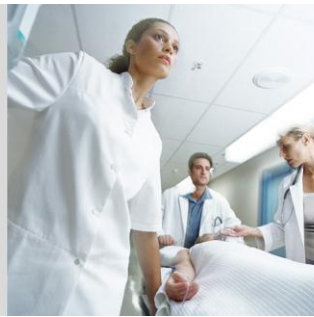


SLIC 2012 - Campaign on psychosocial risks – Country report I (CYPRUS)

See instructions!

General description

National legislation	<p>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.</p> <p>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.</p> <p>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.</p>
Campaign goals or indicators	<p>The goal set by the Department of Labour Inspection (DLI) was the inspection of about 60 workplaces and the dissemination of information to as many employers as possible informing them about their obligation to assess psychological risks as well. Other goals were the raising of awareness of employees and the training of inspectors.</p>
Sectors inspected	<p>The health sector, including social care (private and public). The service sector, e.g. hotels and restaurants. The transport sector</p>



SLIC inspection
tools and methods

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.

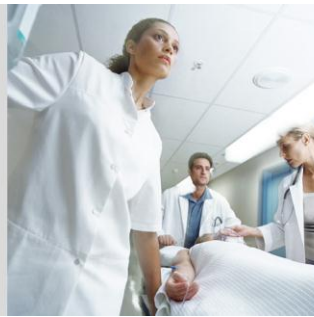
Each Inspector, following the evaluation of the questionnaires and the check list, sent a letter to the employer pointing the shortages or problems found and his/her recommendations.

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.

The following inspection tools were used:

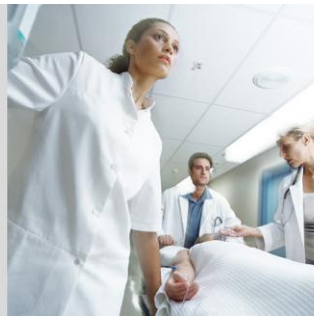
1. Guide for labour Inspectors
2. Psychological Risk Assessments
3. Psychological Risks at Work
4. Questioner
5. Check list





<p>National tools (existing tools, development of new national tools or adjustment of campaign tools)</p>	<p>The Questionnaire of the campaign has been modified and the adjustments concern the following:</p> <ol style="list-style-type: none"> 1. Some questions have been modified and submitted in a more specific/understandable or detailed way 2. Question no 3 was deleted as it was not applicable 3. A question on the relations between employees and the relations between employees and management personnel was added 4. A question on the conflict between employment responsibilities and personal/family responsibilities was added
<p>Number of labour inspectors</p>	<p>Total number of labour inspectors 22 Number of labour inspectors with competence on psychosocial risks:0 Number of labour inspectors actively taking part in the campaign: 9</p>
<p>Training</p>	<p>Has specific training for preparation of the campaign taken place? Yes Has training material been developed? No The number of training days per inspector 2 (One day training on psychosocial risks for all 22 Inspectors and another one day training for the 9 Inspectors involved in the Campaign) The number of inspectors trained 22</p>
<p>National evaluation or follow-up</p>	<p>The evaluation prepared as Country Reports I and II are considered to be also as the national evaluation.</p>
<p>Development of national information materials</p>	<p>Only the information material of the campaign has been used. Additionally, an article was prepared and sent, together with the two flyers («Psychological Risk Assessments» and «Psychological Risks at Work»), to the organizations of the social partners to be published in their newspapers/magazines. The two major employee's organizations published the above information in their newspaper and one employer's organization published the material on it's web page.</p>
<p>Development of a national campaign website</p>	<p>Information and the toolkit of the campaign were published on the website of the Department of Labour Inspection as well as the link to the campaign's website</p>

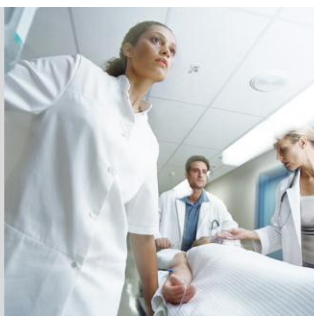




Assessment of the campaign

Usefulness of background material	The inspectors participated in the Campaign found the background material very useful for the success of the Campaign as well as for their everyday work. Some Inspectors pointed that their positive involvement would be very difficult without the material and they suggested the material to be used for the training of newly appointed Inspectors.
Usefulness of the inspection tools (toolkit)	The toolkit was found to be very useful for the Inspectors, the employers and the employee's representatives. The tools were used as guidance for the preparation or improvement of risk assessment. The fact that the tools were available also in other languages made it possible to be used by employees not speaking Greek.
Usefulness of the project flyer	The flyer was very useful in the sense that the employer received information prior to the inspection.
Usefulness of the project website	The project website was very easily accessible and the Inspectors, in many cases, derived various documents in other languages. The website has been utilized by employers and employee's representatives.
Description of good examples, in attachment if needed	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.





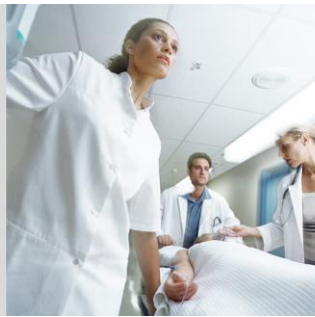
The inspectors' overall experiences of the campaign

The Inspectors believe that the campaign was an opportunity for them to be trained and to better understand the subject.

They concluded that the employers do not pay the proper importance on the mental health of their employees or they do not consider psychosocial issues in depth.

Another statement is that, due to the economic crisis, the psychosocial risks are multiplied and also its much more hard for employees to express their opinion under conditions of high unemployment.

The Inspectors put suggestions to the management regarding the further utilization of the Campaign material as well as the dissemination of the findings of the Campaign.



The employers' experiences of the campaign

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 Q1:

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.

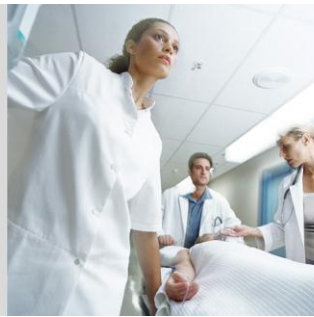
Answers to Q2:

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 Q3:

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



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 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 type="checkbox"/>	<input checked="" 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 checked="" 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 checked="" 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 checked="" type="checkbox"/>	<input type="checkbox"/>

