

Modern Safety Management

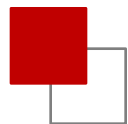
## Psychosocial Risks at Work

**Croatian Institute for Health Protection  
and Safety at Work in action**



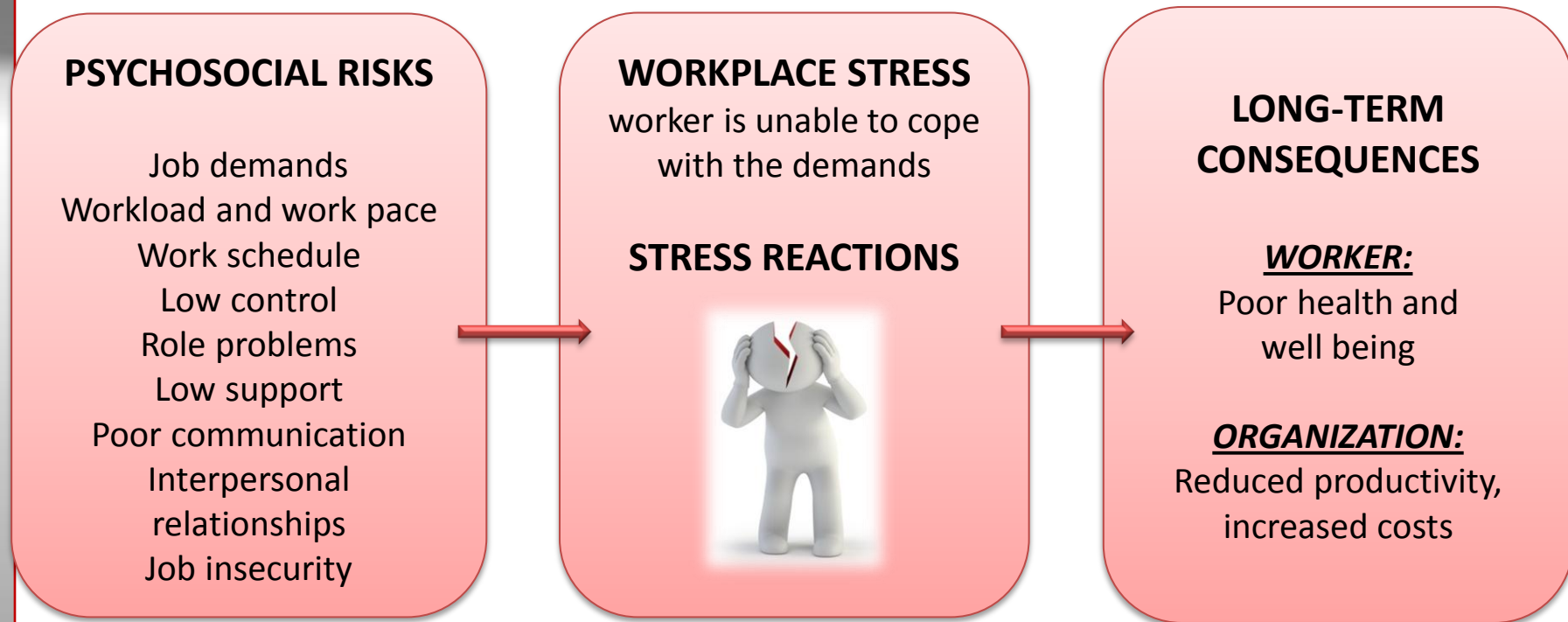
*Helena Koren, mag.psih*

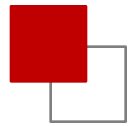




# Psychosocial risks and stress at work

**Stress at work is one of the major contemporary challenges for OSH.**





# Workplace stress management

## Managing stress at work includes:

*Psychological risk assessment*  
*Preventive measures implementation*



***The European Council Framework Directive on the Introduction of Measures to Encourage Improvements in the Safety and Health of Workers at Work, 89/39/EEC***

- ➔ reference legislation for EU Member States that obligates employers to assess and manage all types of risks to workers' health, including psychosocial risks
- *The Framework agreement on work related stress (2004)*
  - *The Framework agreement on harassment and violence at work (2007)*



Hrvatski zavod za zaštitu zdravlja i sigurnost na radu  
Croatian Institute for Health Protection and Safety at Work

***CIHPSW is multidisciplinary institution in occupational safety and health field***

### **The main goal**

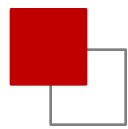
- to develop and disseminate knowledge on sustainable and healthy work

### **The main mission**

- to improve the quality of occupational health of all the Croatian employees

## **Managing stress at workplace**





# Managing Stress at Workplace

2013

Croatia joined European Union

## Managing workplace stress

→ legal obligation and important topic on a national level

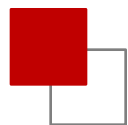


2014

## *Occupational Health and Safety Act*

- defines obligations and responsibilities of employers and employees in relation to stress caused at work or in relation to work
- mutual cooperation of employers, employees and their representatives is necessary in order to prevent, eliminate or reduce stress at work or in relation to work





# EU-OSHA's campaign

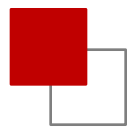
2014 - 2015

## EU-OSHA 's campaign Healthy workplaces: Manage stress

### Key objectives:

- to raise awareness and improve our understanding of stress and psychosocial risks
- to provide guidance, support and practical tools for managing risks
- to highlight the benefits of managing psychosocial risks for workers and businesses





# CIHPSW's research



2014 - 2015

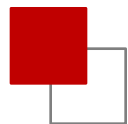
## Research

### *Shift work, psychosocial risks and workers' health*

#### **Main activities:**

- research of workplace stress and workers' health
- analysis and evaluation of research results
- design and implementation of preventive measures for the employers
  
- healthcare sector, firefighting, chemical and printing industry, bakery, public transport
- 9 organizations, in total 1370 workers





# Booklet

2016

**Recognized need for accessible and systematic information  
on workplace stress!**

## Preparation of booklet

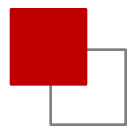
**„CHALLENGE: STRESS AT WORK**

***Psychosocial risk prevention for healthy workplaces”***

- psychosocial risks as sources of stress
- workplace stress models and stress reactions
- consequences of workplace stress on workers and organizations
- psychosocial risk assessment
- workplace stress prevention measures
- characteristics of healthy psychosocial work environment
- benefits of stress management







# Expert seminar

2016

## Preparation of expert seminar

### *„CHALLENGE: STRESS AT WORK*

### *Psychosocial risk prevention for healthy workplaces”*

- organized by psychologist and doctor

#### Lectures

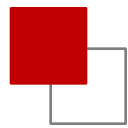
- psychosocial risks and workplace stress
- stress impact on health
- workplace stress management

#### Workshop

- psychosocial risk assessment
- coping strategies (for workers)

370 participants  
December 2016 – April 2017





# Tools and methodology

2016

## HSE Health and Safety Executive

- adjusted for Croatian workers population

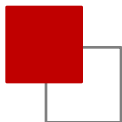
### *Sources of stress*

- work demands
  - job control
  - role clarity
  - interpersonal relationships
  - information on change
  - peer support and managers' support
- 
- subjectively greatest source of stress at workplace

### *Consequences of exposure to workplace stressors*

- physical and psychological health hazards
- impact on safety at work
- reduction of work effectiveness





*Healthy workplace should be realistic goal  
for every organization.*



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