



Multisectoral guidelines to tackle third-party violence at work

Context of the initiative

- In 2007: signature of a cross-industry agreement on harassment and violence at work more focussed on violence between colleagues
- The Commission has contacted various sectoral social partners who could be interested by addressing the issue of third-party violence
- Employers and trade unions of commerce, private security, local governments and later education organised 2 major conferences in 2008 and 2009 with the support of the Commission
- Results of a research and good practices presented

The multisectoral guidelines (1)

- Further to these various joint initiatives, the multi-sectoral social partners agreed to start negotiations aimed to achieve a joint outcome
- Actually, they are increasingly concerned by the impact of TPV:
 - Not only negative for the health of employees
 - But it can also create an environment that is unsafe for the public and service users (common concern of all the represented sectors)
- Various meetings took place between January and June 2010, then agreement reached

The multisectoral guidelines (2)

- Structure of the guidelines:
 - Introduction (definition, description)
 - Aim: support joint actions to prevent TPV
 - Steps to reduce TPV: policy framework
 - Implementation and next steps
- What are the most important elements of the guidelines?
 - Underline the value of joint work of the social partners to fight TVP
 - Build on best practices
 - Flexible tool, adapted to the various national circumstances

Why this project ?

- The social partners have decided to implement a joint project to promote, raise awareness and widely disseminate the multi-sectoral guidelines
- It will run from December 2010 to December 2011 and has been approved for funding by the European Commission

Activities to be implemented

- Preparation: steering committee composed by the EU social partners and an external expert (to be selected after a call for tender) to finalise the work programme – 2 preparatory meetings
- Translation of the guidelines in all the relevant EU languages
- Main event:
 - Regional workshops according to a geographic and language repartition scheduled to take place in Amsterdam, Athens, Prague
 - Final Conference scheduled to take place in Varsaw (Polish Presidency)

Expected results

- For the social partners, the implementation and follow-up of those guidelines have the greatest importance
- They are therefore committed to raise the profile of the issue by providing policy orientations
- They want to encourage the promotion of the Guidelines in Member States at all appropriate levels taking account of the national practices
- This project need to provide added value to national and EU social partners organisations and targets a result-oriented policy

Added value and multi-sectoral dimension of the initiative

- The multi-sectoral nature of this process displays only the second time that such action has been taken at EU level
- Multi-sectoral action in this field has already shown its effectiveness in complementing the cross-sectoral social partner agreement reached on this issue
- The guidelines should also help to inspire organisations responsible for national implementation of this agreement

Thank you for your attention!

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