
- Tools in other languages were also used.
- The content of the campaign consisted of the four main questions.
- All the tools were distributed to inspectors and companies.
- Workers were interested in the advice and information received.
- The tools have been used to eliminate difference in style of communication and attitude.
- “The use of the above said methods and tools made possible a relatively precise evaluation of the psychosocial factors in the working environment and to set the priorities. Quite many employers used the results from the questionnaires to prepare their own program for constraint of the mental workload and work-related stress. The examined questionnaires were used to make a statistical analysis, outlining the problems in the inspected enterprises. Another positive effect of using the questionnaires was that their second filling in (during the follow-up inspections) made it possible to draw a comparable analysis of the replies and to track the changes.”

Usefulness of the project flyer

The project flyer "Psychosocial Risk Assessments" was intended to be handed out to employers during inspections or to be sent to employers in advance. Approximately 12 000 copies were printed.

Examples of assessing comments

- The flyer was a useful tool to communicate the existence of the campaign to external partners.
- The project flyer was very useful in informing employers about psychosocial risks.
- The flyer was useful because most psychosocial risks were pointed out.
- The flyer was useful to inform the selected companies on the campaign and to announce the inspections.
- We reedited the flyer because it was very useful.
- The flyer was useful as basis to develop an own flyer.
- The flyer has been useful, but primarily national information materials have been used.
- The flyer is written in simple language.
- The flyer was oversimplified.
- The flyer was especially convenient because of clear and concise information.

Examples of use of the flyer

- The flyer was used to notify the employers before the inspections.
- The employer received information before the inspection.
- The flyer gives visual information to introduce the topic of the campaign.
- The flyer was used to raise the awareness of employers and employees.
- The flyer was disseminated in all companies.

Usefulness of the project website

The campaign website www.av.se/SLIC2012 was launched on 2 January 2012.

All countries, except one, assess the flyer to be useful or very useful. Among these, six countries state that the flyer was very useful.

Examples of assessing comments

- The website is a good platform.
- The website was very useful, due to the great amount of information.
- The website was very useful for the project leader and for training of labour inspectors.
- The website is very clear and contains all the necessary information.
- Both employers and inspectors found the website useful.
- The website was necessary for employers and employees.
- The website was very useful, since everyone could have access to information on psychosocial risks at work.
- Companies viewed and enjoyed the self-evaluation tool.
- The website was appreciated by employers.

- The response from employers concerning the self-evaluation tool was positive.
- The website was useful for gathering information and learning more about health and safety in other European countries.
- Practical examples on reduction of psychosocial risks are lacking.

Examples of use of the website

- The website was used by the national project leader, who disseminated the material further.
- The website was used by employers and employees' representatives.
- Due to posters about the campaign, the workers were aware of the website. No information for workers about psychosocial risks at work had been available before.
- The inspectors used documents in other languages, available on the website.
- Documents of other Labour Inspectorates were used to elaborate guidelines.

Description of good examples

About half of the countries described good examples. These examples are quoted in Annex 7.

The inspectors' overall experiences of the campaign

According to the reports, the comments of the Member States concerning the overall experiences of the inspectors could be divided into several groups.

Except for comments concerning the direct experiences of the labour inspectors, there were comments concerning the situation at the visited workplaces and comments concerning the cooperation between authorities that had limited tradition of cooperation. Moreover, there were practical comments and comments on need for further activities.

Direct experiences of the labour inspectors.

- The inspectors found it meaningful to focus on psychosocial risks..
- The inspectors found the campaign current, necessary, positive and an effective booster for inspection work.
- The experience of the trained inspectors was overall positive.
- The inspectors appreciated the additional focus on violence and aggression at the workplaces.
- Toolkit material helped to clear the objectives of the campaign.
- Psychosocial risks are a completely new area within the legislation.
- Useful, enriching, opportune/convenient
- Allowed the labour inspectors to deepen their knowledge on the subject
- The experiences of contacts with employers on psychosocial risks were positive.
- According to the inspectors, it was positive to gain new knowledge and experience about a new topic.
- A survey of psychosocial risk factors within the Inspectorate was made.
- The campaign was an opportunity to be trained and understand the subject.
- The inspectors were interested in the possibility to use group conversations.
- Some inspectors mean that the amount of materials is too high.
- The inspectors are happy with the European attention to the psychosocial risks.

Inspectors' experiences in companies

- The campaign is a good way to raise awareness.
- According to the labour inspectors, it is very useful to stress the importance of assessing psychosocial risks.
- There were positive changes in 32% of the visited companies.
- Awareness increased in 87% of the companies
- Ability to identify psychosocial risks are not reflected in the risk assessment document.
- The economic crisis multiplies the psychosocial risks. There aren't enough financial means for employers to improve the conditions. Employees are afraid to complain.
- Resistance due to the costs
- Employers don't pay proper attention to psychosocial risks.
- Good receptivity by employers and workers
- Perception/awareness of the psychosocial risks significance
- The labour inspectors were skeptical to the choice of the service sector because of the inherent problems of verbal aggression and high workload. Primarily, the campaign has been awareness raising.
- The sectors chosen were appropriate or very appropriate.
- The inspectors received negative feedback. Nevertheless, the final result was much more satisfactory.
- Companies with established occupational health service have more frequently included psychosocial risks in the risk assessment.

Cooperation between authorities

- Cooperation between labour inspectors and occupational hygienists took place for the first time. The outcome was very positive. The inspectors and hygienists wish to continue their cooperation.
- The campaign meant improved information exchange between the OSH-divisions requiring cooperation and common approaches.
- Cooperation between labour inspection bodies and public health bodies was good and correct.

Practical

- It takes time to explain psychosocial risks and risk assessments to employers.
- It took 3-4 hours to perform one inspection
- It was more effective to perform the inspections with two labour inspectors.
- There were difficulties in involving experts

Need for further activities

- "This campaign has revealed the need for further training of labour inspectors, new methods of control and exchange of best practices with counterparts in other European countries.

They must be aware of the psychosocial risks at work and able to judge (interpret) a risk assessment.

When training labour inspectors, it would be helpful to have discussions on "case studies" and constant and updated information on the methodology and methods used in the EU countries as regards the inspections, as well as on the possibility of customizing/tailoring them to the national conditions."

- Further training is needed.

The employers' experiences of the campaign

According to the reports, the comments of the Member States concerning the experiences of the employers could be divided into two groups.

The employers' reactions

- More employers than expected have shown interest in this new issue.
- The reactions of the employers were diverse, sometimes negative but sometimes constructive.
- Mostly companies appreciated obtaining new knowledge and advice and intend to utilize them further. Some were surprised to learn for the first time about existing psychosocial problems in their companies.
- The campaign has been well received by workplaces. Most employers have shown a great interest and have perceived the inspection as a support for their psychosocial risk management. The campaign was perceived less significant in the workplaces which had established practices for assessment and management psychosocial risks.
- The employers were cooperative.
- After initial resistance, the campaign received a fundamentally positive welcome, especially when the inspectors offered their advice.
- Inspectors did direct employers to the website and associated materials and some informal feedback received that it was beneficial in developing their risk assessments.
- The companies welcomed receiving information and advice on psychosocial risks.
- The campaign was helpful to increase the interest in psychosocial risk assessments and to systematize the information.
- All participants highlighted the usefulness of the information received about psychosocial risk assessments and measures to reduce and eliminate them.
- Some employers would have expected a stronger European profile.

Situation concerning psychosocial risks in companies

- There were difficulties arising from the economic crisis.
- There was an obvious lack of knowledge about psychosocial risks among employers.
- The lack of knowledge is found more often in small companies.
- Managers in big hotels and restaurants are often aware of psychosocial risks as heavy workload, time pressure or conflicts with clients.
- The employers' experiences were different according to region.

Evaluation according to Country report I

According to Country report I, the Member States were invited to evaluate the campaign as a whole. The aim of the questions of the evaluation was to compare the present campaign with earlier campaigns. Accordingly, the questions were selected among the questions of earlier evaluations.

The Member States were invited to scale the following aspects of the event on a 1-5 basis, where 5 signified "very much", 4-"somewhat", 3 - "undecided", 2 - "not really" and 1 - "not at all".

The evaluation was made by 24 Member States and Iceland with the results below (arithmetic mean value).

Did the campaign influence the national priorities?	3.6
Did the campaign induce measures in the enterprises?	4.1
Did the campaign contribute to the OSH management and prevention culture in enterprises?	4.0
Did the campaign contribute to inform employers and workers?	4.4
Did the campaign induce an increase in adequate risk assessments?	4.0
Did the campaign improve the national OSH infrastructure?	2.7
Did the campaign stimulate enforcement in SME:s and high risk sectors?	3.3
Did the exchange of information with other member states stimulate national development?	3.5

Performance of the campaign - quantitatively

Country report II consisted of questions connected to inspections. The questionnaire was intended to summarize the results of the inspections on country level, but it could also be used to report on individual inspections.

The first part of the template consisted of questions about number of inspections according to sector and size of the company. The second part consisted of questions related to risk assessments at company level.

Number of inspections according to sector

Country	Health	Services	Transport	Other	Total
Austria	0	176	26	0	202
Belgium	0	294	0	0	294
Bulgaria	323	0	247	0	570
Cyprus	18	33	5	0	56
Czech Republic	58	52	0	0	110
Denmark	0	487	1621	209	2317
Estonia	74	0	0	0	74
Finland	222	32	0	46	300
France	787	871	0	0	1658
Germany	0	475	142	0	617
Greece	88	307	76	0	471
Hungary	28	54	41	11	134
Ireland	389	0	0	0	389
Italy	0	0	0	0	0
Lithuania	19	0	124	0	143
Latvia	68	0	0	0	68
Luxembourg	0	0	0	0	0
Malta	0	0	0	0	0
Poland	58	600	44	1218	1920
Portugal	434	0	0	0	434
Romania	464	691	664	0	1819
Slovak Republic	33	34	32	0	99
Slovenia	12	20	35	0	67
Spain	368	92	206	20	686
Sweden	347	23	34	4	408
The Netherlands	639	0	0	0	639
United Kingdom	0	0	0	0	0
Iceland	15	18	0	0	33
Norway	0	0	0	0	0
Switzerland	0	0	0	0	0
Total	4 444	4259	3297	1508	13508

Number of worksites according to size

The number of worksites visited by inspectors according to size of worksites is shown in annexes 7-9!

In all 10 240 worksites were visited. They were divided into the following groups

1-9 employees	2 314
10-50 employees	4 288
More than 50 employees	3 638
Total	10 240

Risk assessments

The second part of Country report II consisted of 7 questions related to risk assessments at company level. Questions 1 and 4 should be answered by “yes” or “no”, but for the other questions, several answers might be adequate.

Four countries didn’t answer the questions. Four countries answered the questions without any quantification. 13 countries answered all the questions quantitatively.

Question 1. Had the employer made a psychosocial risk assessment?

18 countries gave quantitative answers. On an average 55 percent of the employers had made a psychosocial risk assessment. There was a great variation between the countries concerning the percentage of workplaces which had made a psychosocial risk assessment. In one country in one sector, the percentage was 25 percent. In another country the percentage of workplaces with psychosocial risk assessments were 97.

Question 2. Psychosocial risks considered in the risk assessment?

The answers showed that all the psychosocial risks mentioned in the questionnaire were relevant. Many countries indicated that all the risks mentioned were considered in the risk assessments of the visited companies. In many companies in a great many countries the presence of “workload” was very frequent in the risk assessments. “Stress” and “threats, violence” were also mentioned very frequently.

Question 3. Participation in making the risk assessment?

In almost all countries, employees or employees’ representatives participated in making the risk assessments. In a high proportion of the companies in all countries, experts took part in the risk assessments.

Question 4. Actions needed concerning psychosocial risks?

All countries answered that there was need of actions at the workplaces concerning psychosocial risks. 15 countries gave quantitative answers. Actions were needed in on an average 66 percent of the inspected workplaces. The proportion of the companies with need of actions varied between 15 and 100 percent.

Question 5. Actions taken by the employer after the risk assessment

Most commonly the actions taken by the employers were preventive. Mitigating measures also occurred quite frequently. Remedial actions were not uncommonly occurring.

Question 6. Did the risk assessment comply with the legal requirements?

In more than 50 percent of the countries, the majority of the companies complied with the legal requirements. There were also quite a lot of companies, which partially complied with the rules. The number of companies that didn't at all comply with the rules was generally quite small.

Question 7. Actions of the labour inspection?

The most commonly taken action of the labour inspection were advice and inspection notices. In a few countries injunctions were imposed. Fines occurred in two countries, while prohibitions and prosecutions didn't occur at all.

The campaign website www.av.se/SLIC2012

During 2011 information about the campaign and some background documents and tools were successively published on the website. The campaign website with all inspection tools, including the self-evaluation tool, was fully in place on 2 January 2012. The number of visits is presented below.

Year	Month	Number of website visits	Number of visits to the self-evaluation tool	
			English	Total
				English, approximately
2011	June	23	0	0
	July	11	0	0
	August	40	0	0
	September	78	0	0
	October	31	0	0
	November	110	0	0
	December	105	0	0
2012	January	3 092	182	73
	February	4 660	357	143
	March	3 918	626	250
	April	2 569	3 076	1 230
	May	2 635	967	387
	June	4 274	454	182
	July	581	211	84
	August	80	309	124
	September	92	318	127
	October	178	289	116
	November	104	306	122
	December	52	306	122
Total		22 633	7 401	2 960

The numbers concerning the self-evaluation tool includes both the Swedish and the English versions. An approximate number of visits to the English version has been calculated. A total of 7 401 visits have been calculated. Among these, 84 percent were new visitors.

The visitors to the self-evaluation tool originated from 61 countries. The top ten countries were:

1. Sweden
2. Portugal
3. Spain
4. Austria
5. United States
6. Canada
7. United Kingdom
8. Germany
9. France
10. Romania

97 percent of the visitors used a computer and 3 percent used a smartphone or a tablet.

71 percent of the individuals, who opened the tool, completed the self-evaluation.

Final Conference

The national project leaders and the members of the working group took part in the final conference, in all 35 persons. Furthermore, there were seven speakers, organizers and representatives of the Swedish social partners.

Each participant received a conference file containing the preliminary report, handouts of the presentations, program and list of participants. Simultaneous interpretation to five languages was available.

The aims of the final conference were to:

- present experiences of the campaign
- enlighten the need for further activities in the area of psychosocial risks at the European workplaces
- contribute to the reporting of the project
- present planned further activities on psychosocial risks
- present facts about psychosocial risks at work
- exchange opinions on psychosocial inspection methods

The main contents of the program were:

- Opening of the final conference
- Psychosocial risks at work
- Results of the campaign

- National experiences and good examples of the campaign
- Conclusions

The final conference was opened by the Deputy Chair of the Committee on the Swedish Labour Market Ms Ylva Johansson, the Principal Administrator of the Health, Safety and Hygiene at Work Unit Mr Antonio Cammarota, DG Employment, Social Affairs and Inclusion and the Former Deputy Director General of the Swedish Work Environment Authority Mr Bertil Remaesus.

A scientific introduction to the conference with the title "Towards a cognitive working life" was made by Professor Bo Melin of Karolinska Institutet, Stockholm. A summary of the presentation follows:

"Man is a social being who absorbs information about the world around him via various sensory systems. With the introduction of information technology (IT) in our workplaces, interest in the role played by cognitive factors in an occupational context has increased dramatically over the last 20 years. What to inspect in the future when exposure is invisible? New methods and vocabulary are needed to make these new work circumstances visible."

The main part of the conference consisted of presentation of the results, experiences and good examples of the campaign. The reported results of the campaign and the final campaign report were presented. Most countries made a short presentation of the experiences of the campaign. A few countries were selected to make a more elaborated presentation.

In 2014-15, the European Agency for Safety and Health at Work will perform a campaign on psychosocial risks "Healthy workplaces manage stress". Dr Malgorzata Milczarek accounted for the campaign.

Conclusions from a scientific point of view and the need for further activities were presented by Professor Tom Cox of the Birkbeck University of London. The conclusions of Professor Cox have been further developed in the last chapter of this report "Future developments in psychosocial risk assessment".

The Chair of the Working Group, Ms Ywonne Strempl, expressed her thanks to all who had participated in the campaign and the final conference. Mr Arsenio Fernandez Rodriguez of the SLIC Secretariat announced the study service contract to establish the situation in EU and EEA/EFTA countries on Mental Health in the Workplace and the next SLIC Campaign on slips, trips and falls.

The satisfaction of the final conference participants was monitored according to the EU funding rules. The total number of participants, when the Swedish representatives were excluded, was 32). 24 persons answered the questionnaire.

The following aspects of the workshop was scaled on a 1-5 basis, where 5 signified "yes, agree strongly", 4 - "yes, somewhat agree", 3 - "neither agree nor disagree", 2 - "no, somewhat disagree" and 1 - "no, disagree strongly".

Did the event match your needs?	4.6
Did you gain relevant knowledge and information?	4.6
Will you be able to apply such knowledge and information in your work?	4.3

Conclusions

Supervision of psychosocial risks

As the presentations of the final conference showed, there has been a development in the area of psychosocial risks within EU since the beginning of the 2000s. In the beginning of the period, supervision of psychosocial risks was a new area in most countries. All labour inspectorates didn't have the mandate to supervise psychosocial risks.

The earlier SLIC campaigns targeted construction, chemical issues and later ergonomic issues. During the latest years, there has been a development from a technical approach to a more holistic approach.

In some countries, inspection tools concerning psychosocial risks have not been developed earlier. Development of inspection tools is a base for success. Tools are now available for all European labour inspections to inspect psychosocial risks at work. Increased knowledge among labour inspectors will in the long run lead to improvements concerning psychosocial risks.

To achieve further improvements at the workplaces in the area of psychosocial risks, one advice is to use the available inspection tools. It was stated that there is a further need for specific tools for different sectors

As the conference showed, it is now important to be aware of future development in the psychosocial area. New issues to take into account are the cognitive aspects when the working life turns towards

- qualified process-oriented work
- project organized production
- several platform (computerized) work

Legislation

The Framework Directive 89/391/EEC and the social partner agreements constitute a common legal basis for supervision in the area of psychosocial risks. However, the enforcement powers and the area of responsibility differ between the Member States. Some Member States don't have the power to inspect the public sector.

In summary, inspections on psychosocial risks are possible in all Member States, in some cases with some restrictions.

Cooperation

In planning the campaign, the cooperation within the Working Group, consisting of members with different experiences, was of great value, especially concerning inspection tools and methods. Of special value was the cooperation with the European Agency for Safety and Health at Work. The representative of the Agency highlighted the common values and methods of EU, e.g. concerning risk assessments as a base for inspections and gave ideas for development of inspection tools.

In some countries with different authorities in the areas of safety and health, the campaign further developed the cooperation between the authorities.

Of special value was that some countries deeply involved the social partners on central and local level in the campaign. Cooperation with experts on the psychosocial risks was also further developed.

On the whole, the project has contributed to a common understanding of psychosocial risks at work.

Results

Psychosocial risks are now on the agenda in all EU Member States.

Some Member States have never made inspections concerning psychosocial risks before the campaign. According to our opinion, it is a great success that they now feel quite comfortable with these issues and that methods and tools are available.

The great commitment of the campaign participants was impressive. This commitment resulted in a great many inspections in spite of the complicated and time-consuming issue and of course to further development of psychosocial issues at the workplaces.

The Country reports also show that there has been an active development of inspection methods. Many countries have divided the campaign into two phases, with first inspections and follow-up inspections. Selection of workplaces for the second inspections has been made according to logical criteria.

The inspections have been divided quite evenly between the selected sectors. The number of inspections in the area "other sectors" is lower. This shows that the selection of sectors corresponded to the needs in most countries.

The inspections were also divided quite evenly between the company size categories. The inspection tools seem to suit different company sizes.

The Member States have accounted for quite a lot of good examples, shown in annex 6. Some of the examples are very practical and would be useful for the inspectors during discussions with employers and employees.

The answers of the questions on workplace level concerning the psychosocial risk assessments show that there is need for further improvements. Only half of the employers had made a psychosocial risk assessment. Actions concerning psychosocial risks were needed in more than half of inspected workplaces.

Evaluations

According to Country report I, the Member States were invited to evaluate the campaign as a whole. The aim of the questions of the evaluation was to compare the present campaign with earlier campaigns. Accordingly, the questions were selected among the questions of earlier evaluations.

The results show that the highest scores (4.0 – 4.4, with 5 as the highest score) were given to questions corresponding to the campaign design concerning:

- Measures in enterprises
- Occupational safety and health management and prevention culture in enterprises
- Information of employers and workers
- Increase in adequate risk assessments.

In summary, the number of workplaces which have included psychosocial risks in the risk assessments has increased. Knowledge of psychosocial risks has increased among labour inspectors in all countries. Awareness of psychosocial risks at work at the workplaces has increased.

The workshop and the final conference were evaluated according to the participant satisfaction survey template. The evaluations gave high scores, which showed that the events were useful and relevant.

Future Developments in Psychosocial Risk Assessment²

Professor Tom Cox CBE,

DIRECTOR, CENTRE FOR SUSTAINABLE WORKING LIFE, BIRKBECK UNIVERSITY OF LONDON

The 2012 SLIC Inspection Campaign, focused on psychosocial risk assessment and inspection, should be judged to have been successful based on the quality and the content of the presentations made at the Final Conference and on the Country Reports that supported them. The fact that psychosocial risk was chosen as a suitable subject for a SLIC Campaign stands witness to the growing recognition across Europe that such risks offer serious and substantive challenges to health and safety. The SLIC 2012 Campaign is a milestone in the development of our methodologies for assessing and then managing those risks. Together the Country Reports and the Final Report provide valuable insight not only into the progress that we are making in this area but also into the variety of different methods that are being developed and used.

Much has been achieved since the term *psychosocial risk* was first coined arguably by the International Labour Organisation in 1986. The ILO defined it in terms of the interactions among job content, work organisation and management, and environmental and organisational conditions, on the one hand, and the employees' competencies and needs on the other. It argued that those interactions which proved hazardous influence employees' health through their perceptions and experience of work (ILO, 1986). This offered a transactional model of psychosocial risk consistent with the then emergent theories of work-related stress. This approach, however, associated exposure to psychosocial hazards too strongly with the experience of stress and threatened to narrow the area of concern. While the experience of work-related stress may offer one mechanism by which psychosocial hazards detrimentally affect employees' health and safety, it may not be the only one. A more independent definition was later advanced by Cox and Griffiths (1995). Psychosocial hazards were defined as those aspects of the design and management of work and work organisations which have the potential for causing psychological, social or physical harm to employees. Often the antecedents of psychosocial risks are referred to more neutrally as work and organisational factors.

² Tom Cox holds the Chair of Occupational Health Psychology & Management at Birkbeck University of London where he directs the Centre for Sustainable Working Life. He also holds an Honorary Chair in Psychosocial Oncology at the University of Aberdeen and an Emeritus Chair in Organizational Psychology at the University of Nottingham. He has been the Managing Editor of the scientific quarterly *Work & Stress* since 1988. His research, over many years, has been generously supported by both the British Health & Safety Executive and by the European Agency for Safety & Health at Work. He was asked to provide an expert commentary on the **2012 SLIC Inspection Campaign on Psychosocial Risk Assessment**. The task was to be forward looking, developmental within a scientific framework and of relevance to the process of inspection and enforcement.

In terms of carrying this work on psychosocial risk forward, six issues could be identified in the closing presentations of the Final Conference. Together, these represent a possible *development agenda* for psychosocial risk assessment in Europe. They are the need to:

- Strengthen the evidence base that supports psychosocial risk assessment;
- Continue developing the strategy for psychosocial risk inspection and enforcement;
- Continuously horizon scan for new and emergent risks and issues;
- Ensure sustainability;
- Re-conceptualise the psychosocial risk management;
- Resolve differences in understanding in relation to the concept of psychosocial risk across the Member States.

Revisiting this proposal in, say, 5 years time might produce a different list of needs and challenges either because progress has been made or because political and economic circumstances and will have changed. However, at the moment, this agenda provides an informed platform for taking the investment in psychosocial risk assessment forward.

Strengthening the Evidence Base

It is common place for researchers to conclude their reports by calling for further research and research funding. However, here, declaring a need to further strengthen the evidence base for psychosocial risk assessment is not such a plea. It was noted in several of the Conference presentations and in the Country Reports that a significant proportion of those in enterprises did not accept the existence of psychosocial risks or, if they did, did not accept the need to deal with them. Therefore, although the argument that such risks are significant challenges to employee and organizational health and performance is accepted within the European health and safety community, it is not won in community of enterprises. Obviously, although there is much research on psychosocial risks, their measurement and management, it has not provided evidence that is strong enough or appropriate enough to convince many of those who own, manage and work in European enterprises. This is a real obstacle to progress.

To win the argument, there has to be better more convincing data and this means not only more research but research of a particular type. There are two particular developments in research which need to be considered. First, there is an urgent need to know what sort of data will convince our community of enterprises, first, of the importance of psychosocial risks to their survival and success and, second, of our ability to assess and help them manage those risks. Second, there is a need to demonstrate a better understanding of the reality of work in Europe both generally and in relation to psychosocial risks. The challenge is to properly describe the complexity of such work at a level which permits more meaningful and useful research to be conducted. This is largely about recognising not only the important factors that determine the nature of psychosocial risks and exposure to them but also the impact of the relevant cultural, socio-economic and political contexts. We often take notice of different types of work, of sectors and, often, of size of the enterprise. Some of our analyses take into account aspects of the work force such as gender, age, work ability and general health. Consideration of these factors should not be optional but become the norm representing the cornerstone of good research practice in our area. Several contemporary issues in relation to work and working life would fit and benefit from this framework, for example, the extension of the

working life of older workers, the impact of chronic conditions on working life, the management of absence and return to work, and the management of multi-cultural work forces. Together the role of individual differences in intelligence and the management of such differences in relation to cognitive work provide another example and one discussed at the Final Conference (Melin, 2013). To demonstrate that we understand the reality of psychosocial risks and their management, we need to embrace this level of complexity. Both these developments in research will be of value in helping us win the argument in enterprises over psychosocial risks. They will also inform the development of our inspection and enforcement strategies and methods.

Developing a New Inspection & Enforcement Strategy:

When the notion of psychosocial risks first began to develop in health and safety management, the strategy for inspection and enforcement was initially the application our traditional methods which had proved successful for dealing with the more established and tangible hazards of work. This was understandable as a first response. However, it has become clear over the intervening years that psychosocial risks are different from the more established and tangible risks to employee health associated with work. These differences have been discussed in detail elsewhere. For example, there is no good level of asbestos at work ~ the optimal level is an absence of asbestos. However, there is an optimal level of job demand. Both a lack of demand and excessive demand have been associated with the experience of stress through work and, in the longer term, with ill health. The relationship between exposure to asbestos and ill health approximates to linear, as it does for many other more established and tangible risks associated with work. However, the relationship between job demand and ill health is clearly curvilinear. These facts of psychosocial risks challenge traditional inspection methods. Furthermore, Melin has talked of work now being more invisible and this adding to the challenge to inspection (Melin, 2013).

It is now understood that traditional inspection and enforcement methods cannot easily be applied to the challenge of psychosocial risks. As a result, consideration is now being given new and more appropriate strategies. The development of new strategies underscores the need discussed above for a better evidence base to support psychosocial risk assessment and subsequent risk management.

The likely characteristics of a new strategy were alluded to in the presentations at the Final Conference. They include the following:

- Further education of employing enterprises and their managers, and of employees and their representative bodies, in relation to psychosocial risks and related risk management.
- Adoption of the principle of challenge in relation to the responsibility placed on employing enterprises to reduce or eliminate psychosocial risks to employee health. Such enterprises should be challenged to provide evidence that they assess and monitor psychosocial risks, that they can identify significant areas of risk, that they discuss these with their workforces, that they agree and implement appropriate and reasonable interventions and that they evaluate these.

Both *education and challenge* were made explicit in the guidelines provided by the Working Party planning the 2012 Inspection Campaign for a process-based approach defined in terms of four core questions (page 5 (Preliminary Report)). They were also obvious in several of the programmes managed at Country level and presented at the Final Conference (for example, the Netherlands).

- To support the process-based *education and challenge* approach, the role of Inspectors should involve advising employing enterprises and their managers on the process and on the veracity and adequacy of their actions.
- A greater emphasis on working together in *partnership* in dealing with psychosocial risks going beyond meeting requirements for formal consultation.

Of course, some of this prescription is what was envisaged in the early health and safety legislation in Europe in the 1970s. What is new is an emphasis on *education, partnership and challenge* in the new inspection and enforcement strategy.

In the context of deregulation of and disinvestment in health and safety management across much of Europe, such changes in strategy might be welcomed as they could prove more cost effective than traditional approaches. However, they do have implications for the selection and training of Inspectors.

Maintaining Horizon Scanning for New & Emergent Psychosocial Hazards

We are living through a period of unprecedented change in ways of working, work enterprises and working life. If anything, this high rate of change is accelerating. Such changes usually solve existing problems but inevitably create new ones and often create new threats to health and safety. Many of these threats are now psychosocial in nature. The European Agency for Safety & Health at Work has promoted the idea of horizon scanning³ for new and emerging psychosocial risks and that is to its credit. However, given the rate of change of ways of working, work enterprises and working life, logically this cannot be an infrequently repeated 'one off' activity. It needs to be built into health and safety management as an issue of continuous improvement.

We are facing three different types of new and emerging risks. First, there are those that have relatively recently been recognised and, in some sense, are incubating possibly carrying a significant future threat to employee health. Here those related to the hazards of working in genetic engineering or of obesity in the workplace might offer examples. Second, there are those that we are beginning to recognise as future threats. Here, we might include intense and

³ Horizon scanning is a technique for detecting early signs of potentially important developments and associated risks through a systematic examination of potential threats and opportunities, sometimes with an emphasis on new technology and its effects. The method calls for determining what is constant, what changes, and what constantly changes. It explores novel and unexpected issues as well as persistent problems and trends, including matters at the margins of current thinking that challenge past assumptions (Jackson, 2011; Calof, Miller and Jackson, 2012).

long term sustained complex decision making of significant impact. Third, there are those that we do not yet know about.

Donald Rumsfeld, the much maligned former US Secretary of Defense, observed:

There are things we know that we know. There are known unknowns. That is to say there are things that we now know we don't know. But there are also unknown unknowns. There are things we do not know we don't know.

Behind this quote lies some sense. The unknowns we face are of two kinds: Those that we know that we do not know, in large part this is what drives research, and those that we do not know that we do not know. This is where the real challenges lie going forward. This is the stuff of informed imagination and of scanning beyond the horizon. It is also the core of our advice to high hazard enterprises in relation to their risk assessments and emergency planning. Typically, they are challenged by high impact low frequency events which are usually never repeated. Each one is most probably unique. To deal with this scenario – and our unknown unknowns – we need to develop our horizon scanning methodologies to scan beyond the horizon (see Jackson, 2011).

Building Sustainability

Issues of sustainability are now a fact of working life and are of importance here in two slightly different respects.

First, in political and economic contexts which challenge our management of health and safety at work, we need to build ways of thinking about assessment, inspection and enforcement and about our principles, processes and procedures that can be carried forward with some certainty. Although they need to be flexible to achieve this, somewhat paradoxically, they also need to ensure some stability in what we do.

Second, what we do through assessment, inspection and enforcement has to contribute to the overall sustainability of working life. In 2009, the Swedish Presidency hosted a Conference in Stockholm on Sustainable Work. The proceedings of this landmark meeting make clear that dealing with current and future psychosocial risks is essential for such sustainability (Gronkvist and Lagerhof, 2010). For example, with continuing changes in the landscape of work, especially with the more work being cognitive, invisible and intense than ever before (Melin, 2013), sustainability becomes an issue of work design and management (Eijnatten, 2000).

There is a need to make both types of sustainability central to our future development of psychosocial risk management.

Re-conceptualising Psychosocial Risk Assessment

In November 2011, in preparation for the start of the 2012 Inspection Campaign, there was a discussion of putative future developments in psychosocial risk management on the basis of data got from a Delphi study funded by the British Health & Safety Executive (Cox et al, 2010). These data suggested a re-conceptualisation of the area with an emphasis on:

- The positive aspects of good work design and management and the quantification of opportunities and benefits for both employers and employees.
- The introduction of a balance model of risk: compensating for uncontrollable risks.
- The presentation of the psychosocial risk management process within the framework of the development of human capital
- The quantification of economic impact of 'good' risk management: cost-benefit analysis and assessment of opportunity costs.
- The integration of psychosocial risk management with other regulatory processes.

These all have resonance with the current call for strengthening the evidence base to support our arguments in favour of psychosocial risk management and for developing new strategies for inspection and enforcement. The suggestions made in 2011 might be used to provide more detail in relation to both of these things.

Resolving Differences in Understanding the Concept of Psychosocial Risk

Although judged successful the 2012 Inspection Campaign revealed differences at the Country level in the way that psychosocial risks and risk management was understood and in how these were addressed in practice. There is a need to recognise these differences and determine whether the principle of subsidiarity can be safely applied here or whether there should be greater convergence in understanding and practice. A number of differences might be pointed up:

- Progress and performance varies across Countries with some obviously embracing psychosocial risk inspection more than others. There is nothing surprising in this. It always has been like this (in the history of the European Union) and possibly always will be.

Out of the 27 participating countries, only 4 reported having more than 75% of their Inspectors competent in psychosocial risk assessment. In contrast, 15 reported that 25% of their Inspectors, or less, were competent. 5 of these Countries reported having nobody who was competent. Interestingly, the distribution was not predictable from existing experiences of cross Europe differences and, possibly, competency in this area might have meant different things in different countries. This may require further consideration.

Over 2011 and 2012, there were 22,633 visits to the Campaign website. These varied across countries and across time with the greatest number of visits being at the beginning of the formal Campaign Jan - June 2012. A similar pattern was observed for visits to the self-evaluation tool. Of the top 10 visiting countries, 8 were from the European Union with the USA and Canada being included.

- The most striking differences were obvious in the ways that Countries conceptualised psychosocial risk and operationalised its assessment and management. Some saw psychosocial risk as inherent in the way work and work enterprises were designed and managed, others saw it as synonymous with work stress and mental health issues at work, and some identified it as resident in effects on organisational behaviour and employee

health from lack of trust through absenteeism to the extreme of work-related suicide. There is a model implicit in this array of variables (see Figure 1) and, arguably, it is necessary either to promote convergence in European thinking or, at least, recognise that differences exist and be able to state the perspective or approach taken in terms of that model. For an early discussion of psychosocial risk assessment and management, in the context of work stress, see Cox and Griffiths (1995) or Cox et al (2000) published by the European Agency. For a more recent discussion, see Leka and Cox (2008).

Final Comments

Over recent years, huge strides have been made in developing the increasingly important area of psychosocial risk assessment and management. As it has developed, we have faced a variety of significant challenges and had to face up to much critical questioning. However, this is the stuff of success: to face the challenges, to deal with them and to continue to move forward. This is what we have achieved and hopefully, with commitment, will continue to achieve. The 2012 Campaign has made a significant contribution to progress and has given food for thought in terms of necessary future developments of this area. In this paper, there is a suggested *new agenda for the future development of psychosocial risk assessment and inspection* and a suggested *new strategy for inspection and enforcement* based on: *education, partnership and challenge*.

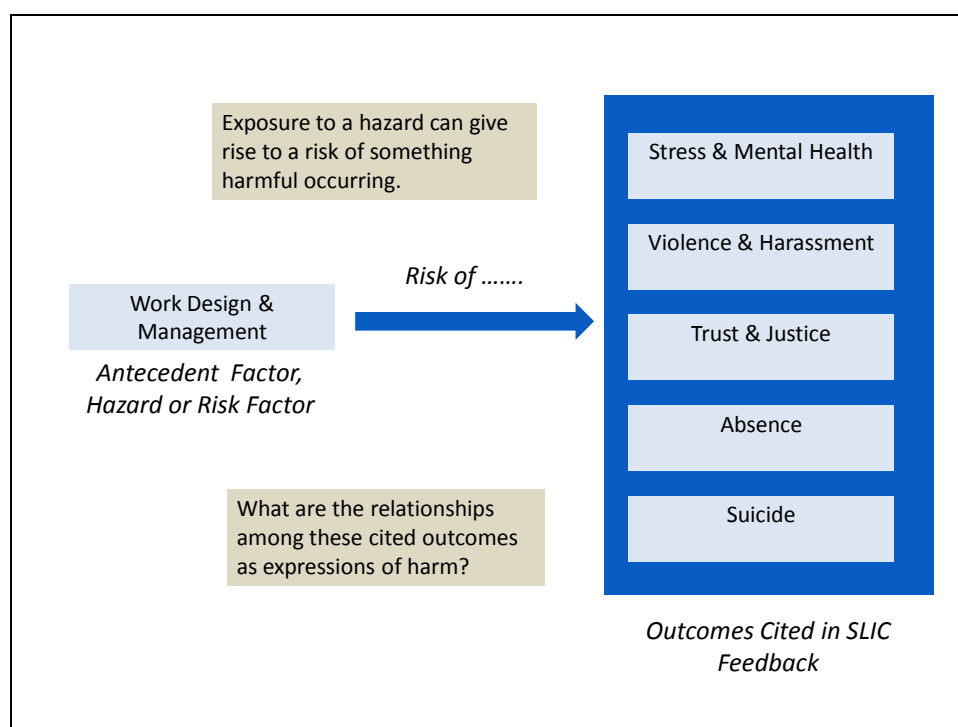


Figure 1: The Nature of Psychosocial Risk

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SLIC 2012 - Campaign on psychosocial risks – Country report I (insert country)

See instructions!

General description

National legislation	
Campaign goals or indicators	
Sectors inspected	
SLIC inspection tools and methods	
National tools (existing tools, development of new national tools or adjustment of campaign tools)	
Number of labour inspectors	<p>The total number of labour inspectors?</p> <p>The number of labour inspectors with competence on psychosocial risks?</p> <p>The number of labour inspectors actively taking part in the campaign?</p>
Training	<p>Has specific training for preparation of the campaign taken place?</p> <p>Has training material been developed?</p> <p>The number of training days per inspector</p> <p>The number of inspectors trained</p>



National evaluation or follow-up	
Development of national information materials	
Development of a national campaign website	

Assessment of the campaign

Usefulness of background material	
Usefulness of the inspection tools (toolkit)	
Usefulness of the project flyer	
Usefulness of the project website	
Description of good examples, in attachment if needed	
The inspectors' overall experiences of the campaign	
The employers' experiences of the campaign	





Evaluation

Please, scale the following aspects of the event on a 1-5 basis, where 5 signifies “very much”, 4-“somewhat”, 3 – “undecided”, 2 – “not really” and 1 - “not at all”.

	5	4	3	2	1
Did the campaign influence the national priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce measures in the enterprises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to the OSH management and prevention culture in enterprises?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to inform employers and workers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce an increase in adequate risk assessments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign improve the national OSH infrastructure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign stimulate enforcement in SME:s and high risk sectors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the exchange of information with other member states stimulate national development?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





SLIC 2012 - Campaign on psychosocial risks – Country report II (insert country)

Questions connected to inspections.

The questionnaire is intended to summarize the results of the inspections on country level and to be used to report on individual inspections.

See instructions!

Sector	Total number of inspections (inspection visits)	Number of follow-up inspections (part of total number)	Number of inspected companies or institutions	Number of inspections (Size of worksite 1-9)	Number of inspections (Size of worksite 10-50)	Number of inspections (Size of worksite >50)
Health						
Services						
Transport						
Other sectors						
Total						



1. Had the employer made a psychosocial risk assessment? yes no
2. Psychosocial risks considered in the risk assessment? frequent changes workload
 diffuse expectations night/shift work
 threats, violence relations
 stress/other risks, specify
3. Participation in making the risk assessment? employees experts
 employees' representatives
 others
4. Actions needed concerning psychosocial risks? yes no
5. Actions taken by the employer after the risk assessment? preventive mitigating
 remedial
6. Did the risk assessment comply with the legal requirements? yes partially
 no
7. Actions of the labour inspection advice inspection notice
 injunctions prohibition
 fines prosecution
 other actions i.e.



National legislation

Below, the national legislation of each country is described according to the texts of Country report I.

Austria

The Protection of Employees Act constitutes the basis for health and safety at work for employees in Austria.

http://www.bmask.gv.at/siteEN/_Labour/Occupational_Safety_and_Health/

Targeted health and safety measures aim to avoid the danger of accidents, occupational diseases, work-related illness and permanent damage.

Employers have to implement the general measures to prevent danger listed in the law when designing workplaces, work processes, when selecting and using working aids and materials, when deploying workers, and in all measures to protect employees.

Since the beginning of the year 2013 in Austria a recent amendment of the Protection of Employees Act has come into force which emphasizes the fact that employers have to do a risk assessment not only according to physical hazards but also according to psychosocial hazards. Psychosocial hazards are now defined in the law as those aspects of work design and work organization, task design and job content, social climate, work schedule and work environment, which have the potential for causing psychological harm. Now it is more obvious that employers have also to assess psychosocial risks and make an action plan and take measures to prevent psychosocial risks as well as physical risks. Also new in the law: Health is now defined more precisely as physical and mental health and the work should be arranged to preserve employees' integrity and dignity.

Belgium

Belgium has since 2002 a detailed legislation for the prevention of psychosocial risks. In the Law on Wellbeing at Work of 1966, psychosocial risks are explicitly mentioned. The law obligates the employer to make psychosocial risk assessments and to take measures. The law also contains some specific articles about the procedures for complaints about violence, mobbing and sexual harassment. The law has been supplemented by a royal decree containing the same subjects in more detail.

Bulgaria

One of the issues, bearing relation to the campaign and, in particular, to its inspection part, is the national legislation.

The basic normative acts in the field of occupational safety and health set framework requirements, as regards the psychosocial risks. In Appendix I are quoted the specific texts of the said legislation. According to the normative acts, a risk assessment shall cover all work aspects. The legislator demands an assessment of the working environment as a source of risk, and of psychosocial risks, in particular. The said requirement is further evolved with the

normatively defined obligations of the employer to control and improve the work-related psychosocial factors.

The national legislation makes no provision for detailed specification of the factors to be controlled and improved. An exception from the above said are the requirements for risk assessment dealing with video displays, in terms of stress, as well as the issues related to various forms of violence and discrimination, subject to a special act beyond the competence of the General Labour Inspectorate Executive Agency (GLI-EA).

Not focused on the psychosocial risks only, some of the normative acts set requirements largely in relation to them.

A part of the said requirements concern the following:

- Written specification of the duties of each worker, in a job profile;
- The working hours, the rest periods and the leaves, as well as overtime work;
- Working out Rules for the Internal Labour Discipline;
- Working out a physiological regime of work and rest, when stipulated by law;
- Shorter working hours for certain types of work;
- Special protection for some categories of workers.

As regards the methodology for assessment of the psychosocial risks, the legislator makes no provision for a mandatory one.

In the Republic of Bulgaria is also used standard BDS EN ISO 10075 "Ergonomic principles related to mental stress at work" in three parts, with no power of legislation, as the application of standards is voluntary.

1. Healthy and Safe Working Conditions Act – Article 12, Article 16, paragraph 1

Article 12. Physiological work/break schedules shall be introduced in order to protect health and working capacity of employees with a view to alleviating work accompanied by high neuro-psychological tension, predetermined work-rate, monotony, forced working posture or shift work.

Article 16. (1) Within the context of his or her activities necessary to provide healthy and safe working conditions, the employer shall:

1. assess the risks to the safety and health of employees including selection of work equipment, use of chemical substances and preparations and workplace organization;
2. in accordance with the risk assessment results and where needed, plan and implement preventive measures and work methods that shall:
 - a) secure improved level of workers' protection;
 - b) be integrated in all activities and structural units of the enterprise.

2. Ordinance No 7 dated 23.09.1999 on the minimum requirements for occupational health and safety at the workplaces and in the use of work equipment

Article 217. (2) Risk assessment shall cover all aspects of the work in the enterprise.

Article 220. Work-related psychosocial factors shall be controlled and improved through the implementation of prophylactic programs, specific for each type of work, to alleviate the mental workload and stress.

3. Ordinance No 5 dated 11.05.1999 on the procedure, method and frequency of making risk assessment

Article 3. Risk assessment shall cover:

- item 5. work organization;
- item 7. other adverse factors likely to cause risk.

4. Ordinance No 7 dated 15.08.2005 on the minimum requirements for securing occupational health and safety working with video displays

Article 3. (1) An employer shall make risk assessment of the workplaces with video displays, to identify the possible risks for workers' health and safety, especially with respect to the vision, the muscular-skeletal system, occurrence of mental stress and other.

(2) An employer shall undertake adequate measures to prevent or reduce the risks under paragraph 1 above, taking into consideration the possibilities for their additional and/or combined effect.

5. Protection against Discrimination Act

Article 17. An employer, who has received a complaint from a worker or an employee, assuming himself/herself a victim of bullying, including sexual harassment, at the workplace, shall immediately make an inspection, undertake measures to discontinue the bullying and to impose disciplinary action, where another worker or employee has been the perpetrator of bullying.

Article 18. An employer, in collaboration with the trade unions, shall undertake effective measures to prevent all forms of discrimination at the workplace.

Article 50. Procedure before the commission shall be opened upon:

item 3. signals of physical persons and legal entities, of government and municipal bodies.

Cyprus

The general approach to work related stress in Cyprus is that it is a risk factor influencing almost all employees at all levels of employment, leading to accidents, illnesses damages and loss of working days. Thus it is considered as a factor related to low productivity, poor product and service quality and high costs to an organization.

According to the Safety and Health at Work Laws of 1996 to 2011, "health", in relation to work, means not only the absence of disease or infirmity but includes those physical, mental and psychological elements affecting health which are directly related to safety and hygiene at work. Within this framework, Inspectors are instructed to ask for a risk assessment on stress hazards, during their inspections.

In Cyprus, a Joint Policy Statement on the Framework Agreement on Work Related Stress was signed among the Social Partners on 17.6.2008, expressing their willingness to enforce the provisions of the Framework Agreement. The Statement was cosigned by the Minister of Labour and Social Insurance.

Czech Republic

Under the Czech legislation the authorities governing protection of workers are a) labour inspectorates (inspection of the work laws observation, safety at work, just treatment), b) occupational hygiene departments of the Regional Public Health Offices (observation of the workplace health laws – exposure limits, medical checks)

National legislation does not expressly mention psychosocial risks at workplace but some parts of the Labour Code (Czech Act No. 262/2006 Coll.) specify in general terms some duties of an employer which contain also psychosocial conditions and wellbeing at workplace, e.g. sections 16-17 (equal treatment and prohibition of discrimination), sections 101-108 on occupational health and safety of employees, or sections 224-247 on care of employees (healthy work conditions and provision of preventive health services, professional development, special conditions for mothers of young children and for adolescents).

Denmark

Working Environment Act;

Consolidated Act No. 57 of 27 January 2011 as subsequently amended issued by the Danish Ministry of Employment

The aim of the Act is to create a safe and healthy working environment, which at all times is in accordance with technical and social developments in society. Furthermore, the Act is intended to create the basis for enterprises themselves to solve problems related to safety and health issues with guidance from the social partners and guidance and inspections from the Working Environment Authority. The main areas of the legislation are performance of work, the design of the workplace, technical equipment, substances and materials, rest periods and young persons under the age of 18. The Act is supplemented by Executive Orders which further describe how the object of the Act can be achieved.

The psychological working environment is regulated by section 38 of the Working Environment Act:

"Work shall be planned, organised and carried out in such a way as to ensure health and safety."

The psychological working environment is also regulated by the Executive Order on the Performance of Work. Primarily section 4, which states: "All aspects related to work shall be planned and organised so as to ensure safe and healthy working conditions.....".

Moreover section 7 states: "All aspects related to work shall be performed so as to ensure health and safety, both in the light of an individual assessment and in the light of an overall assessment of the physical, ergonomic and psychosocial conditions of the working

environment which in the short or the longer term may affect the physical or mental health of the employees".

Bullying and sexual harassment are regulated by section 9a of the same Executive Order, which states: "In connection with the performance of work, it shall be ensured that the work does not involve a risk of physical or mental impairment to health as a result of bullying, including sexual harassment".

There is also an agreement between the social partners and the Working Environment Authority with a number of recommendations as to the type of psychological working environment cases on which the Working Environment Authority can make a decision. The agreement is called "Metodeudvalget" (Methods committee). In general, the agreement states that the Working Environment Authority can determine cases in which problems in the psychological working environment are directly or indirectly caused by the work function of the individual.

An Executive Order limiting the scope of supervision by the Working Environment Authority of compliance with certain health and safety regulations, allows employer and employee organisations to establish agreements which limit supervision by the Working Environment Authority. There are two agreements between specific employer and employee organisations which limit supervision and inspection by the Working Environment Authority regarding bullying.

Estonia

The Occupational Health and Safety Act regulating the field of occupational health and safety in Estonia provides for that factors, including psychological risk factors present in the work environment do not endanger the life or health of workers or that of other persons in the work environment. In the Act psychological risk factors are aspects which may in time lead to the changes in the psychological status of an employee. Such aspects include both monotonous work, work not suitable to the abilities of a worker as well as all factors that may cause changes in the mental and physical state of a worker.

The OSH Act can be found here:

<http://www.legaltext.ee/et/andmebaas/tekst.asp?loc=text&dok=X30078K7&keel=en&pg=1&ptyyp=RT&tyyp=X&query=Occupational+Health+and+Safety+Act>

Finland

The Finnish OSH Act (738/2002) requires all employers to identify hazards and risk factors, and assess their consequences to the employees' health and safety. If employers do not have adequate expertise for identifying and assessing risk factors, they must use external experts. Under the Occupational Health Care Act (1383/2001), employers must arrange occupational health care at their own expense. The occupational health care provider has an important function in assisting the employer in carrying out risk assessments. A workplace survey by the occupational health care service provides a basis for the assessments of risks.



Based on the risk assessment, the employer must establish an occupational safety and health policy which incorporates the need to develop working conditions. The OSH Act requires the employer to take the necessary measures to reduce risks. The Act also imposes obligations on the employer to continuously and systematically monitor the work environment, the work climate and the safety of work practices. Furthermore, the Act includes special provisions relating to psychosocial risks, for instance avoiding and reducing workloads, threat of violence and harassment.

France

In general, the protection of health and safety of workers is the employer's responsibility. Psycho-social risks are part of the factors that affects the physical and mental health workers. The employer has an obligation to prevent worker exposure to these risks. The French Labour Code specifies in this area:

- The general principles of prevention create an obligation to risk assessment (Law 4121-1 transposed of the Framework Directive 89);
- The obligation must be formalized in the risk assessment document (Decree R4121-1);
- The employer has to prevent moral harassment risks (Law 1152-4) and sexual harassment risks (Law 1153-5) for the workers.

Germany

The German Occupational Safety and Health Act (ArbSchG) is based on the framework directive 89/391/EEC. Employers are requested to do a risk assessment and to take measures preventing work related health risks including measures of a human work design (§2 Nr.1 ArbSchG). It is the duty of the employer to promote health and safety in workplaces in an extensive scale. While up to now psycho-social risks are not directly named in the ArbSchG, they are explicitly mentioned in some statutory regulations (Ordinance on occupational safety and health protection during work with visual displays, Machinery Directive).

Greece

The campaign was carried out taking into account the general framework of the consolidated Occupational Health & Safety Law No. 3850/2010 and also the European Framework Agreement for the Work Stress (2004).

In Greece there is no specific legislation regarding the psychosocial risks at work. It must be noted however, that according to legislation, employers are obliged to acquire the services of a Safety Officer in order to evaluate and document occupational risk in all aspects of work. Furthermore, enterprises employing more than 50 employees are obliged to acquire the services of an Occupational Physician (OP). OP's duties include the surveillance of the employees' health and the provision of advice to the employer, the employees and their representatives, concerning the employees' physical, psychological health and wellbeing among other things.

The Presidential Decree 17/1996, Article 8(1), specifies who shall make the written risk assessment as follows:

“The employer shall: (a) be in possession of a written assessment of the risks to safety and health at work, including those facing groups of workers exposed to particular risks. The assessment shall be made by the Safety Officer, Occupational Physician, EXYP, ESYP (external and in-company specialized occupational health services) in accordance with the relevant statutory provisions. The employer shall ensure that the above institutions are provided with every means and personnel to carry out this assessment”.

Hungary

When preparing risk assessments, as of 1 January 2008 it has been mandatory for employers in Hungary to assess the impact of psycho-social work risk factors on employees and design measures to mitigate the risks.

Upon the assessment of fitness for work, employers are required to examine, at a pre-determined frequency, employees exposed to increased psychological stress and psycho-social risk factors.

Hungarian legislation prescribing the above are the following:

- Section 54 (d) of Act XCIII of 1993 on Labour Safety.
- Section 6 (e)-(f) (Annexes 5 and 6) of Decree 33/1998 (VI. 24.) of the Minister of Welfare on medical examinations to establish vocational and personal hygiene fitness for a job.

Ireland

The Safety, Health and Welfare at Work Act 2005 places duty on employer to identify hazards and assess risk and control accordingly. This requirement applies equally to the full breadth of risks present at the workplace – physical, chemical, health and psychosocial. There is one specific legislative instrument focused on psychosocial risks and that is the ‘Code of Practice on the Prevention of Workplace Bullying’ made under the Safety, Health and Welfare at Work Act, 2005 This Code is under the remit of the Health and Safety Authority, and outlines the procedures which should be in place in organisations so that the hazard of workplace bullying can be effectively and consistently addressed. It also provides guidance for employers, employees and trade unions on how to prevent a bullying culture from developing and identifies those responsible for its management and control. Currently there are no formal collective agreements in place however we have recently engaged in a joint EU initiative in this area and this project is expected to progress shortly.

Latvia

Latvian legislation there is a Labour Protection Law, which includes provisions stated in Council 12 of June 1989 directive 89/391/EEC. The Labour Protection Law stipulates that employers must make risk assessment, including psychosocial risk factors.

The order to make internal monitoring of the working environment, including environmental risk assessment, is stated in the Regulation of the Cabinet of Ministers No.660

(02.10.2007.) "Internal supervision of working environment". These provisions are listed in annex 1, including part of the psychological and emotional factors.

In accordance with the working environment risk assessment, employees should be sent to the compulsory health examinations, as determined in Regulation of the Cabinet of Ministers No.219 (10.03.2009) "Order of the compulsory health examinations". In these regulations in annex 1 are listed psychosocial risk factors and employees must be sent to the compulsory health examinations.

Lithuania

The Labour Code 2002 and The Law on Safety and Health at Work of the Republic of Lithuania 2003 oblige the duty of the employer to ensure safety and health of workers at work in all aspects related to work. It is a general obligation for employers to carry out a risk assessment also for psychosocial factors. Risk assessment procedure is regulated by Provisions of risk assessment approved by the Ministry of Social Security and Labour and the Minister of Health 2012.

The basic and specific document on psychosocial risk assessment is Methodological regulations for psychosocial risk assessment approved by the Ministry of Social Security and Labour and the Minister of Health 2005.

Poland

Polish legislation does not provide for specific regulations concerning psychological risks in the workplace. Employers are obliged to evaluate and document occupational risk assessment and inform workers about risk and the ways of dealing with it. General OSH provisions provide for a necessity of taking into consideration all working environment factors present at work. In the course of risk assessment, employers shall take into consideration also psychosocial factors.

Portugal

- Constitution of the Portuguese Republic
- Directive - Table No. 89/391/EEC - relating to the health and safety at work
- Law No. 59/2008 of 11 September, approving the scheme of employment in public functions (chapter XIII, safety, hygiene and health at work)
- Labour Code, approved by Law No 7/2009 of 12 February
- Law No 102/2009 of 10 September, which approves the legal regime for the promotion of safety and health at work
- Agreement - Table on Harassment and violence at work, signed in 2007 by the European Social Partners
- Agreement - Table on work- related stress, stabilized between the European Social Partners

Labour Code:

General Dispositions on equality and non-discrimination: - Concepts of equality and non-discrimination article 23^o; Right to the equal access to employment and labour article 24^o; Prohibition of discrimination (direct or indirect) article 25^o and 26^o;

Prohibition of harassment: Harassment - article 29^o;

Equality and non-discrimination based on sex: Access to employment, professional practice or training - article 30^o; equal conditions of work - article 31^o; Register of recruitment processes;

Regulation of the Regime to the employment contract in public functions:
Chapter XIII - Safety, hygiene and health at work

The penalties applied to infractions in this area are serious or very serious.

Romania

The current system of OSH legislation includes Law no 319/2006 on safety and health at work, which transposes the Framework Directive 89/391/EEC, the Government Decision (GD) no 1425/2006 on the approval of the Methodological Standards concerning the enforcement of the provisions of Law no 319/2006, as amended and updated, GD no 355/2007 on the surveillance of workers' health, as amended and updated, government decisions that have transposed specific directives developed under the Framework Directive, and other legislation.

Law no 319/2006

- Article 6 (1): The employer shall have the duty to ensure the safety and health of workers in every aspect related to the work.
- Article 7 (3): The employer shall implement the measures of safety and health on the basis of the following general principles of prevention:
(...) b) the assessment of risks that cannot be avoided;
- Article 12 (1) (a): The employer shall have the obligation to perform and be in possession of an assessment of the risks to safety and health at work, including those facing groups exposed to particular risks (...).

A tripartite social dialogue has been set up at the policy and legislation levels - Government, trade unions, employers' organisations. It is organised in a form already institutionalized as social dialogue committees and the Economic and Social Council, structures in which proposals meant to regulate the field are being discussed and analyzed.

Safety and health at work is handled by the social partners at bipartite level as well, during the collective bargaining negotiations, which contain specific clauses related to this domain.

The enforcement of OSH regulations, at undertaking level, and of the terms of collective agreements is done by the employer through the designated worker or the internal / external service for prevention and protection, in consultation with the workers'



representatives with specific responsibilities for the workers' safety and health or, where appropriate, the committees on safety and health at work (OSH Committees).

There is no specific national legislation regarding psychosocial risks alone, but there are various regulations that contain articles on the definition of some psychosocial risks and the penalties applied.

Law no 53/2003 – the Labour Code

Article 5

(1) The principle of equal treatment for all employees and employers shall operate within the framework of the employment relationships.

(2) Any direct or indirect discrimination against an employee based on sex, sexual orientation, genetic characteristics, age, national affiliation, race, colour, ethnicity, religion, political option, social origin, disability, family situation or responsibility, trade union affiliation or activity shall be prohibited.

The Criminal Code

Article 223 incriminates: the act of harassing a person by threat or coercion in order to obtain sexual satisfaction, committed by a person abusing his/her quality or the influence provided by the office held at the workplace (...).

Law no 202/2002 on equal opportunities and treatment between men and women defines harassment as: the situation when an unwanted behavior related to the sex of the person occurs, with the purpose or effect of violating the dignity of the person in question and of creating an intimidating, hostile, degrading, humiliating or offensive setting (...)."

Government's Ordinance no 137/2000, on the prevention and sanctioning of all forms of discrimination

According to Article 2(5): any behavior on grounds of race, nationality, ethnicity, language, religion, social class, creed, gender, sexual orientation, membership in a disadvantaged group, age, disability, refugee or asylum status or any other criterion leading to the developing of an intimidating, hostile, degrading or offensive setting is considered harassment and is sanctioned as contravention.

Slovak Republic

- § 6 sec. 1 letter c) of the Act No. 124/2006 Coll. of Laws on occupational safety and health at work and on change and amendment of some acts in wording of later regulations – employer has a duty to look for dangers and threats, assess the risk and elaborate the written document on assessment of risk in all activities carried out by employees.
- § 6 sec. 1 letter e) of the Act No. 124/2006 Coll. of Laws on occupational safety and health at work and on change and amendment of some acts in wording of later regulations – employer has a duty to ensure that chemical factors, physical factors, biological factors, factors influencing psychological workload and social factors do not endanger safety and health of employees.



- § 38 sec. 2 of the Act No. 355/2007 Coll. of Laws on protection, promotion and development of public health and on change and amendment of some acts in wording of later regulations – employer has a duty in the sphere of health protection against psychical workload and sensoric workload to ensure assessment of psychical workload and sensoric workload of employees and ensure technical, organizational and other measures, which exclude or decrease for the lowest possible and achievable rate increased psychical workload and sensoric workload of employees.
- Decree of the Ministry of Health of the SR No. 542/2007 Coll. of Laws on details on health protection against physical workload, psychical workload and sensoric workload.
- Decree of the Ministry of Health of the SR No. 448/2007 Coll. of Laws on details on work factors and work environment in relation to works categorisation from the point of health risks and on terms of proposal for works enlistment into the categories.

Slovenia

The Health and Safety at Work Act,

Published in Official Gasette of the Republic of Slovenia No 43/2011

There is no specific legislation on psychosocial risks.

Spain

As well as many European countries, Spain does not have specific legislation on psychosocial risks but it does exist a common understanding of implicit inclusion of these risks in the general provisions of the Framework Directive 89/391/EEC and the rules which transpose it, in our case the Act 31/1995 for the Prevention of Occupational Hazards (Ley de Prevención de Riesgos Laborales - LPRL).

Moreover, the Act foresees that the organization and order in workplaces should be assessed (Article 4.7.d) and the social relationships should be taken into account (Article 15.1.g). Other regulations (Royal Decree 39/1997) provide the occupational health and safety disciplines including the “ergonomics and psycho-sociology” within them.

The general provisions on risks management (risks assessment, action plan, assignment of workers to compatible jobs and investigating the causes of ill-health at work) are directly binding for the employers without the need of any specific regulation and the Labour and Social Security Inspectorate of Spain should enforce them.

With regard to harassment and violence at work, the Spanish Labour legislation establishes the right to dignity at work (Article 4.2.d) of the Labour Act) and the protection against sex and discriminatory harassment through preventive and punishment measures (Organic Act 3/2007 on equal treatment and Act 62/2003).

In addition to these statutory requirements, according to the Spanish courts judgments, the content of the Framework Agreements signed by the European partners may be taken into account by the public powers and therefore by the Labour and Social Security Inspectors in order to guide the application of the general provisions of the Law.

Sweden

The provision of the Systematic Work Environment Management is the national legislation that is used in this campaign. The rules in the provision are based on the Work Environment Act and are a transposition of EU framework directive 89/391/EEC to Swedish law. The rules explain and define procedures to be followed by employers in implementing their work environment responsibilities.

The Netherlands

In essence every employer is obligated to assess the risks employees are exposed to, to take effective measures to remove the source or reduce exposure and to evaluate the effect of implemented measures. Additional and specific for psychosocial risks, employers are required to investigate the causes and to educate employees about the possible risks and the planned measures. Employers have the possibility to develop uniformed specific measures per sector of industry together with employees. These agreed measures can be acknowledged by the government and used as reference during inspection programs.

Iceland

Iceland's law on health and safety is from the year 1980 law no. 46/1980 The Act on Working Environment, Health and Safety in workplaces, with subsequent amendments. The purpose of the law is to ensure safety and health both physically and socially.

Regulation no. 920/2006 is based on the law no. 46/1980 articles 65 and 66. In regulation no. 920/2006 it is specified that all workplaces must do risk assessments on all aspects of the workplace. The results of the risk assessment determine what must be improved in the workplace and which preventive measures must be enforced to ensure a healthy and safe working environment.

Regulation no. 1000/2004 is Iceland's regulation against bullying and harassment in the workplace. All workplaces must have a written program on preventing bullying and harassment and they must also have an action plan if the workers complain about bullying or harassment in the workplace.

Annex 4

Examples of inspection methods and tools

In the reports, some countries accounted for the campaign performance. Because of the topic, specific inspection methods were used, e.g. by use of questionnaires during or before the inspections. Several inspection methods have been previously accounted for in the “Guide for labour inspectors”.

Austria

The campaign was implemented in Austria in two phases. In a pilot project (before the SLIC campaign already started) from August to December 2011, 190 hotels and restaurants were visited for the first time, in a second phase from August to December 2012, 176 restaurants were inspected again. Additionally also 26 worksites in the traffic sector were visited. For the campaign a folder and three leaflets were published and distributed, for example, at the annual Tourism Fair in May 2012. A specific questionnaire was also developed, with 8 items regarding work organisation, task design, time pressure, planning of working hours (incl. nightshift) and work processes, social climate and communication processes. The labour inspectors interviewed employers but also employees during their inspections. At the end of inspection labour inspectors had to give a written overall assessment of the management of psychosocial risks in the enterprise.

In 41% of the enterprises in the service sector which were visited for the second time within a year labour inspectors could see an improvement in the management of the risk assessment. In particular the labour inspectors found a better common planning of working hours, a greater participation of employees in the design of work organization and work processes and more transparent rules for dealing with conflicts with and violence from clients. Also measures to reintegrate workers after prolonged sick leaves were found more often. In addition to the inspection visits the labour inspectorate organised three regional workshops for safety representatives, workers’ councils and managers of the hotel and restaurant sector. After the workshops were conducted, a joint closing conference was organized by the labour inspectorate with the social partners.

Furthermore preventive experts, occupational physicians and safety experts, of the General Accident Insurance Board Institution, advising enterprises in the service sector with fewer than 50 employees, were also trained in a workshop by the labour inspectorate.

At the moment as a result of the recent campaign but also because of the amendment of the ‘Protection of employee at work Act’ which came into force since the 1st of January 2013, there is a strong interest in the topic of preventing psychosocial risks in public, by the media and also by the social partners and preventive experts.

Belgium

The campaign consisted of 2 phases.

During the first phase, in April, May and June 2012, a first inspection visit was made to the selected companies.

The second phase was a follow-up of the employers for whom infringements were found. This phase took place from September to December 2012.

The 'horeca' sector had been chosen deliberately because it was suspected that the knowledge on regulations and on their implementation in practice was rather limited. This suspicion was confirmed by the results of the first phase. 32% of the employers had a policy on psychosocial wellbeing. The quality of the psychosocial risk analysis was diverse. Most of the companies that could submit a risk analysis also took corrective measures if necessary. Some companies didn't have a risk analysis in the form of a document but they had nevertheless taken measures.

At the end of the campaign 56% of the inspected companies had introduced a quality risk analysis or had at least actively started implementing it. Employers who have yet to start implementing it or for whom it has become obvious on the basis of a risk analysis, that prevention measures are necessary, are further being monitored.

A total of 294 inspection visits in 171 companies were made. In some companies, the campaign has had the desired effect, so that it became possible to sensitize the employers to focus on the psychosocial wellbeing of their workers. Other employers were harder convinced and the campaign only obliged them to comply with the legal provisions on a purely administrative level.

The results of the campaign suggest that in the other, non-visited companies, the situation is similar. The sensitization in all the companies of this sector with similar risks should certainly be continued. This will, amongst others, show by publishing the results of the inspection campaign but also through constant dialogue with the sectorial organization.

Cyprus

An action plan for the Campaign was prepared and followed. According to the plan:

A letter signed by the Director of (DLI) together with the flyers «Psychological Risk Assessments» and «Psychological Risks at Work» was sent to the employers informing them on the Campaign and the Inspection.

The Inspector discussed and agreed the date and time of the inspection with the employer.

During the inspection, the Inspector had a meeting with the management team, the Safety Officers and the Safety Committee and filled the «Stress at Work Check List». He/she also checked the Risk Assessment prepared by the employer.

The Inspector, accompanied by the Safety Officer or a Safety Representative inspected the premises and during his/her tour he/she gave a questionnaire to a number of employees asking them to complete it and return it back to him/her. The questionnaire was in an envelope with a pen and the employees were advised to seal it in order to reserve the confidentiality of their answers.

Each Inspector, following the evaluation of the questionnaires and the check list, sent a letter to the employer pointing the shortages or problems found and his/her recommendations.

After the collection and evaluation of all the inspection results, a letter was sent to all employers informing them on the results of the campaign for the specific sector of their enterprise/organization and advising them to use the interactive self-evaluation tool available in the campaign website to investigate and assess the psychosocial risks at work or to improve the risk assessment already prepared by them.

Finland

The four main questions were adjusted to the content of Finland's national performance targets and their assessment criteria. Based on the national assessment criteria inspectors monitored how psychosocial risks had been taken into account in the statutory risk assessment at the workplace; if adequate measures for reducing the psychosocial risks had been taken as a result of the risk assessment; and if the employer had ensured continuous monitoring. The report is accompanied by the national assessment criteria for the inspection of workload factors (appendix 1). The inspections also included monitoring the content and functioning of the occupational health care services, because occupational health care in Finland is an important expert institution in identifying psychosocial workload factors and assessing and controlling their health effects.

The Finnish tool Questionnaire has been used in Finland for several years as a part of an OSH inspection related to OSH management practices. In the campaign the Questionnaire was, if possible, carried out using the Webropol application enabling the employees to answer the questionnaire on the Internet before the inspection. Before the campaign the Webropol application had been used only in one OSH Division but along with the campaign it was taken into use in each Division.

During 2012 methods for monitoring psychosocial workload were developed in the OSH administration and valuable experience and knowledge for this development work was acquired through the campaign. Experiences of the SLIC campaign were utilised especially in the drafting of the national guidelines for inspection of psychosocial workload. In connection with the data collection for the campaign, the inspectors participating in the campaign inspections were advised to give feedback on the questions that possibly remained unclear during the inspections of psychosocial risks and on the conditions for which they perhaps wished further guidance in the inspection guidelines. The purpose of the new inspection guidelines is to harmonise the monitoring of psychosocial risks and improve the quality of OSH inspections.

Germany

Tools developed on basis of SLIC-tools, adapted to German conditions:

Tool/Guideline	Used for
1. Operational guideline / Instruction	Operational guideline / instruction for labour inspectors to carry out the inspection campaign.
2. Information flyer	Information about the campaign and its topic for employers (to be sent with the alert letter).
3. Alert letter	Letter for announcing the inspection (template).
4. List of indicators for employers a. Hotel/Restaurant b. Courier Service	List of items possibly indicating a stressful/straining/poor working environment regarding psychological conditions. The list should be completed by the employer before the inspection. The aim is to raise the employer's awareness and request him to deal with the subject.
5. Inspection Tool a. Hotel/Restaurant b. Courier Service	Interview guideline and documentation-sheet for the labour inspection.
6. Flyer for measures a. Hotel/Restaurant b. Courier Service	Recommendations for employers about measures to improve workplace conditions related to psychosocial hazards.
7. Checklist to control the quality of the process of risk assessment	Background information and list of criteria to check the quality of the process of risk assessment.

Greece

A pilot questionnaire was developed by the national project leader and the leading responsible person for general use. The questionnaire consisted of 73 questions regarding the enterprise, the work context and content, with a rate scale of 0 or 1. The total score corresponds to a risk level (low, medium or high), suggesting the respective measures to be taken.

A very well accepted ad hoc pilot questionnaire was merely used in the health sector (intensive care units, emergency departments). The questionnaire consisted of 45 questions (regarding the work content, work context and company's indexes) rating from 0 to 4 and 10 questions regarding company indexes, with a rate from 0 to 2.

Hungary

The purpose of the campaign is to call employers' attention to the issue and raise awareness about the authority's special efforts to investigate the measures aimed at the mitigation of psycho-social risks. With that in mind, the campaign in Hungary was conducted in two phases, preceded by a broad-scale awareness campaign and dissemination of information. In the first phase, we conducted a one-month long employers' review, in the context of which inspectors verified, during each individual inspection, whether psycho-social risk assessment was present at employers' across the country. In the second phase, 2-3 specially prepared (trained) inspectors performed an in-depth inspection of the psycho-social risk assessment of pre-notified employers and, where necessary, offered consulting and advice.

In the first phase, each individual work safety inspection verified the existence of psycho-social risk assessment, and the inspection covered all sectors (1,528 inspections). In the second phase, inspectors performed a detailed inspection at 134 pre-selected employers, primarily in key sectors but also involving other sectors; in other words, the second phase also covered all sectors.

In the first half of 2012, we held professional forums to prepare employers for the expected campaign in order to allow them to get ready for the inspections.

In the first phase we only checked which employers performed psycho-social risk assessment.

In the second phase, prior to the inspection we notified employers in advance of the purpose of the inspection and briefed them on the availability of campaign material in Hungarian. This was followed by the on-site inspection.

Lithuania

The campaign material received from Sweden was dispersed and distributed to our territorial labour inspectorate divisions (Lithuania has 10 territorial divisions). The labour inspectors with competence on psychosocial risks handed part of the campaign materials (a flyer for employers, Psychosocial Risk Assessments, Psychosocial risks at work background) to the companies which visited. Questionnaires, Stress at work checklists of European Agency for Safety and Health at work was provided as a support material for those companies which have not been carried out psychosocial risk assessment.

During the campaign individual inspections firstly started from dialogue with the employer and the employee representative, observations at the workplace and collecting information based on Country report II. Before inspections by the Country report II we have prepared a separate questionnaire (thematic report) that has been filled by the inspector in the specially created local intranet database (see e.g. attachment No 1). The second part of individual inspections consisted of conversations with employees group and individual questionnaires to the employees. The individual 18 questions questionnaires were made, with some changes, on base Questionnaire – Finland (see e.g. attachment No 2). In addition we used Slovenia experience and made the same Questionnaire to the employer. The results

inspectors filled in to the Excel files (see e.g. attachment No 3). The complete Excel files were sent back to the company.

During campaign 89 companies were visited, 994 employees and 81 employers filled the Questionnaire.

The State Labour Inspectorate regularly organized seminars for small and medium enterprises, during which the inspectors informed about the campaign, distributed campaign materials, and reported about the Self-evaluation tool on Campaign website.

Poland

In the course of implementation of the multi-annual programme on prevention of negative effects of stress at work, the National Labour Inspectorate applied its own tools adjusted to preventive specificity of our actions. In the years 2006-2012, two following tools were applied:

1) 'Questionnaire on assessment of work features' developed by the Nofer Institute of Occupational Medicine in Łódź (source: B. Dudek, M. Waszkowska, D. Merecz, W. Hanke 'Protection of employees' health against the effects of occupational stress' IMP, Łódź) which allows to measure (low - medium - high) the total psychosocial burden at a given workstation taking into account 10 following features:

- mental workload related to work complexity,
- risks,
- conflicts,
- uncertainty caused by organization of work tasks,
- unpleasant working conditions,
- onerousness,
- haste,
- responsibility,
- physical exertion,
- rivalry.

2) Tools were developed by NLI on the basis of a questionnaire on occupational stress elaborated by Dutch Labour Inspectorate. The questionnaire indicated 24 symptoms of stress, 12 stressors (sources of stress). The questionnaire respondent was to reply to 24 questions within 15 minutes. The new tool enables one to determine the level of stress, frequency of stress symptoms and identification of stress sources (stressors) in the working environment. These factors are determined for whole group of workers; they are divided into following categories: age - 19-29 years of age, 30-39 years of age, 40-49 years of age, 50 and more years of age, sex and type of occupied position (managerial and non-managerial).

Moreover, in connection with the SLIC Campaign 2012, in relation to employers covered by the 'Occupational risk assessment' inspection topic, NLI developed a questionnaire addressed to employers who included psychosocial risks in their occupational risk assessment. The Questionnaire, to be fulfilled voluntarily was forwarded to employers.

Slovak Republic

Public Health Authority of the Slovak Republic adjusted to campaign based on mostly Danish and Finish source materials Slovak versions of questionnaires for employer and for employees of selected enterprises in three stated segments/sectors. Bigger understandability of the questionnaire materials was made by adjustments, simplicity and exactness of formulated questions, separation of questions from measures. Intercultural differences and influences have been eliminated.

In comparison with the project of the SLIC campaign Public Health Authority of the Slovak Republic will mostly quantify subjectively perceived psychosocial burden from work of employees using Meister questionnaire of Subjective assessment of psychical burden at work.

Public Health Authority of the Slovak Republic hopes that the interesting part of the Slovak outcomes will be comparison of differences between employer and employees in perception of importance and intensity of psychosocial burdens on identical workplace. This could help in the future in finding of effective form of communication and risk management from psychosocial burden at workplace with the aim of eliminating it to the lowest possible extent.

Scenario of the campaign on national level (Slovakia):

- letter of representatives of two bodies of surveillance (deputies of directors) – Chief Public Health Officer of the SR and general director of the National Labour Inspectorate – notification to employer about the campaign realization in the enterprise with information materials (Psychosocial risks at work, Background + Psychosocial Risk Assessments, a flyer)
- check-up
 - questionnaires for employer + instruction:
 - Checklist - Stress at work (PHA SR elaborated shortened version without measures)
 - Sectorial questionnaire (PHA SR elaborated shortened version)
 - questionnaires for employee + instruction:
 - Checklist - Stress at work (comparison of answers with employers)
 - Sectorial questionnaire (PHA SR elaborated shortened version)
 - Finland Questionnaire (Valmeri)
 - Meister questionnaire (Subjective assessment of psychical burden at work according to Meister = national amendment, quantification of burden)
 - report from check-up (common report from labour inspectors and public health bodies)
- measures – proposed, accepted, realized
 - from Checklist - Stress at work
 - from Work aid/interview guide for evaluating risk assessments with regard to psychological stress
 - from Guidance – inspection of psychosocial risks at work
 - from information source materials

- counselling – during campaign realization free counselling was provided by employer, mainly by telephone and in electronic form

Spain

The Spanish Labour and Social Security Inspectorate had already approved Technical Criteria about Bullying and Harassment (69/2009) and Third Party Violence (87/2011) in 2009 and 2011.

The Spanish Labour and Social Security Inspectorate, with the collaboration of the National Institute for Occupational Safety and Hygiene developed a new Guide on Psychosocial Risks; “Guidelines of the labour and social security inspectorate of Spain on psychosocial risks” both on proactive and reactive inspection actions.

There was a specific Instruction 2/2012 “2012 SLIC European Campaign on psychosocial Risk Assessment”, with the foremost Guidelines and four Annexes on how to perform the campaign on-spot inspections.

The Netherlands

The inspection method in the Netherlands had been developed as part of our 4 year program to create more awareness for psychosocial risks, better use of preventive instruments and other measures, implementation of measures at ward level in health institutions and evaluation of the effect of instruments and other measures. For the first inspection project on psychosocial risks we had developed a special inspection module with which we can monitor the policy development on psychosocial risk reduction. During our inspections we assess the performance of an employer through these stages:

Risk containment stages:

- A. Psychosocial risks included in risk assessment?
- B. Psychosocial risks occur but causes not investigated?
- C. Investigation of causes meets in-depth-criteria?
- D. Investigation concluded, composing plan of approach
- E. Translating plan of approach to action plan
- F. Implementation actionplan
- G. Evaluation of effects

These stages reflect the requirements of our Labour Conditions Act. In essence we require that employers approach the impact of psychosocial risks in a systematic way through the stages of a PDCA-cycle according to Dr. Deming (plan, do, check, act). Our aim was to stimulate employers to take the next two steps before we return for a second inspection visit.

In this project inspections were announced in general through branch media. Specifically targeted health institutions received a letter before visited with information about the inspection project (inspection items, legal requirements, practical compliance information). After that the health institutions were contacted to make appointments for inspection visits. At first we talked to the board, management, occupational safety and health (OSHA) professionals and employee representatives in order to review the employer’s policy on psychosocial risks reduction. After this ‘administrative’ visit we check the findings on

employer's policy with visits to several different locations of the institution. There we interviewed employees and team leaders. Then we visited the board, management, OSHA professionals and employee representatives again to present and discuss our findings. Finally the employers received a letter of warning or improvement notice. This means we outlined in a formal letter the necessary improvements the employer needs to make in order to satisfy the requirements. In most cases it proved to be necessary to schedule a second inspection visit to recheck the improvements.

Iceland

We used the checklist provided by the campaign for the inspectors. Keeping in mind the aim of SLIC 2012 we developed our own inspection tools based on questions taken from QPS Nordic and Health related Quality of Life questionnaire.

In choosing the questionnaires we had in mind the fact that many workplaces have contacted us to ask for tools or easy methods to go deeper into the psychosocial work environment. On our website we have a specialized checklist for the psychosocial work environment. All our workplace checklists have a section on the psychosocial work environment.

Along with the inspector's checklist we developed our own inspection tools based on QPS Nordic along with Health related Quality of Life questionnaire (HQL). We used 13 questions from QPS Nordic based on 3 factors: work load, role conflict and fair leadership.

Description of methods of evaluation of national campaigns

Some examples of methods of evaluation of the national campaigns are shown below.

Some countries have made a systematic evaluation of the campaign by asking the employers about the campaign after the inspections on the progress concerning psychosocial risks. Some other countries have evaluated the changes in the companies concerning the psychosocial risks. A third group of countries have accounted for the experiences of the employers and the results of the campaign in verbal form.

Bulgaria

In effect of the campaign, a bigger number of employers paid more attention to the issues related to the psychosocial risk and, respectively, will take measures to restrict and minimize that risk. Besides, they said they also perceived the huge stress and load in effect of the psychosocial factors, therefore they would make use of the provided information themselves, to take care of their own health, in addition to that of the workers.

The employers in the sector of “Human health and social work” seemed to be interested in the campaign and were very well prepared for the meetings with the inspectors. They availed themselves of the opportunity to discuss possible measures they could undertake to constrain the impact of the psychosocial factors in their organization. The said employers understood that the implementation of such measures would contribute effectively to improve the working conditions, as well as to avoid work-related accidents and diseases.

At the inspections in the sector of “Freight transport by road” it was established that some employers were unaware of the problems related to the psychosocial factors.

On the whole, the employers in the inspected enterprises changed their attitude to the psychosocial problems on the workplace and became aware what a powerful factor the good psychosocial environment was for workers’ efficiency and adaptability, as well as for the good organization and management of the activity.

Cyprus

The Inspectors, after the inspections, contacted the employers or their representatives (Safety Officers, Managers etc.) by telephone and asked them to evaluate the Campaign by answering the questions of the questionnaire sent to them via email or fax. The questionnaire contained the following three questions (according to the instructions to country report templates):

1. Did the campaign help to raise awareness on psychosocial risks in the business / organization?
2. Did you improve the risk assessment after the inspection by an Inspector?
3. Did you proceed to take measures for the management of psychosocial risks in the company / organization?

Answers to question 1:

The answers in question 1 were positive and the employers stressed the fact that the campaign helped employees to understand the necessity of consultation with the employer when they face psychosocial problems.

Answers to question 2:

Most of the employers proceeded in reevaluation of risk assessment either to include psychosocial risks or to introduce further actions to evaluate these risks i.e. prepare and distribute questionnaires based on the information contained in the informational material given to them (toolkit).

Answers to question 3:

The majority of the employers outlined the measures introduced after the inspection for the management of psychological risks. These measures include:

- Appointment of experts on psychosocial issues
- Preparation of specific questionnaires
- Training of personnel on psychosocial risks
- Introduction of confidential hotline for the employees
- Introduction of organization measures i.e. setting schedules, shifts and leaves in a way to increase pleasure and the sense of equality within employees
- Integration of relation issues into the agenda of personnel meetings

Denmark

On the second visit to the individual enterprises, the inspectors noted the health and safety aspects the enterprise had worked on further, on the basis of the guidance received from the inspector on the first visit. 433 have answered yes to working further on "violence and traumatic incidents". 32 enterprises answered that they are working further on "high emotional demands", 50 have worked with bullying (including sexual harassment) and 76 have worked on "heavy work load and time pressure". This indicates that enterprises and their management are listening to the advice from the inspectors and working further on the basis of this.

The total number of inspected companies was 1.262.

Estonia

Inspectors said that there were positive changes in 32 % of companies after the visits, for example the employer complemented the risk assessment or the working plan. The target controls were beneficial in 73 % of companies, employers found out what the low places are and what kinds of trainings are needed. The awareness of employers increased in 87 % of companies. The awareness of employees increased 73% of companies. Employers of 41% of the companies can now assess risks better than before. They noticed everyday problems, what could inflict damages, but what they haven't taken seriously so far.

Germany

We didn't ask for the employers' experiences, but labour inspectors judged about employers acceptance:

- High acceptance: 65%
- Middle acceptance: 28%
- Low acceptance: 7%

Latvia

The employers' attitude was different. The majority of employers were responsive, willing to get campaign results for its company, as well as showing a desire to find a solution to the problem in relation to psychosocial risks. They gladly listened to recommendations and discussed about the existing situation. It should be noted that the inspectors also faced employers who took this campaign as usual inspection, so it was observed in disinterest and unwillingness to understand the importance of psychosocial risks and the impact on workers and productivity.

Slovakia

Employers positively accepted the procedure when they were noticed in advance in letter containing information materials about the campaign realization and about the scope of checkup. Employers and also employees have positive attitude towards solving of psychosocial risks at workplace, they would welcome higher level of informing from this sphere and methodological procedures.

In some cases employers and employees did not consider psychosocial risks as essential and relevant.

Employers welcomed contribution of the European campaign for new approach in risk management. They plan to use information materials provided to them for psychical and stress burden prevention at work. They asked for feedback which would be provided to them after the processing of national results.

Employers stated that they had no bigger problems with the participation of employees in the campaign and also during the questionnaires filling and also did not met with the unwillingness from the side of employees to fill out questionnaire. Employees had a problem to answer some wide formulated questions unambiguously with only yes or no possibility or which were negatively formulated (mainly Valmeri questionnaire).

The campaign verified and revived relations and communication between employer and employees from the aspect of psychical burden impact on work and personality of employee.

Sweden

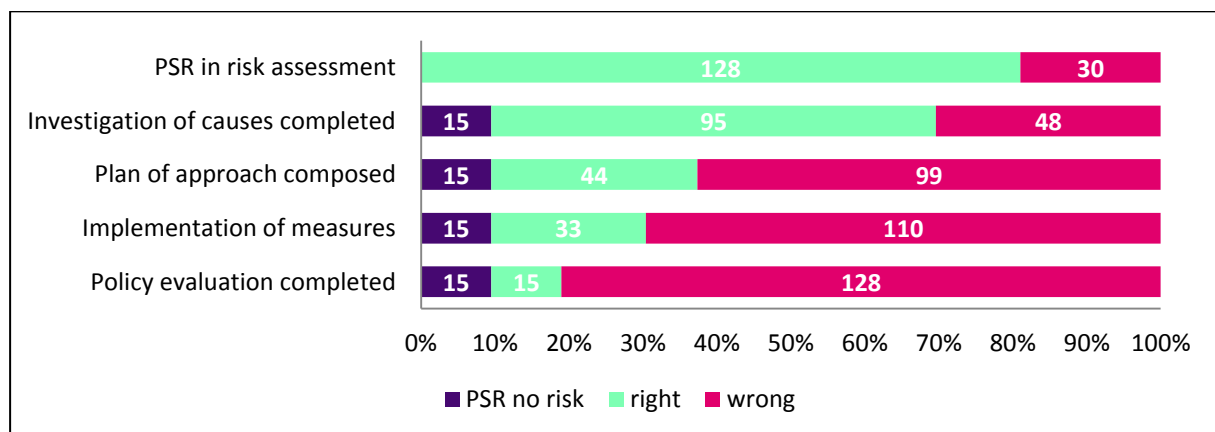
The employers' experiences of the campaign from the labour inspectors view are mainly that the psychosocial work environment management has improved. In several of the inspected

workplaces there is now more focus on the psychosocial work environment. Most of the employers have shown a great interest and seen the inspection as a support for their psychosocial work environment management. The inspectors believe the campaign has increased the knowledge and understanding of psychosocial work environment among the employers. For some of the employers this understanding may be a burden without the right assumptions. Some of them actually expressed frustration of not having the authority but the responsibility of managing psychosocial risks. They felt lack of support from their organization.

The Netherlands

The inspection method in the Netherlands focused on the appreciation of policy development in the health institutions we have visited. During the first inspection visit when we looked at the stages of risk containment, we saw a decreasing performance in the control cycle (Figure 1). Looking at the diagram, a gap became evident between the stages of risk assessment and composing a plan of approach. Only 9% of the employers had completed the whole cycle including a decent evaluation of the effect of instruments and other measures. 15 employers claimed to have no psychosocial risks or had well organized risk containment with prove to support this.

Psychosocial risk (PSR) policy development (1st visit)

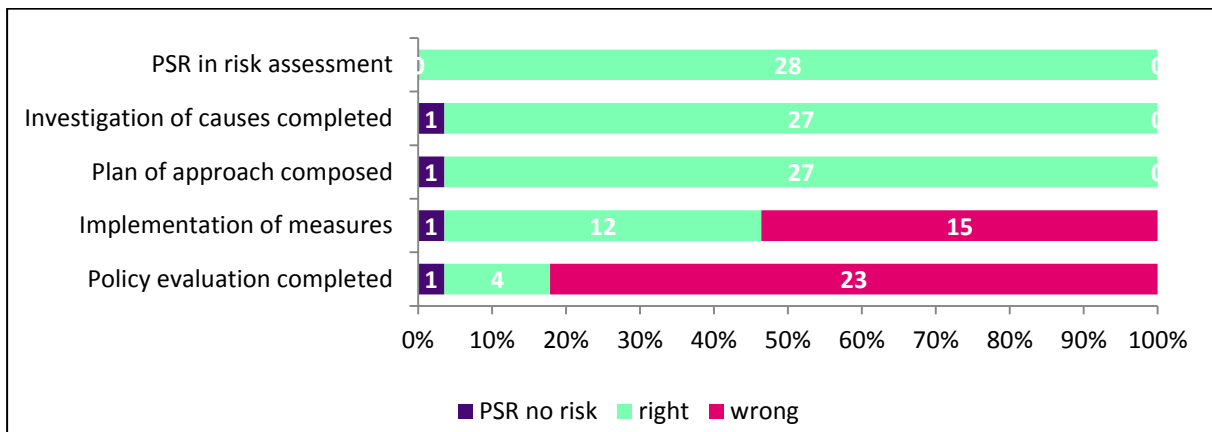


- 81% have a sound and up-to-date risk assessment
- 70% have a good understanding of the causes
- 37% have a plan of approach or action plan
- 30% have implemented suitable measures
- 19% have evaluated the results of measures

The inspection method included a second visit to see if institutions had improved their performance. Based on the first findings institutions got issued a warning or improvement notice. This means we outlined in a formal letter the necessary improvements the employer needs to make in order to satisfy the requirements. These improvements need to be

accomplished within an agreed time period (usually 6 months). It was our aim to stimulate employers to take the next two steps before we return for a second visit. When the time period expires we return to assess the progress of the employer.

PSR policy development (2nd visit)



- 100% have a sound and up-to-date risk assessment
- 100% have a good understanding of the causes
- 100% have a plan of approach or action plan
- 46% have implemented suitable measures
- 18% have evaluated the results of measures

After the second visit we found dramatic improvement in the performance of employers. The stages of risk assessment, investigation of causes and composing a plan of approach improved to a hundred percent. Some progress was achieved in the implementation stage. But in the area of effect evaluation, employers still performed poorly. Only 14% of the employers had performed a decent evaluation of the effect of instruments and other measures.

These results are promising for the follow-up inspection program. But it seems evident that employers like to hear what they need to do to meet the requirements.

Annex 6.

Description of good examples

The following measures have been listed as good practices by the labour inspectorate of some Member States. Good examples, described in the country reports, are directly quoted below.

Austria

The labour inspectorate organised three regional workshops for safety representatives, workers' councils and managers in the service sector. After the workshops were conducted, a joint closing conference was organized by the labour inspectorate with the social partners where existing results of the campaign, the workshops and further conclusions were discussed. As a result of the workshops and the conference, a press release was published in a local newspaper, which described the improvements in a hotel as a good example for the management of occupational safety and health. These improvements are made possible by the good cooperation of the workers' council, the Trade Union, the Employers representatives and the Labour Inspectorate.

E.g. to improve the organization of work and work processes, the reception area was separated from the office space area. As a result of this measure the repeated disturbances and interruptions at work were reduced. In this hotel also standardized surveys and health circles were conducted with employees for the assessment of the psychosocial risks.

In another restaurant there are regular meetings every morning with all employees for planning the daily processes. Furthermore training courses are held to deal with dissatisfied guests. Clear and transparent rules have been set, how to proceed when internal or external conflicts arise with customers.

The Labour Inspectorate was also invited to the annual Tourism Fair in May 2012 to present the objective and content of this campaign and to write an article about the campaign in the journal of the Tourism Association.

Belgium

- 1) Some employers have, on their own initiative, carried out a psychosocial risks analysis, together with the prevention counselor dealing with the psychosocial aspects.
- 2) Guidelines on how to cope with difficult situations, according to the position. For instance: Chambermaids: guideline when confronted with suicide (attempt) of a hotel guest (report procedure, psychological care for the worker, maintaining the appropriate discretion, etc.). Desk staff: guidelines on how to deal with fussy clients or various profiles of clients.
- 3) A catering business adjusting the number of workers to the client type. For instance, in bachelor parties, this business resorts to older workers, supported by a worker with a surveillance experience.
- 4) Toolbox meeting "Dealing with difficult and aggressive clients".

5) Wearing adapted footwear in order to prevent tiredness. Providing spare shoes when high heels are worn.

Bulgaria

After the inspections that were performed, the programs for reduction of the mental tension and stress at work were expanded to cover measures such as: conducting team building; rehabilitation exercises organized for workers, doing tasks under a high level of stress; training of the staff to deal with risk groups; more frequent meetings of the staff with the top management to discuss specific problems; consultation with the workers concerning the work organization, content and load; good performance rewards for the workers, and other.

In one of the inspected hospitals the employer had appointed a psychologist to conduct as follows: psychological training; examination and instruction of the staff; consultations to the workers on psychological matters; assistance in the settlement of crises, conflicts, problems of a different nature, occurring at the workplace, etc. In other hospitals was organized training on the topic of "Managing Stress", where the lecturer was a consultant psychologist, parallel to drum therapy. The staff is familiar with techniques for managing stress, such as relaxation, balancing desire and potential, self-control.

At inspection in the sector of "Freight transport by road" was encountered good practice with respect to risk assessment, covering the existing potential psychosocial factors. All work areas and activities (management and administration, transport and technical activities) were evaluated from the perspective of the psychosocial factors.

In some enterprises in the transport sector was established that the employers had organized a comprehensive study on psychosocial risks and work-related stress. Using such questionnaires (of up to 120 questions), training on safety and health at work had been conducted on a regular basis, discussing also issues related to the psychosocial stress, workload, etc.

Cyprus

In a hotel, the personnel involved in spa activities were provided with electronic devices in order to inform other colleagues or the manager in the case of harassment by client.

Czech Republic

In one case employer organizes courses for workers how to manage problematic situations in work.

Some social services institutions with enlightened managers employ psychologists with good psychosocial results.

Estonia

- Cooperation with other countries about the trainings



- Using the web-page instrument for mapping stress at work
- Joint events with colleagues
- Trainings about communication (for example with difficult client) and psychology (for example how to handle grief)
- Helping each other (colleagues), strong teamwork
- Development interviews with workers, joint discussion with colleagues, satisfaction surveys

Finland

The results of the questionnaire have been well received by workplaces especially as the result in Finland contains comparative information from the sector in question. The values for the sector are always included in the inspection report. Employers are interested in the level of their own workplace and in comparative information on other workplaces. The results encourage them to promote safety and health at work so as to reach an above-average placing, preferably among the best. Several workplaces have asked whether they can use the method for their own purposes.

Germany

This compilation of examples of good practice is a short summary of data reported by several inspectors from the federal states. Before transferring to other enterprises more and detailed information is needed.

Good practice in Hotels/Restaurants:

Risk assessment

- Encouraged by public authorities an enterprise developed an elaborated questionnaire to detect psycho-social risks.
- In a hotel an employee survey was carried out in 2008. Included were questions for quality control, organizational conditions and psycho-social hazards. Measures for prevention were taken and evaluation was carried out. Repetition of the questionnaire in 2011 showed growing employee satisfaction with workplace conditions; new fields of action were identified.
- Establishment of a complaint management and evaluation of the data together with the employees.

Organisation of work:

- Job rotation
- Enough time for training temporary personnel.
- Reliability in planning the time off.
- Working together in teams which perform well together.
- Skilled employees controlled the time allowance for different tasks. As a consequence time buffer were granted to new and semi-skilled employees to avoid stress.



- Optimal staff allocation schedule at a hotel's reception in line with the guests' frequency.
- Accounting for psycho-social hazards in designing schedules, workload and benchmarks.

Social relations and leadership:

- Establishing a good working atmosphere.
- Management is respecting the employees.
- Training and coaching of managers, when there are problems.
- Establishing a "scandinavian model": Working without hierarchy structures in a cooperative system.

Behaviour oriented prevention/training:

- Training for employees
- Training to encounter harassment and conflicts on work
- Good and encouraging time management for young people with learning disabilities.

Others:

- Giving non-monetary gratification for doing overtime.

Good practice in Courier Services

Working- hours:

- Fixed working-hours with an upper boundary on the individual working time account.
- Control of overtime and its compensation.

Organisation of work:

- Fixed tours independent of the deliveries to be executed.
- Working only with permanent employees.
- Fixed salary.
- Engaging internal contact persons for supporting contract partners / subcontractors.
- Establishing many branch offices in order to reduce driving distances.
- Picking up goods only from shops, not from private households.
- Transporting valuable goods with qualified employees.
- Engage supplementary manpower to sort the parcels. That reduces loading time and facilitates delivery to the customer.

Behaviour oriented prevention/Training:

- Training to deal with dogs.

Others:

- Technical limitations of the driving speed.

Hungary

Based on the experience of our inspections, the psycho-social risk assessments that succeeded in revealing all psycho-social risk factors were those where employees were involved in identifying the risk factors. The employers that were successful in performing risk management were the ones where management and employees communicated routinely and on a daily basis (e.g. informal discussions during regular on-site visits), because this ensured the prompt perception of any “change in the atmosphere”. As a good example, some employers commissioned external experts to provide conflict management training once they perceived conflict brewing among their employees.

Latvia

- The smaller number of employees leads to better internal communication and staff solidity.
- Well-designed rest area with matching furniture and household appliances results in a greater desire to congregate and discuss case studies and get psycho-emotional balance.
- A two-hour monthly meeting to discuss problems
- Providing psychological consultation
- Employees are ensured with extra vacations.
- The company has an active trustee, to deal with various types of employee problems.
- Organisation of training on communication, mental health issues
- Providing rehabilitation procedures, medical gymnastics, collective physical activity.

Poland

In 2009, in the course of implementation of the multiannual programme, some companies participating in the programme, following assessment of psychosocial working conditions and preparation of proposals for preventive actions, declared their readiness to be inspected by external auditors. At the level of the Chief Labour Inspectorate, several companies which excelled in stemming the negative effects of stress were selected for being audited. On the basis of audit outcomes, a brochure containing examples of good practices has been developed.

Portugal

- Awareness to good practices is now taking shape.
- Offering of psychological support and anti-stress programs
- Special training
- Periodic meetings and action plans
- Appropriate risk assessment
- Nutrition programs, leisure programs, physical exercise and relaxation therapies
- Agreements with universities and other entities
- Leaflets and other media to raise awareness
- On premises risk manager
- Communications improvement

Slovakia

Assessors met with the example of good practice in some enterprises where employers expressed their interest to learn more about on the topic of psychosocial factors at work, declared active effort to promote also psychological health of their employees and good comfort at work, respectively they submitted risk assessment or the plan for psychological burden and stress elimination at work.

Examples of good practice were consistent schooling of new employees, improving of communication between employees and employers, informing employees on risks, introducing of group work, correct organization of the work, elimination of monotonous work, appropriate work conditions, effective managing of work, possibility to change for certain time work arrangement, support of employees, regular meetings with the possibility to talk about the problems at work, timely informing on peak load, appraisal of the work of employee (financial, non-financial), education of employees.

Spain

Good examples are related to the use of Psychosocial Risks Assessment together with Human Resources Techniques in the implementation of improvement actions for better communications and better tasks distribution.

In other cases, improvement actions on night and shifts workers come together with Health Promotion Plans.

A workplace with several ambulances' companies, have done a jointed Psychosocial Risks Assessment for all their workers.

An enterprise devoted to travellers' transport has given the option to the bus drivers between choosing school transport or regular commuters transport. In many cases the workers' representatives have welcomed and congratulated the campaign.

Sweden

One experience from an inspection at a hospital highlights the pedagogically impact the dialog with the employer and safety delegate had. During the inspection the employer and the safety delegate started to identify psychosocial risks they had not thought of as risks before. The inspector could then guide them and make an understanding of what psychosocial risk assessment is and what they needed to accomplish. They obtained a new view about risks and could e.g. see that there had been serious consequences for individual employees caused by the lack of introduction to work which had led to heavy work load.

Another experience the labour inspectors got were when they received information about a large company and how the working conditions made the supervisors ill and led to sickness absence and high personnel turnover. When they first inspected the workplace, both the employer and the central safety delegate were in a denial and saw the supervisors' illness as a personal condition. However, the group conversations with both supervisors and employees confirmed and emphasized the information about various psychosocial risks at work. The inspection led to a good result at the workplace. There were actions carried out

and a changed attitude by the employer and the central safety delegate regarding psychosocial risks at the workplace.

Iceland

We visited 33 workplaces in the caring sector (the elderly and mentally handicapped). 15% of them showed that there were some areas that needed to be improved. Letters were sent to all the workplaces that were visited and they were informed of the outcome of the questionnaires.

We found that there is a very strong connection between psychosocial work environment and health related quality of life. The work we have done through the Slic 2012 project has confirmed that bad psychosocial work environment is directly connected to poor health related quality of life; a good psychosocial work environment leads to better health related quality of life.

We expect to be able to use the 13 questions taken from QPS Nordic if we need to do a survey on psychosocial work environment in the future.

Annex 7

Number of worksites with 1-9 employees according to sector

Country	Health Size 1-9	Services Size 1-9	Transport Size 1-9	Other Size 1-9	Total
Austria	0	53	0	0	53
Belgium	0	45	0	0	45
Bulgaria	36	0	94	0	130
Cyprus	0	0	0	0	0
Czech Republic	2	6	0	0	8
Denmark ⁴					
Estonia	1	0	0	0	1
Finland	40	23	0	3	66
France	41	244	0	0	285
Germany	0	59	27	0	86
Greece	5	179	28	0	212
Hungary	0	9	2	2	13
Ireland	121	0	0	0	121
Italy	0	0	0	0	0
Lithuania	1	0	6	0	7
Latvia	8	0	0	0	8
Luxembourg	0	0	0	0	0
Malta	0	0	0	0	0
Poland	7	291	17	461	776
Portugal	4	0	0	0	4
Romania	51	194	167	0	412
Slovak Republic	0	2	0	0	2
Slovenia	0	8	9	0	17
Spain	0	0	0	0	0
Sweden	63	0	0	0	63
The Netherlands	0	0	0	0	0
United Kingdom	0	0	0	0	0
Iceland	2	3	0	0	5
Norway	0	0	0	0	0
Switzerland	0	0	0	0	0
Total	382	1 116	350	466	2 314

⁴ Denmark has inspected 1 262 companies, but uses other categories to divide worksites by number of employees.

Number of worksites with 10-50 employees according to sector

Country	Health Size 10-50	Services Size 10-50	Transport Size 10-50	Other Size 10-50	Total
Austria	0	102	0	0	102
Belgium	0	207	0	0	207
Bulgaria	134	0	111	0	245
Cyprus	4	0	2	0	6
Czech Republic	18	19	0	0	37
Denmark ⁵					
Estonia	25	0	0	0	25
Finland	170	9	0	31	210
France	479	396	0	0	875
Germany	0	317	82	0	399
Greece	27	78	28	0	133
Hungary	4	25	17	2	48
Ireland	135	0	0	0	135
Italy	0	0	0	0	0
Lithuania	5	0	38	0	43
Latvia	23	0	0	0	23
Luxembourg	0	0	0	0	0
Malta	0	0	0	0	0
Poland	19	230	13	456	718
Portugal	82	0	0	0	82
Romania	120	374	298	0	792
Slovak Republic	10	25	4	0	39
Slovenia	0	12	26	0	38
Spain	1	0	0	0	1
Sweden	82	11	12	0	105
The Netherlands	0	0	0	0	0
United Kingdom	0	0	0	0	0
Iceland	10	15	0	0	25
Norway	0	0	0	0	0
Switzerland	0	0	0	0	0
Total	1348	1 820	631	489	4288

⁵ Denmark has inspected 1 262 companies, but uses other categories to divide worksites by number of employees.

Number of worksites with more than 50 employees according to sector

Country	Health Size >50	Services Size >50	Transport Size >50	Other Size >50	Total
Austria	0	21	26	0	47
Belgium	0	42	0	0	42
Bulgaria	153	0	42	0	195
Cyprus	14	33	3	0	50
Czech Republic	9	1	0	0	10
Denmark ⁶					
Estonia	11	0	0	0	11
Finland	8	0	0	8	16
France	327	231	0	0	558
Germany	0	95	33	0	128
Greece	56	50	20	0	126
Hungary	24	20	22	7	73
Ireland	133	0	0	0	133
Italy	0	0	0	0	0
Lithuania	7	0	32	0	39
Latvia	37	0	0	0	37
Luxembourg	0	0	0	0	0
Malta	0	0	0	0	0
Poland	32	79	14	301	426
Portugal	134	0	0	0	134
Romania	293	123	199	0	615
Slovak Republic	23	7	28	0	58
Slovenia	12	0	0	0	12
Spain	367	92	206	20	685
Sweden	202	12	22	4	240
The Netherlands	0	0	0	0	0
United Kingdom	0	0	0	0	0
Iceland	3	0	0	0	3
Norway	0	0	0	0	0
Switzerland	0	0	0	0	0
Total	1845	806	647	340	3638

⁶ Denmark has inspected 1 262 companies, but uses other categories to divide worksites by number of employees.

Abstracts of country reports

All participating countries were invited to describe their national campaigns in a short abstract. These abstracts are published below.

Austria

This EU-wide campaign facilitated the national implementation especially in small enterprises in the service and traffic sector due to the intensive exchange of information, the creation of a common understanding of the objectives of a risk assessment of psychosocial risks and the adoption of a common approach with common tools applied in practice. Another important result of the campaign was that the legal requirements in Austria have been significantly improved and have been upgraded to the higher standards of some other EU countries, especially Nordic Countries.

On the one hand it was surprising that many employers in the service sector have expressed a strong interest in the topic of preventing psychosocial risks, on the other hand it was less surprising that in these small businesses a systematic approach is still to be found very rarely. But now more employers, employees, social partners and also involved labour inspectors have a better understanding of a systematic implementation of the risk assessment of mental workload than before the campaign.

Belgium

Belgium has selected the hotel-restaurant and café sector. So we have picked out a sector in which we expected to find little attention for the elaboration of a psychosocial wellbeing at work policy. Part of the inspected companies (32%) had a well-developed psychosocial wellbeing policy. For many other companies the results were in line with the expectations. The inspectors have invested a lot of effort into informing and raising awareness of these employers. The campaign has inspired these employers to implement or develop a psychosocial wellbeing at work policy.

Bulgaria

For Bulgaria it was the first ever campaign on this topic and was included in the General Labour Inspectorate Executive Agency's (GLI-EA) Plan of Action for 2012. The main goal was to involve a wide spectrum of people, working in the field of safety and health at work, as well as the general public. All planned inspections in the health and transport sectors were made by 60 labour inspectors, or by 17.2% of the inspectors' staff. The campaign has been estimated as a success both by the participants involved and by GLI-EA's management. Sustainability of the results will be attained through an extension of the campaign over the service sectors (i.e. hotels and restaurants) in 2013.

Cyprus

During the campaign, 56 workplaces were inspected in all three target sectors. The toolkit prepared was found to be very useful for the Inspectors as well as for the employers and employees. The evaluation of the campaign results shows that the campaign helped a) to the training of the Inspectors, b) to raise awareness among employers regarding the problem and make them take measures to deal with it, and c) to make employees understand the necessity of consultation with the employers regarding the psychosocial risks. Also, it was found that a significant number of Risk Assessments did not include psychosocial risks and in the cases where these were included, it wasn't complete.

Czech Republic

The groups gaining most were on one hand professionals - work hygienists and labour inspectors - receiving information, methods and tools for checking and improving state of things at workplace which is repairable, on the other hand employers and employees going through the checking procedure and finally receiving summary of evaluation process and some advice for improvement. As a not small gain was judged the cooperation of hygienists and inspectors, both previously concerned only in their own (by law) appointed fields.

Denmark

The Danish part of the SLIC campaign has taken place in the sector *transport of passengers*. 268 enterprises have been inspected, and the inspectors have used the two relevant sector specific guidance tool during inspections. All enterprises in the campaign received two inspection visits. The first visit focused on dialogue and guidance. If the issues that were addressed at the first visit were not corrected at the second visit, or new issues had arisen, the company could receive an improvement notice. In the sector *transport of passengers* the main risk factor is violence and traumatic incidents. This issue was addressed at 187 enterprises, and 148 of these had made improvements regarding this issue at the second visit. The sector *transport of passengers* has also been the subject of a campaign in 2008.

Estonia

Psychosocial Risks 2012 Campaign in Estonia was focused to the health care sector nurses and care workers. Using questionnaires the respondents found that they understand their role and work demands well but are not always satisfied with the leading changes, support and relations. For improvement the employers have implemented most the preventive measures for example clear management, appropriate information delivery, dialogue with workers, constructive feedback and training for managers.

Finland

The results of the campaign inspections in Finland show that employers are usually quite aware of the psychosocial risks at the workplace and have started to reduce them. However,

the inspections showed that the risk assessment process was often unfinished and the employer had no systematic approach to the management of psychosocial risks. Lack of knowledge or resources was generally experienced as the greatest obstacles to reducing psychosocial risks and therefore the inspection was perceived by most employers as a support for their psychosocial risk management.

Germany

In the course of the SLIC 2012-campaign "psychosocial risks at work" 617 companies in Germany were visited and inspected: 475 hotels/restaurants (service sector) and 142 courier services (transport sector). More than 50% of the companies did not have a psychosocial risk assessment and if they had, in many cases the assessment did not comply with the legal requirements. In 80% of the companies the labour inspection gave advice how to integrate psychosocial risks in the risk assessment and in more than 44% formal letters were sent to the companies.

All in all, the campaign led to a positive response among the companies and the labour inspectors as well. The findings of the campaign can be used effectively for further campaigns which are already planned in Germany.

Greece

The campaign was carried out by interviewing employers and employees, with the use of the stress checklist of the European Agency for Safety and Health at Work. The dominant psychosocial risk factors regarding the three sectors inspected were work load (pace and intensity), night/shift work, threats and relations.

The Greek Labour Inspectorate enforced the assessment of psychosocial risks by issuing inspection notices and advising on preventive and mitigating measures, as well as including changes at the organizational level and policy.

A need emerged for creating a new safety culture in a difficult period of an unprecedented economic crisis, a situation where the vast majority of employees, considered that the preservation of their work is of first priority even in overexposed psychosocial risks.

Hungary

The main aims of the Hungarian Inspection Campaign was to direct the employers' attention onto the problem, to signalize that the authority deals with the inspection of the measures being aimed at the reduction of psychosocial risks while these inspections were consultancy instead of penalty.

Both the experiences of inspectors and the employer feedbacks were positive; due to the Campaign those employers who earlier had not taken these problems seriously, dealt with the question more profoundly.

The core of the problem is the workplace stress which may lead to occupational illnesses, reduces the work performance and increases the absences and the number of the work accidents.

Ireland

In Ireland the Health & Safety Authority focused on the healthcare sector only for purposes of the SLIC campaign. We found that awareness and assessment of psychosocial risks was very high in this sector and 90% of the 324 organisations inspected had assessments completed. One third of organisations were given advice to direct further improvement but no formal enforcement action was necessary on foot of these inspections.

Lithuania

The campaign execution was chosen in the transport sector, because in the Lithuanian transport sector occurs one third of all fatal accidents, one fifth of serious accidents and about half of non-work related deaths. Second criterion for the selection was the Health sector.

As a base national tool we used adjusted Finland's and Slovenia's Questionnaires. During the campaign 89 companies were visited, 994 employees and 81 employers filled the adjusted Questionnaire.

As shown by the data obtained during the campaign, in the Lithuanian transport sector psychosocial risk assessments was carried out in only 37% of the companies. In many Lithuanian transport companies the presence of "workload" and "relations" was very frequent in the risk assessments.

Luxembourg

The Labour and Mines Inspection in Luxembourg recently received an award for their campaign on the prevention of psycho social risks in companies. The campaign is jointly organised with the Ministry of Work and Employment and the Ministry of Health. The campaign is visualised in a 30 seconds' video spot, showing the effects of stress, pressure and violence on the human mind. 15% of sick leave in Luxembourg is related to stress, mobbing and violence at the workplace. With 15% of suicides and 10% of resignation, of which it is assumed that they have been caused by bullying and other psycho social risks, addressing these risks has become a priority for both businesses and employees. Link to video spot and clip awarding ceremony: www.itm.lu

Poland

Performing the SLIC campaign on psychosocial risks in Poland, we took into account these enterprises which provided the risk assessment considering psychosocial risks - it was 684 companies. They were asked to fill the questionnaire, which was generated from the formula of national report II. From the information from the questionnaires received, it seems that the most disturbing psychosocial risk is stress (80% of companies). On the other hand only 32% of employers see the need of performing specific actions to minimalize the stress in the



workplace. Employers tend to concentrate on the preventive actions (88%), not on the healing ones (19%). We assume that the reason for such results is the lack of knowledge about the psychosocial risks in general and the consequences that may appear as a result of not considering them as risk factors in the work place. That is why Polish Labour Inspectorate concentrates on trainings and advisory services for employers and employees in the subject of psychosocial risks at work. We continue these actions in Poland hoping that they give results in taking specific actions by the employers which will end up in raising safety in the workplace and proper atmosphere among employees.

Portugal

In Portugal, is legally provided for the obligation of the employer to identify and evaluate all risks (including psychosocial risk factors) for the safety and health of workers, in order to eliminate them or reduce worker exposure. However, there is a need to develop more and better procedures for the evaluation of psychosocial risks, which by their nature emerging, requiring new knowledge and technical approaches to measure the impact the new practices and work processes have on workers' mental health.

Despite economic difficulties and cyclical, the strong involvement and awareness of employers, workers' representatives, health and safety technicians and workers, allows us to believe that the goal of this campaign to promote the assessment of psychosocial risks in the workplace and improve quality of assessments already been successfully achieved.

Romania

Objective of the campaign was awareness raising of employers and workers on psychosocial risks at work;

Means to achieve the objectives:

- information sessions organised by territorial labour inspectorates and attended by representatives of employers belonging to the target group;
- coverage of the campaign by local media;
- inspection visits to employer`s' premises

Number of labour inspectors actively taking part in the campaign was 114 labour inspectors controlling the sectors of health, social care, hotels and restaurants and transports.

Total number of inspections (inspection visits) was 1 819.

The issue of psychosocial risks for workers was regarded with interest by both employers and workers concerned.

When training labour inspectors, it would be helpful to have discussions on "case studies" and constant and updated information on the methodology and methods used in the EU countries as regards the inspections, as well as on the possibility of customizing/tailoring them to the national conditions.

This campaign has revealed the need for further training of labour inspectors, new methods of control and exchange of best practices with counterparts in other European countries. All participants highlighted the usefulness of the information received within the framework of the psychosocial risk assessment campaign, followed by appropriate actions to reduce or eliminate them, whenever possible.

Spain

The most lasting effect of the 2012 SLIC European campaign on psychosocial risks assessments in Spain has been the approval of the Guidelines for law enforcement actions in this matter by Labour and Social Security Inspectors, defining the scope and the basic criteria and regulating their proactive and reactive actions in companies.

The campaign in Spain has been focused on Social Care, Call Centres and Travellers' Transport companies (390 companies). The fulfilment of the companies inspected has been increased from 40% (total) and 20% (partial) to 63% and 33% respectively.

Throughout 2013 inspection actions will be carried out to improve the quality of the psychosocial risks management according to the scale defined by the campaign and the guidelines approved.

Sweden

408 inspections have been carried out in Sweden and most of them have been targeted to health sector and social care. The results show that the most frequent psychosocial risks are heavy workload, threats and violence, stress and work including demanding relations with clients, patients etc. The employers have shown a great interest to the inspections and have got a more structured way of working with psychosocial risk management after the inspections.



PSYCHOSOCIAL RISK
ASSESSMENTS