

Increasing workers wellbeing through management of psychosocial risks at work and workplace health promotion

<http://osha.europa.eu>

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- **The European Agency for Safety and Health at Work was established in 1996 in Bilbao to help improve working conditions in the European Union**
- **EU-OSHA:**
 - **identifies emerging risks (research)**
 - **consolidates knowledge (reports)**
 - **stimulates debate (seminars)**
 - **collects and disseminates good practice information**
 - **organises raising-awareness campaigns**
 - **develops and disseminates practical tools**



FOCAL POINTS

● EU Focal Points

● Candidate & Potential Candidate Countries

● EEA/EFTA Focal Points



Overview

- **Prevalence and consequences of psychosocial risks at work**
- **Managing psychosocial risks, risk assessment and mental health promotion**
- **EU-OSHA projects and publications related to psychosocial risks (OiRA, HWC 12-15)**
- **Case study: Top on Job**

- **Work-related stress is one of the biggest health and safety challenges that we face in Europe.**
- **Stress is the second most reported work-related health problem. EU Labour Force Survey (2007):**
 - 28% of workers reported that work negatively affects their mental well-being
 - 14% of workers who reported work-related health problems, experienced stress, depression, or anxiety as the main problem
- **The number of people suffering from stress-related conditions caused or made worse by work is likely to increase**



➤ **Stress: definition and causes**

- **People experience stress when they perceive that there is an imbalance between the demands made of them and the resources they have available to cope with those demands.**
- **Although the experience of stress is psychological, stress also affects people's physical health.**

➤ Symptoms of work-related stress

▪ Individual:

- **Emotional:** irritability, anxiety, sleep problems, depression, hypochondria, alienation, burnout, relationship problems
- **Cognitive:** difficulty in concentrating, remembering, learning new things, making decisions
- **Behavioural:** abuse of drugs, alcohol, and tobacco
- **Physiological:** back problems, weakened immunity, peptic ulcers, heart problems, hypertension.



➤ **Symptoms of work-related stress**

▪ **Organisational:**

- absenteeism, high staff turnover, poor time-keeping, disciplinary problems, harassment, reduced productivity, accidents, errors, and increased costs from compensation or health care.

- **European Survey of Enterprises on New & Emerging Risks – Psychosocial Risks (ESENER)**
 - **ESENER Survey asks managers and workers' representatives about how health and safety risks are managed at their workplace, with a particular focus on the work-related stress, violence and harassment.**
 - **Computer-assisted telephone interviews (“CATI”)**
 - **2 questionnaires**
 - **31 countries: 36,000 interviews (2009)**
 - **41 national versions of each questionnaire**
 - **“Enterprises” = both public and private sectors**

How are psychosocial risks being managed?

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➤ Main concerns and causes

- Level of concern about stress, violence and bullying or harassment; what are the principal risk factors (e.g. time pressure, poor communication, job insecurity, etc.)?

➤ Measures taken

- Ad-hoc or 'reactive' measures (e.g. training, change to work organisation, work area redesign, confidential support, changes to working time, conflict resolution)

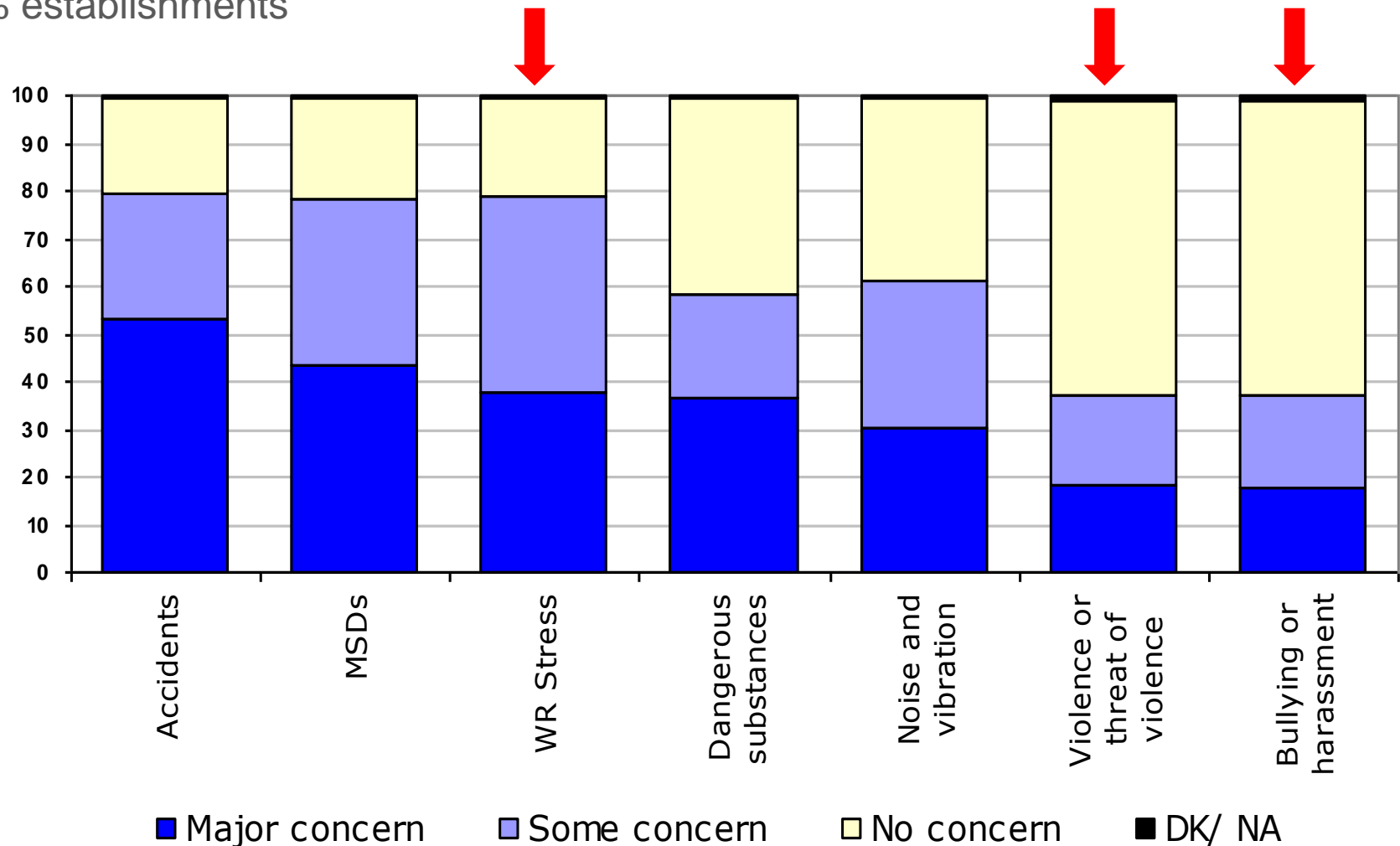
➤ Procedures in place

- More formal or system based than 'measures', e.g. procedures to deal with stress, with violence or with bullying or harassment

Level of concern about various health and safety issues

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% establishments



■ Major concern

■ Some concern

■ No concern

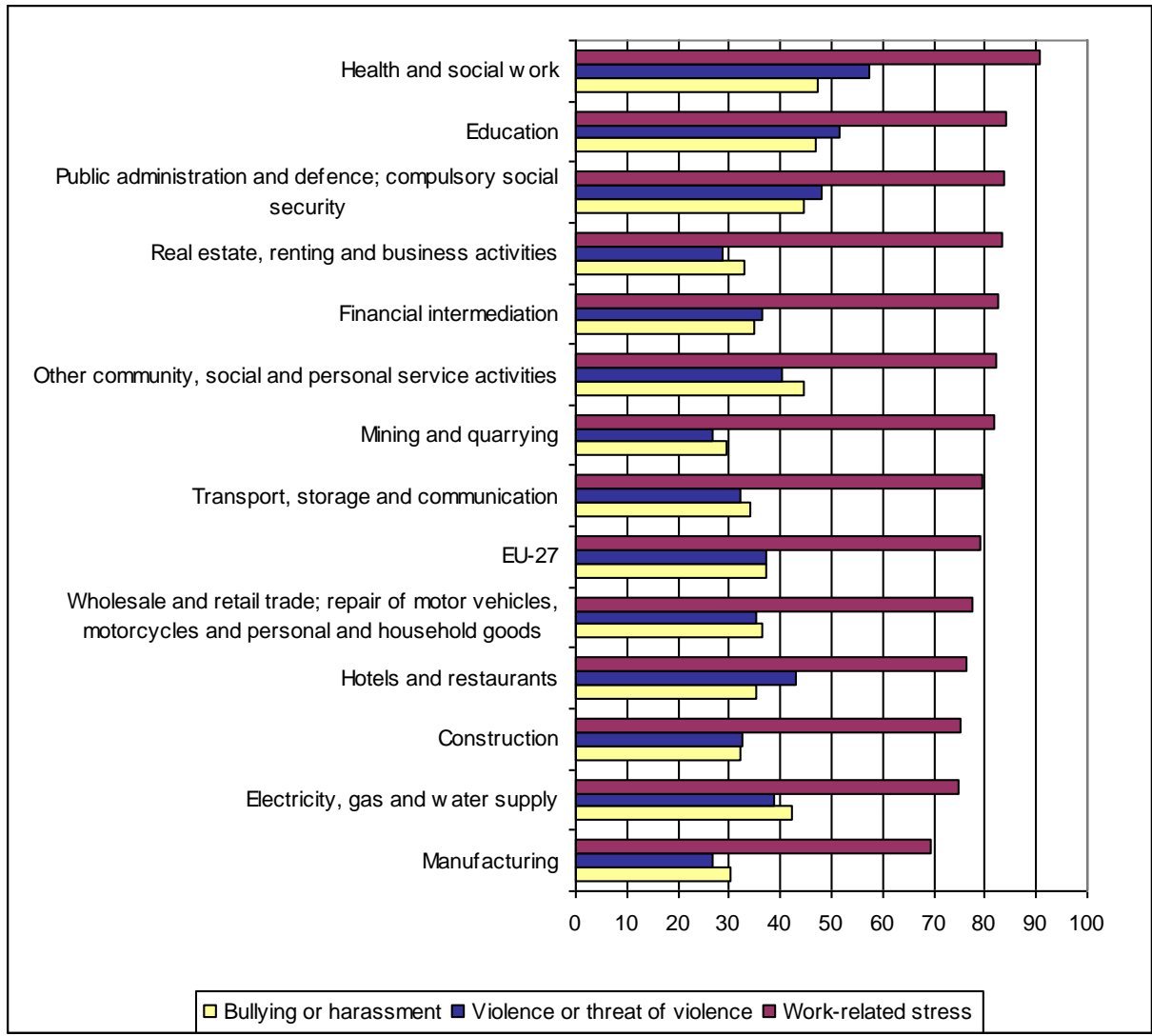
■ DK/ NA

(ESENER, 2009)

Concern about work-related stress, harassment, or violence (ESENER, 2009)

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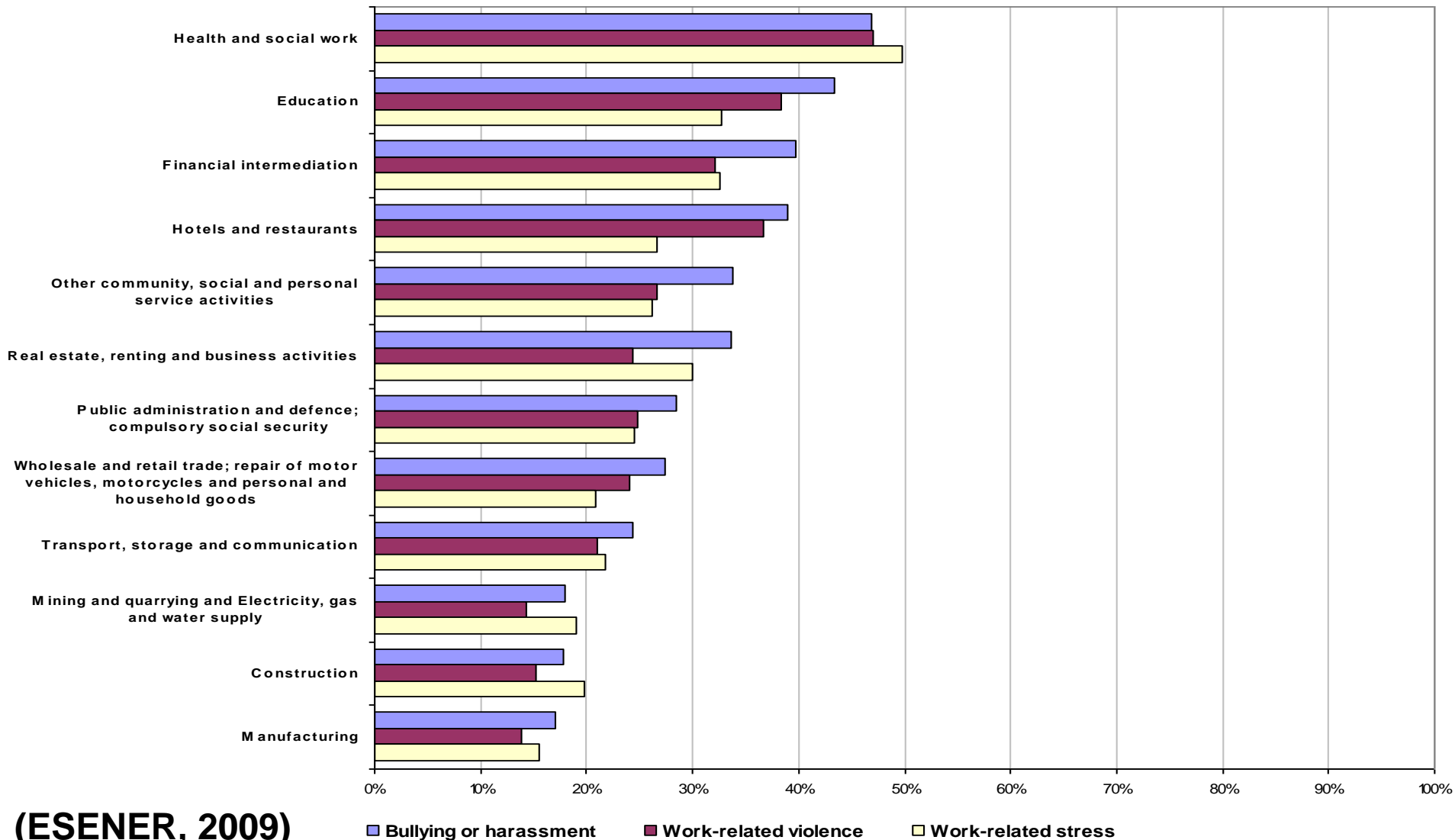
% establishments



Prevalence of procedures to deal with work-related stress, harassment, or violence

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% establishments, EU27



(ESENER, 2009)

■ Bullying or harassment

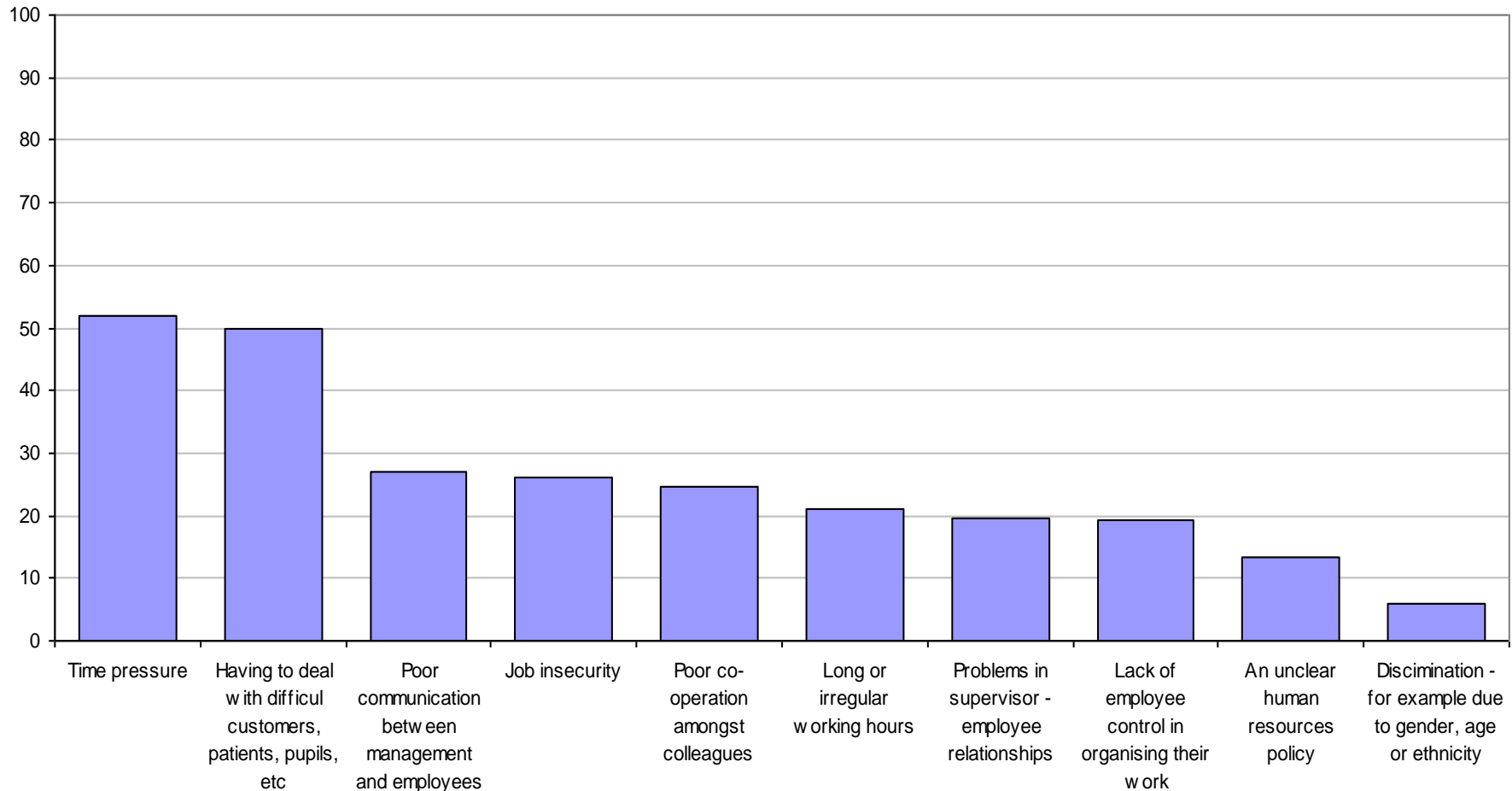
■ Work-related violence

■ Work-related stress

Concern about various psychosocial risk factors

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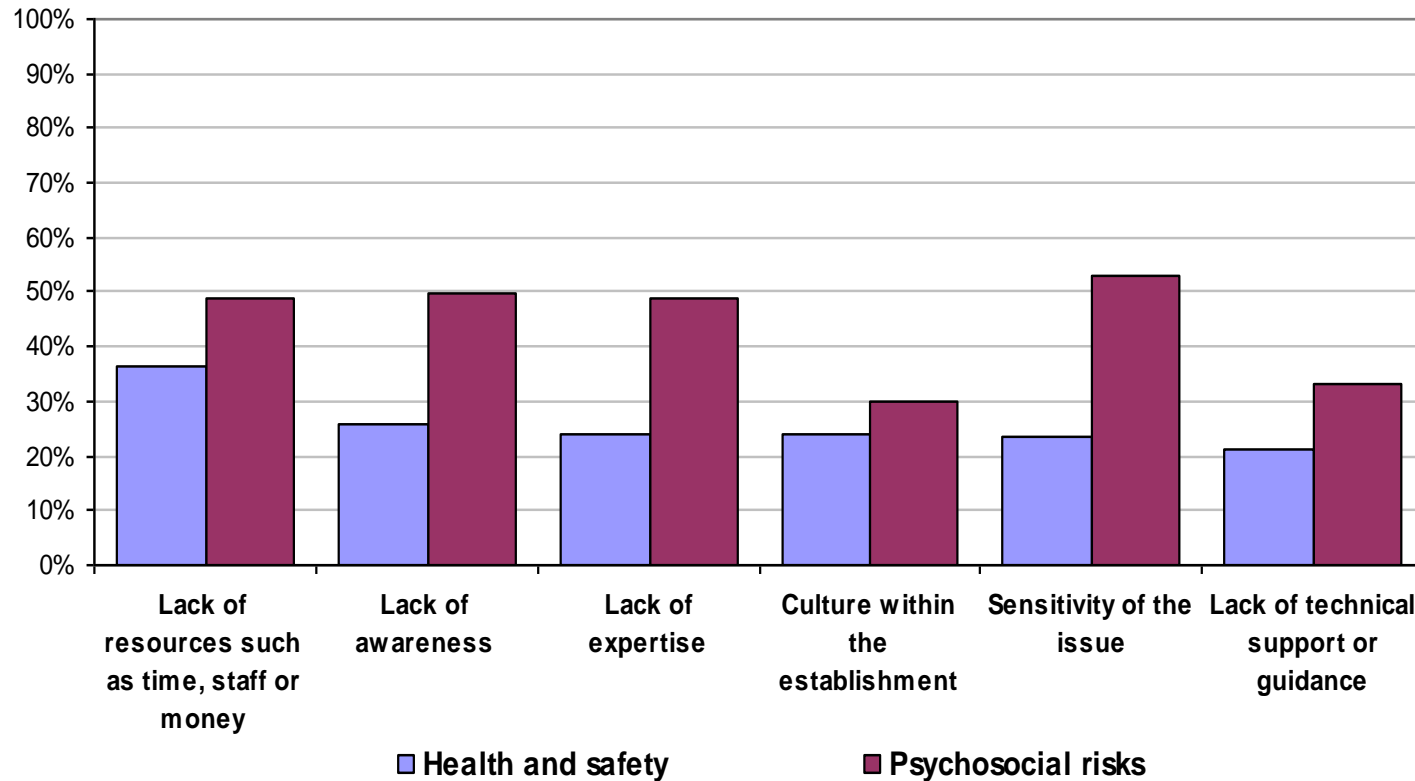
% establishments



Main difficulties in dealing with health and safety and with psychosocial risks

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% establishments, EU-27



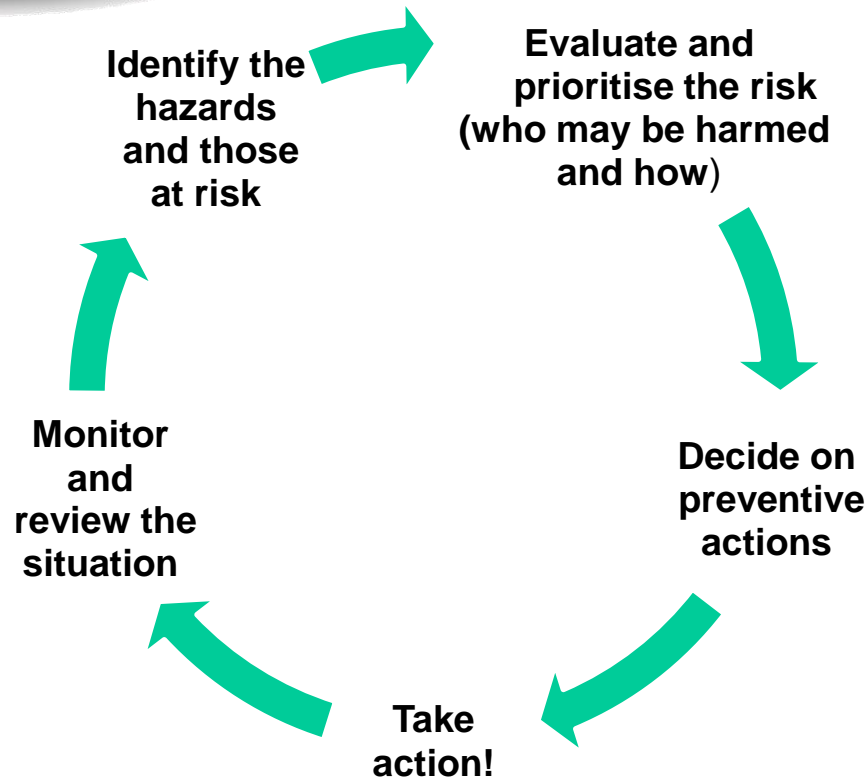
- Employers have an obligation to manage work-related stress, through the **Framework Directive 89/391/EEC**.
- **Framework agreement on work-related stress (2004)**
- **Framework agreement on harassment and violence at work (2007)**
 - increasing the awareness and understanding of employers, workers and their representatives of work-related stress, workplace harassment and violence,
 - providing employers, workers and their representatives at all levels with an action-oriented framework to identify, prevent and manage problems of work-related stress, harassment and violence at work.

- **The key to manage psychosocial risks and prevent work-related stress lies with the organisation and management of work.**
- **Risk assessment for psychosocial risks involves the same basic principles and processes as for other workplace hazards**
- **Including workers and their representatives in the process is crucial to success.**



Risk Assessment – the 5 steps

<http://osha.europa.eu>



- **Consult the workers – both on the hazards and risks and on the proposed solutions**

➤ Psychosocial risks

- **Control:** Low participation in decision making, lack of control over work methods
- **Organisational culture & function:** Poor communication, lack of definition of, organisational objectives
- **Interpersonal relationships at work:** conflicts, lack of social support
- **Role in the organisation:** role ambiguity, role conflict
- **Career development:** career stagnation and uncertainty, job insecurity
- **Home-work interface:** conflicting demands of work and home

➤ **Psychosocial risks**

- **Job content:** lack of variety, under use of skills, dealing with difficult clients, patients, students
- **Workload & work pace:** work overload or under load, machine pacing, time pressure
- **Work schedule:** shift working, night shifts, inflexible work schedules, unpredictable hours, long or unsociable hours
- **Environment & equipment:** inadequate equipment availability, suitability or maintenance, lack of space, poor lighting, excessive noise

➤ **Organisational and individual symptoms of stress**

- **OiRA (Online interactive Risk Assessment) Psychosocial modul**
- The OiRA psychosocial module will be addressed to the partners/intermediaries developing sectoral OiRA tools
- Simple, concrete, practical tool for SME
- Risk assessment and examples of practical solutions

<http://www.oiraproject.eu/>

Workplace Health Promotion (WHP) is the combined efforts of employers, employees, and society to improve the health and wellbeing of people at work*

- WHP supports and **does not replace workplace risk management**
- **Employers are not responsible** for worker's lifestyle decisions, but can encourage healthy behaviours
- **Workers can not be forced** to change behaviours, but can be encouraged and supported to make healthy choices
- **Workers' participation** throughout the process is essential
- **Comprehensive interventions** dealing with both organisational and individual level factors are required

Project on mental health promotion

- Part of the EU-OSHA long-term project on workplace health promotion (2008-2013) raising awareness and providing information materials for employers, workers and their representatives
- An expert group consisting of EU Member States' experts, representatives from the Commission, WHO, ILO and the European Network for Workplace Health Promotion (ENWHP) was established

Products

- **EU link collection**
- **E-Facts** (Mental health promotion, Tobacco: health effects and creating a smoke-free working environment, Work-life balance)
- **Reports** (Mental health promotion in the workplace – A good practice report (2011))
- **Cartoons**



“TOP ON JOB!”

Introduction

- Alcohol abuse and other addictions –not openly discussed
- Before addiction occur

Aims: to prevent addiction in a company

- Developing competences among young workers in alcohol and drug consumption
- Personality building (e.g. health awareness, communication skills, conflict handling, sense of responsibility)

Implementation in the enterprises: “Peer-education”

- Tutor training: Fri-Sat, 4 modules, 60hr + courses on coaching and project monitoring. Aims: knowledge on alcohol addiction and prevention, enhancing self-awareness and social skills
- Contact point – advice and support
- Supportive networks inside and outside of the company

Results

- Tutors – competent coaches, more responsible use of alcohol

Organisations involved: MAN Diesel SE, BS Miehle, BKK L Bayern.

More information: <http://osha.europa.eu/en/topics/whp> “case studies”

➤ **Raising-awareness Campaign 2014 – 2015** **“Practical solutions for psychosocial risks”**

- Work-related stress, violence, and harassment at work can be successfully managed
- Promoting tools and methods that have been developed over the last decade to manage work-related stress, violence and harassment
- Disseminating good practice examples (at both national & EU level), including tools for workers’ representatives and line managers

➤ **SEP Stress**

<http://osha.europa.eu/en/topics/stress>

➤ **SEP WHP**

<http://osha.europa.eu/en/topics/whp>



- **Factsheets** (e.g. Work-related stress; Practical advice for workers on tackling work-related stress and its causes; Prevention of violence to staff in the education sector)
- **E-facts 31** (e.g. Managing psychosocial risks with cleaning workers; Prevention of work-related stress in the education sector)
- **Reports** (e.g. How to Tackle Psychosocial Issues and Reduce Work-related Stress; Psychosocial risk management; Drivers and barriers for psychosocial risk management)

ESENER: mapping tool (www.esener.eu), printed publications

Thank you for your attention!

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