

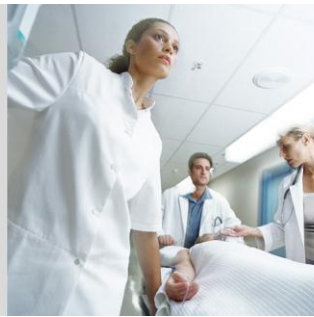
## SLIC 2012 - Campaign on psychosocial risks – Country report I - Belgium

*See instructions!*

### General description

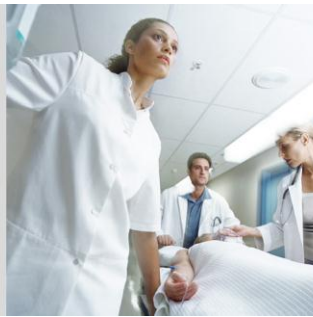
National legislation	Belgium has since 2002 a detailed legislation for the prevention of psychosocial risks. These provisions are contained in the Wellbeing Act of 1996 supplemented by a separate royal decree. The employer is obliged to implement risk analysis in relation to psychosocial stress in his company and on the basis thereof take any necessary preventive measures. The legislator has provided for a complaints procedure for those involved in or witnesses of violence, harassment, sexual harassment or discrimination at work.
Campaign goals or indicators	The quantitative objective of the Belgian campaign was set at 160 inspection visits in the 'Horeca' sector. The inspection focused on the overall implementation of the legislation on psychosocial stress with a special focus on the accents agreed upon in the SLIC campaign. The necessity and the implementation of risk analysis in relation to psychosocial stress in the companies was the main focal point. Regardless of the SLIC campaign, Belgium conducts in 2012-2013 a large-scale awareness-raising campaign in the field of the psychosocial risks. The target groups for this awareness-raising campaign are the general public, the workers, the employers, the union representatives, the prevention counselors
Sectors inspected	The 'Horeca' (Hotels, restaurants and cafés)



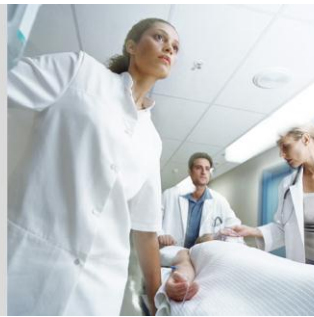


<p>SLIC inspection tools and methods</p>	<p>The SLIC toolkit was used as documentation during the training of the inspectors concerned. It was also on the basis of this toolkit that a computerized checklist was developed, tailored to the Belgian legislation. The inspectors also received the full SLIC toolkit as background information and as an aid in the preparation of the individual inspections. During the inspection visits was examined whether the employers had performed a psychosocial risk analysis, to what extent it met the legal requirements and whether the employers had taken the necessary prevention measures. During the campaign, the employers were informed, sensitized and corrected or verbalized where necessary. The employers were and continue to be monitored on the implemented corrective measures.</p>
<p>National tools (existing tools, development of new national tools or adjustment of campaign tools)</p>	<p>An existing checklist was updated, refined, expanded and computerized. The SLIC documentation was a very good support for the Belgian campaign team and in particular for the determination of risk analysis quality assessment indicators. The updating of the computerized checklist was done taking into account the specific Belgian context, the SLIC campaign objectives and the questions of the final SLIC report. This checklist was integrated into the inspectors' registration tool. Existing publications on psychosocial wellbeing and psychosocial risk analysis in cafeterias were distributed among the participating inspectors and were issued as documentation to the inspected employers.</p>
<p>Number of labour inspectors</p>	<p>The total number of labour inspectors? 162</p> <p>The number of labour inspectors with competence on psychosocial risks? 46</p> <p>The number of labour inspectors actively taking part in the campaign? 44</p>

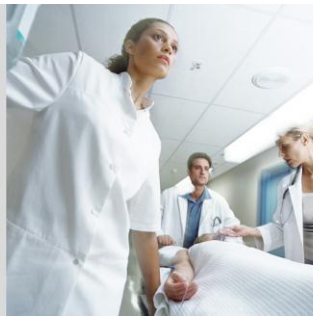




<p>Training</p>	<p>Has specific training for preparation of the campaign taken place?</p> <p>A specific training for the participating inspectors in Dutch and in French has been provided for.</p> <p>Has training material been developed?</p> <p>The training was given on the basis of a power point presentation. The training consisted in discussions on the SLIC campaign objectives and its practical implementation within the inspected sector (horeca), the national legislation, the quality of the risk analysis on psychosocial stress and the checklist that had to be filled in.</p> <p>The inspectors received a documentation map consisting of the SLIC toolkit supplemented by national publications on psychosocial wellbeing. The Inspectors received a standard notice letter, a list of possible infringements and a list of company addresses that had to be inspected and on the basis of which they had to make a selection for themselves, taking into account their personal jurisdiction.</p> <p>The number of training days per inspector?</p> <p>1/2 day. Most inspectors had sufficient knowledge on the psychosocial wellbeing domain and were sufficiently experienced in inspecting the implementation of the legal provisions relating to psychosocial wellbeing.</p> <p>The number of inspectors trained?</p> <p>57 inspectors have attended the training. There are several national inspection campaigns per year and each inspector must participate in at least one campaign. This training has also been used as an opportunity to increase the number of inspectors competent in the field of psychosocial risks. Therefore, the training was open to all inspectors, including those who did not participate in the campaign.</p>
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<p>National evaluation or follow-up</p>	<p>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.</p> <p>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.</p> <p>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 convince and the campaign only obliged them to comply to the legal provisions on a purely administrative level.</p> <p>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.</p>
<p>Development of national information materials</p>	<p>Within the SLIC campaign framework, no specific publications were developed. The SLIC flyer was used to announce the campaign to all external partners (prevention services, trade unions and the employers' organization for the 'Horeca') and the targeted employers. The Federal Public Service for Employment, Labour and Social Dialogue has published in recent years several brochures on psychosocial wellbeing and related issues (e.g. risk analysis in cafeterias).</p> <p>Within the ongoing sensitization campaign on psychosocial wellbeing a practical tool will be developed for performing a risk analysis in smaller companies.</p>

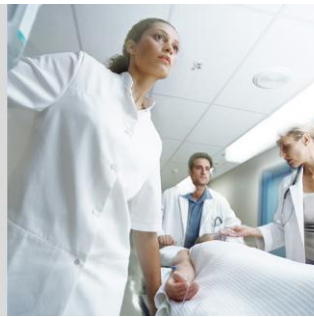


<p>Development of a national campaign website</p>	<p>On the website of the 'Belgian Safe Work Information Center' (<a href="http://www.beswic.be">www.beswic.be</a>), the Belgian portal website of EASHW, all campaigns conducted by the Directorate-general for the Wellbeing at Work are announced.</p> <p>This campaign too was announced on BeSWIC <a href="http://www.beswic.be/nl/campaigns/risks_sluc">http://www.beswic.be/nl/campaigns/risks_sluc</a> .A direct link exists to the official SLIC website. Furthermore, the campaign was also announced via the main website of the Federal Public Service (<a href="http://www.werk.belgie.be">www.werk.belgie.be</a>) and via the website of 'respect at work' (<a href="http://www.respectophetwerk.be">www.respectophetwerk.be</a>) with a link to the campaign page on BeSWIC.</p> <p>The BeSWIC website registered 1202 visitors to the campaign.</p> <p>The general and specialized press was informed of the campaign, as well as the main external partners of this campaign (prevention services, trade unions and the employers' federation for the 'Horeca')</p>
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### Assessment of the campaign

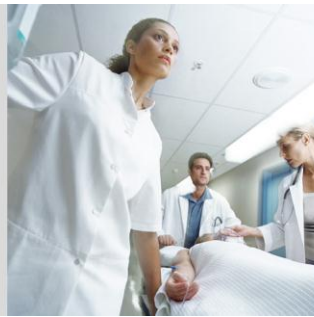
<p>Usefulness of background material</p>	<p>The SLIC documentation map (toolkit + flyer) was used for developing the proper computerized checklist and was integrated into the training. The inspectors received the documentation map in preparation and support of their inspection missions.</p> <p>In the future, the toolkit will also be used in the general training package for inspectors.</p>
<p>Usefulness of the inspection tools (toolkit)</p>	<p>The toolkit was used actively when elaborating the training and when developing the checklist. The participating inspectors have used the toolkit as information material for the preparation of the inspection visits.</p> <p>The questionnaires from the toolkit were not actively used during the inspection visits, whereas the self-developed checklist was!</p>





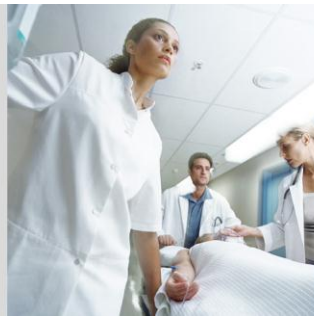
Usefulness of the project flyer	This was a useful tool to communicate on the existence of the campaign to external partners and to inform the selected companies on the objectives of the campaign and on the announced inspection visit.
Usefulness of the project website	Only very few of the participating inspectors visited the SLIC website. All necessary documentation had been made available for them in a documentation map and also via electronic means. The inspection visits showed that the employers had not taken the time to visit the website. The synthesis of the interim reports on the SLIC website was fairly global.





<p>Description of good examples, in attachment if needed</p>	<p>Few good practices were established. The following measures have been listed by the labour inspectors as good practices:</p> <ol style="list-style-type: none"><li>1) Some employers have, on their own initiative, carried out a psychosocial risks analysis, together with the prevention counselor dealing with the psychosocial aspects.</li><li>2) Guidelines on how to cope with difficult situations, according to the position. For instance:<ul style="list-style-type: none"><li>- Chambermaids: guideline when confronted with suicide (attempt) of a hotel guest (report procedure, psychological care for the worker, maintaining the appropriate discretion, etc.).</li><li>- Desk staff: guidelines on how to deal with fussy clients or various profiles of clients.</li></ul></li><li>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.</li><li>4) Toolbox meeting “Dealing with difficult and aggressive clients”.</li><li>5) Wearing adapted footwear in order to prevent tiredness. Providing spare shoes when high heels are worn.</li></ol>
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<p>The inspectors' overall experiences of the campaign</p>	<p>The opinions expressed by the inspectors were divided. A number of inspectors was not keen on the choice of the sector. They did not believe in a possible positive impact of the campaign on an improved psychosocial wellbeing in the 'Horeca' sector. It is, admittedly, not easy for employers to raise awareness in relation to psychosocial well-being, especially in smaller companies. Many employers consider psychosocial risks, such as verbal aggression and high workload, features that are characteristic to the sector. A lot of time and energy was invested in informing and raising the awareness of employers in connection to the utility of wellbeing at work and psychosocial wellbeing in particular. On the other hand, the inspectors experienced as very positive their confrontation with employers who showed interest, who forced themselves to regularize or who had, on the basis of their experience and common sense, taken measures without having at their disposal any risk assessment in documentary form. Hence, it becomes clear that we are dealing with a sector where prevention related to psychosocial wellbeing still is in its infancy. The employers without any form of wellbeing policy in the field of psychosocial stress now have a risk analysis. But the actual work, taking prevention measures based on the results of the risk analysis, has yet to begin. It is therefore too soon to assess the long-term impact of the campaign in this sector. It has primarily been an awareness- raising campaign so as to help a number of employers to find their way in psychosocial wellbeing.</p>
<p>The employers' experiences of the campaign</p>	<p>The reactions of the employers were diverse, sometimes rather negative (campaign and psychosocial risks considered as trivial) but sometimes also constructive (active preparation of the inspection visit and willingness to regularize). The campaign was perceived mainly as an inspection, not as an awareness-raising campaign.</p>







## 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”.

	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Did the campaign influence the national priorities?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce measures in the enterprises?	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to inform employers and workers?	<input checked="" 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 checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>

