

DRAFT 2

TO: all affiliates of CoESS and UNI-Europa

QUESTIONNAIRE on work related stress in the private security sector

Dear Colleagues,

Our working program for the year 2006 plans that specific issues identified in the manual for training and prevention of health and safety in the private security sector, in particular stress which is covered by the European framework agreement signed in October 2004 by the interprofessional European Social Partners, will be discussed and further followed up within the Sectoral Social Dialogue Committee.

In order to ensure productive debates during the next meetings, we would like to invite your organisation to prepare a brief, but comprehensive, written report on the following:

1) State of play in your country:

- a) If existing, explain the legislative and/or contractual framework currently applicable in his/her country on the issue of work-related stress. Please give a summary of the main elements. If not, does your organisation intend to contribute to developing the legislative and/or contractual framework in future ?
- b) Do you know any activity or practice at company level (by the employer, by the trade unions, by the Works Council, by the European Works Council) ? Explain.

2) According to your organisation, what are the most frequent factors of stress ? (List of examples from the training manual):

- a) the feeling of job insecurity: fear of losing the job, erosion of working conditions, lack of career prospects, ...
- b) conflict in relationships at work (with colleagues, superiors, clients or visitors of the client): conflict caused by the lack of training, lack of trust, of communication, too much workforce turnover
- c) gap between tasks assigned and tasks performed: unforeseen events and additional demands from clients, constant change of tasks assigned, ...
- d) Role ambiguity: absence of clarity regarding the workers' role, the objectives to be reached, the extent of responsibilities, ...
- e) Rehiring staff: uncertainty surrounding the reallocation of a contract
- f) Feelings of fear: working alone, fear of being assaulted,
- g) Post traumatic stress: no change of tasks or premises after an assault
- h) Stress related to operations
- i) Time pressure to do a task
- j) Others sources : dual hierarchy, excess or insufficient mental workloads, working hours, difficulties in reconciling professional life and private life, lone working,

the nature of the physical working environment (noise, low temperatures, ...), the physical workload, working with the public (client, service users, etc), bullying, sexual harassment,, (specify)

3) Measures of prevention

What are the most efficient measures to prevent stress at work ? Why ?

- a) Measures from the employer: risk assessment of each post, implement a stress assessment policy, reviewing the schedules, improving the social support structure and adequately rewarding efforts made, adapt work to the individual, allocate tasks corresponding to knowledge and experience, promote skill development, autonomy and participation of workers in taking decisions, improve vertical communication, etc.
- b) Measures from the worker: speak to the health and safety manager or representative, seek support from others, avoid isolation, react to the first signs of stress, ...
- c) Others : specify.

4) Give your appreciation on the steps forward to be developed in the Sectoral European social dialogue.

Please send these a written report in due time and before the (date) to: (name + address)