UNI Europa
Eliminating violence
and harassment in the world of work,

Project number: VS/2021/0041

Uni Europa Project VS/ 2021/0041
October 2023

Eliminating violence and harassment in the world
of work

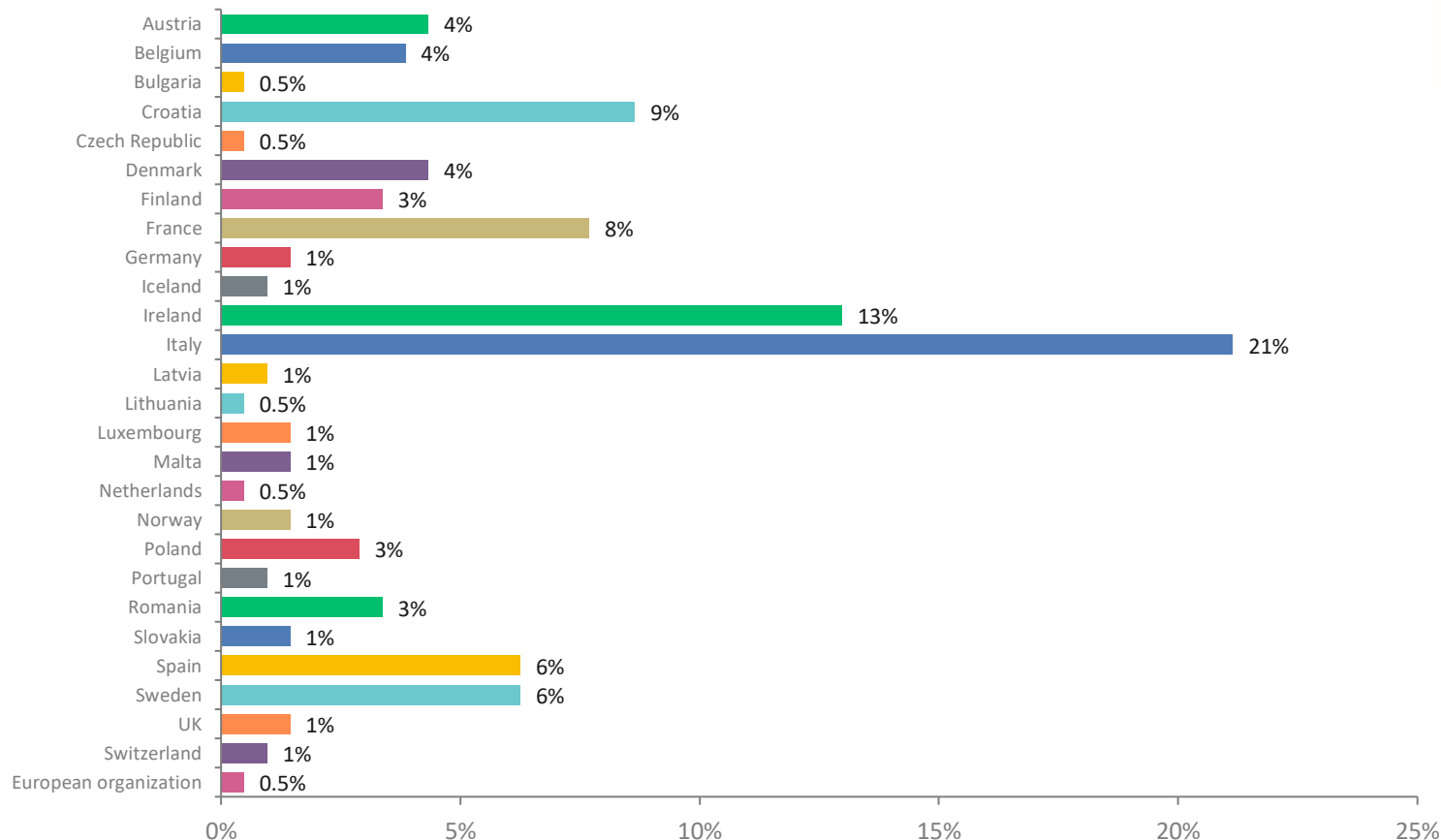## Survey results –Trade Unions and Employers

About the survey

- Carried out between October 2022 and September 2023
- 228 UNI Europa members/trade unions and 18
- Employers members organisations responded to the survey
- EU member states, EU, European Economic Area,UK, Switzerland
- Sectors included Commerce, Gaming,ICTS, Graphics and design ,Finance, Care, and also other sectors (postal sector, cleaning, social services, paper makers, media, hairdressing)
- The online survey was addressed to trade unions and employers who are either jointly or individually involved in preventing gender-based violence and harassment, domestic violence impacting the workplace and third-party violence

Objectives of the survey

✓ Evaluate the impact of the pandemic on Gender Based Violence in the world of work and on female workers

✓ Evaluate the impact of European social dialogue instruments and occupational safety and health legislation and regulations (European and National levels) on the building awareness and tackling violence and harassment affecting women in the world of work

✓ Evaluate psychosocial risk factors of third-party violence and teleworking, especially the impact of "home being the new workplace" including the consequences on mental health/wellbeing.
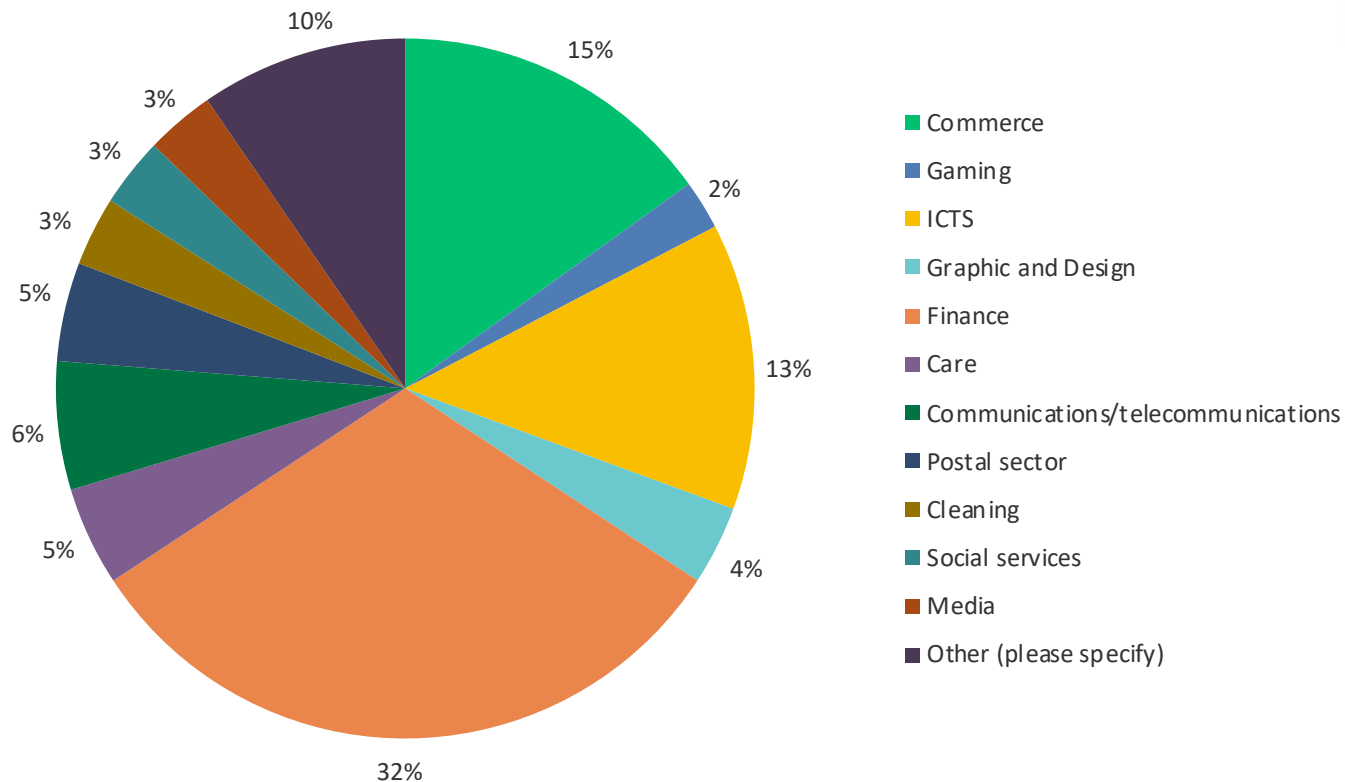
Trade union members responses by EU member State

Answered: 208   Skipped: 20

Country	Percentage
Austria	4%
Belgium	4%
Bulgaria	0.5%
Croatia	9%
Czech Republic	0.5%
Denmark	4%
Finland	3%
France	8%
Germany	1%
Iceland	1%
Ireland	13%
Italy	21%
Latvia	1%
Lithuania	0.5%
Luxembourg	1%
Malta	1%
Netherlands	0.5%
Norway	1%
Poland	3%
Portugal	1%
Romania	3%
Slovakia	1%
Spain	6%
Sweden	6%
UK	1%
Switzerland	1%
European organization	0.5%

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Trade unions responses by sector

Answered: 219   Skipped: 9

- Commerce — 15%
- Gaming — 2%
- ICTS — 13%
- Graphic and Design — 4%
- Finance — 32%
- Care — 5%
- Communications/telecommunications — 6%
- Postal sector — 5%
- Cleaning — 3%
- Social services — 3%
- Media — 3%
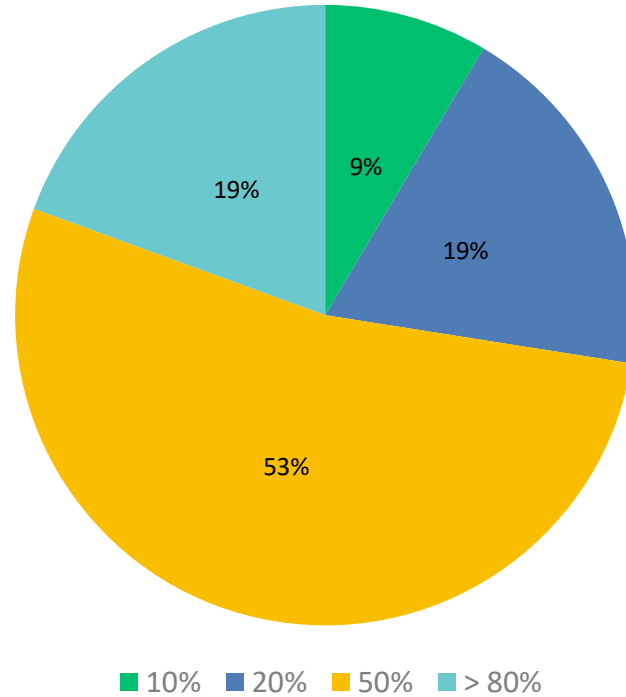- Other (please specify) — 10%

Trade unions membership by sector

Answered: 219   Skipped: 9

Others:

- Insurance x3
- Admin
- Delivery service
- Hairdressing industry
- Live performance
- Manufacturing
- MEI
- Packaging production
- Printing

- Recruitment
- Rescue service
- Social politics
- Software department
- Sport
- Tax collection
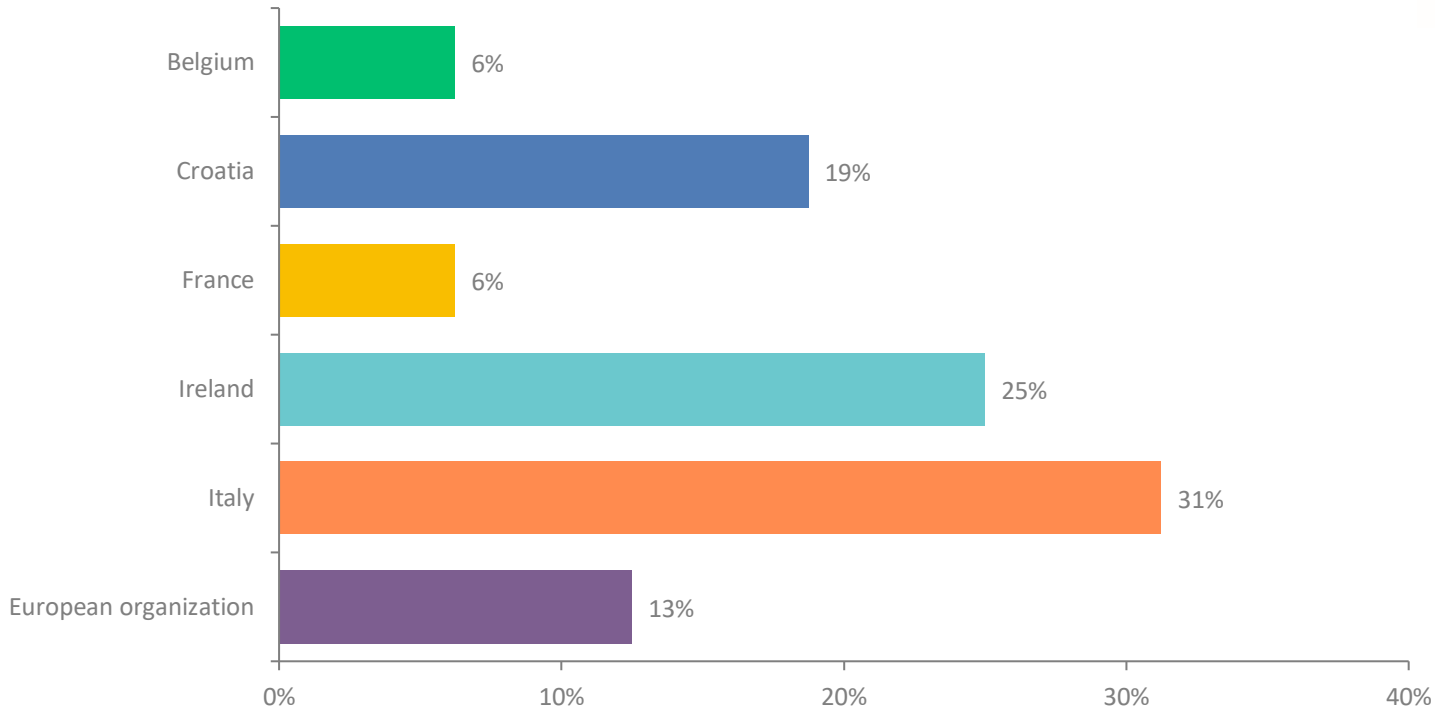- The urban sector
- Trade Union
- Transport and services

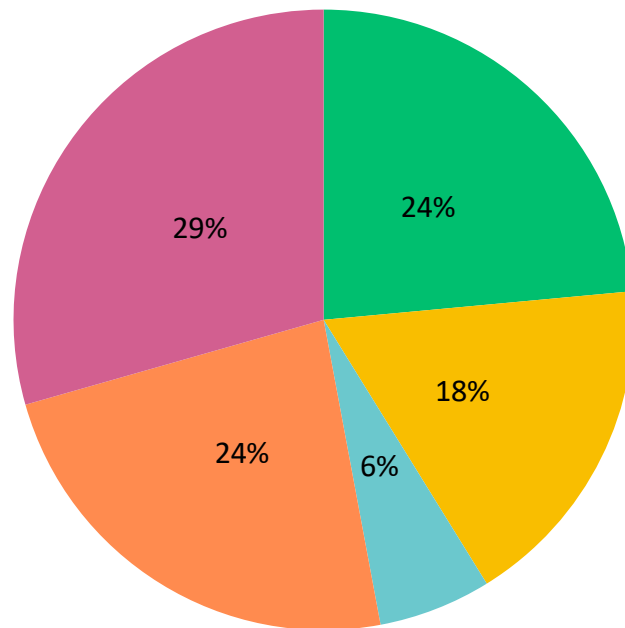# Percentage of female workers working in the sectors covered by trade union membership

Legend: ■ 10% ■ 20% ■ 50% ■ > 80%

Slice values: 9%, 19%, 53%, 19%

Employer members responses by EU member State

Answered: 16   Skipped: 2

Country	Percentage
Belgium	6%
Croatia	19%
France	6%
Ireland	25%
Italy	31%
European organization	13%

Employer member responses by sector

Answered: 17   Skipped: 1

Commerce ■ Gaming ■ ICTS ■ Graphic and Design ■ Finance ■ Care ■ Other (please specify)
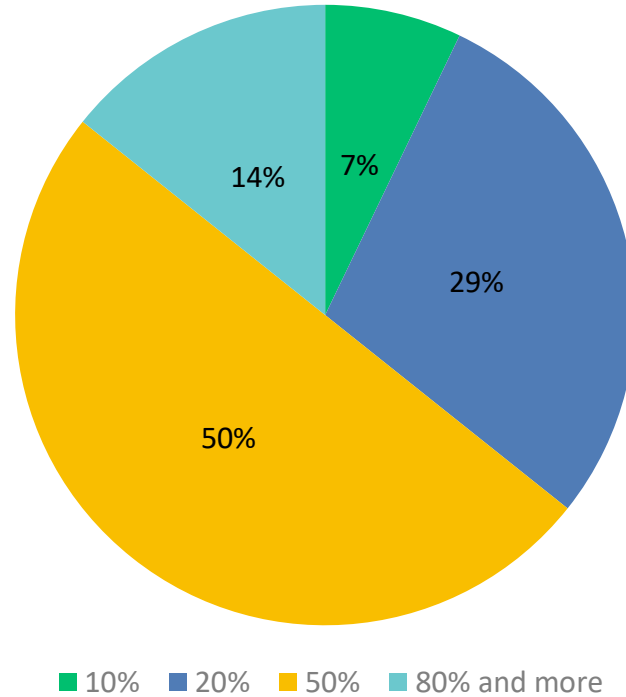
Employer members responses by sector

Others:

- Service delivery

- Papermakers

- Postal and logistics

- Hairdressing, barbering and trichology

- Telecom Aviation

Percentage of female workers working in the sectors covered by trade union membership
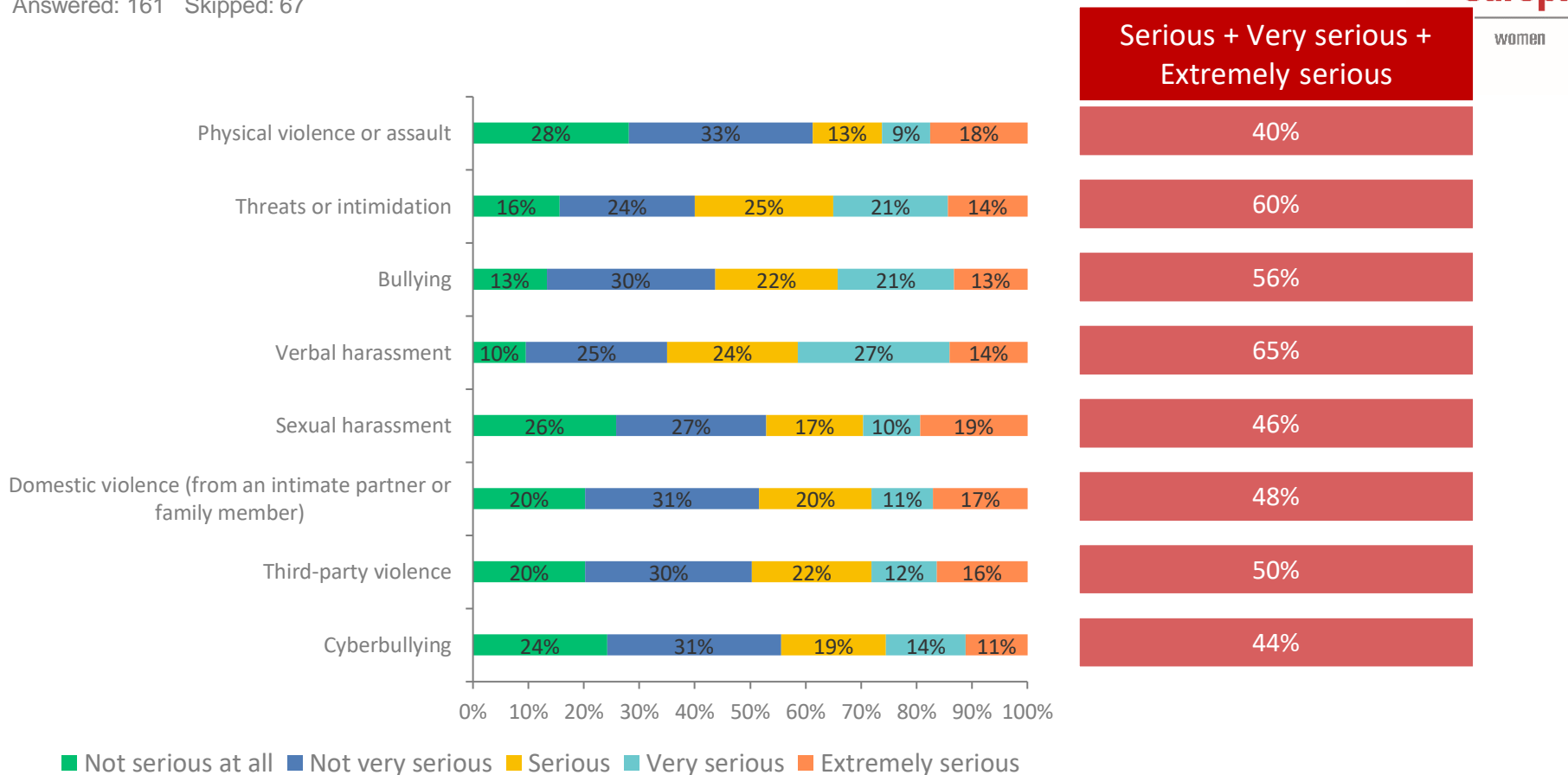
Answered: 14   Skipped: 4

Legend: 10% · 20% · 50% · 80% and more

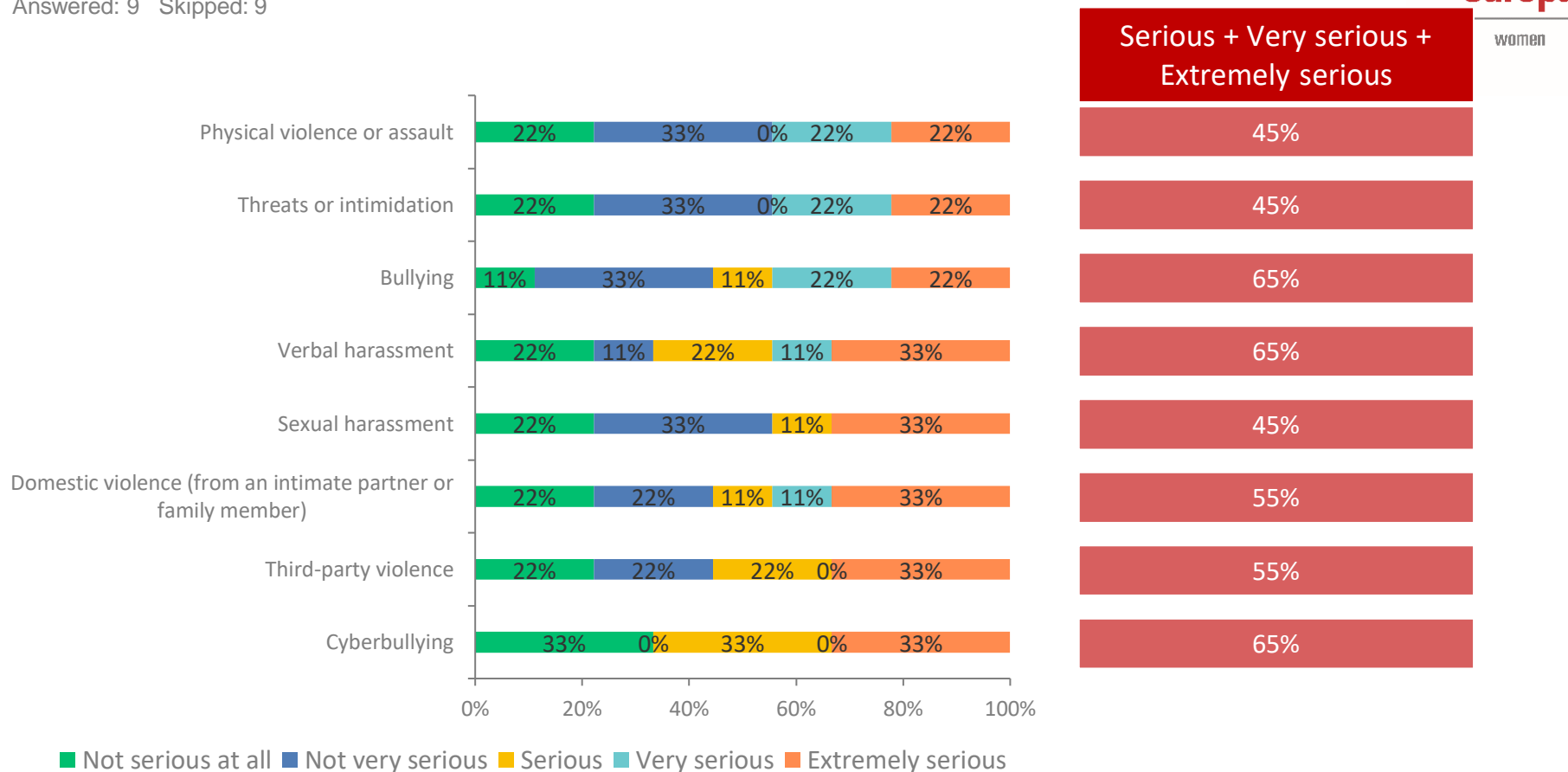Pie chart values: 7%, 29%, 50%, 14%

Gender-based violence (GBV)

Seriousness of different forms of violence and harassment (aggregated for all sectors) – Trade unions
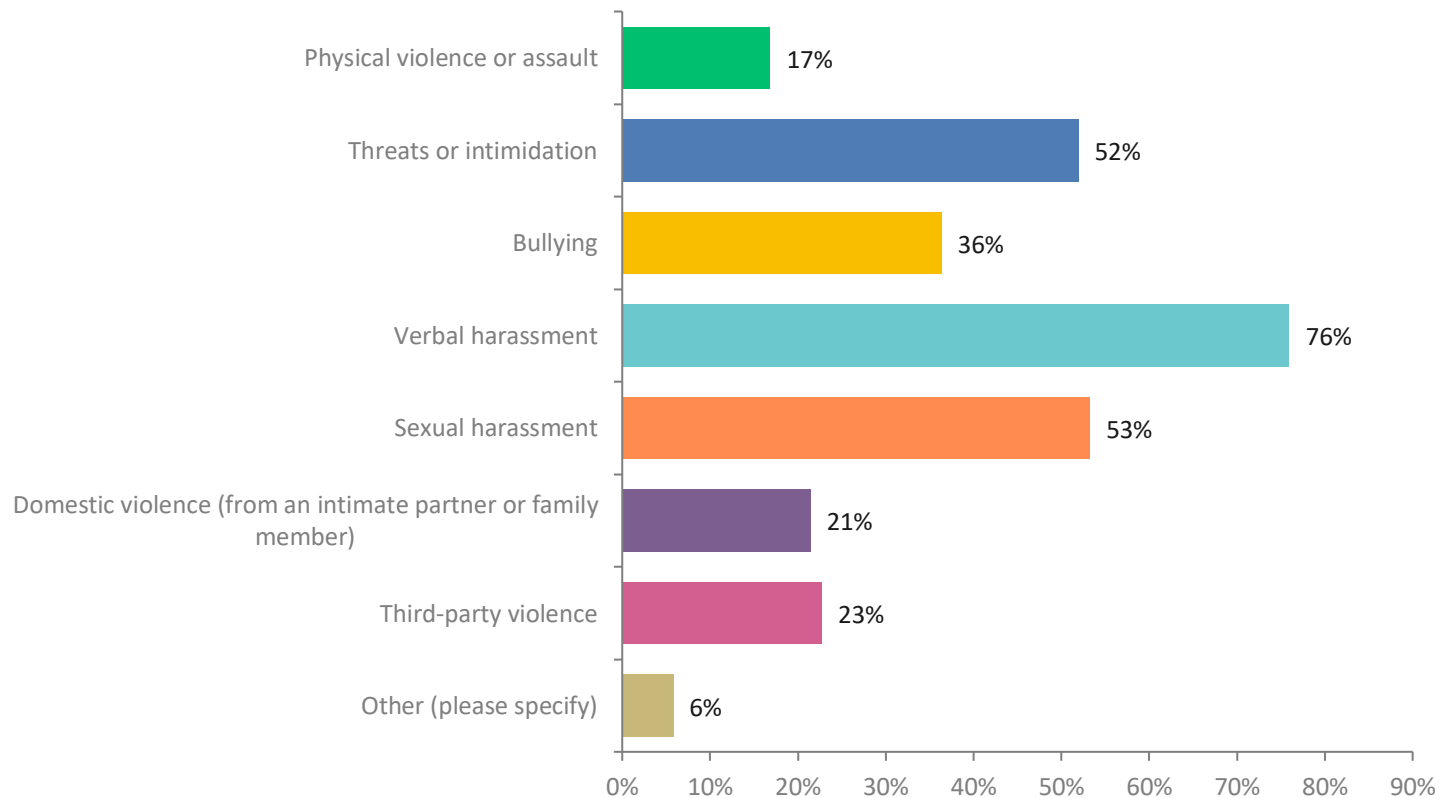
Answered: 161   Skipped: 67

Serious + Very serious + Extremely serious

Form	Not serious at all	Not very serious	Serious	Very serious	Extremely serious	Aggregate
Physical violence or assault	28%	33%	13%	9%	18%	40%
Threats or intimidation	16%	24%	25%	21%	14%	60%
Bullying	13%	30%	22%	21%	13%	56%
Verbal harassment	10%	25%	24%	27%	14%	65%
Sexual harassment	26%	27%	17%	10%	19%	46%
Domestic violence (from an intimate partner or family member)	20%	31%	20%	11%	17%	48%
Third-party violence	20%	30%	22%	12%	16%	50%
Cyberbullying	24%	31%	19%	14%	11%	44%

Legend: ■ Not serious at all ■ Not very serious ■ Serious ■ Very serious ■ Extremely serious

Seriousness of different forms of violence and harassment (aggregated for all sectors)-employers

Answered: 9   Skipped: 9

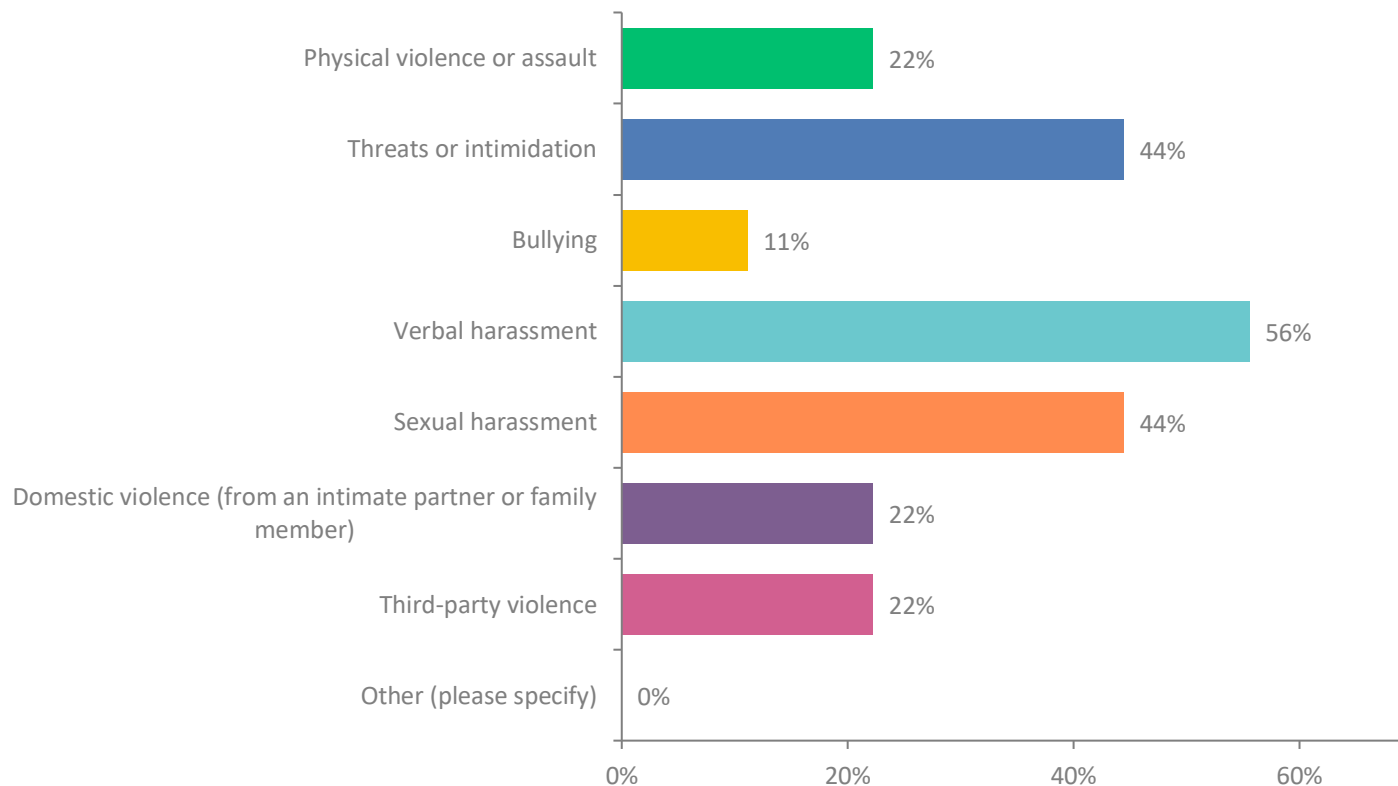| Form	Serious + Very serious + Extremely serious
Physical violence or assault	45%
Threats or intimidation	45%
Bullying	65%
Verbal harassment	65%
Sexual harassment	45%
Domestic violence (from an intimate partner or family member)	55%
Third-party violence	55%
Cyberbullying	65%

Physical violence or assault: Not serious at all 22%, Not very serious 33%, Serious 0%, Very serious 22%, Extremely serious 22%

Threats or intimidation: Not serious at all 22%, Not very serious 33%, Serious 0%, Very serious 22%, Extremely serious 22%

Bullying: Not serious at all 11%, Not very serious 33%, Serious 11%, Very serious 22%, Extremely serious 22%

Verbal harassment: Not serious at all 22%, Not very serious 11%, Serious 22%, Very serious 11%, Extremely serious 33%

Sexual harassment: Not serious at all 22%, Not very serious 33%, Serious 11%, Extremely serious 33%

Domestic violence (from an intimate partner or family member): Not serious at all 22%, Not very serious 22%, Serious 11%, Very serious 11%, Extremely serious 33%

Third-party violence: Not serious at all 22%, Not very serious 22%, Serious 22%, Very serious 0%, Extremely serious 33%

Cyberbullying: Not serious at all 33%, Not very serious 0%, Serious 33%, Very serious 0%, Extremely serious 33%

Legend: ■ Not serious at all ■ Not very serious ■ Serious ■ Very serious ■ Extremely serious

Forms of violence and harassment at work directed to female workers-Trade unions

Answered: 154   Skipped: 74

Category	Percentage
Physical violence or assault	17%
Threats or intimidation	52%
Bullying	36%
Verbal harassment	76%
Sexual harassment	53%
Domestic violence (from an intimate partner or family member)	21%
Third-party violence	23%
Other (please specify)	6%

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Forms of violence and harassment at work directed to female workers-employers

Answered: 9   Skipped: 9

Third-party violence

Situation of third-party violence and harassment in the workplace or sector-Trade unions

Answered: 141   Skipped: 87
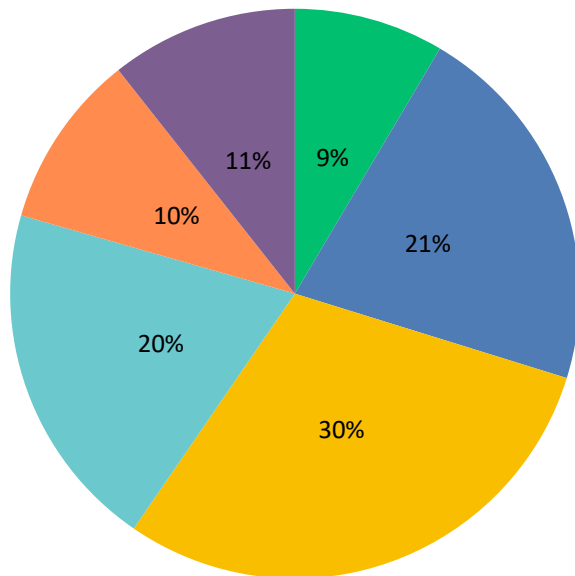
9%
21%
30%
20%
10%
11%

Extremely serious ■ Very serious ■ Fairly serious

Not very serious ■ Not at all serious ■ Do not know

Fairly Serious
+
Very Serious
+
Extremely serious
=
60%

Situation of third-party violence and harassment in the workplace or sector-employers
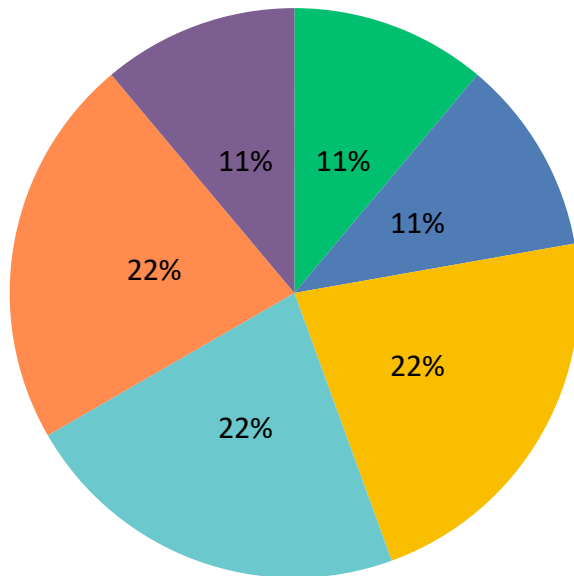
Answered: 9   Skipped: 9

- Extremely serious
- Very serious
- Fairly serious
- Not very serious
- Not at all serious
- Do not know

Fairly Serious
+
Very Serious
+
Extremely serious
=
55%

COVID-19 pandemic impact on levels of third-party violence and harassment in the workplace-Trade unions

Legend:
- Extremely big impact (5%)
- Big impact (33%)
- Minimal impact (29%)
- No impact (16%)
- Do not know (18%)

COVID-19 pandemic impact on levels of third-party violence and harassment in the workplace-employers

Answered: 9   Skipped: 9
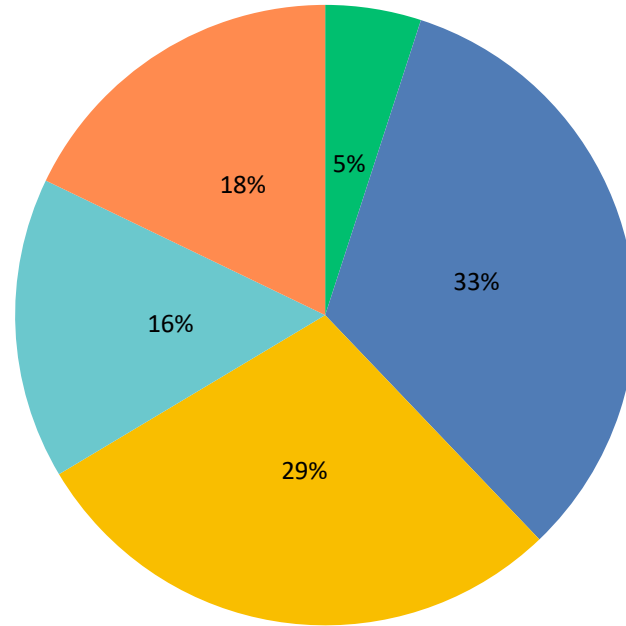
■ Extremely big impact   ■ Big impact   ■ Minimal impact   ■ No impact   ■ Do not know

Forms of gender-based third-party violence faced by workers-Trade unions

Answered: 139   Skipped: 89
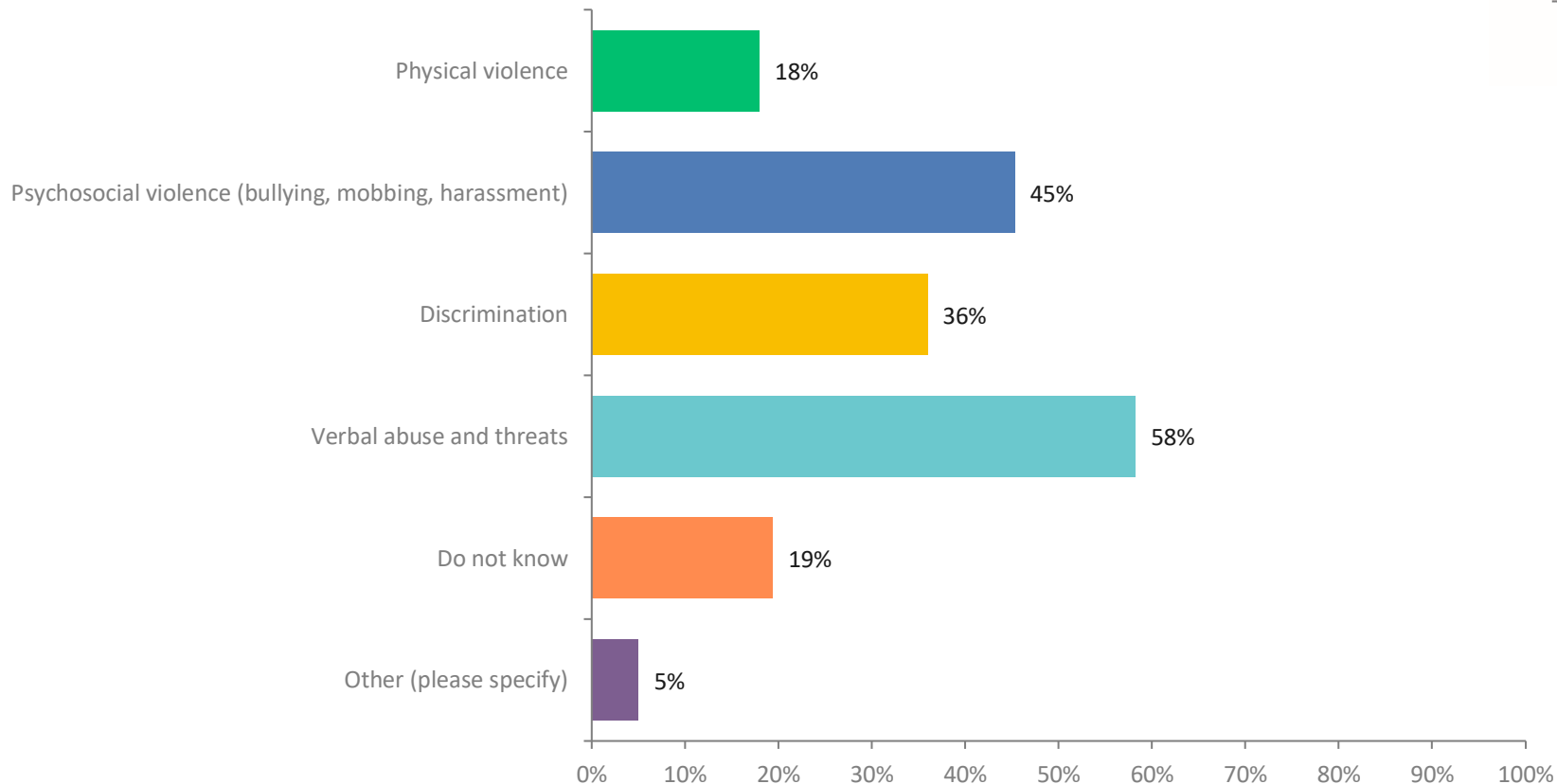
Forms of gender-based third-party violence faced by workers-employers
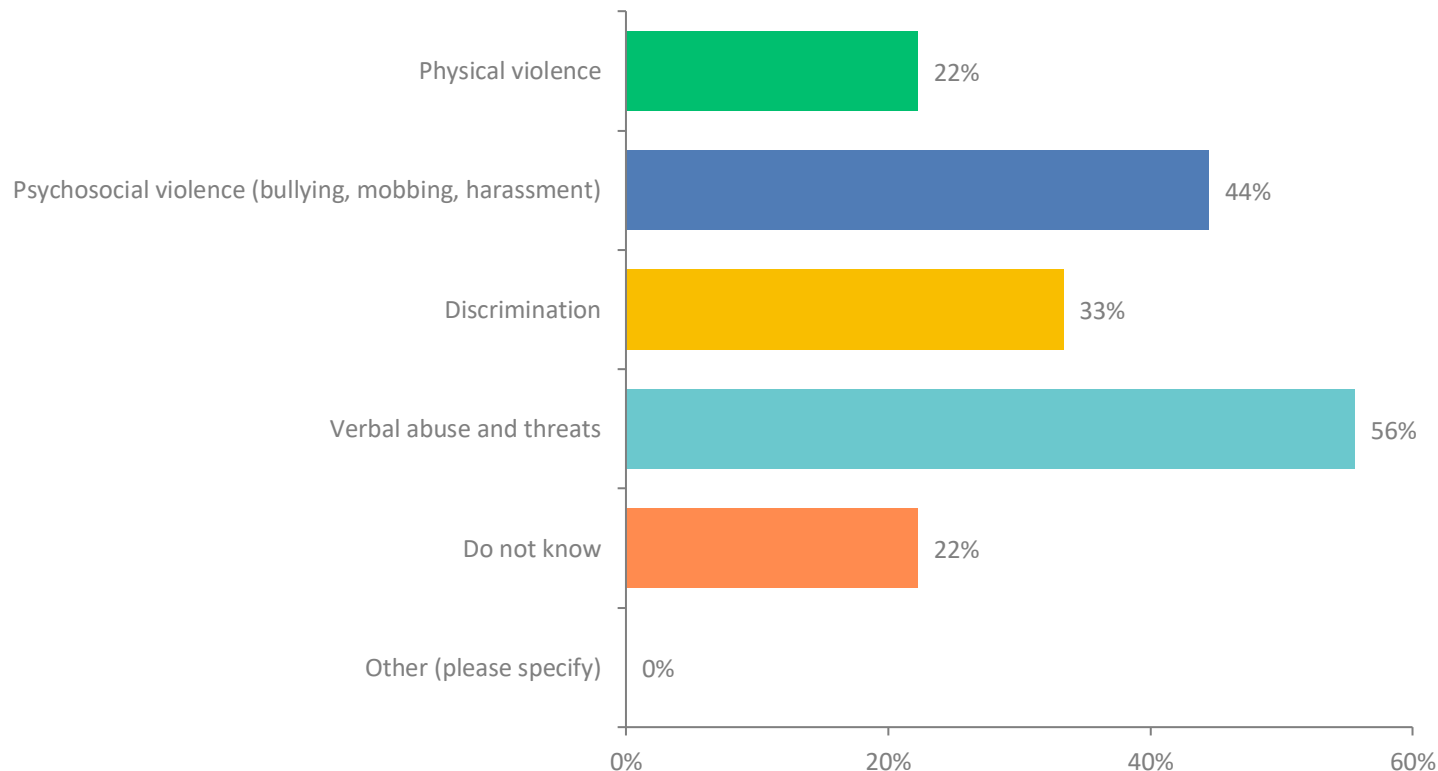
Answered: 9   Skipped: 9

Gender based third-party violence affecting female workers, male workers or both indistinctly-Trade unions

Answered: 139   Skipped: 89
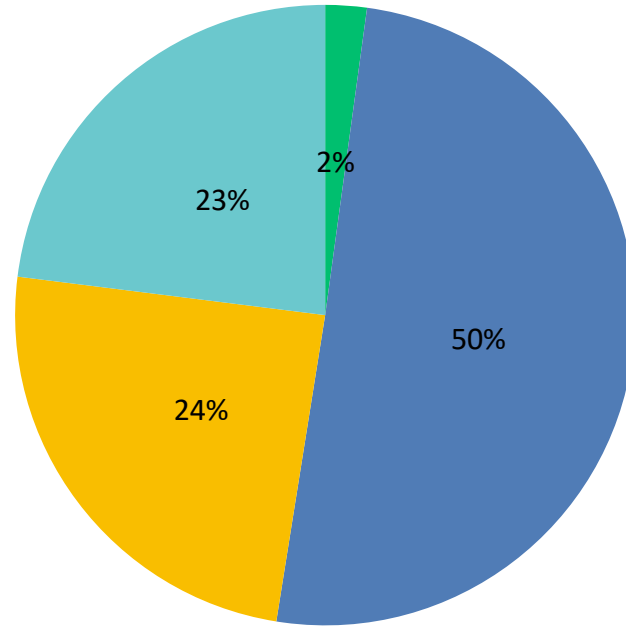
- ■ Mostly male workers
- ■ Mostly female workers
- ■ Both indistinctly
- ■ I don't know

2%

23%

50%

24%

Gender based third-party violence affecting female workers, male workers or both indistinctly-employers

Answered: 9   Skipped: 9

Pie chart showing: 56% (Mostly female workers), 33% (Both indistinctly), 11% (I don't know)
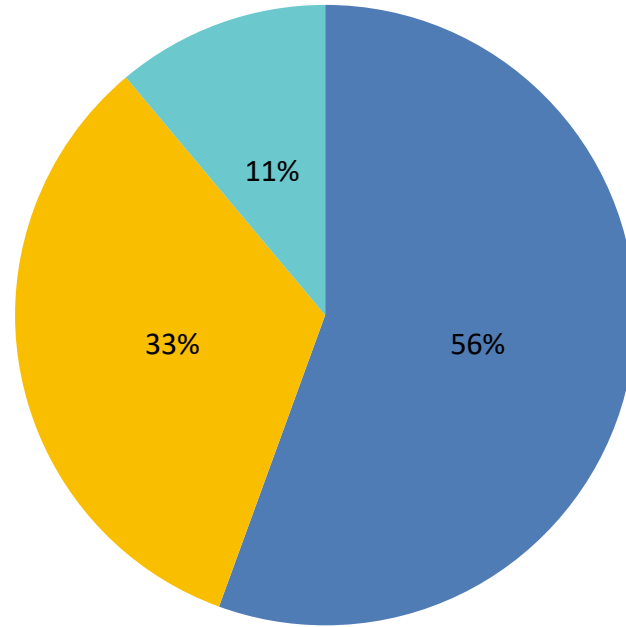
Legend: Mostly male workers | Mostly female workers | Both indistinctly | I don't know

Male workers and forms of violence and harassment-Trade unions

Answered: 120   Skipped: 108
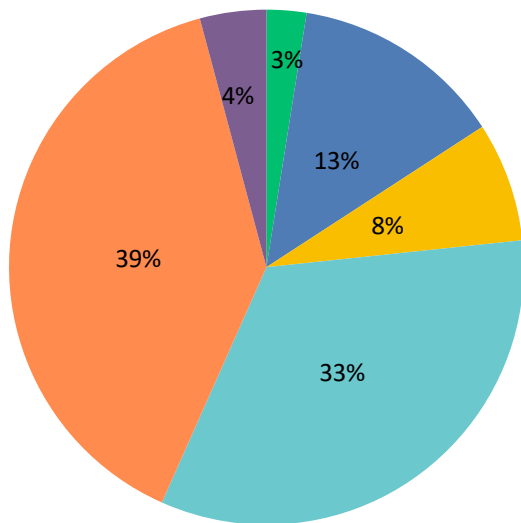
Discrimination
+
Verbal abuse and threats
+
Psychological violence
=
54%

- 3% — Physical violence
- 13% — Psychosocial violence (bullying)
- 8% — Discrimination
- 33% — Verbal abuse and threats
- 39% — Do not know
- 4% — Other (please specify)

Male workers and forms of violence and harassment-employers

Answered: 9   Skipped: 9
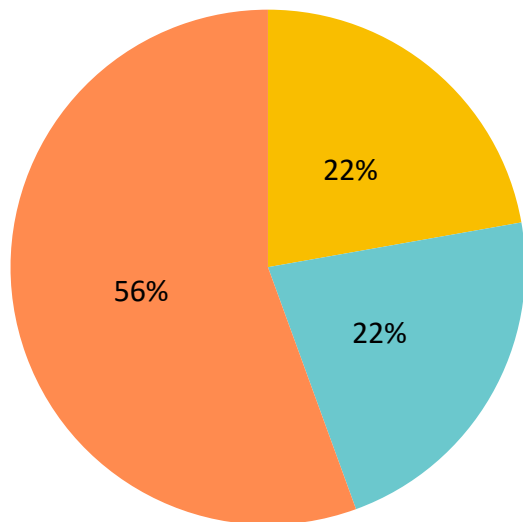
Discrimination
+
Verbal abuse and threats
=
45%

Legend:
- Physical violence
- Psychosocial violence (bullying)
- Discrimination
- Verbal abuse and threats
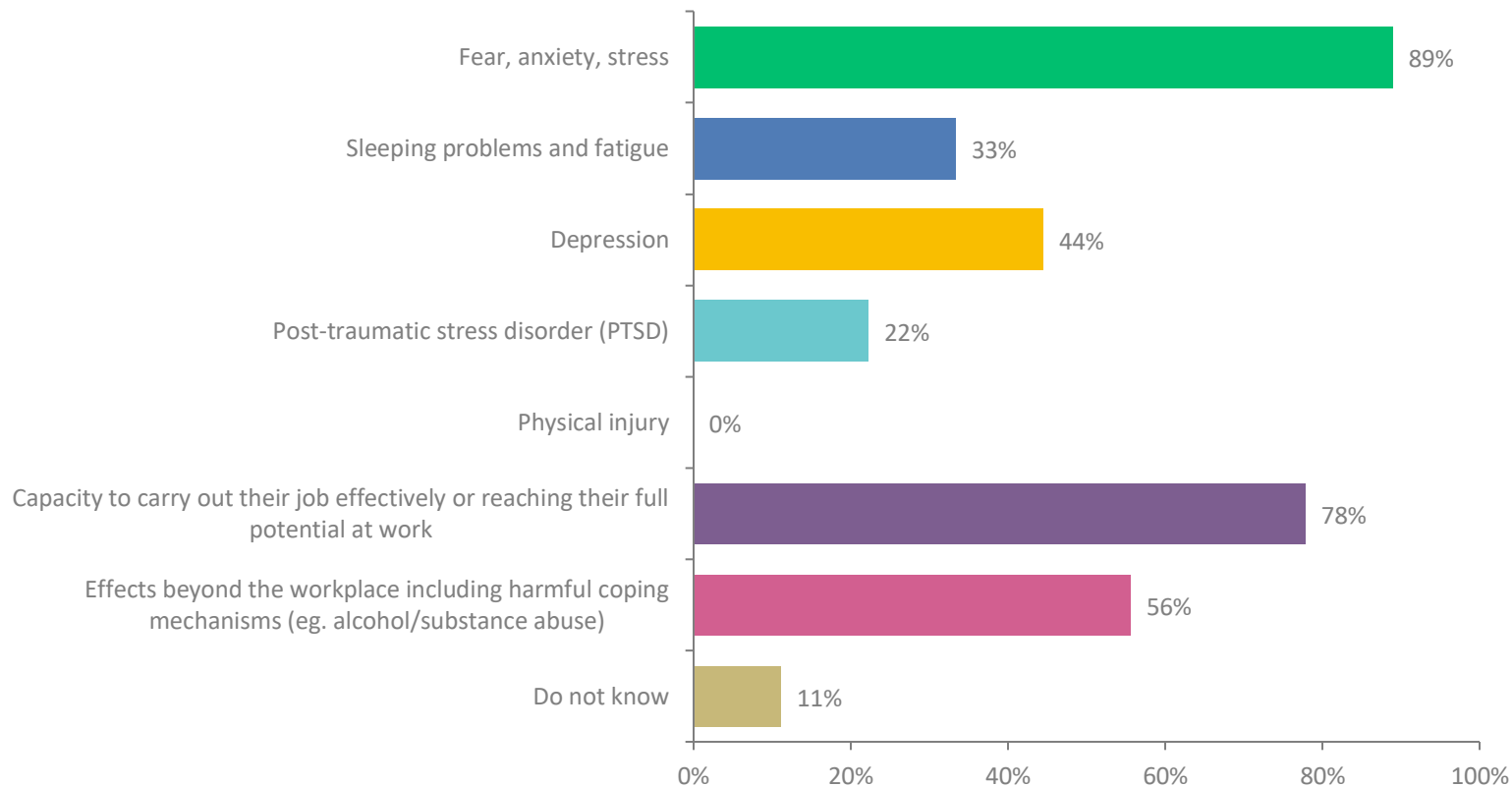- Do not know
- Other (please specify)

Consequences of TPV for workers in terms of psychosocial risks-Trade unions

Answered: 139   Skipped: 89
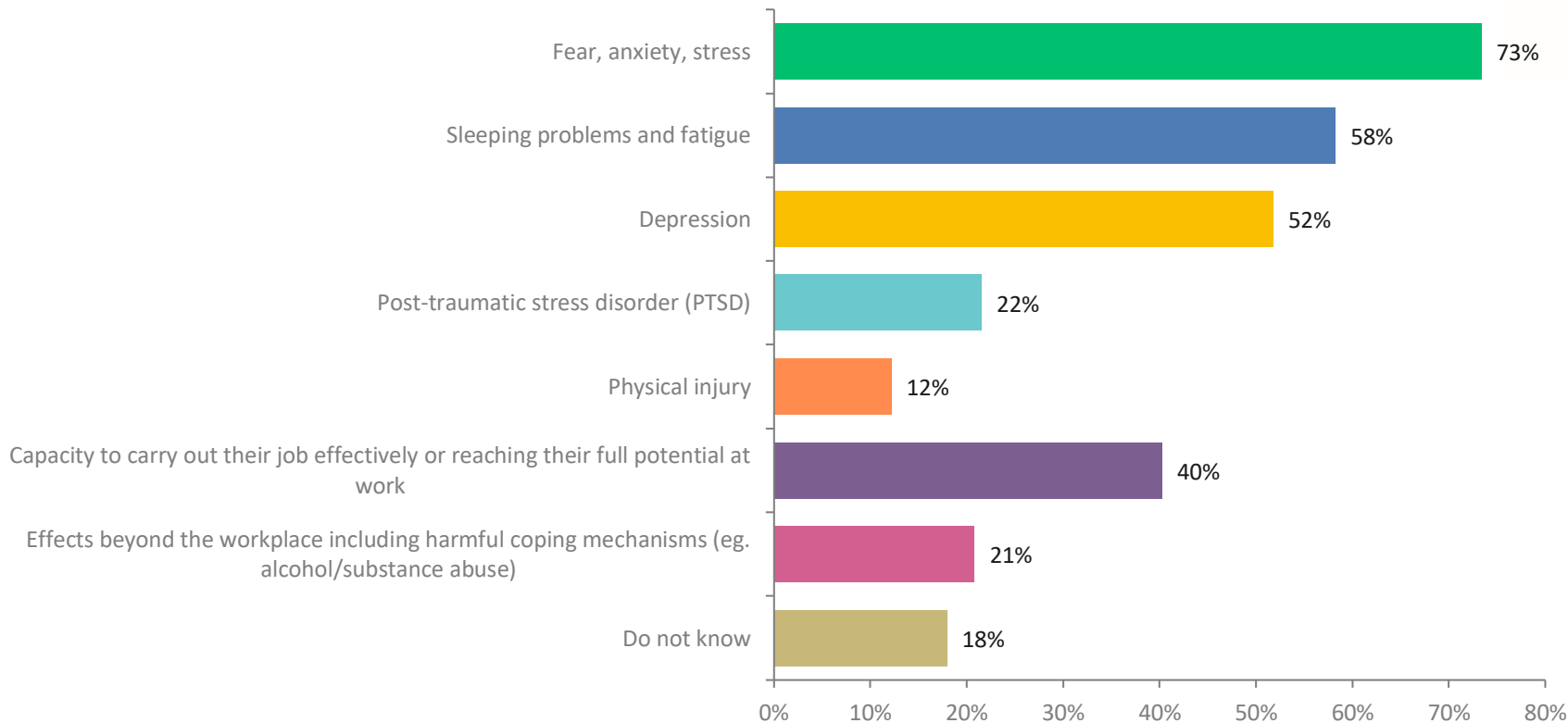
Consequences of TPV for workers in terms of psychosocial risks-employers
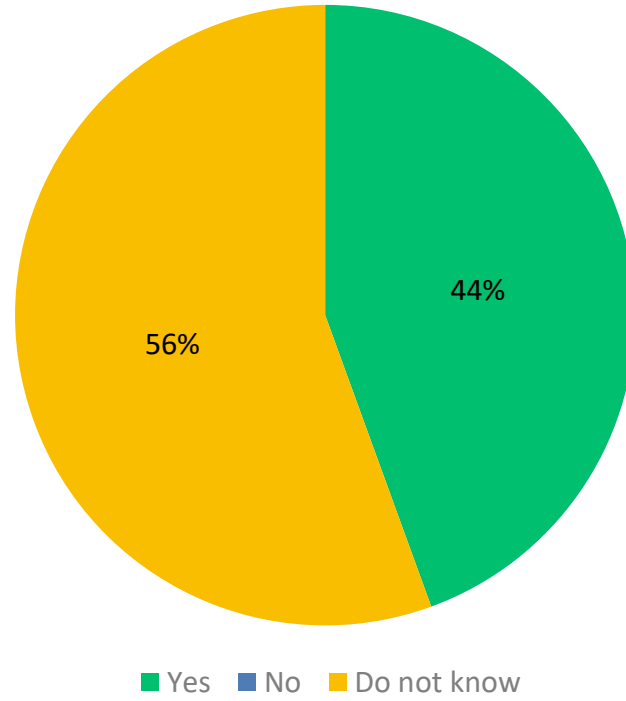
Answered: 9   Skipped: 9

Instances of reporting of third-party violence-Trade unions
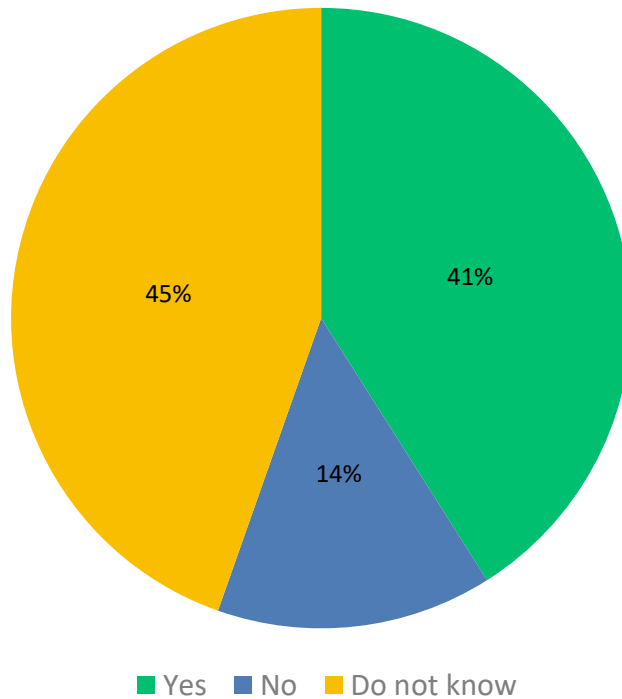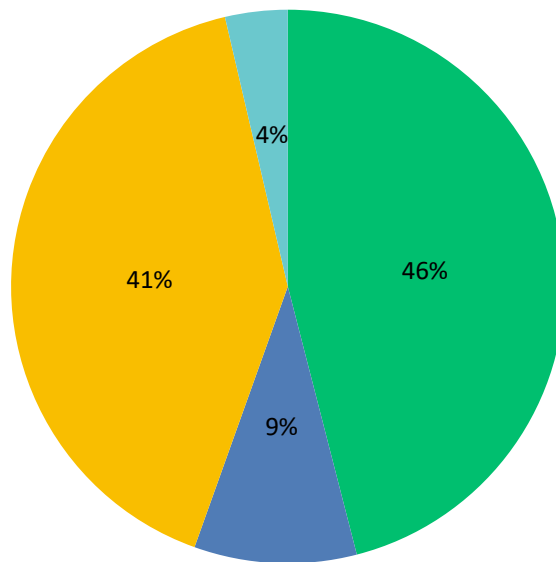
Answered: 139   Skipped: 89

- Yes
- No
- Do not know

41%

14%

45%

Instances of reporting of third-party violence-employers

Answered: 9   Skipped: 9

44%

56%

■ Yes ■ No ■ Do not know

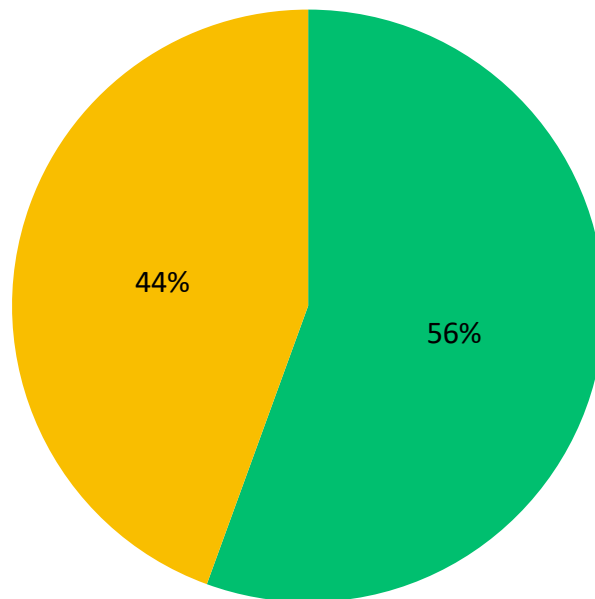# Mechanisms or processes used?-Trade unions

Answered: 137   Skipped: 91

- 🟩 Making use of a reporting procedure in place within the sector /company part of employment regulations
- 🟦 Filing a complaint with the police or other legal authorities in charge of gender violence victims' protection
- 🟨 Do not know
- 🟦 Other (please specify)
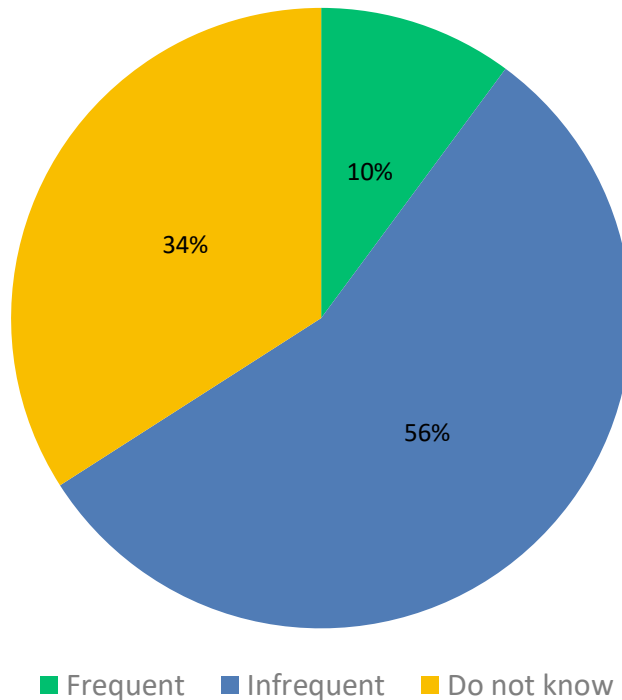
Mechanisms or processes used?-employers

Answered: 9   Skipped: 9

- ■ Making use of a reporting procedure in place within the sector /company part of employment regulations
- ■ Filing a complaint with the police or other legal authorities in charge of gender violence victims' protection
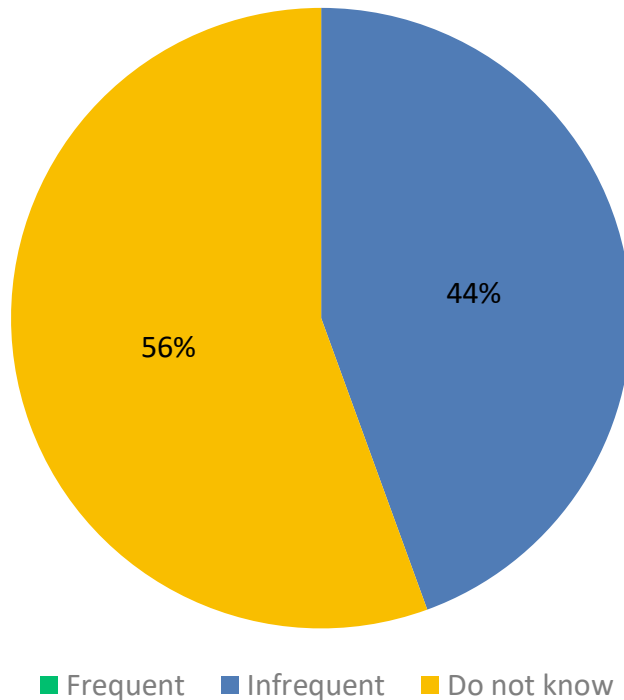- ■ Do not know

Reporting frequency of instances of third-party violence-Trade unions

Answered: 138   Skipped: 90

■ Frequent ■ Infrequent ■ Do not know

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Reporting frequency of instances of third-party violence-employers

Answered: 9   Skipped: 9

44%

56%

■ Frequent   ■ Infrequent   ■ Do not know

Barriers to reporting-Trade unions

Answered: 137   Skipped: 91

47%

35%

18%

■ Yes ■ No ■ Do not know

Barriers to reporting-employers

Answered: 9   Skipped: 9

Yes ■ No ■ Do not know
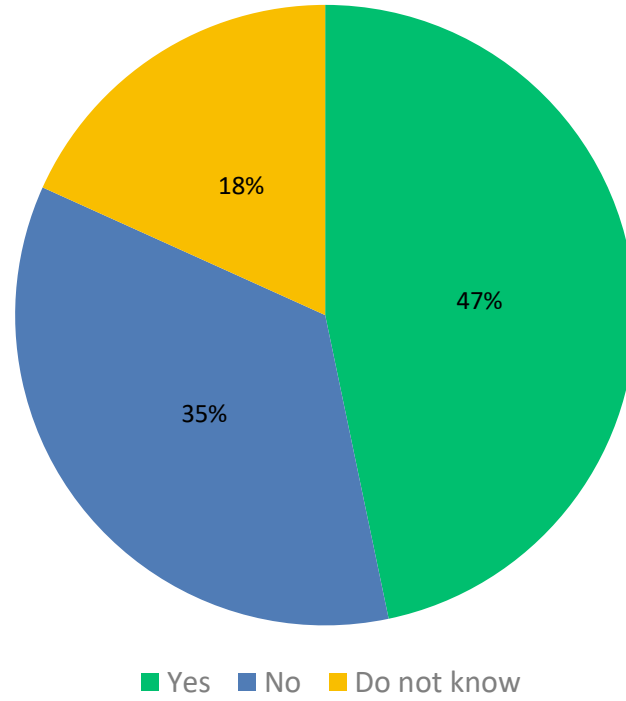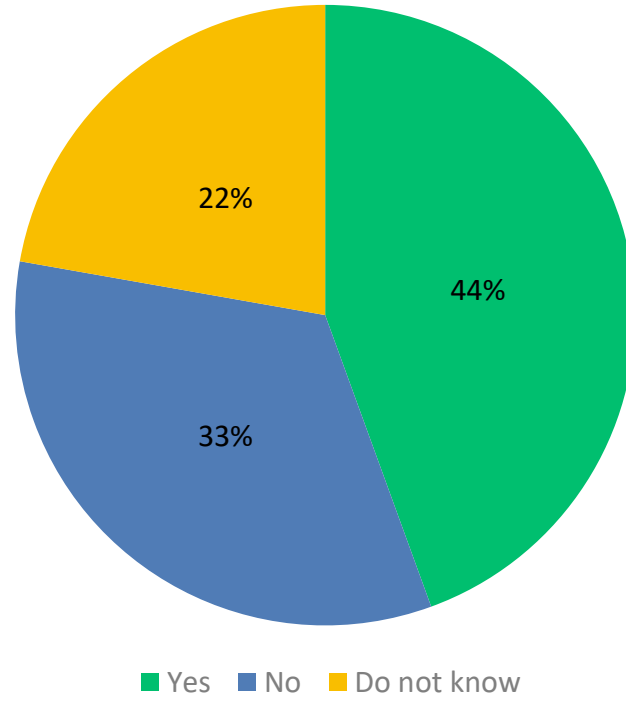
Reasons for barriers to reporting-Trade unions

Answered: 78   Skipped: 150
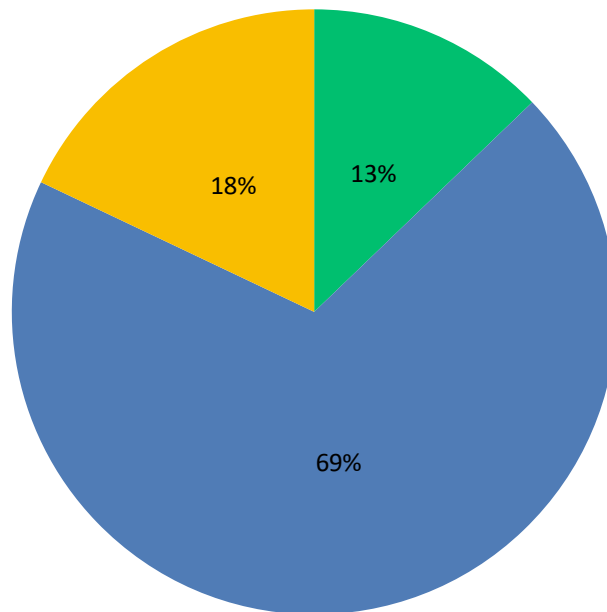
- **No process in place within the employer/company**
- **Reluctance or fear of workers to undertake a reporting procedure**
- **Reluctance of employers to facilitate a reporting or complaints procedure**

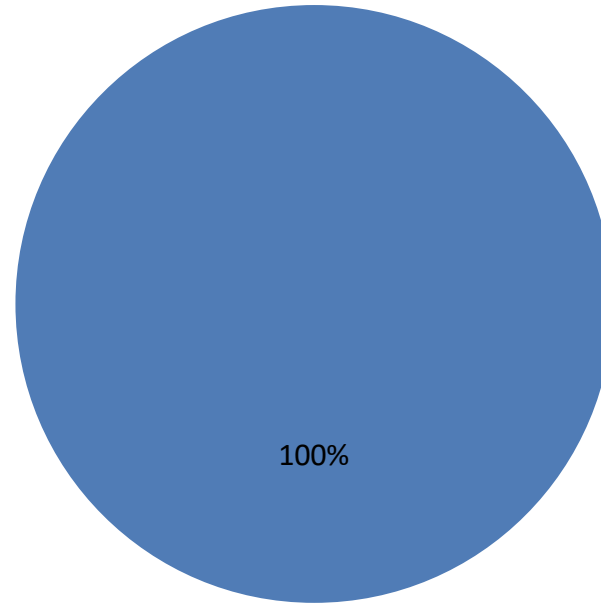# Reasons for barriers to reporting-employers

Answered: 4   Skipped: 14

100%

- ■ No process in place within the employer/company
- ■ Reluctance or fear of workers to undertake a reporting procedure
- ■ Reluctance of employers to facilitate a reporting or complaints procedure
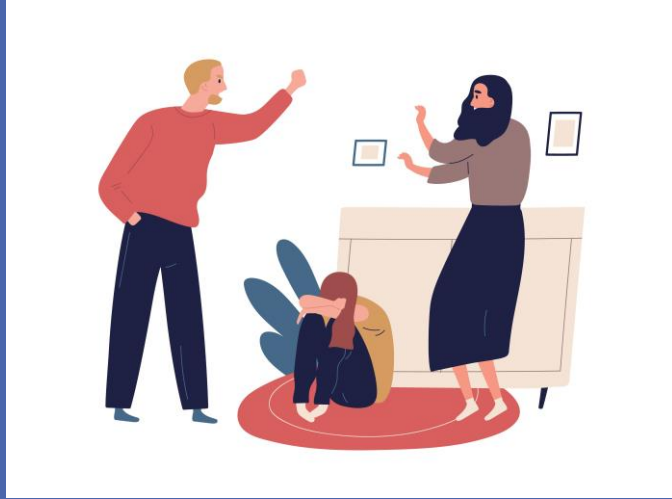
Domestic violence as a workplace issue

Extent to which Domestic Violence is affecting the workplace-Trade unions

Answered: 133   Skipped: 95
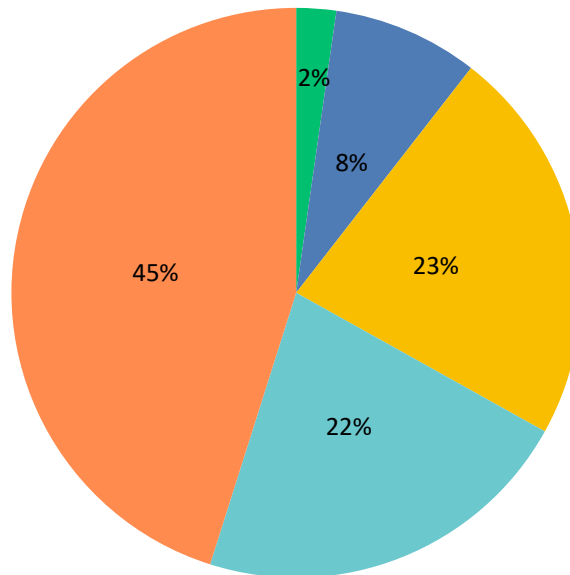
- Extremely significant extent
- Very significant extent
- Significant extent
- No extent
- I don't know

Extent to which Domestic Violence is affecting the workplace-employers
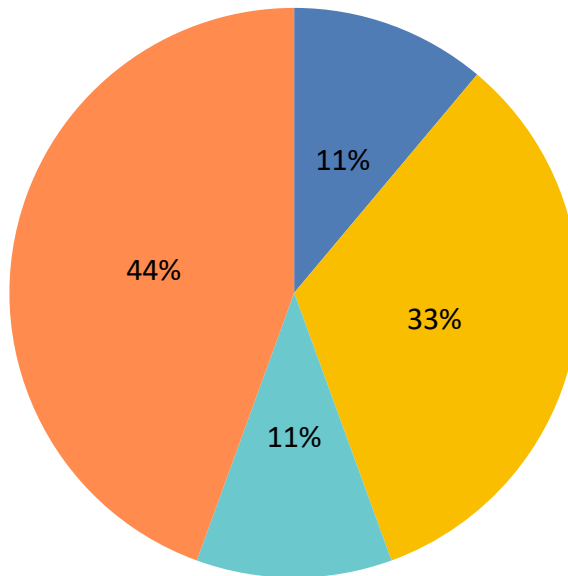
Answered: 9   Skipped: 9

- ■ Extremely significant extent
- ■ Very significant extent
- ■ Significant extent
- ■ No extent
- ■ I don't know

Domestic violence increase during COVID-19 pandemic-Trade unions

Answered: 131   Skipped: 97

- 31%
- 52%
- 16%
- 2%

Legend: Yes · No · It has decreased · I don't know

Domestic violence increase during COVID-19 pandemic-employers

Answered: 9   Skipped: 9

- 33% — Yes
- 11% — No
- 56% — I don't know

Legend: Yes | No | It has decreased | I don't know

Consequences of domestic violence on the workplace?-Trade unions

Answered: 123   Skipped: 105

Agree + Totally agree

Statement	Agree + Totally agree
Domestic violence affects the work performance and productivity of victims of domestic violence.	81%
Domestic violence causes absenteeism and sick leaves.	73%
There is a risk of workers victims of domestic violence of losing their jobs.	53%
Victims of domestic violence are targeted at work by phone calls and emails from their abusers.	60%
There is a risk of victims being stalked in the workplace.	56%
Domestic violence increases employee turnover.	43%
It causes loss of economic output.	66%

Chart data (Do not agree at all / Moderately agree / Agree / Totally agree):

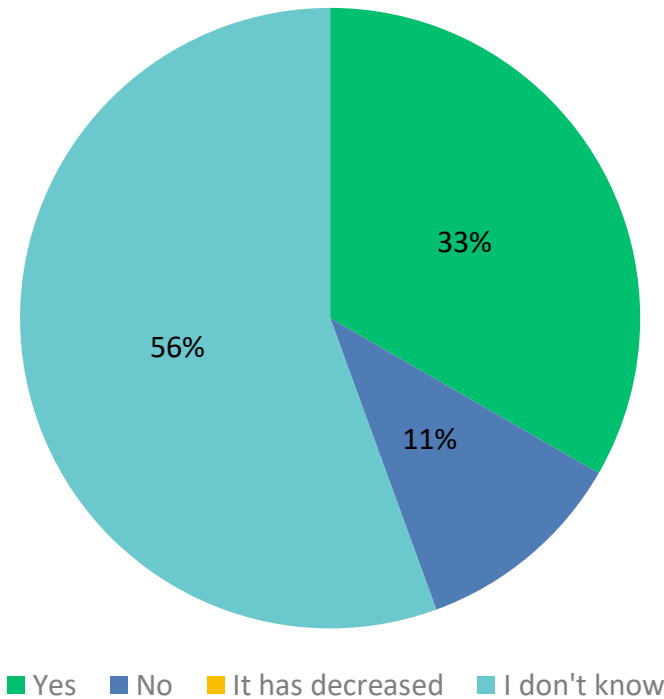- Domestic violence affects the work performance and productivity of victims of domestic violence: 5%, 14%, 40%, 41%
- Domestic violence causes absenteeism and sick leaves: 10%, 18%, 34%, 39%
- There is a risk of workers victims of domestic violence of losing their jobs: 23%, 24%, 35%, 18%
- Victims of domestic violence are targeted at work by phone calls and emails from their abusers: 16%, 24%, 41%, 19%
- There is a risk of victims being stalked in the workplace: 21%, 22%, 40%, 16%
- Domestic violence increases employee turnover: 33%, 25%, 32%, 11%
- It causes loss of economic output: 10%, 24%, 49%, 17%

Legend: ■ Do not agree at all ■ Moderatly agree ■ Agree ■ Totally agree

Consequences of domestic violence on the workplace?-employers

Answered: 8   Skipped: 10

Agree + Totally agree

Statement	Breakdown	Agree + Totally agree
Domestic violence affects the work performance and productivity of victims of domestic violence.	50% Agree, 50% Totally agree	50%
Domestic violence causes absenteeism and sick leaves.	25% Moderately agree, 25% Agree, 50% Totally agree	75%
There is a risk of workers victims of domestic violence of losing their jobs.	25% Do not agree, 50% Moderately agree, 25% Totally agree	25%
Victims of domestic violence are targeted at work by phone calls and emails from their abusers.	13% Do not agree, 13% Moderately agree, 50% Agree, 25% Totally agree	75%
There is a risk of victims being stalked in the workplace.	13% Do not agree, 13% Moderately agree, 50% Agree, 25% Totally agree	75%
Domestic violence increases employee turnover.	13% Do not agree, 13% Moderately agree, 50% Agree, 25% Totally agree	75%
It causes loss of economic output.	13% Do not agree, 13% Moderately agree, 50% Agree, 25% Totally agree	75%

Legend:
- ■ Do not agree at all
- ■ Moderatly agree
- ■ Agree
- ■ Totally agree
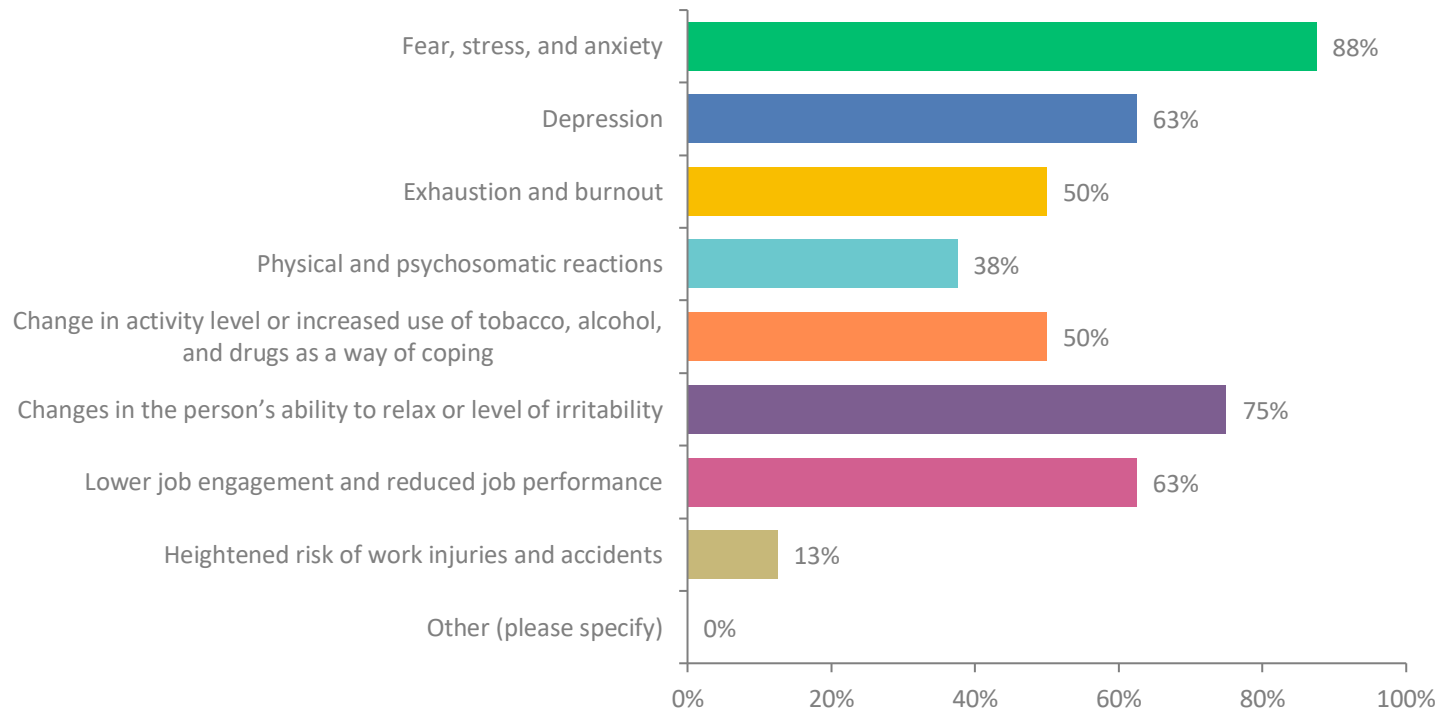
Most common psychosocial risks of domestic violence as a workplace issue-Trade unions
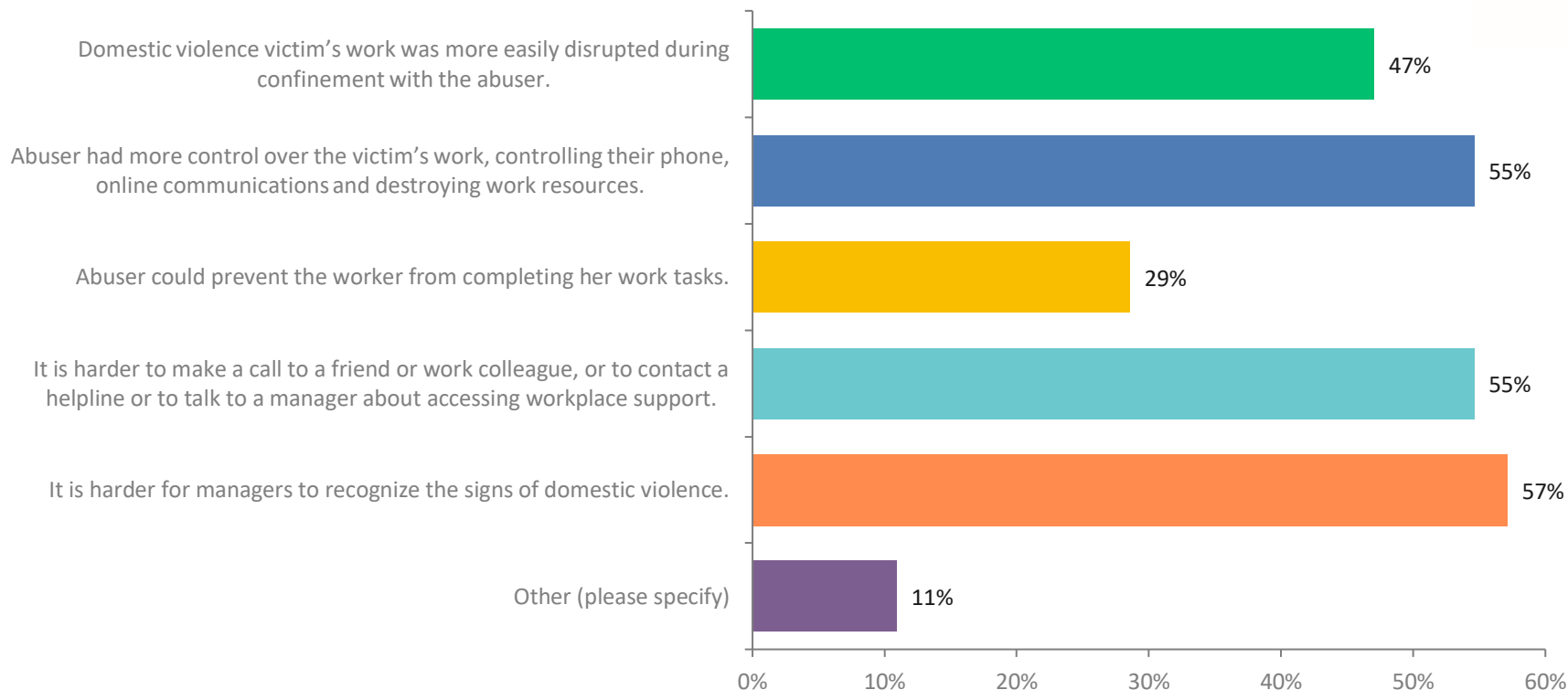
Answered: 124   Skipped: 104

Most common psychosocial risks of domestic violence as a workplace issue-employers
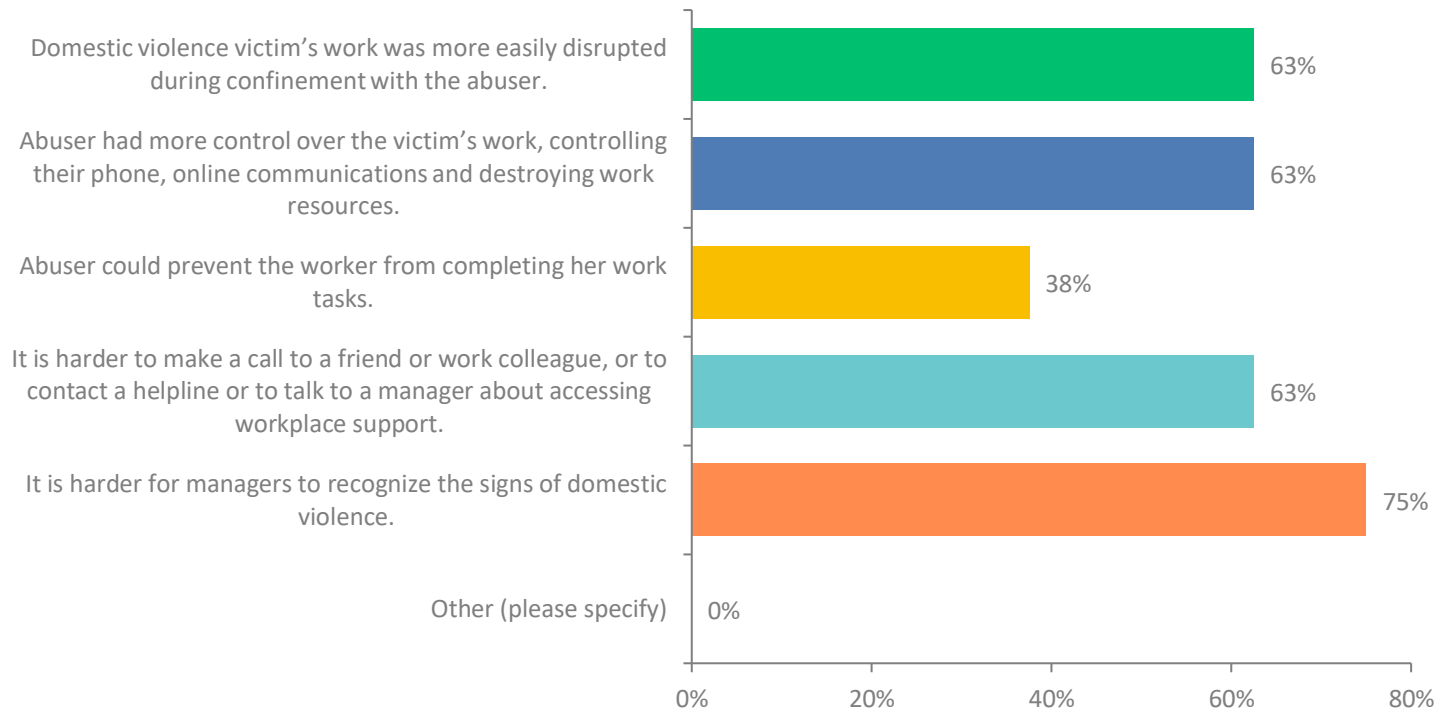
Answered: 8   Skipped: 10

Impact of increased teleworking during Covid-19 on Domestic violence- Trade unions
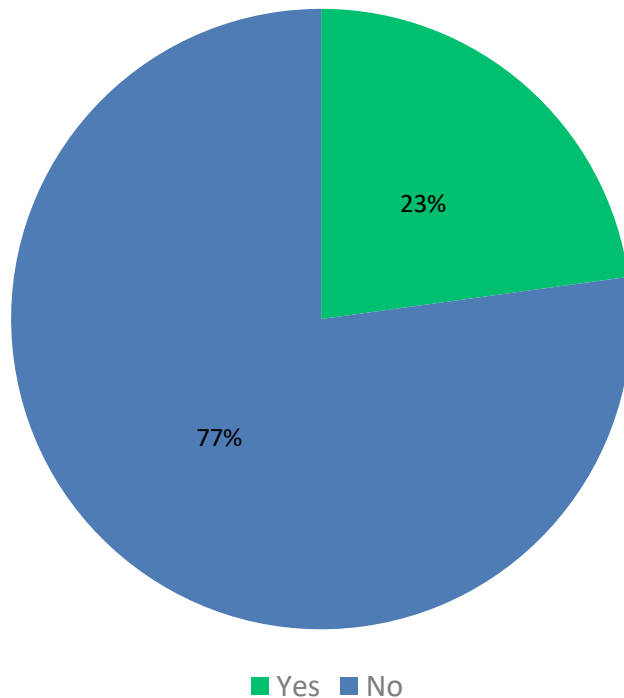
Answered: 119   Skipped: 109

Impact of increased teleworking during Covid-19 on Domestic violence- employers
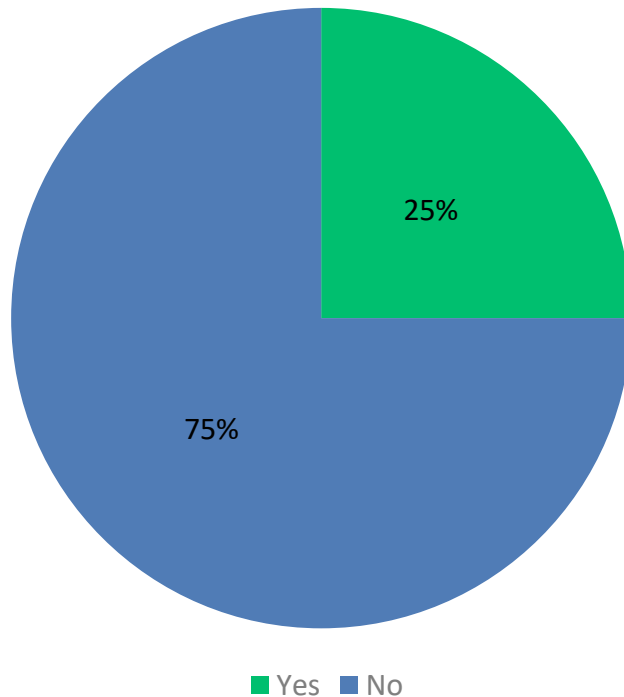
Answered: 8   Skipped: 10

Are you aware of any instances of reporting domestic violence to the employer/in the workplace-Trade unions
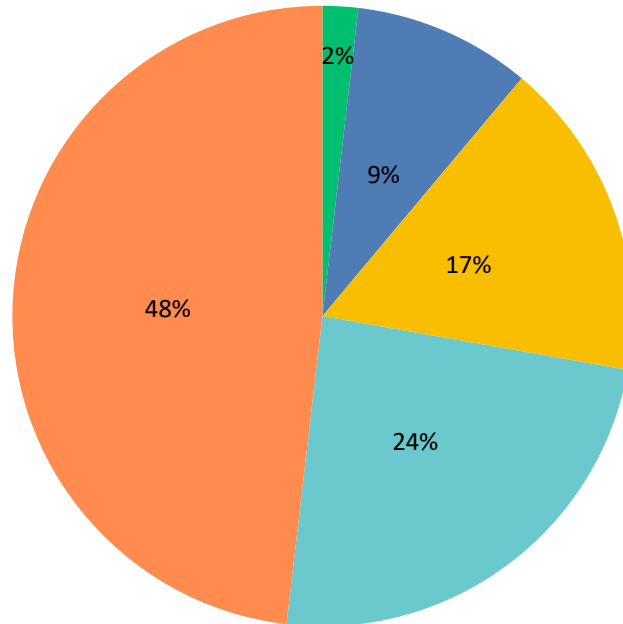
Answered: 127   Skipped: 101

23%

77%

■ Yes ■ No

Are you aware of any instances of reporting domestic violence to the employer/in the workplace-employers

Answered: 8   Skipped: 10

25%

75%

■ Yes ■ No

How common are these instances?-Trade unions
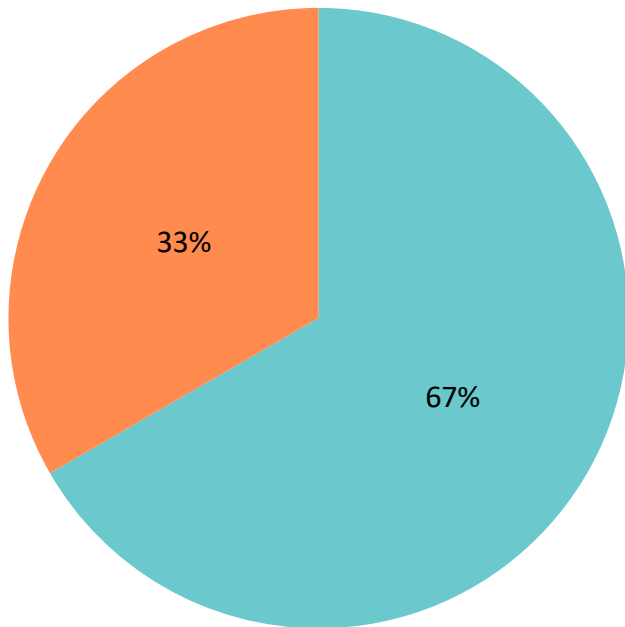
Answered: 54   Skipped: 174

Very common
+
Common
+
Somewhat common
=
28%

- Very common
- Common
- Somewhat common
- Not common
- I don't know

How common are these instances?-employers

Answered: 3   Skipped: 15

33%

67%

Very common
+
Common
+
Somewhat common
=
0%

■ Very common   ■ Common   ■ Somewhat common   ■ Not common   ■ I don't know

Instances of workers having to be on sick leave, quit or facing other consequences because of domestic violence-Trade unions

Answered: 130   Skipped: 98
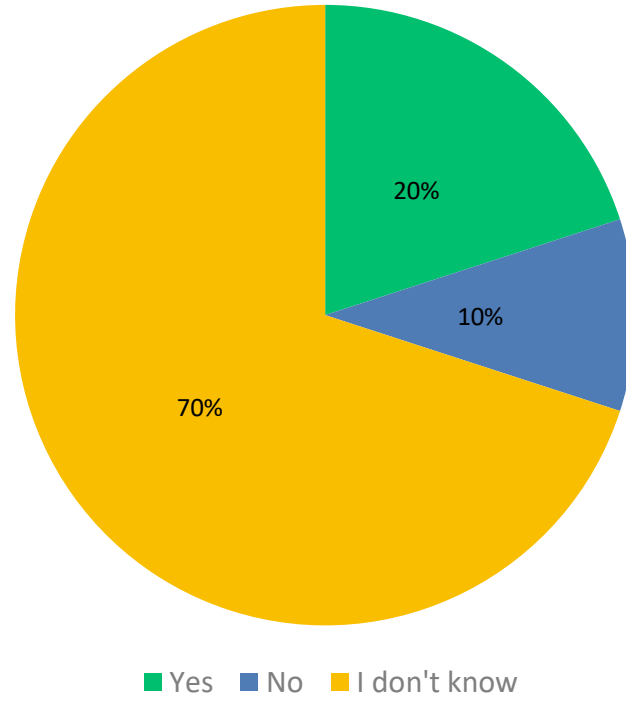
■ Yes ■ No ■ I don't know

- 20%
- 10%
- 70%

Instances of workers having to be on sick leave, quit or facing other consequences because of domestic violence-employers

Answered: 9   Skipped: 9

- Yes
- No
- I don't know

33%

22%

44%

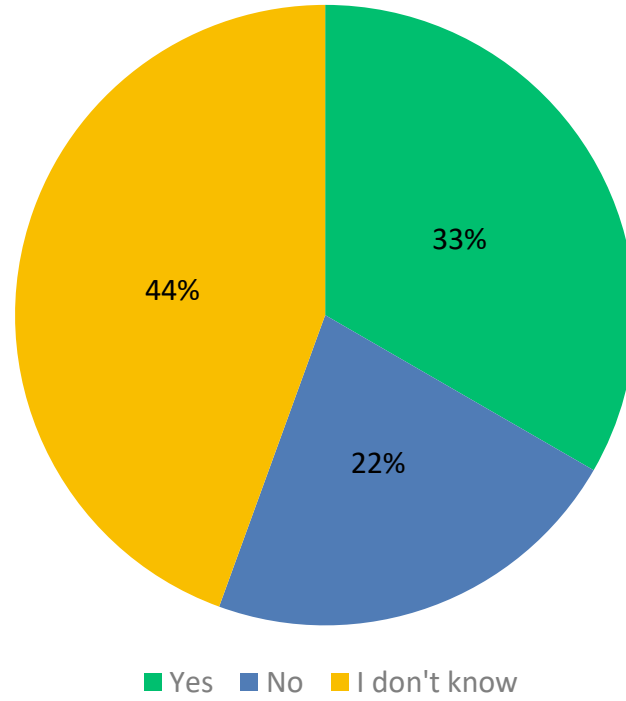# How common are they?-Trade unions

Answered: 55   Skipped: 173

Legend: Very common | Common | Somewhat common | Not common | I don't know

Slice values: 2%, 11%, 15%, 18%, 55%

How common are they?-employers

Answered: 5   Skipped: 13
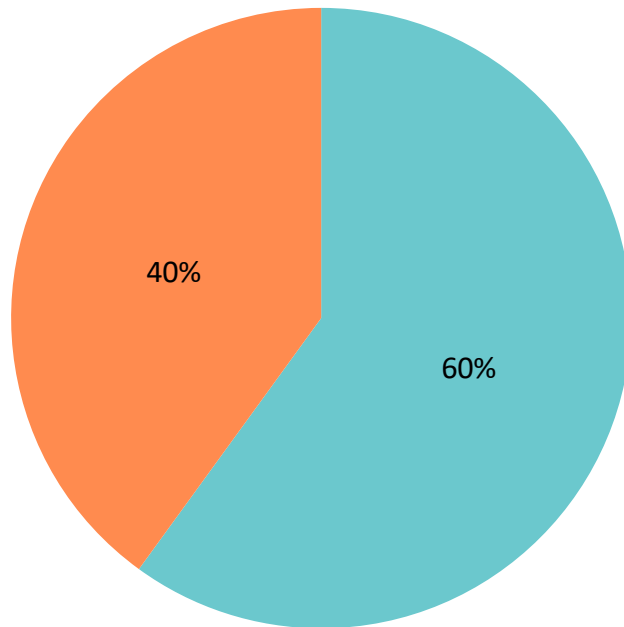
Legend: Very common | Common | Somewhat common | Not common | I don't know

Have you been witness to the dismissal of workers because of domestic violence?-Trade unions

Answered: 127   Skipped: 101

2%

98%

■ Yes ■ No
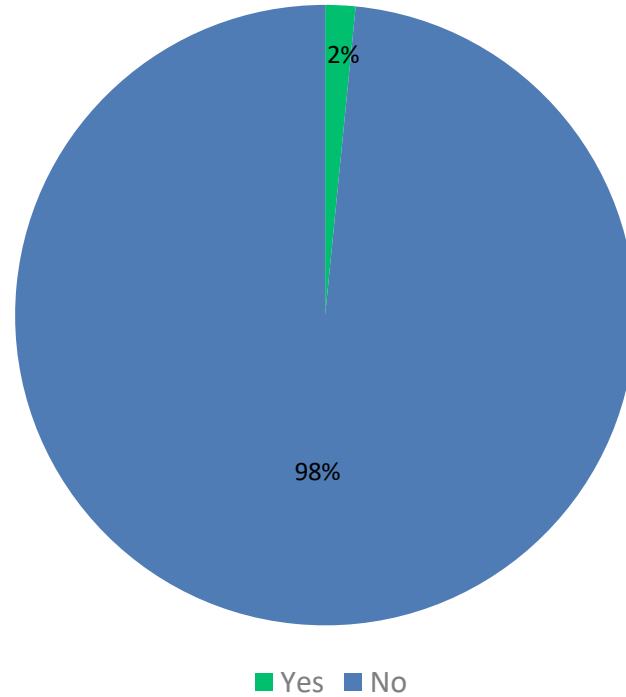
If your answer to the previous question is yes, can you describe the case?-Trade unions

- Instead of resigning, the worker asked to be transferred to another workplace to avoid harassment from her ex-husband
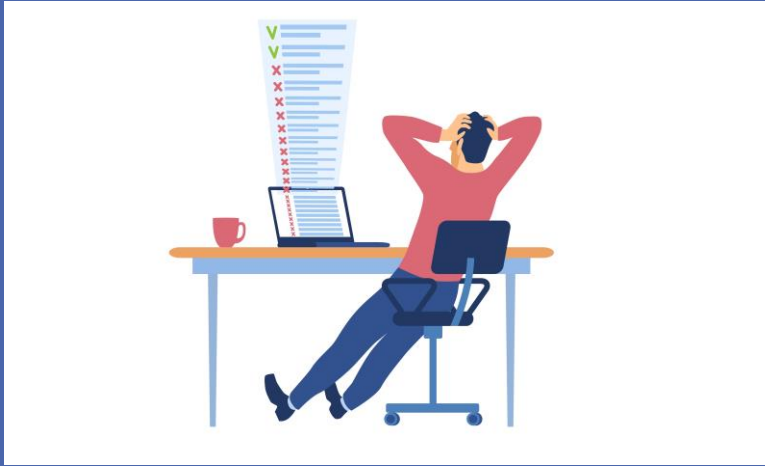
Psychological risks of teleworking

Has teleworking become more prevalent in your sector/Company /country since COVID-19?-Trade unions

Answered: 126   Skipped: 102

Yes ■ No
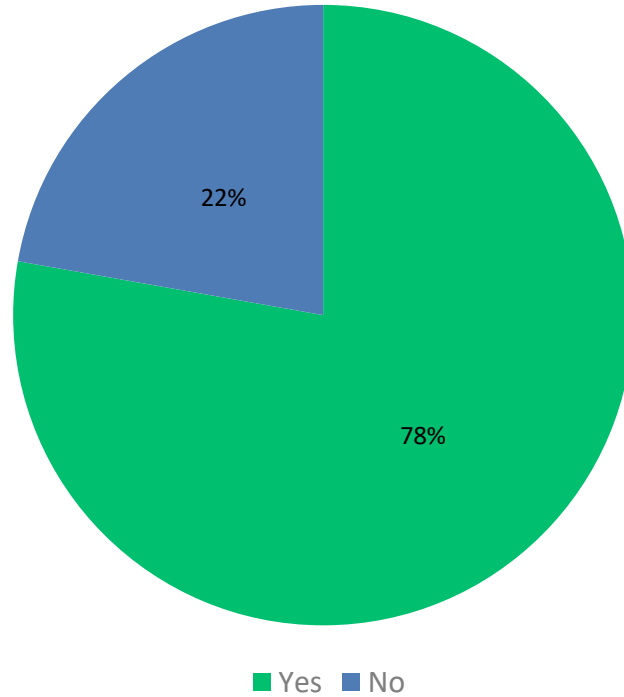
Has teleworking become more prevalent in your sector/Company /country since COVID-19?-employers

Answered: 8   Skipped: 10

■ Yes ■ No
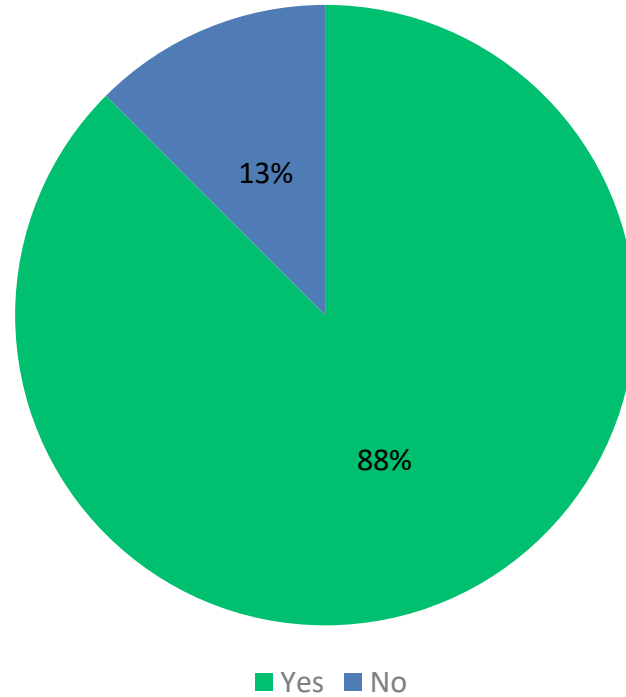
Commonly perceived psychosocial risks of teleworking-Trade unions

Answered: 120   Skipped: 108
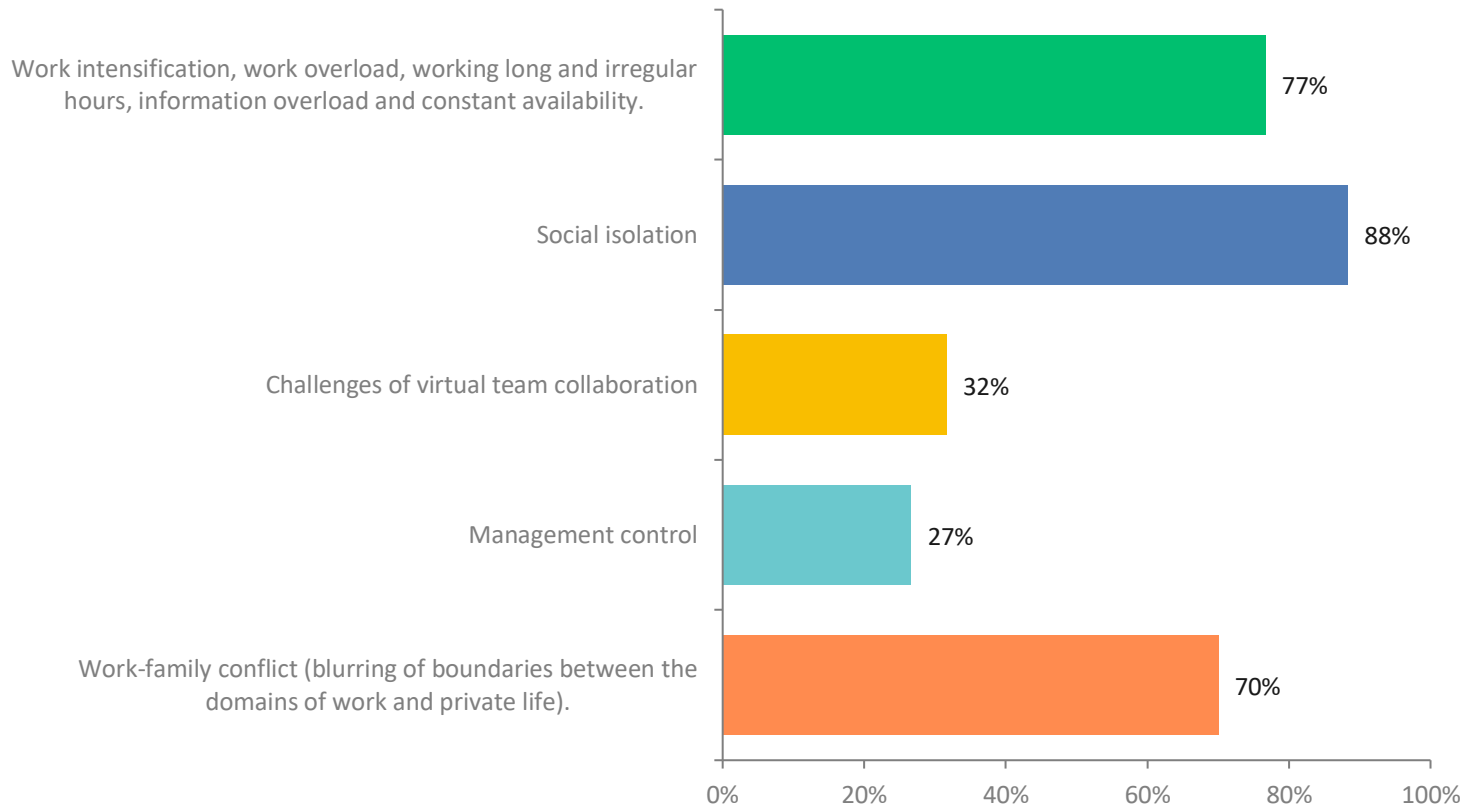
Commonly perceived psychosocial risks of teleworking-employers
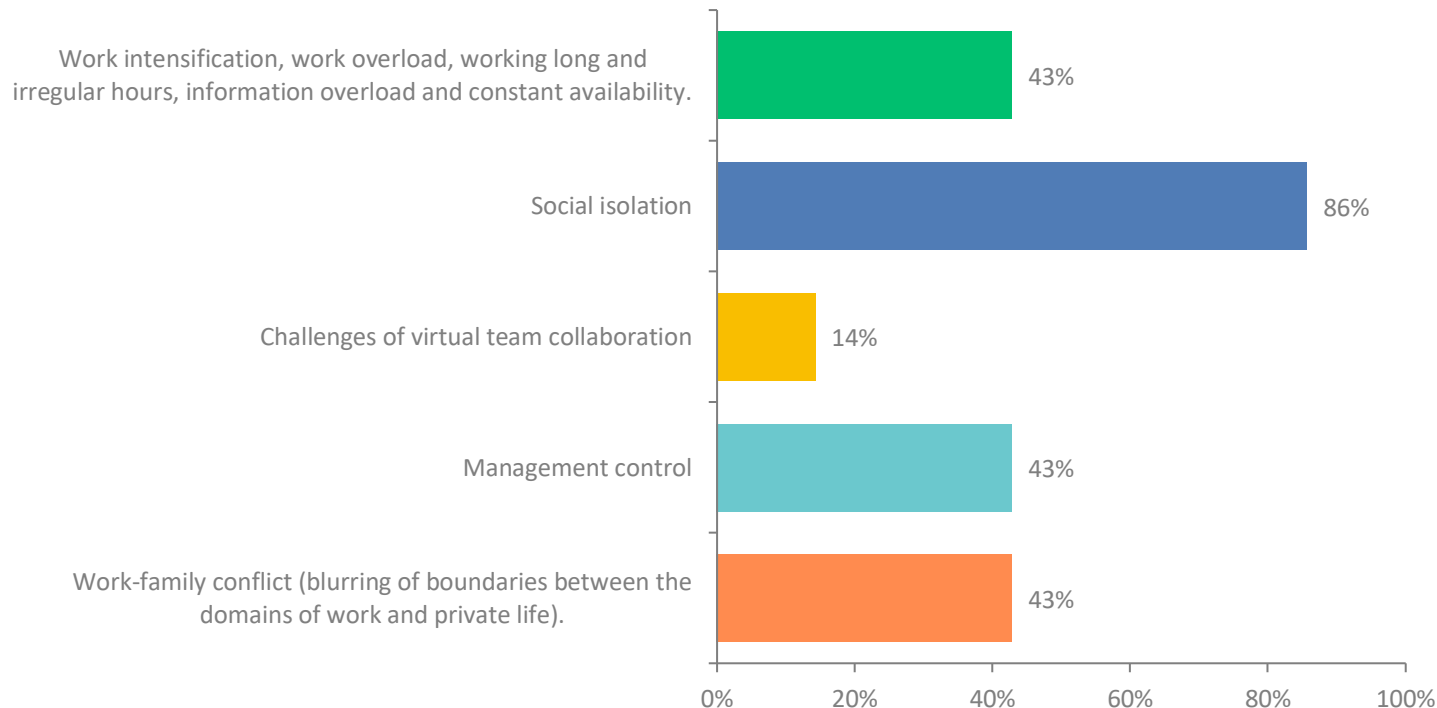
Answered: 7   Skipped: 11

Specific psychosocial risks experienced by workers victims of domestic violence while working from home, during Covid-Trade unions

Answered: 76   Skipped: 152
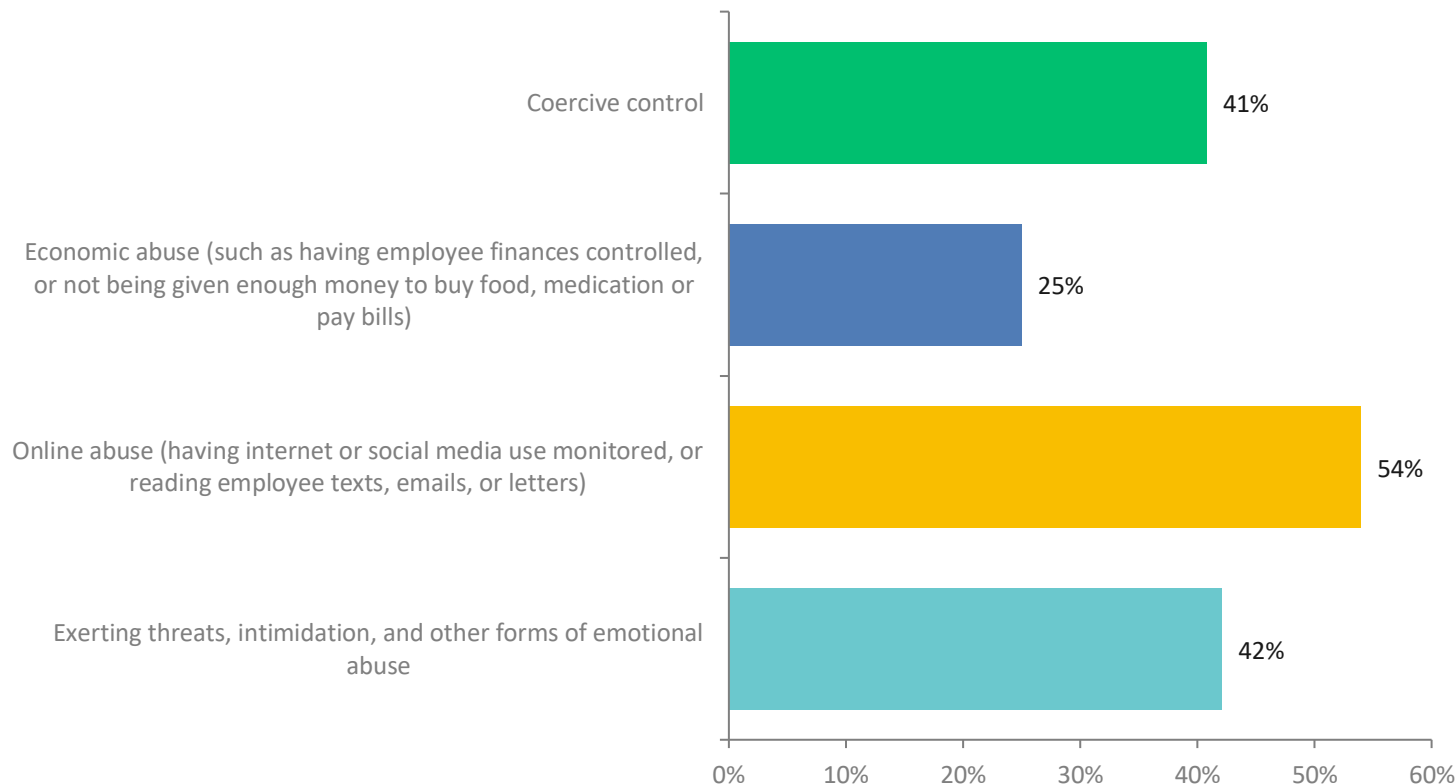
Specific psychosocial risks experienced by workers victims of domestic violence while working from home, during Covid-employers

Answered: 7   Skipped: 11
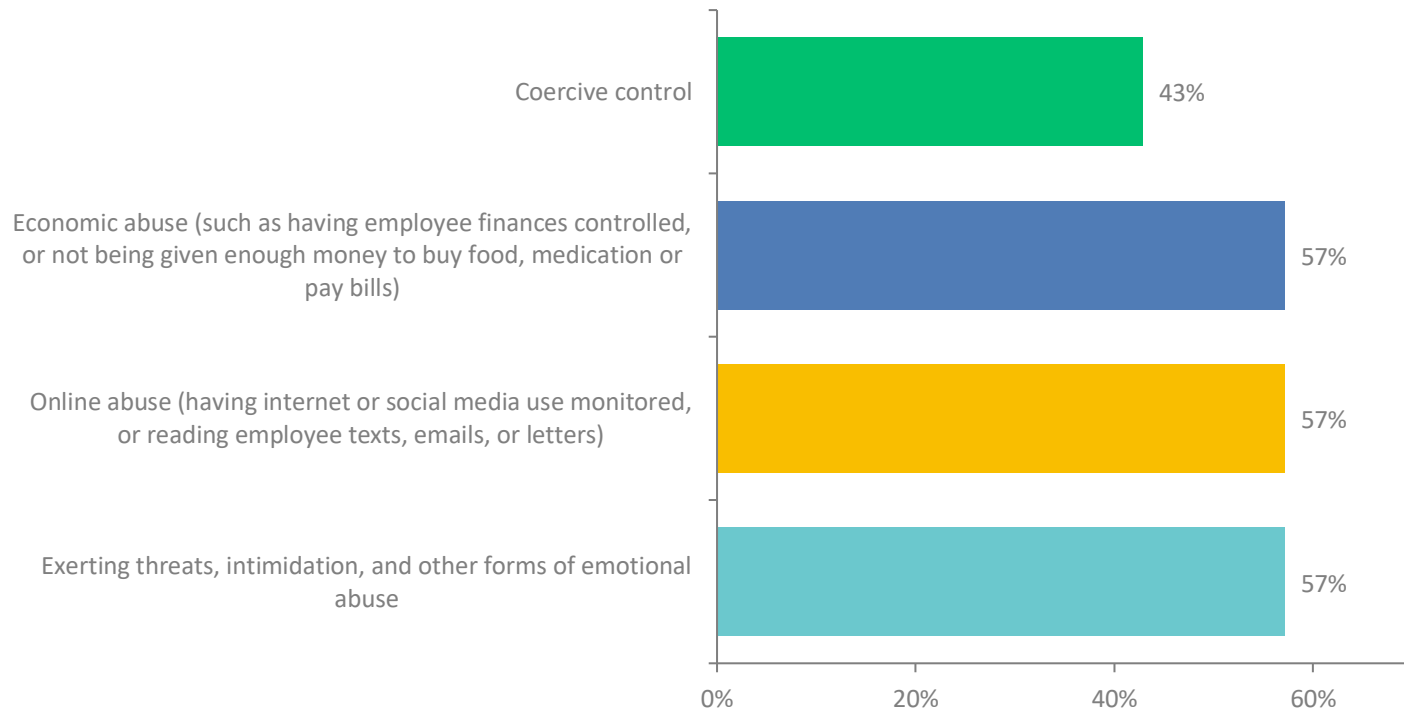
To which extent is gender-based violence being perceived as a psychosocial risk in your sector-Trade unions

Answered: 114   Skipped: 114
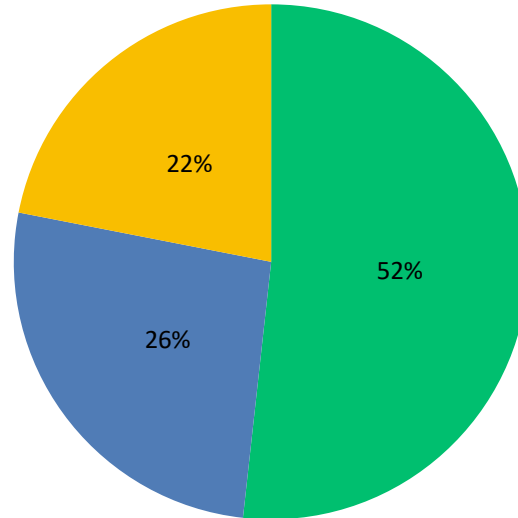
- Perceived as a psychosocial risk
- Not perceived as psychosocial risk
- Perceived as an occupational work accident but not specifically related to psychosocial hazards

To which extent is gender-based violence being perceived as a psychosocial risk in your sector-employers
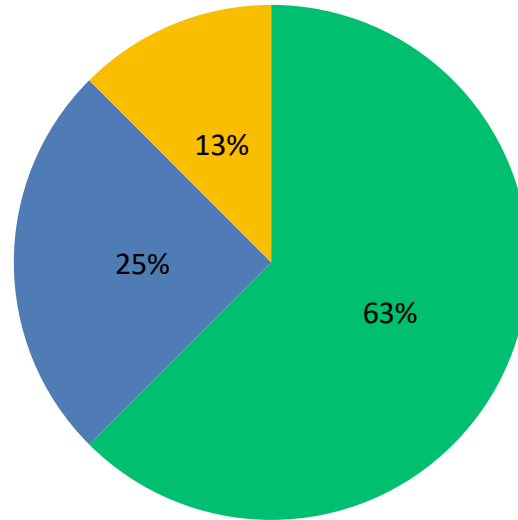
Answered: 8   Skipped: 10

- 🟩 Perceived as a psychosocial risk
- 🟦 Not perceived as psychosocial risk
- 🟨 Perceived as an occupational work accident but not specifically related to psychosocial hazards

63%

25%

13%

Consequences of these risks for employers-Trade unions

Answered: 106   Skipped: 122
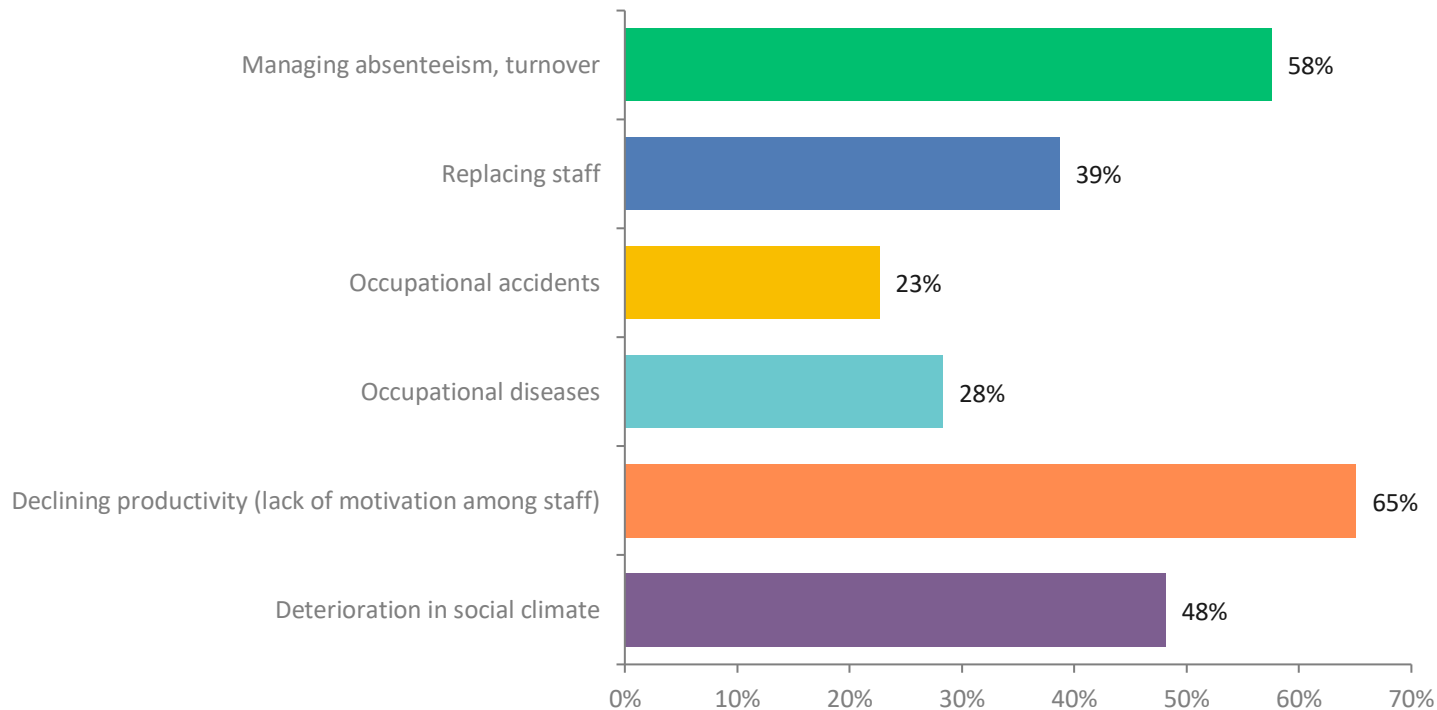
Consequences of these risks for employers-employers

Answered: 8   Skipped: 10
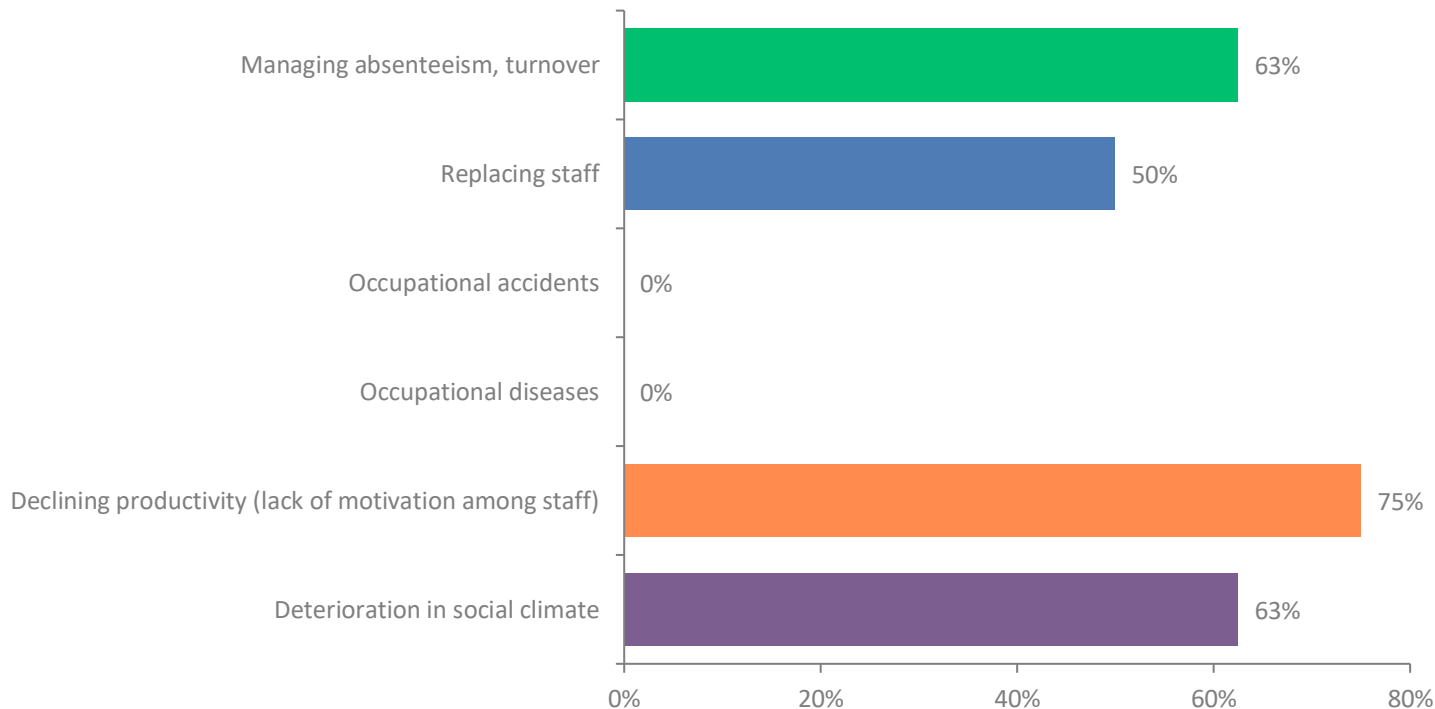
Existing OSH and employment measures

Health and safety measures related to third-party violence-Trade union

Answered: 89 Skipped: 139

Measure	Percentage
Established codes of conduct, guidelines and crisis plans for the prevention and management of third party violence (TPV).	51%
Systematic registration and analysis of violent incidents.	29%
Risk assessment, including work environment design, security devices, staffing plans, work practices, guidelines, and training.	49%
Awareness raising of the issue of third party violence (TPV).	45%
Clear policies on providing support for the employees who are victims of third party violence (TPV).	39%
Provision of information to clients, customers, service users etc. on zero-tolerance attitude to third party violence (TPV).	28%
Appropriate training of management and employees on third party violence (TPV).	34%
Other (please specify)	10%

Health and safety measures related to third-party violence-employers

Answered: 6   Skipped: 12

Category	Percentage
Established codes of conduct, guidelines and crisis plans for the prevention and management of third party violence (TPV).	67%
Systematic registration and analysis of violent incidents.	17%
Risk assessment, including work environment design, security devices, staffing plans, work practices, guidelines, and training.	33%
Awareness raising of the issue of third party violence (TPV).	17%
Clear policies on providing support for the employees who are victims of third party violence (TPV).	33%
Provision of information to clients, customers, service users etc. on zero-tolerance attitude to third party violence (TPV).	67%
Appropriate training of management and employees on third party violence (TPV).	50%
Other (please specify)	0%

Health and safety measures related to third party violence-Trade unions

Examples of other Health and safety measures given by participants to the survey were:

- Assessing the risk of robbery.

- Employee assistance programme (EAP) support.

- Union assistance for particular cases, without a general prevention system.

- Informing clients, customers, service users etc. about the zero-tolerance stance towards third-party violence.

Health and safety measures related to domestic violence-Trade unions

Answered: 85   Skipped: 143

Health and safety measures related to domestic violence-employers

Answered: 6   Skipped: 12

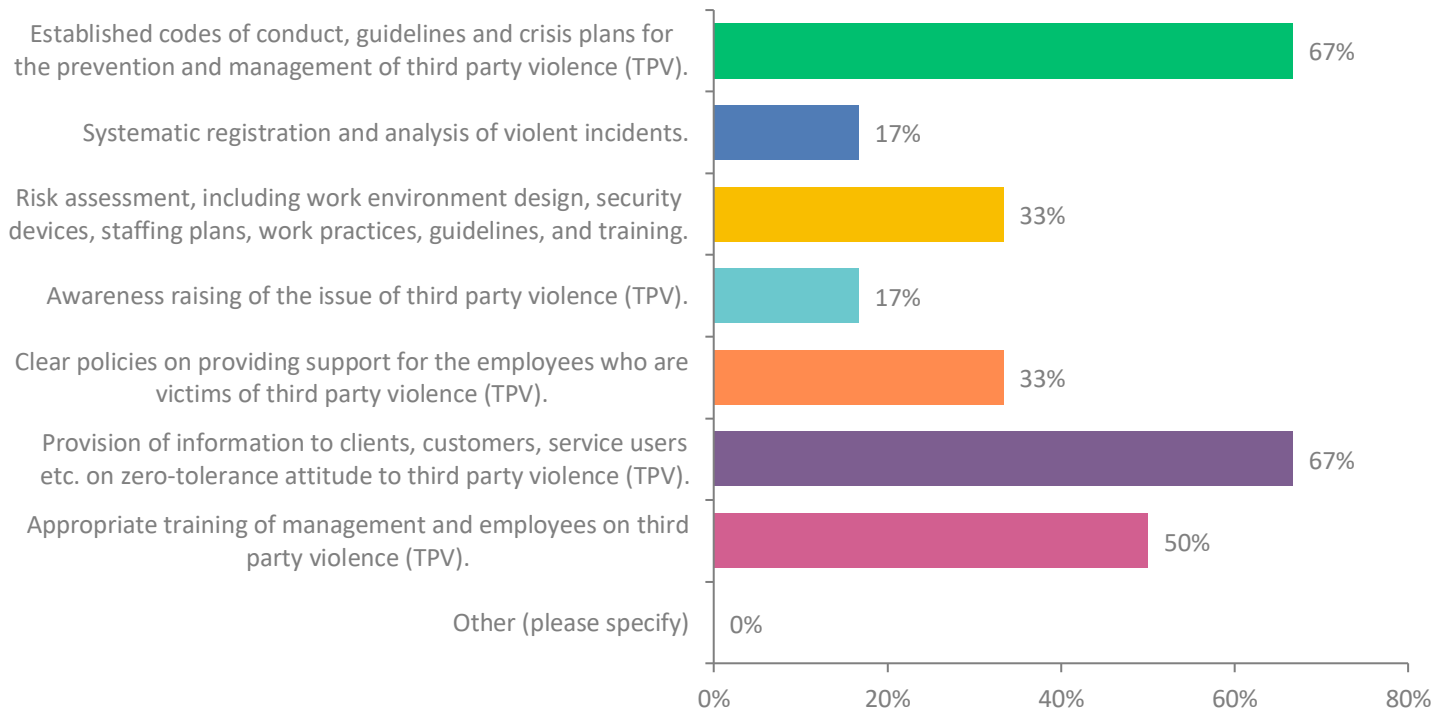| Measure	Percentage
Information about domestic violence at work	33%
Paid flexible leave	33%
Protection from dismissal	33%
Safety planning agaisnt physical assault, harassment and stalking	17%
Tackle emails from abusive partners	33%
Confidential meetings with support person	33%
Training and awareness raising for the workforce	17%
Disciplinary procedures in dealing with perpetrators	17%
Training for shop stewards and line managers	33%
Provide information about and referral to specialist services	17%
Advance payment of salaries, low cost loans, etc.	0%
Good cooperation with civil society and women's organisations in…	33%
Other (please specify)	17%

Health and safety measures related to psychosocial risks in teleworking-Trade unions

Answered: 87   Skipped: 141

Measure	Percentage
Established action plan to prevent work-related stress.	32%
Regular risk assessment.	34%
Employee survey that includes questions on work-related stress.	55%
A procedure in place to deal with possible bullying and other forms of violence and harassment at work.	32%
Training on conflict resolution.	25%
Confidential counselling for employees.	38%
Allowing employees more decisions on how to do their work.	21%
Flexibility of working hours.	46%
Regular meetings with the management.	24%
Provision of communication tools to counter social isolation.	23%
Maintaining informal contact by gathering online.	30%
Other (please specify)	7%

Health and safety measures related to psychosocial risks in teleworking-employers

Answered: 5   Skipped: 13

Measure	Percentage
Established action plan to prevent work-related stress	40%
Regular risk assessment	40%
Employee survey that includes questions on work-related stress	40%
Procedure against bullying, violence and harassment	20%
Training on conflict resolution	20%
Confidential counselling for employees	40%
Allowing employees more decisions on how to do their work	20%
Flexibility of working hours	20%
Regular meetings with the management	20%
Provision of communication tools to counter social isolation	20%
Maintaining informal contact by gathering online	20%
Other (please specify)	20%

Positive ways to adress third-party violence (TPV), domestic violence, and psychosocial risks of teleworking (1)-Trade unions

The main points from the participants of the survey were:

- Importance of clear company policies to support victims of domestic abuse and coercive control.

- Emphasis on providing training and resources for staff to effectively manage such conflicts, with company support being crucial.

- A call for greater involvement and awareness within the business community, along with the implementation of measures to counteract and intervene in cases of abuse, improving the working environment.

- Highlighting the significance of prevention and promoting correct behaviour patterns to combat toxic behaviour.

- Advocating awareness-raising initiatives to address gender discrimination and harassment in the workplace.

- Encouragement to discreetly communicate with victims and refer them to appropriate institutions for support.

Positive ways to adress third party violence (TPV), domestic violence, and psychosocial risks of teleworking (2)-Trade unions

Answered: 26   Skipped: 202

- Corporate appointments at specialized clinics for addressing workplace issues.

- Utilizing collective and second-level bargaining to resolve employment-related concerns.

- Contacting Union representatives for appropriate assistance.

- The implementation of a zero-tolerance policy and guidelines developed collaboratively by employers and employee representatives.

- Emphasis on counseling, regular risk assessments, and compliance with new laws.

- Conducting informative seminars on relevant topics.

- Offering a psychological help service for employees.

Positive ways to adress third-party violence (TPV), domestic violence, and psychosocial risks of teleworking (3)-Trade unions

- Barriere Group is in negotiations regarding a teleworking charter.

- A project called "TAP" involving works meetings, worker's council training, psychosocial support, information dissemination through flyers, websites, and events.

- The presence of a joint venture between unions and employer organizations in the finance sector focused on improving the working environment. Further information is available on the website www.bfafinans.dk.

- Encouraging employees to report issues and seek intervention from employers or direct managers to prevent and address problems.

- Implementation of agreed-upon policies to support a productive and healthy work environment.
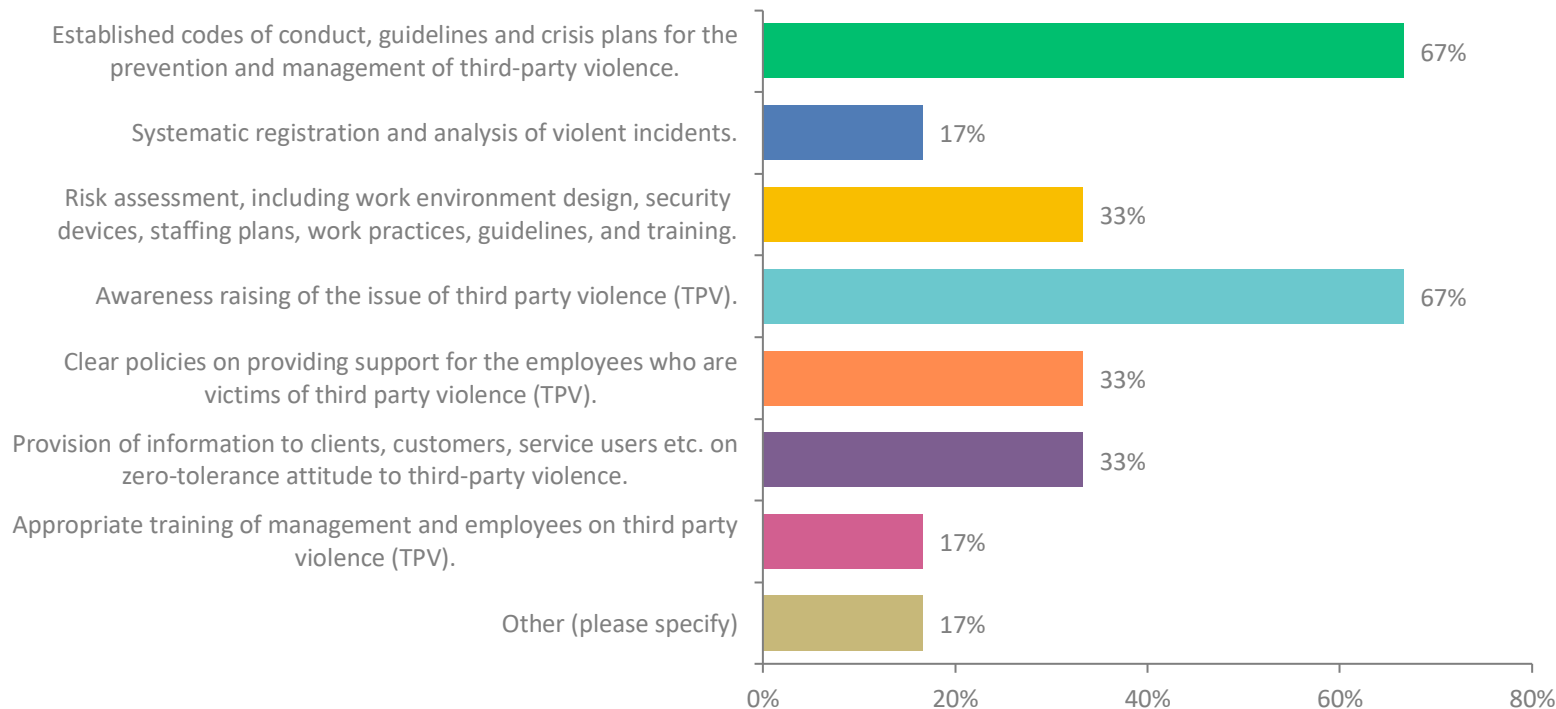
Most needed/effective measures for third-party violence (TPV)-Trade unions

Answered: 97   Skipped: 131
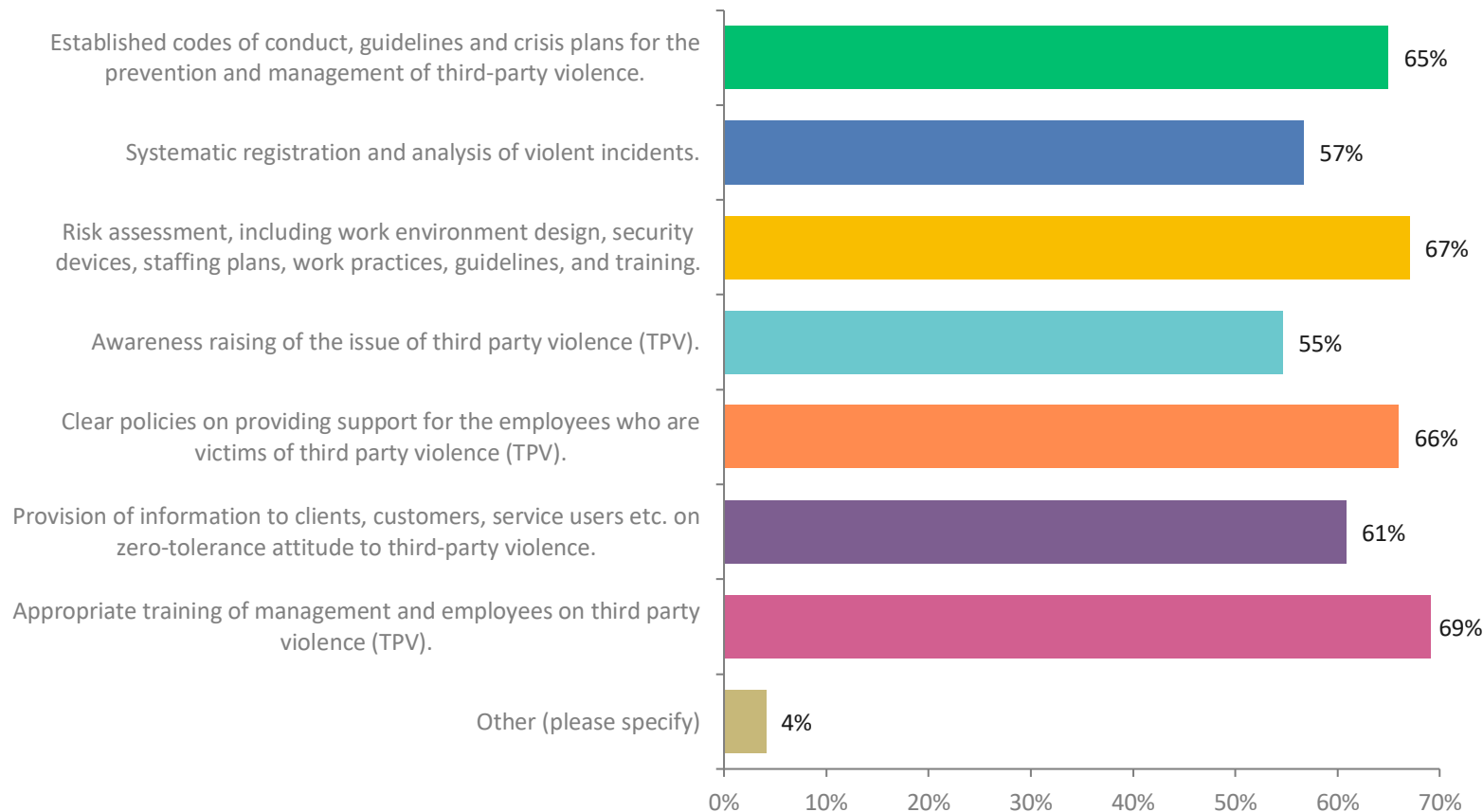
Most needed/effective measures for third-party violence (TPV)-employers

Answered: 6   Skipped: 12

In an adopted parliamentary report (March 2022), a new EU strategic framework on health and safety at work post 2020, the European Parliament has called on the European commission to propose, in consultation with the social partners, a directive on psychosocial risks and well-being at work aimed at the efficient prevention of psychosocial risks in the workplace.What is your view on the matter?-Trade unions
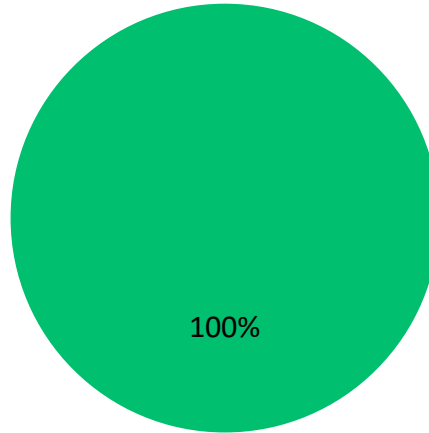
Answered: 100   Skipped: 128

- 9%
- 91%
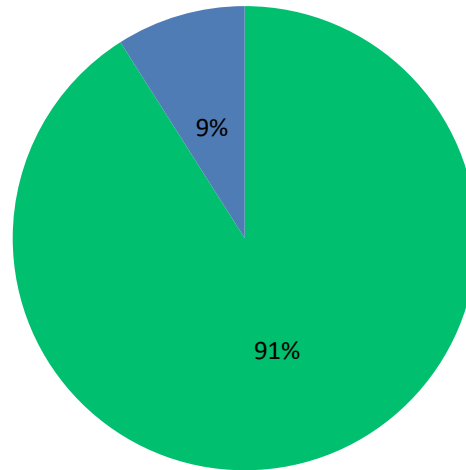
■ Yes, there is a need for a directive on psychosocial risks.

■ No, we do not need a directive on psychosocial risks. The current OSH framework can be used for tackling psychosocial risks.

In an adopted parliamentary report (March 2022), a new EU strategic framework on health and safety at work post 2020, the European Parliament has called on the European commission to propose, in consultation with the social partners, a directive on psychosocial risks and well-being at work aimed at the efficient prevention of psychosocial risks in the workplace.What is your view on the matter?-employers

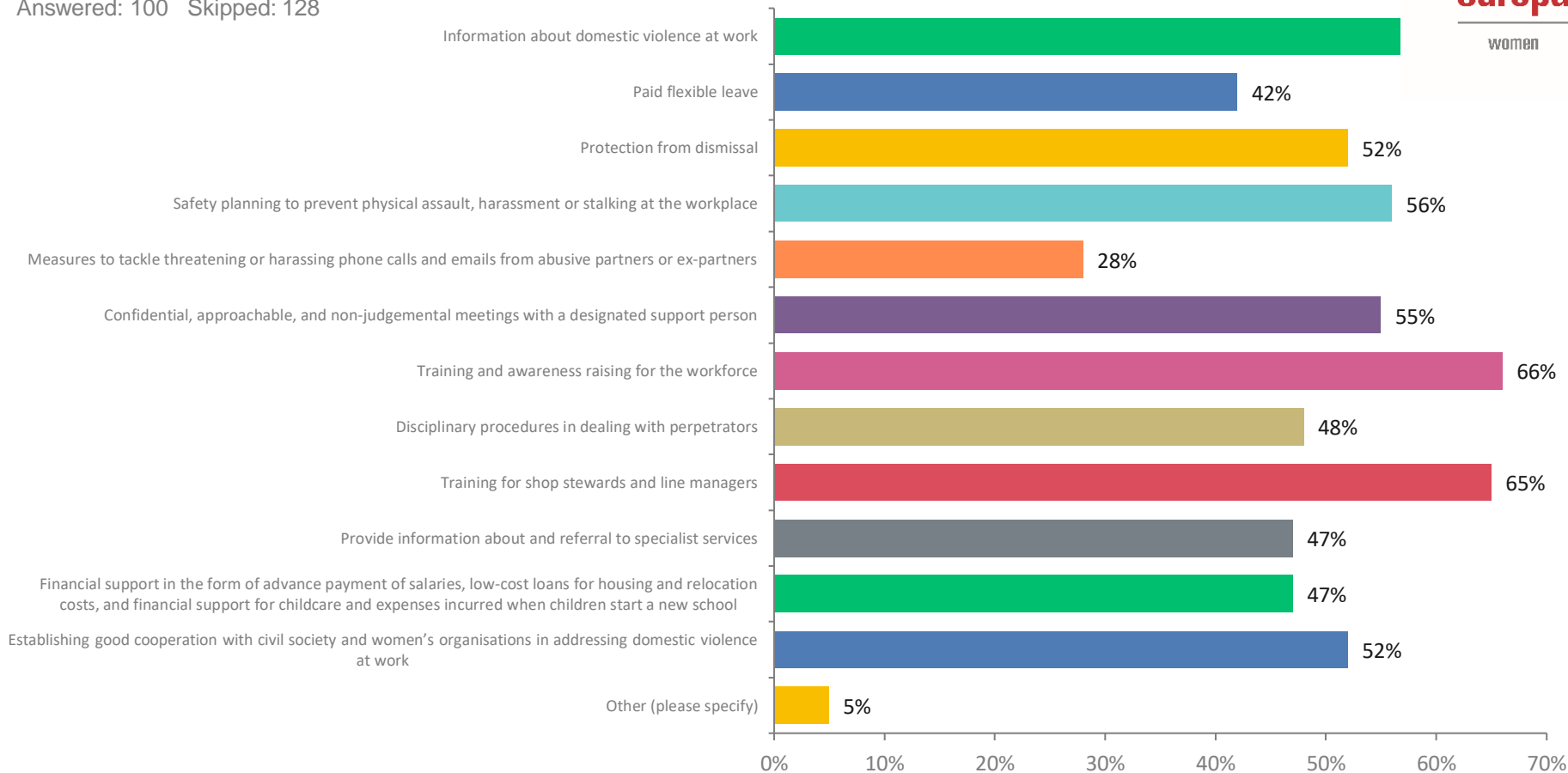Answered: 6   Skipped: 12

100%

■ Yes, there is a need a directive on psychosocial risks.

■ No, we do not need a directive on psychosocial risks. The current OSH framework can be used for tackling psychosocial risks.
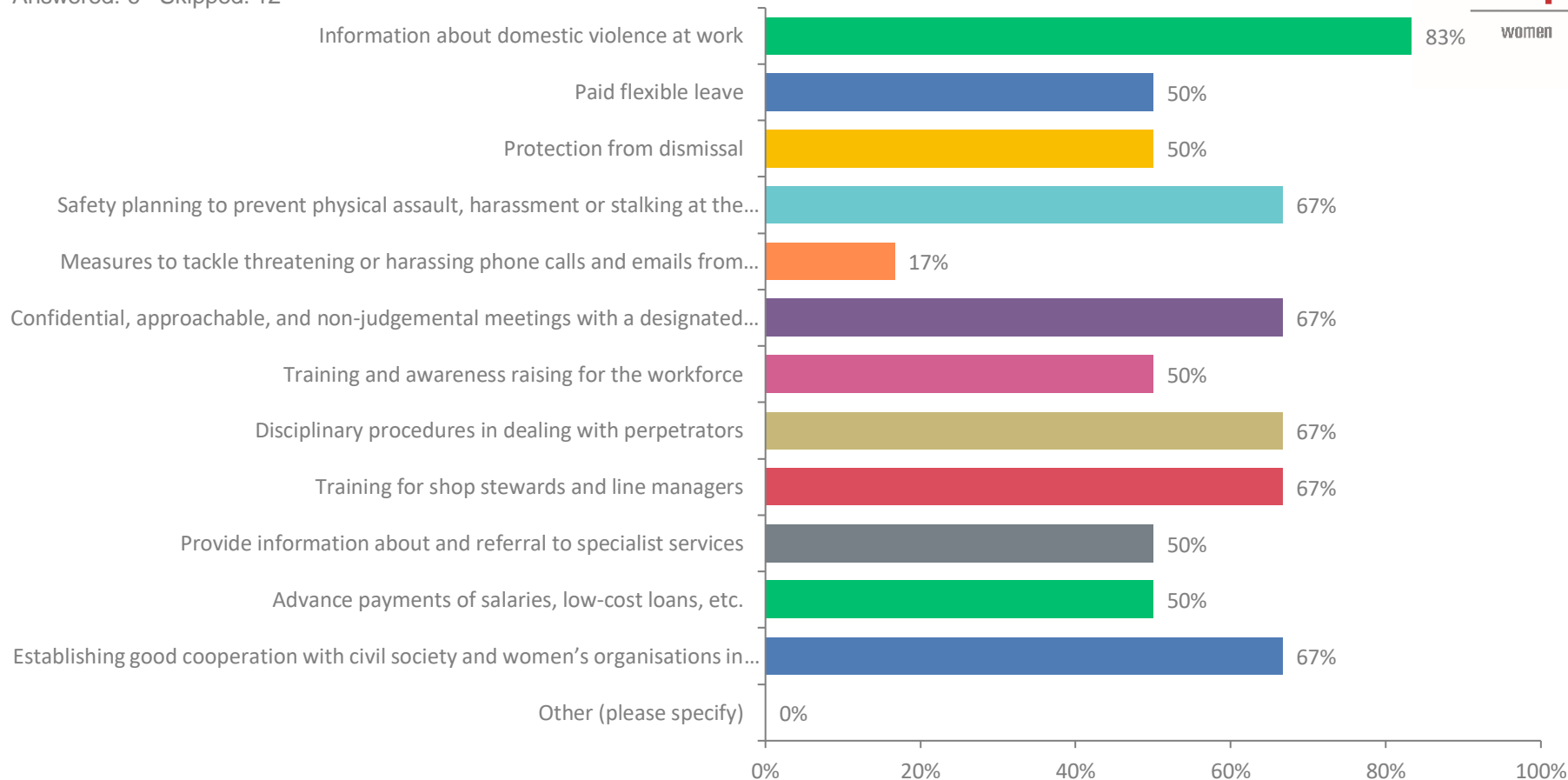
What would be the most needed/effective measures for domestic violence?-Trade unions

Answered: 100   Skipped: 128

| Measure	Percentage
Information about domestic violence at work	(not labeled)
Paid flexible leave	42%
Protection from dismissal	52%
Safety planning to prevent physical assault, harassment or stalking at the workplace	56%
Measures to tackle threatening or harassing phone calls and emails from abusive partners or ex-partners	28%
Confidential, approachable, and non-judgemental meetings with a designated support person	55%
Training and awareness raising for the workforce	66%
Disciplinary procedures in dealing with perpetrators	48%
Training for shop stewards and line managers	65%
Provide information about and referral to specialist services	47%
Financial support in the form of advance payment of salaries, low-cost loans for housing and relocation costs, and financial support for childcare and expenses incurred when children start a new school	47%
Establishing good cooperation with civil society and women's organisations in addressing domestic violence at work	52%
Other (please specify)	5%

What would be the most needed/effective measures for domestic violence?-employers

Answered: 6   Skipped: 12

Measure	Percentage
Information about domestic violence at work	83%
Paid flexible leave	50%
Protection from dismissal	50%
Safety planning to prevent physical assault, harassment or stalking at the…	67%
Measures to tackle threatening or harassing phone calls and emails from…	17%
Confidential, approachable, and non-judgemental meetings with a designated…	67%
Training and awareness raising for the workforce	50%
Disciplinary procedures in dealing with perpetrators	67%
Training for shop stewards and line managers	67%
Provide information about and referral to specialist services	50%
Advance payments of salaries, low-cost loans, etc.	50%
Establishing good cooperation with civil society and women's organisations in…	67%
Other (please specify)	0%

Example the participants gave for measures for DV:

- Company culture plays a pivotal role in this context, necessitating a clear and resolute stance against any manifestations of violence, whether they occur within the workplace or at home during working hours.

Most needed/effective measures to prevent psychosocial risks related to teleworking?-Trade unions
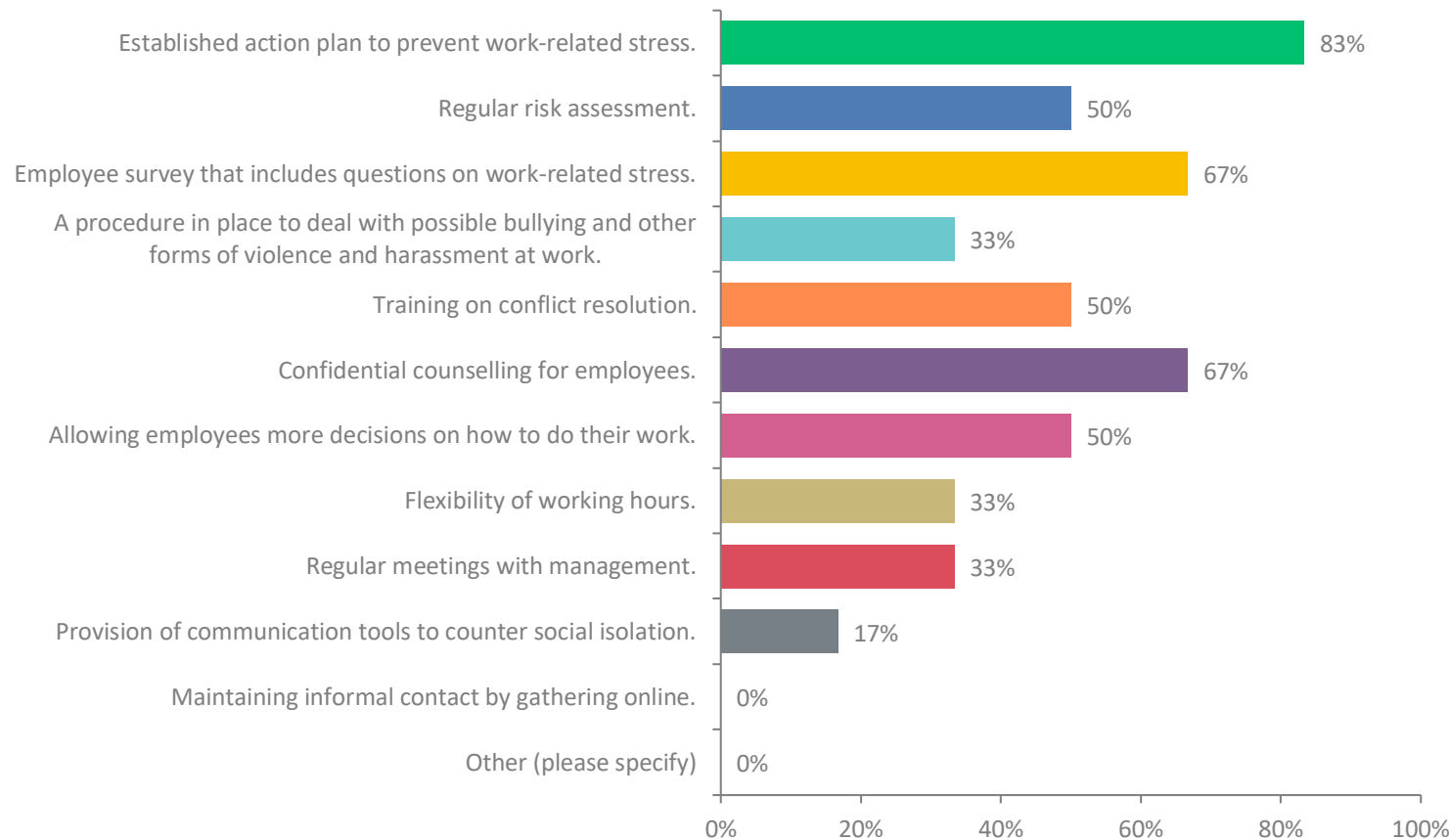
Answered: 97   Skipped: 131
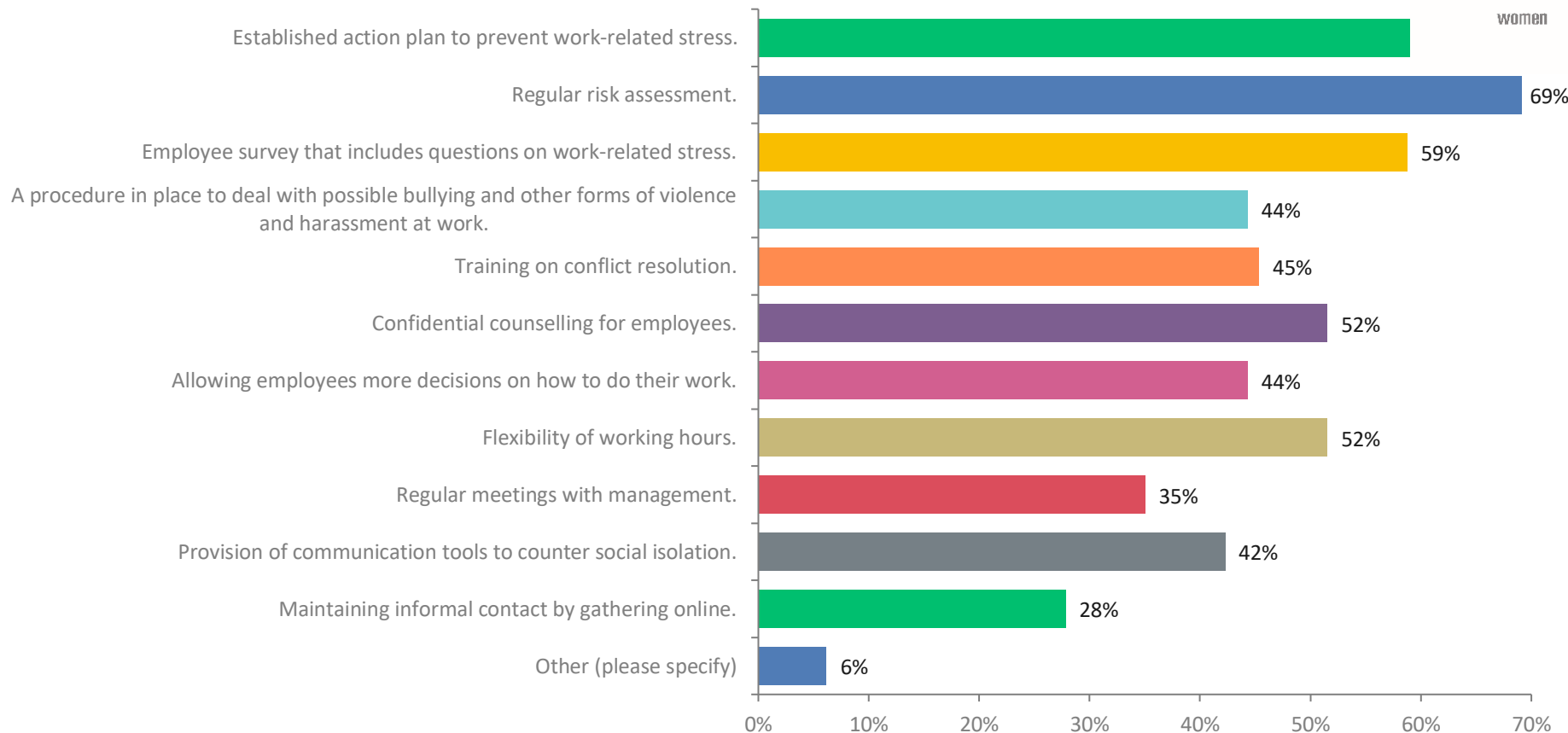
Most needed/effective measures to prevent psychosocial risks related to teleworking?-employers

Answered: 6   Skipped: 12

Most needed/effective measures to prevent psychosocial risks related to teleworking?-Trade unions

Example of effective measures:

- Incorporate an external expert, a specialist experienced in addressing the matter, like a trusted advisor.

Are there loopholes/anything missing in OSH European and national legislation that should be addressed to better regulate domestic violence and TPV in the workplace? (1)-Trade unions

- Lack of information campaigns addressing domestic abuse.

- Focus on job protection and the ability to change the workplace, along with solidarity holidays.

- An emphasis on raising awareness about domestic abuse experienced by men.

- Concerns about the inadequacy of national legislation to align with European directives, making many company measures optional.

- A call for public debates on these issues at both national and European levels to address the changes brought about by COVID-19 and remote working.

Are there loopholes/anything missing in OSH European and national legislation that should be addressed to better regulate domestic violence and TPV in the workplace? (2)-Trade unions

- Suggestions for clarifying the Occupational Safety and Health Act regarding violence, harassment, and psychosocial risks, and the need to consider the effects of domestic violence on working life.

- The importance of ratifying the ILO Convention 190 on violence and harassment in the world of work.

- Concerns about insufficient means of punishment and the need for active monitoring and measures.

- Advocating greater control over relevant authorities to prevent violence.

- The importance of safeguarding employee safety, whether at home, in the workplace, or outside of it, particularly in the Italian context.

Employment related measures related to GBV-Trade unions
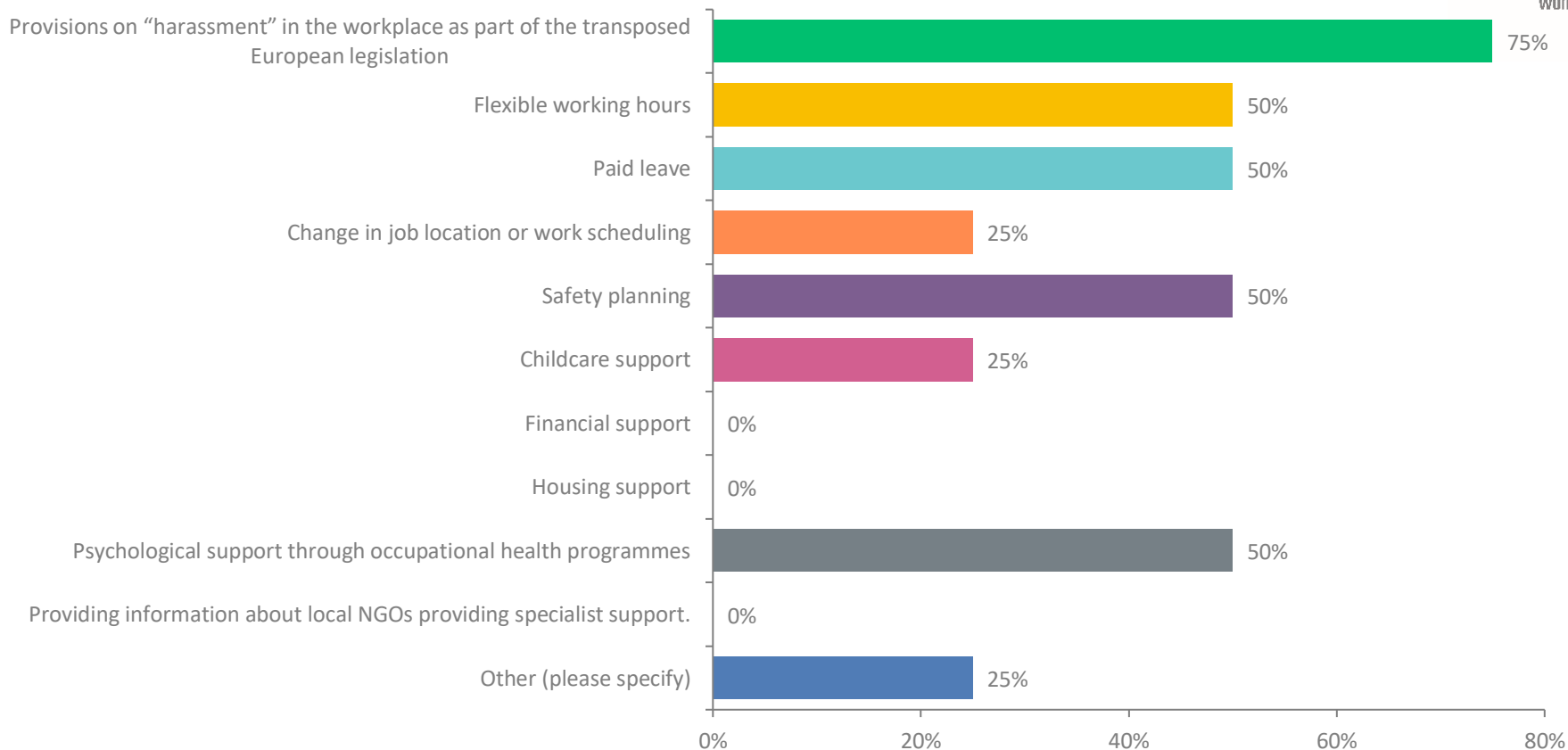
Answered: 78   Skipped: 150
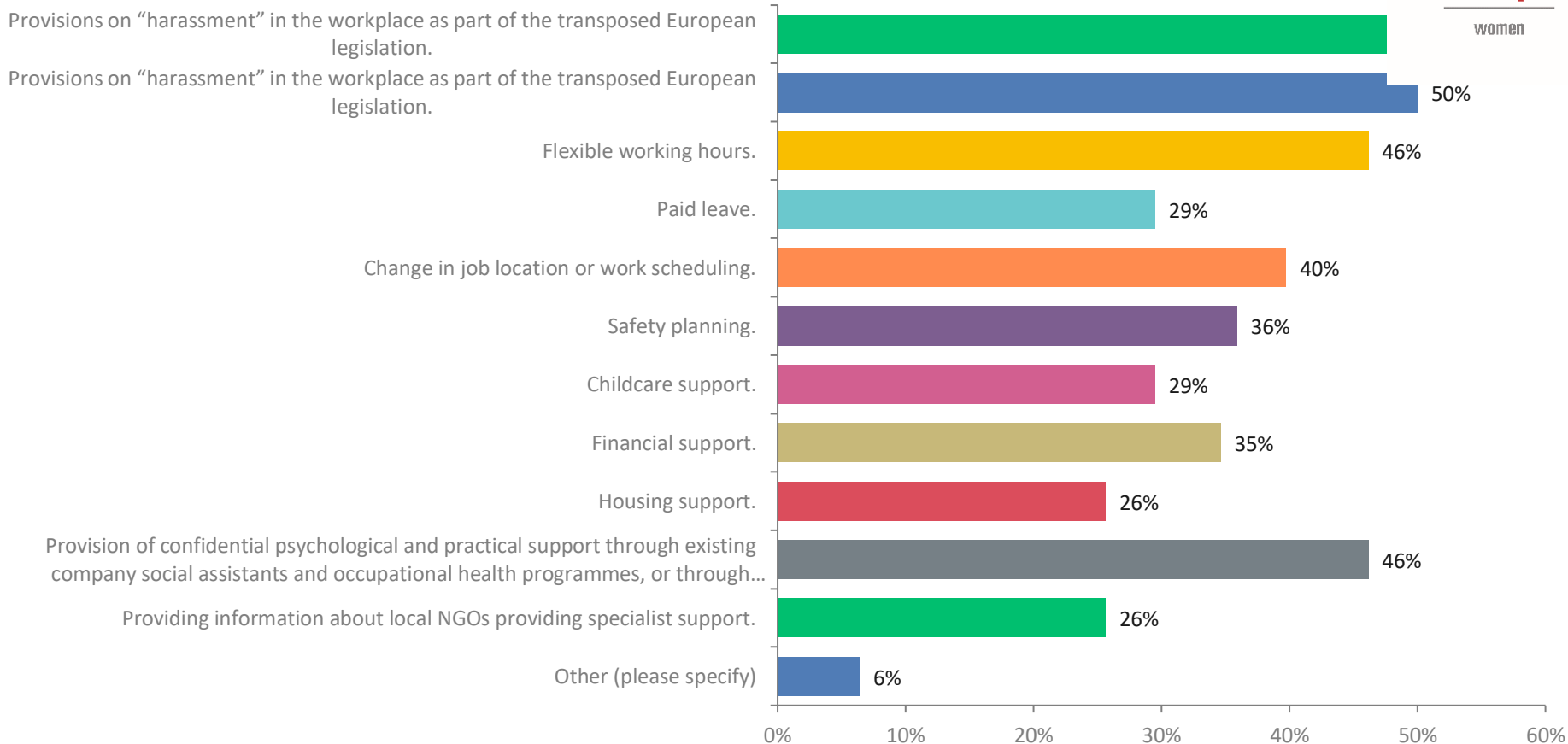
Employment related measures related to GBV-employers
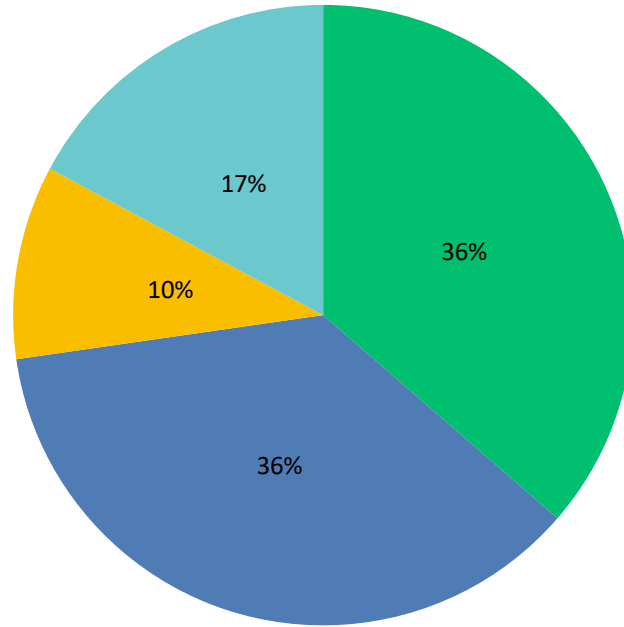
Answered: 4   Skipped: 14

Social dialogue instruments and collective bargaining

Can collective bargaining help in preventing violence and harassment in the workplace?-Trade unions

Answered: 99   Skipped: 129

- Helped significantly
- Helped to some degree
- Didn't help
- Do not know

36% — Helped significantly
36% — Helped to some degree
10% — Didn't help
17% — Do not know

Can collective bargaining help in preventing violence and harassment in the workplace?-employers

Answered: 7   Skipped: 11

Legend: Helped significantly ■ Helped to some degree ■ Didn't help ■ Do not know

Pie chart values: 57%, 0%, 14%, 29%
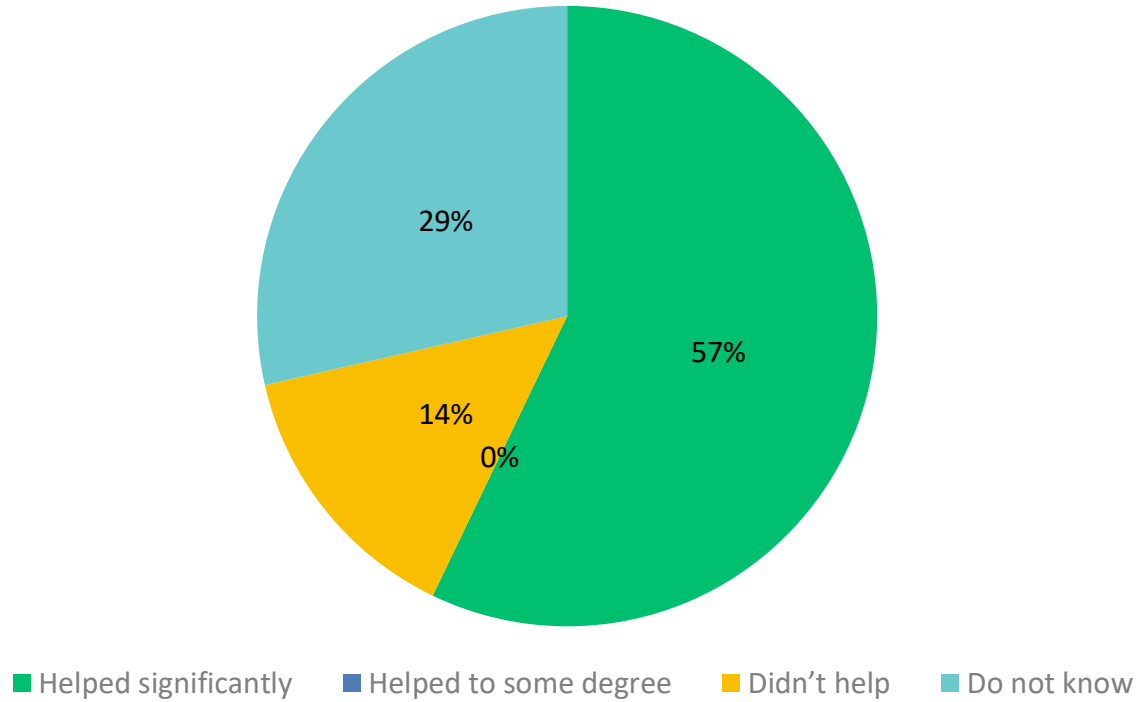
Example of collective bargaining, sectoral or multi-sectoral that has addressed the question of violence and harassment in your company/sector/country? (1)-Trade unions

Answered: 35   Skipped: 193

- Initial awareness-raising (by FSU) with employers and members, followed by negotiations with employers to establish workplace policies, including paid leave and support for workers.

- Inclusion of measures to improve working conditions for female workers who are victims of gender-based violence in equality plans, along with requirements for companies to have specific protocols against sexual harassment and harassment based on sex.

- Inclusion of regulations on gender-based violence and harassment in all collective bargaining agreements.

- Sectoral-level initiatives, such as declaring zero tolerance to violence, employee training, flexible working hours, support for vulnerable employee groups, and protection for those on long-term sick leave.

- Provisions in contracts holding employers responsible for supporting employees in cases of third-party harassment (customer harassment).

Example of collective bargaining, sectoral or multi-sectoral that has addressed the question of violence and harassment in your company/sector/country? (2)-Trade unions

- Establishment of action plans against sexual harassment in collective agreements, specifying risk assessment, prevention, support for victims, and consequences for harassers.
- Implementation of policies on bullying, harassment, and domestic violence through negotiations with unions.
- National protocols for preventing and combating harassment and violence at work agreed upon between labor organizations and employer associations.
- Additional holiday and flexible time for women and financial support in some cases.
- Signing of protocols and declarations in various financial organizations to prevent harassment and violence.

Example of collective bargaining, sectoral or multi-sectoral that has addressed the question of violence and harassment in your company/sector/country? (3)-Trade unions

- Development of workplace stress surveys and measures to protect violence victims in corporate bargaining.

- Provisions in collective agreements about guidelines on violence and harassment at work.

- Efforts to campaign against harassment from clients and provide sector-specific training on dealing with aggressive clients.

- Emphasis on transparency, equal pay, and anti-discrimination measures.

- Possibility to seek external counseling.

- Some employers' unions hesitant to address the issue in collective agreements for white-collar workers.

Example of collective bargaining, sectoral or multi-sectoral that has addressed the question of violence and harassment in your company/sector/country? (4)-Trade unions

- Special subcommittees addressing psychosocial risks.

- Development of agreed policies between employers and unions to enhance worker safety in the Italian banking sector.

- Implementation of disciplinary policies related to violence and harassment, along with flexible working hours.

- Adoption of equality plans and new policies surrounding domestic violence, including paid leave.

- Collective bargaining agreements in various sectors, such as public establishments, catering, multiservices, and domestic helpers, addressing workplace violence and harassment.

What has been the impact of the Autonomous framework agreement on violence and harassment at work signed by European social partners in 2007? (1)-Trade unions

Answered: 17   Skipped: 211

- Positive impact of initiatives, including autonomous framework agreements, in fostering understanding of the issues.

- Resistance from some employer institutions against implementing further measures.

- Limited impact in Spain due to a lack of awareness within the business community regarding the issues at hand.

- Discussion and learning from Western European counterparts in the Czech Republic, recognizing differences in tolerance for violence in Eastern and Western Europe.

- Absence of discussion between senior officials and employers' unions, but significant impact due to regulatory policies.

What has been the impact of the Autonomous framework agreement on violence and harassment at work signed by European social partners in 2007? (2)-Trade unions

- Training and increased sensitization efforts.

- The lack of support from employers' unions in Finland hindering improvements for white-collar workers.

- Existing established measures, emphasizing the ongoing importance of the topic.

- Importance of developments in addressing and understanding these challenges systematically.

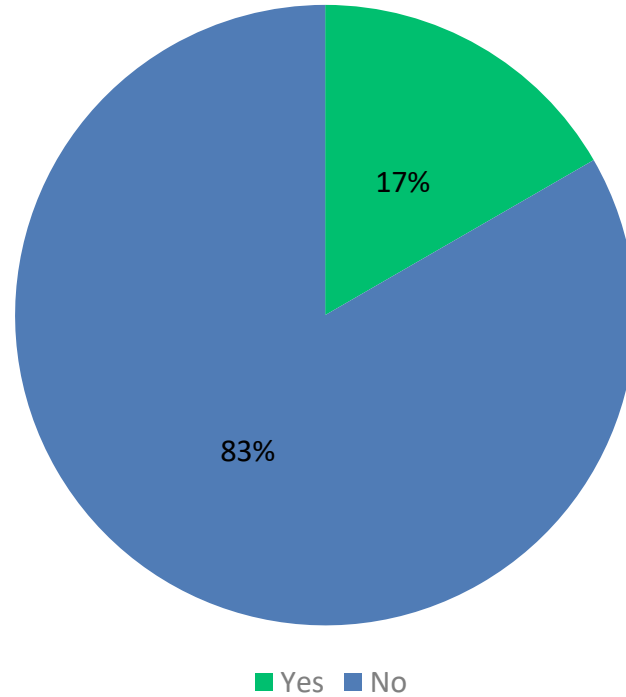- A call for greater awareness surrounding these issues.

Have you witnessed the development of any other relevant joint statements or documents in your sector?-Trade unions

Answered: 95   Skipped: 133
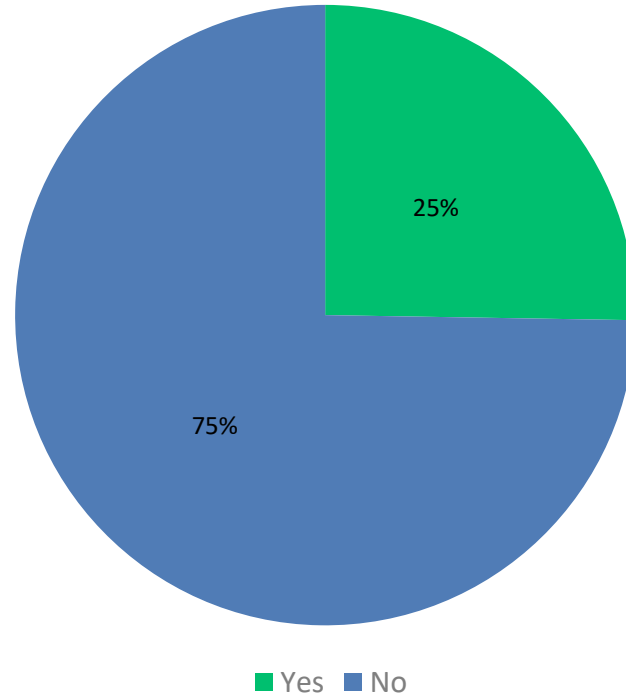
- Yes
- No

25%

75%

Have you witnessed the development of any other relevant joint statements or documents in your sector?-employers

Answered: 6   Skipped: 12

Yes ■ No

If your answer to the previous question is yes, could you give examples? (1)-Trade unions

- Agreements with employers in the Finance Sector which produced clear policies supported by employers and trade unions.

- "CCOO's observatory against sexual and/or gender-based harassment.
    - Edition and dissemination of Protocols and various guides aimed at employers to fight against this scourge.
    - Collective bargaining and negotiation of Equality Plans in companies."

- Common issue in the collective bargaining process for all LO unions after MeToo.

- Anti-bullying, Anti-harassment and Domestic Violence policies. And the establishment of employee support via a confidential third-party organization.

- Enterprise collective agreements; an agreement at international level concerning a single corporation.

- ABI Agreement.

- Industry protocols signed, but then implementation in companies is handled unilaterally by companies without union involvement.

If your answer to the previous question is yes, could you give examples? (2)-Trade unions

- The higher-level collective agreement for the whole sector.

- Signing of declarations and memoranda of understanding in the ABI, ANIA, FEDERCASSE, Tax collection sector

- Implementation protocols signed by sector.

- ISSDC joint declaration on diversity and inclusion.

- A joint declaration of the trade unions in Unicredit was signed within the European Enterprise Committee.

- SODEXO CARREFOUR ITALY

- Telecom sector

- Most of the psychological problems are addressable within the psychosocial team. If colleagues don't feel safe to talk to these specialists/colleagues, then there is the offer of a hotline where they can talk to professionals that are unrelated to the employer.

- ICTS Social Dialogue statement agreed between UNI Europa and ETNO.

- Intesa San Paolo measures on harassment and violence.

- Spanish comprehensive law of gender violence and law of equality between women and men.

Are there Global Framework Agreements in place to address gender-based violence and harassment manifestations and what has been their impact?-Trade unions

- UniCredit has implemented Global Framework Agreements to address these issues.

- Some companies, like Danske Bank and NatWest, have negotiated policies to address these concerns, and these policies have been positively received and serve as templates in other sectors.

- Mention of the ILO 190 convention, but the need for ratification.

- Recognition that this is a task for the European Works Council (EWC).

- Lack of awareness of such agreements among senior officials in some cases.

- Existence of agreements, but limited practical implementation in Finnish working life, with politics playing a significant role.

- Suggestions to revise GFA to meet standards and involve unions more in these matters.

- A shared commitment among unions to strive for the best health and safety practices in workplaces.

Any further comments you would like to make?-Trade unions

- Difficulty in evaluating the survey questions due to uncertainty or lack of relevant data.
- Challenges in applying the survey questions to Swedish conditions, particularly in the cleaning sector.
- An absence of teleworking in the cleaning sector, structural discrimination against employees of different ethnic backgrounds, language barriers, and fears of reporting harassment or violence.
- Limited data on violence or harassment in various sectors, but evidence of gender discrimination in terms of salaries and career advancement.
- A desire to implement protocols effectively.
- The acknowledgment that the survey is lengthy, albeit important.
- A call for addressing the root causes of workplace harassment, particularly focusing on systemic issues.
- The issue of domestic violence being underreported, with many women feeling it is a personal matter rather than a workplace concern.

Conclusions

Gender-based violence in the workplace

Results confirm recognized seriousness of gender violence on the workplace ranging from threats or intimidation, bullying, verbal harassment, sexual harassment, cyberbullying, domestic violence and third-party violence

In a sector where to 50% of female workers are working in the sectors covered by the surveys, the forms of violence that affect female workers the most include, verbal harassment, bullying, threats and intimidation, sexual harassment, domestic violence, third party violence and physical violence and assault

Conclusions

Third party violence

✓High seriousness of third-party violence and its manifestations on the workplace

✓Most prevailing forms include psycho-social violence, verbal abuse and threats and discrimination

✓In terms psycho-social risks, consequences of third-party violence on workers are numerous(fear, anxiety, depression, PTSD) and affect capacity to carry out their job effectively or reaching their full potential at work

✓Instances of reporting are in place but their use if unfrequent and it seems that barriers to reporting exist such as reluctance or fear of the worker to introduce a reporting procedure

Conclusions

Domestic violence

✓Domestic violence affects employment, health and security of impacted workers and needs to be addressed and its effects mitigated by the employers and trade unions.

✓About 1/3 of female workers are affected by this problem.

✓Measures to mitigate the effects of domestic violence on the workplace include providing support to the victims, ensuring a reporting mechanism and benefits such as paid leave, the right to decline remote work, arranging reassignment to a different workplace within the company, and to provide information and referal to different services and legal measures.

✓The employers should also send a clear message against all forms of violence and harrassment in the workplace.

Conclusions

Psycho-social risks of teleworking

✓Teleworking a prevailing form of work since covid 19

✓Teleworking comes with identified psycho-social risks linked to this way of working

o Work intensification, work overload, Social isolation, Work-family conflict (blurring of boundaries between the domains of work and private life).

✓Specific psychosocial risks experienced by workers victims of domestic violence while working from home, during Covid 19 (coercive control, online abuse,threats and intimidation)

✓52% (trade unions) and 63% of employers judge that gender violence is a perceived psycho-social risk in their sector

✓Impact for employers is substantial

Conclusions

Existing OSH and employment measures

✓ A range of measures are being identified and confirmed by best practices reported by the surveys and which relate to third party violence, domestic violence and psycho-social risks

✓ risks assessments, codes of conducts, guidelines, training, awareness raising, paid flexible leave, financial support (ect…)

✓ The need of a specific EU directive on psycho-social risks is a strong call emerging from this survey

Conclusions

Social dialogue instruments and collective bargaining

Collective bargaining is recognized as a support social dialogue tool in preventing violence and harassment on the workplace

- Examples of collective bargaining, sectoral or multi-sectoral addressing gender violence and harassment :

➢Establishment of action plans against sexual harassment in collective agreements, specifying risk assessment, prevention, support for victims, and consequences for harassers.

➢policies on bullying, harassment, and domestic violence through negotiations with unions.

Conclusions

Social dialogue instruments and collective bargaining

✓National protocols for preventing and combating harassment and violence at work agreed upon between labor organizations and employer associations.

✓Additional holiday and flexible time for women and financial support in some cases

✓Special subcommittees addressing psychosocial risks.

✓Some impact of the Autonomous framework agreement on violence and harassment at work signed by European social partners in 2007 but lack of implmentation

Conclusions

Social dialogue instruments and collective bargaining

✓other relevant joint statements or documents have been acknowledged

o Anti-bullying, Anti-harassment and Domestic Violence policies.

o Enterprise collective agreements; an agreement at international level concerning a single corporation.