



## SLIC 2012 - Campaign on psycho-social risks – Country report I: **FRANCE**

*See instructions!*

### General description

National legislation	<p>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:</p> <ul style="list-style-type: none"><li>- The general principles of prevention create an obligation to risk assessment (Law 4121-1 transposed of the Framework Directive 89);</li><li>- The obligation must be formalized in the risk assessment document (Decree R4121-1);</li><li>-The employer has to prevent moral harassment risks (Law 1152-4) and sexual harassment risks (Law 1153-5) for the workers.</li></ul>
Campaign goals or indicators	<p>The targets were:</p> <ul style="list-style-type: none"><li>● Improve the prevention and make companies aware and take into account the psychosocial risks.</li><li>● Ensure compliance with obligations assessment and prevention in the field of psychosocial risks.</li></ul> <p>To comply with these obligations, a questionnaire was developed with 13 indicators (see it in appendix) which were used in enterprises inspections.</p> <p>Inspection on the companies took place from September 15<sup>th</sup> to December 15<sup>th</sup> 2012.</p>
Sectors inspected	<ul style="list-style-type: none"><li>- <b>Health care</b> (private and associative)</li><li>- <b>Food retail trade</b> (services)</li></ul>
SLIC inspection tools and methods	<p>All technical support was posted on the LI Intranet (called Cap SITERE). These documents were also distributed to trainers and trained participants in the campaign.</p>





<p>National tools (existing tools, development of new national tools or adjustment of campaign tools)</p>	<p>As part of the campaign at the national level, methods and tools developed were as follows:</p> <p><b>Method:</b></p> <p>A working group was established to develop the campaign tools. It was composed of inspectors, occupational doctors inspectors, prevention engineers and representatives of national prevention institutions (CNAMTS, INRS, ANACT).</p> <p><b>Tools:</b></p> <p>A new tool has been developed consisting of a questionnaire and an instruction note (see appendix).</p> <p>This questionnaire was structured around two complementary inspection approach:</p> <ul style="list-style-type: none"><li>a) Inspection over regulation matters;</li><li>b) Focus on the psycho-social risks.</li></ul> <p>It was considered that the non-regulation compliance of the fundamental rights may in itself constitute psychosocial risk factors.</p> <p>a) Points of regulation identified are:</p> <ul style="list-style-type: none"><li>- Type of work contracts - fixed-term or part-time, to be managed satisfactorily?</li><li>- Hours of work - does the company respect the information access, maximum working time, rest time modalities?</li><li>- Organization of the physical work environment. Are workplaces arranged to ensure their safety use? Are they kept in clean condition? Are hygiene and sanitary conditions respected to ensure workers' health?</li><li>- Functioning of employees' representatives and quality of social dialogue.</li><li>- Are they company employees representatives, a committee of hygiene, safety and working conditions, a company committee? Have employees' representatives been trained on a general and / or a specific training for PSR? What is the quality of social dialogue in the company?</li></ul> <p>b) Focus on the psycho-social risks (PSR)</p> <ul style="list-style-type: none"><li>- Participation of stakeholders in the prevention process: has the company launched a preventive approach on the PSR? Who was involved: employees, employees' representatives, occupational doctor, other expert? Has the doctor form commented on the PSR?</li></ul>
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- Assessment of psycho-social risks: What factors in connection with the work organization have been evaluated?

- intensity and working time (fast work, hard work, difficulties in reconciling private and professional life ...)
- emotional requirements (contact with a tough audience, verbal or physical violence ...)
- autonomy (little opportunity to manage his work, work rate imposed, under-used skills ...)
- social relation at work (lack of clarity of objectives, collective work undermined, little recognition of efforts done, helpless supervisor, employees expression ...)
- meaning of work (utility feeling, discussion on targets and ways to do the work, quality and pride in a job well done ...)
- insecurity of the work situation (job insecurity, delayed payment of wages, precarious contracts, uncertainty about the future of the profession or the conditions of exercise ...)

- Are the psycho-social risks transcribed in the risk assessment document?

- Has the company implemented an action plan on the prevention of psychosocial risks taking into account the work organization? If yes, what are those actions: intensity and working time, emotional requirements, autonomy, social relation at work, meaning of work, insecurity of the work situation...

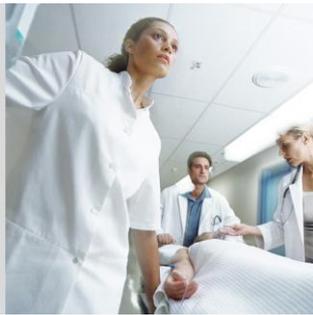
This approach has been developed during the training of labour inspectors.





<p>Number of labour inspectors</p>	<ul style="list-style-type: none"> <li>● <b>2256</b> is the total number of labour inspectors in France.</li> <li>● The number of labour inspectors with competence on psychosocial risks? French LI has a “generalist” approach including OSH and social laws. In this case, every inspector has the competence on psychosocial risks.</li> <li>● The number of labour inspectors actively taking part in the campaign? All 2256 labour inspectors.</li> </ul>
<p>Training</p>	<p>Has specific training for preparation of the campaign taken place? Yes</p> <p>Two trainings were organized before launching the campaign:</p> <ul style="list-style-type: none"> <li>- Training of trainers: 50 persons (inspectors, occupational doctors inspectors, prevention engineers). At the national level, the goal was to create a network of trainers to provide technical assistance to inspectors. This training was ensured by the National labour, employment and vocational training institute (INTEFP).</li> <li>- Training of labor inspectors: in each territorial area, training sessions were organized for inspectors.</li> </ul> <p>Has training material been developed?</p> <p>Technical supports have been created for trainers: PSR approach, case studies on health care and food retail trade sectors. A questionnaire and an instruction note were also used. SLIC documents were distributed.</p> <p>The number of training days per inspector :</p> <ul style="list-style-type: none"> <li>- for the training of trainers: 3 days</li> <li>- for the training of inspectors: 2 days</li> </ul> <p>The number of inspectors trained:</p> <p>Total : 1055 persons</p> <ul style="list-style-type: none"> <li>- 50 persons to constitute the network of trainers.</li> <li>- 1005 inspectors (45% of inspectors total number).</li> </ul> <p>These trainings will continue also in 2013.</p>





National  
evaluation  
and follow-  
up

## 1. MAIN OUTCOMES OF THE INSPECTION CAMPAIGN

### 1.1 General data

- 1658 inspection visits among which 48% (787) in the health care sector and 52% (871) in the food retail trade sector.
- 113 820 employees have been concerned by this campaign. 60% (68 058) in the health care sector and 40% (45 762) in the food retail trade sector.
- 49% of inspections visits took place in companies from 10 to 49 employees.

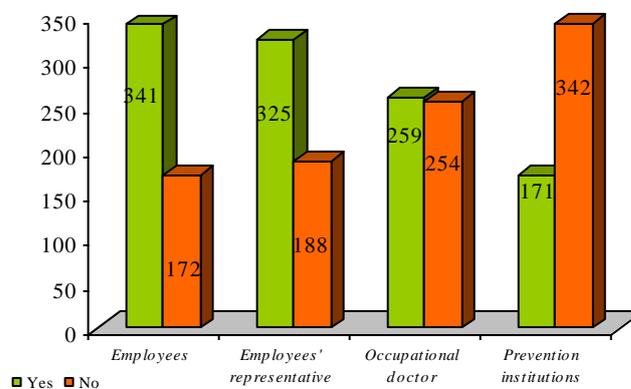
Here are shown only the outcomes concerning the focus on psycho-social risks. The outcomes concerning the "inspection over regulation matters" are shown in the conclusions for each sector.

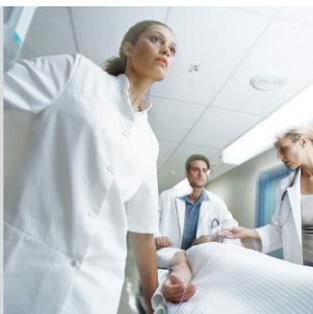
### 1.2 Health care sector

Among the 787 inspection visits, 54% were made in companies from 10 to 49 employees and 27% from 50 to 99 employees.

#### • PSR prevention approach engaged by companies

65% (513/787) of companies have implemented a PSR prevention approach, 87% of them were associated with at least one of the following stakeholders: employees, employees' representatives, occupational doctor, prevention institutions.

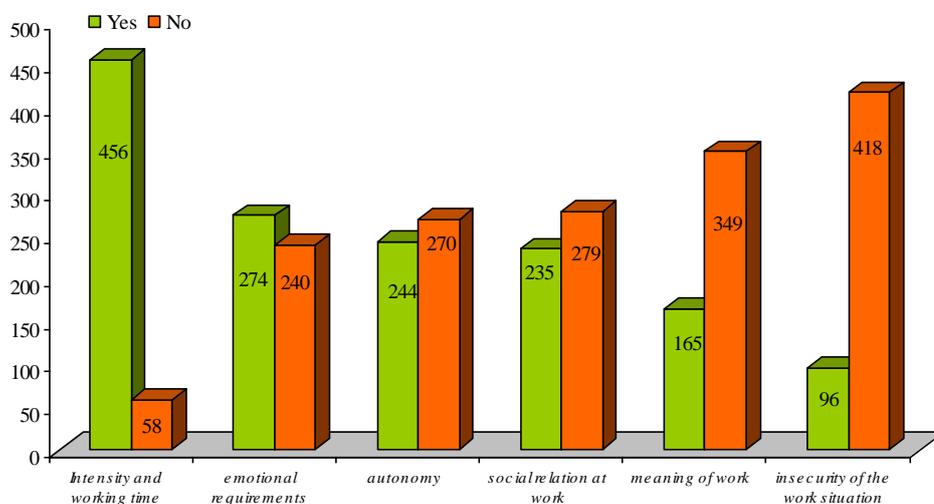




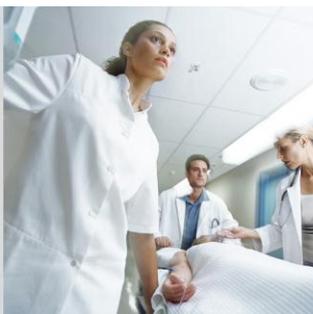
- **Psychosocial risks assessment in relation to the work organization**

65% (514/787) of companies have conducted a psychosocial risk assessment in relation to the organizational factors.

Among the factors, the emotional requirements (89% including threats, violence) and intensity and working time (53% including frequent changes, workload, night/shift work) are more often taken into account in the risk assessment.

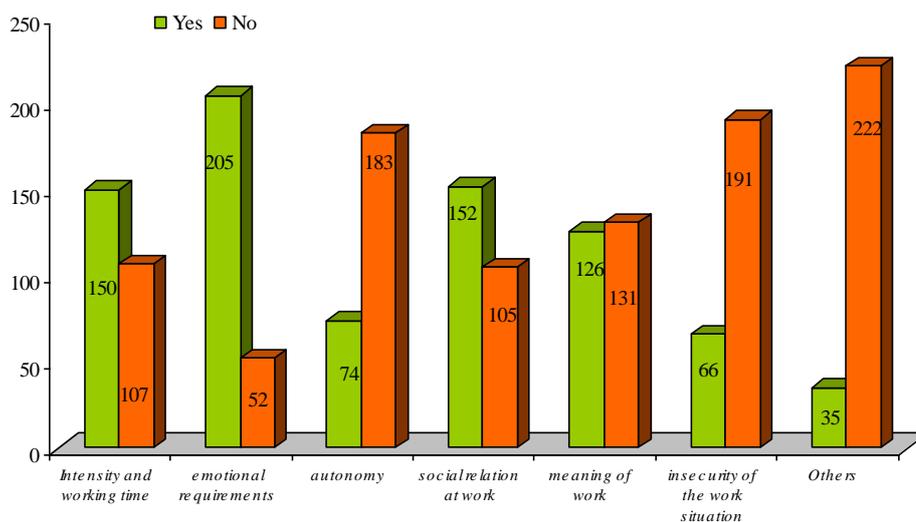


Indeed, 48% (377/787) of the companies transcribed psycho-social risks in the risk assessment document.



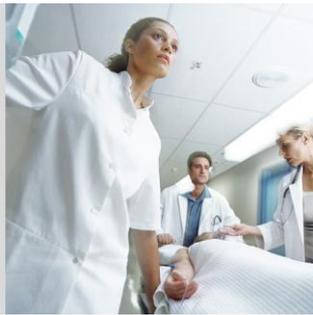
- **Prevention actions on the psychosocial risks**

33% (257/787) of the companies have developed an action plan on the prevention of psychosocial risks taking into account the organization of work incorporating following various factors:



The results showing that these actions were mostly focused on issues related to emotional requirements, intensity and working time, social relations at work and meaning of work.

There is a significant relationship between risk factors assessed and preventive actions implemented by companies.



## • CONCLUSIONS AND LESSONS

### a) Inspection over regulations matters

#### *Time work*

- Inspections show that 69% of the companies provide good access to working hours information.  
In addition, companies comply satisfactorily on 72% of the maximum working time and 69% for the rest time.

#### *Organization of the physical work environment*

- The results of the inspections show also that workplaces were arranged so that their use ensure the workers safety in 81% of controlled companies and 87% concerning hygiene and wholesomeness conditions to ensure workers health.

#### *Employees' representatives*

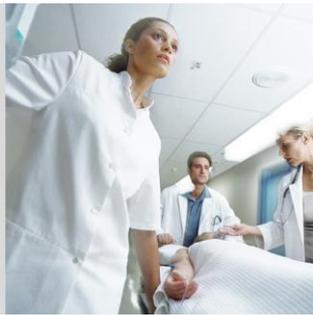
##### *- Hygiene, safety and working conditions Committee in the companies*

- 45 of the companies (6%) organized PSR training for the committee members.
- 208 on 318 of the companies (65%) having a Committee associated at least one of the actors (employees, occupational doctors or prevention institutions) in the PSR prevention approach.

#### *Representative delegate*

- 45 companies (6%) organized PSR training for the representative delegate.
- 313 out of 530 companies (59%) having a representative delegate associated at least one of the actors (employees, occupational doctors or prevention institutions) in the PSR prevention approach.





## **b) Focus on the psycho-social risks**

### ***PSR assessment in relation with the work organization***

- 65% (514/787) of the companies evaluated at least one psycho-social risk factor related to the work organization, however 16% of them (81/514) reported not having engaged a PSR preventive approach.

### ***PSR assessment transcribed in the risk assessment document***

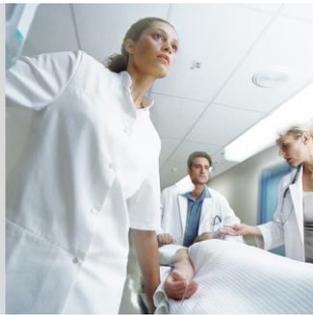
- For 330 companies (42% of total), inspections show that at least one risk factor was assessed and the risks were transcribed in the risk assessment document.
- For 184 companies (23%), inspections show that at least one risk factor was assessed but the risks were not transcribed in the risk assessment document.
- For 47 companies (6%), inspections show that no factor has been evaluated but the PSR assessment was transcribed in the risk assessment document.
- 29% of the companies have not carried out a PSR assessment and also not transcribed it in the risk assessment document.

### ***PSR assessment in relation with the work organization and preventive action***

- 31% (246/787) of the companies evaluated the PSR in relation with the work organization and also engaged preventive measures, however 34% of the companies evaluated the PSR without implementing preventive actions.
- 33% of the companies did not realize risk assessment and nor preventive action.

### ***Relation between risk assessment document and preventive action***

- Only 24% of the companies transcribed in the risk assessment document the PSR and have implemented preventive actions, however 23% transcribed it in the risk assessment document but without following preventive action.
- 6% (50) of the companies did not have realized a risk assessment document but realized preventive actions. In this case, the companies do not comply with the regulation.
- 46% of the companies did nothing.



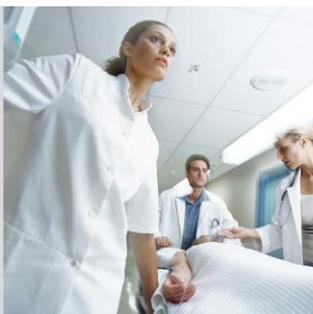
***Relation between PSR assessment, transcription in the risk assessment document and preventive actions***

When companies have evaluated the PSR, transcribed it in the risk assessment document and also engaged prevention actions, inspections results show that:

- Only 191 of the companies have completed the PSR assessment, transcribed it in the risk assessment document and realized prevention actions. (24% of the total number of companies (787); 37% (514) of those having evaluated the PSR).
- 138 companies evaluated the PSR without transcribing it in the risk assessment document and without engaging prevention action. (18% of the total number of companies (787); 27% of those having evaluated the PSR).

Finally, 23% of total of the companies inspected have implemented a PSR prevention approach, realized risk assessment and transcribed it in the risk assessment document and engaged also preventive actions.

Juridical following of the inspections: 87% inspection notice, 2% prosecutions and 11% more various actions (prosecution intention if the companies do not provide additional documents, proposal of technical support, participation to OSH Committee meetings in the companies...).

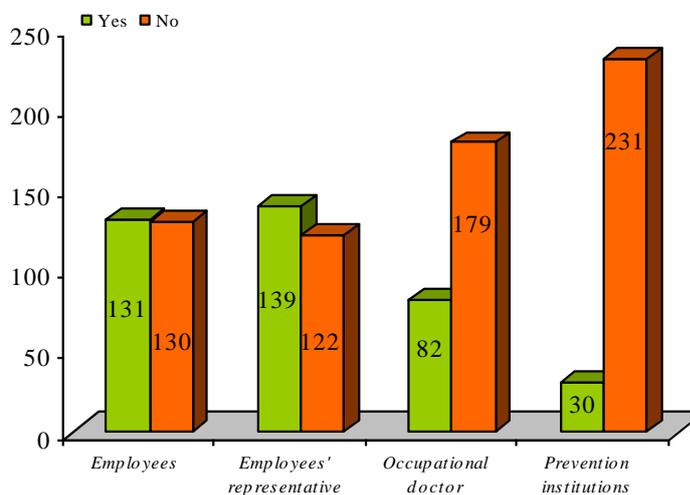


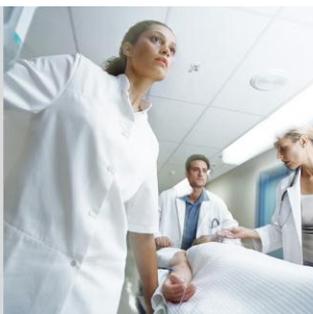
### 1.3 Food retail trade sector

Among the 871 inspection visits, 45% were made in companies from 10 to 49 employees and 26% from 1 to 9 employees.

- **PSR prevention approach engaged by companies**

30% (261/871) of the companies have implemented a PSR prevention approach, 79% of them were associated with at least one of the following stakeholders: employees, employees' representatives, occupational doctor, prevention institutions.

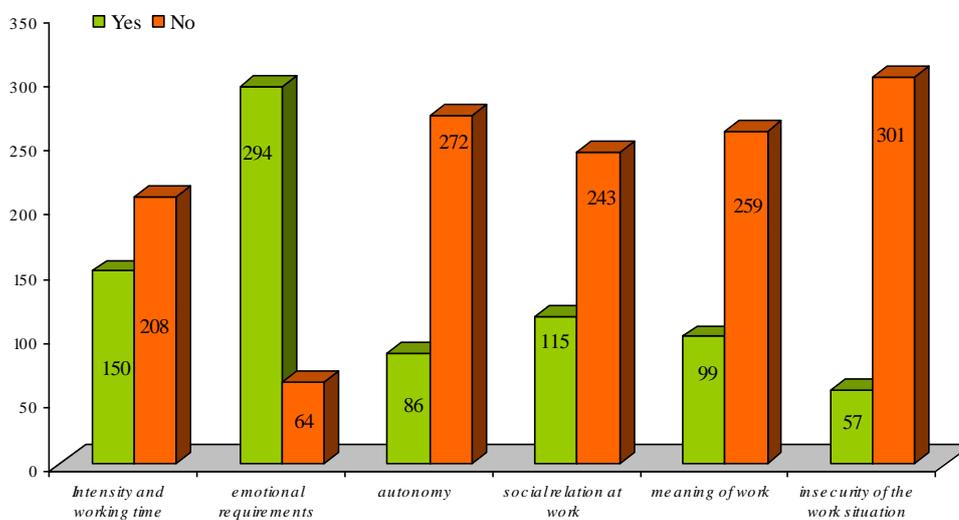




- **Psycho-social risks assessment in relation to the work organization**

41% (358/871) of the companies have conducted a psychosocial risk assessment in relation to the organizational factors.

Among the factors, the intensity and working time (42% including frequent changes, workload, night/shift work) and emotional requirements (82% including threats, violence) are more often taken into account in the risk assessment.

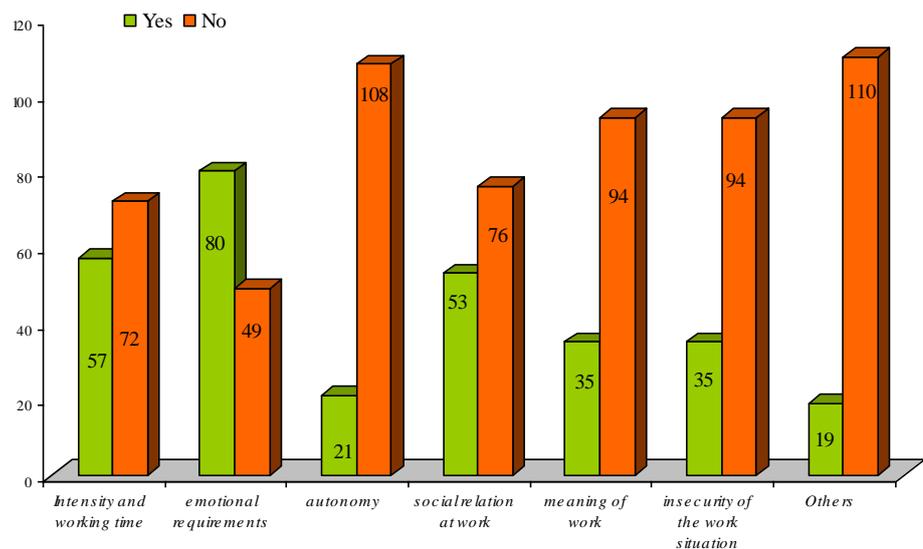


Indeed, 29% (251/871) of the companies transcribed the psycho-social risks in the risk assessment document.



• **Prevention actions on the psychosocial risks**

15% (129/871) of the companies have developed an action plan on the prevention of psychosocial risks taking into account the work organization incorporating following various factors:



The results are showing that these actions were mostly focused on issues related to emotional requirements, intensity and working time and social relations at work.

There is a relative relationship between the risk factors assessed and preventive actions implemented by companies.



## • CONCLUSIONS AND LESSONS

### a) Inspection over regulations matters

#### *Time work*

- Inspections show that 71% of the companies provide good access to working hours information.  
In addition, companies comply satisfactorily on 71% of the maximum working time and 69% for the rest time.

#### *Organization of the physical work environment*

- The results of the inspections show also that workplaces were arranged so that their use ensure the workers safety in 75% of controlled companies and 78% concerning hygiene and wholesomeness conditions to ensure workers health.

#### *Employees' representatives*

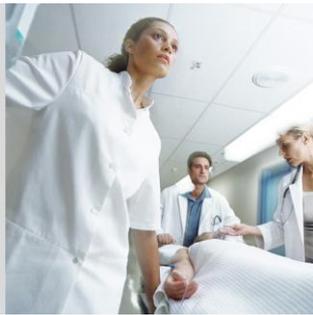
##### *- Hygiene, safety and working conditions Committee in the companies*

- 27 of the companies (3%) organized PSR training for the committee members.
- 105 on 284 of the companies (37%) having a Committee associated at least one of the actors (employees, occupational doctors or prevention institutions) in the PSR prevention approach.

##### *- Representative delegate*

- 25 companies (3%) organized PSR training for the representative delegate.
- 125 out of 392 companies (32%) having a representative delegate associated at least one of the actors (employees, occupational doctors or prevention institutions) in the PSR prevention approach.





## **b) Focus on the psycho-social risks**

### ***PSR assessment in relation with the work organization***

- 41% (358/871) of the companies evaluated at least one psycho-social risk factor related to the work organization, however 39% of them (141/358) reported not having engaged a PSR preventive approach.

### ***PSR assessment transcribed in the risk assessment document***

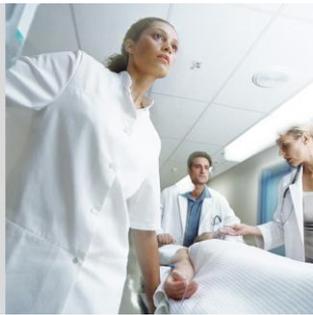
- For 211 companies (24% of total), inspections show that at least one risk factor was assessed and the risks were transcribed in the risk assessment document.
- For 147 companies (17%), inspections show that at least one risk factor was assessed but the risks were not transcribed in the risk assessment document.
- For 40 companies (5%), inspections show that no factor has been evaluated but the PSR assessment was transcribed in the risk assessment document.
- 54% of the companies have not carried out a PSR assessment and also not transcribed it in the risk assessment document.

### ***PSR assessment in relation with the work organization and preventive action***

- 14% (123/871) of the companies evaluated the PSR in relation with the work organization and also engaged preventive measures, however 27% of the companies evaluated the PSR without implementing preventive actions.
- 58% of the companies did not realize risk assessment and nor preventive action.

### ***Relation between risk assessment document and preventive action***

- Only 12% of the companies transcribed in the risk assessment document the PSR and have implemented preventive actions, however 17% transcribed it in the risk assessment document but without following preventive action.
- 3% (22) of the companies did not have realized a risk assessment document but realized preventive actions.
- 69% of the companies did nothing.



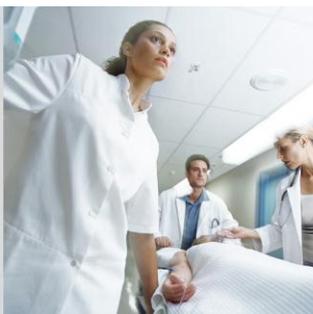
***Relation between PSR assessment, transcription in the risk assessment document and preventive actions***

When companies have evaluated the PSR, transcribed it in the risk assessment document and also engaged prevention actions, inspections results show that:

- Only 103 of the companies have completed the PSR assessment, transcribed it in the risk assessment document and realized prevention actions. (12% of the total number of companies (871); 29% (358) of those having evaluated the PSR)
- 128 companies evaluated the PSR without transcribing it in the risk assessment document and without engaging prevention action. (15% of the total number of companies (871); 36% of those having evaluated the PSR).

Finally, 10% of total of the companies inspected have implemented a PSR prevention approach, realized risk assessment and transcribed it in the risk assessment document and engaged also preventive actions.

Juridical following of the inspections: 91% inspection notice, 1% prosecutions and 8% more various actions (prosecution intention if the companies do not provide additional documents, proposal of technical support, participation to OSH Committee meetings in the companies...).



	<p><b>2. GENERAL FOLLOW UP</b></p> <p>The following points will be considered:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Informing social partners The outcomes will be presented to the social partners of the working conditions orientation Committee (COCT) and published in the working conditions report. It will be the same in the risk occupational prevention regional Committee (CRPRP).</li> <li><input type="checkbox"/> Improving prevention in companies Actions will be conducted for employers' representatives and trade unions of the professional sectors concerned in order to promote companies engagement in a process to improve risk prevention: meeting with professional branches in order to identify progress fields.</li> <li><input type="checkbox"/> Regarding Labour Inspection, continue actions on the PSR and strengthen the inspectors competences</li> </ul> <p>Given the complex nature of the RPS approach, this campaign will need to progress in the future to:</p> <ul style="list-style-type: none"> <li>- Consolidate inspectors professional practices and training;</li> <li>- Strengthen inspections tools;</li> <li>- Capitalize regional level inspections experiences;</li> <li>- Strengthen the trainers network in relation with National labour, employment and vocational training institute (INTEFP).</li> </ul>
<p>Development of national information materials</p>	<p>Before the launching of the campaign:</p> <ul style="list-style-type: none"> <li>• National level <ul style="list-style-type: none"> <li>- Social partners: presentation of the campaign at a meeting of the working conditions orientation Committee (COCT).</li> <li>- Professional organizations of health care and food retail trade sectors: meetings to exchange on the campaign.</li> <li>- Presidents of sectors commission: information was made to the presidents to inform the social partners in sectors targeted by the campaign.</li> </ul> </li> </ul> <p>Public information: press release posted on the website "safety and health at work" of the Ministry of Labour ("travailler-mieux.gouv.fr") and on the direcorates territorial websites.</p>



	<ul style="list-style-type: none"><li>• Territorial level:<ul style="list-style-type: none"><li>- Information of social partners on the occupational risks prevention regional Committee.</li><li>- In partnership with the prevention institutions (CARSAT and ARACT), several events were organized for members of the hygiene, safety and working conditions committee, trade unions, professional organizations, employees, experts...</li></ul></li></ul> <p>A similar communication plan will be carried out to present the campaign outcomes.</p>
Development of a national campaign website	<p>The websites of the Ministry of Labour have been used to promote the campaign.</p> <ul style="list-style-type: none"><li>- the website “travailler-mieux.gouv.fr” was used to inform the public. A SME methodological guide on psycho-social risks has been published on this website.</li><li>- Intranet (called Cap SITERE) was used to disseminate the tools to labour inspection.</li></ul>





## Assessment of the campaign

Usefulness of background material	SLIC tools were highly appreciated and distributed to all inspectors during training. The contribution of studies carried out by the Bilbao Agency was useful to justify the choice of the sectors of health care and food retail trade in the French campaign.
Usefulness of the inspection tools (toolkit)	French labour inspection has greatly appreciated the support tools provided in particular those from Danish and German colleagues.
Usefulness of the project flyer	SLIC project flyer helped in the preparation of French press release.
Usefulness of the project website	During the campaign, the information provided on the SLIC website was used to communicate with inspectors and territorial managers.
Description of good examples, in attachment if needed	-
The inspectors' overall experiences of the campaign	The campaign was a great opportunity to develop new inspection methodological tools, to create an additional national training on psychosocial risks and also a trainer's network for inspectors at the territorial level.  This campaign revealed the need to create exchange spaces on inspectors professional practices.
The employers' experiences of the campaign	The professional organizations in the medico-social sector have launched, during the campaign, a communication plan on the prevention of psychosocial risks for their members.





## 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 checked="" 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 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 checked="" type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign improve the national OSH infrastructure?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the exchange of information with other member states stimulate national development?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

