European Federation of public service unions

ETUI WoW in transition conference
Psycho-social risks: shifting to positive values

http://www.epsu.org
EPSU campaigns

- \textit{NON à l'austérité}
- People’s Public Administration
- Financial Transaction Tax Now! 0.05% at European level
- Right to Energy For All Europeans!
- Water is a Human Right
- Unhappy Meal: £1 Billion in Tax Avoidance on the Menu at McDonald’s
Innovation = insourcing, good governance, consultation
Principles and objectives

<table>
<thead>
<tr>
<th>Sector</th>
<th>Process</th>
<th>Countries</th>
<th>Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>Municipalisation of services</td>
<td>France, Hungary</td>
<td>Private failure, cost, control, contract expiry</td>
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<tr>
<td>Electricity</td>
<td>New stadtwerke, purchase of private companies,</td>
<td>Germany</td>
<td>Private failure, cost, control, contract expiry</td>
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<tr>
<td>Public transport</td>
<td>Municipalisation of contracts and concessions</td>
<td>UK, France</td>
<td>Cost, private failure, public objectives, control</td>
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<tr>
<td>Waste management</td>
<td>Contracts brought inhouse, Inter-municipal incinerators</td>
<td>Germany, UK, France, etc</td>
<td>Cost, control, contract expiry</td>
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<tr>
<td>Cleaning</td>
<td>Contracts brought inhouse</td>
<td>UK, Finland, Netherlands</td>
<td>Cost, effectiveness, employment, contract expiry</td>
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<tr>
<td>Housing</td>
<td>Contracts brought inhouse</td>
<td>UK, Germany</td>
<td>Cost, effectiveness</td>
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Dealing with consequences=PSR

- **Risk management framework**
  - Assessing the risks – surveys, focus groups, freeing up expression of ALL employees, change must benefit and involve workers and trade union reps
  - Developing a policy to deal with them, Implementing, evaluating, updating the policy

- **Three levels of action**
  - Primary – eliminate or reduce risks at source – prevention, yet occupational doctors, labour inspectors = endangered species
  - Secondary – modify individual responses to risk (stress-management)
  - Tertiary – support individuals damaged by risks (employee assistance schemes)

- BUT all levels should be used
- Involve employees and their trade union reps, NEGOTIATE, not just trade unions saying it, Eurofound, EU-OSHA
- “…interventions have a better chance of having an impact upon psychosocial working conditions and the health, well-being of employees if they follow a structured process that involves the active involvement and participation of employees and social dialogue.” Especially strong correlation in public administrations, Agence nationale de Santé Publique, France
Positive values: quality public services

Progressive financing, Organisation, Delivery of services

Equality, Cohesion, Social inclusion

Quality public Services Needs and rights

Transparency, participation of users and social partners

Wages, Skills, working conditions,
### Public services at the heart of Europe

**EU charter of fundamental rights:** right to healthcare, education, good administration, collective, trade union rights etc

**TFEU legal basis on social dialogue and services of general interest**

<table>
<thead>
<tr>
<th>Solidarity</th>
<th>Sharing of costs and risks between people, regions</th>
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<tbody>
<tr>
<td>Universality</td>
<td>Access to services irrespective of status</td>
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<td>Continuity</td>
<td>Investment, maintenance of service</td>
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<tr>
<td>Equal access</td>
<td>No discrimination, proximity</td>
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<tr>
<td>Affordability</td>
<td>‘Reasonable’ prices (social / progressive tariffs, limits on profits..)</td>
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<tr>
<td>User rights</td>
<td>Information, redress</td>
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<tr>
<td>Concertation</td>
<td>Social dialogue, user groups</td>
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<tr>
<td>Democratic control</td>
<td>Transparency, monitoring, regulation, evaluation</td>
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Good governance and coherence

- One example of failed negotiated change to regain and secure trade union rights across EU for near 10 M workers
- EC president Juncker: pledge to be president of social dialogue - European Pillar of Social Rights, Nov. 2017/quality administrations central to EU semester
- Yet in March 2018 EC’s unprecedented rejection of EU social partner agreement on fundamental workers’ rights to be informed and consulted in central governments
- Coherence, consistency, social dialogue a soft, accompanying change instrument or driver of positive democratic change, governance, vertical subsidiarity?
- EPSU response: litigation, limits of EC right of initiative and decision
Building our union voice, ahead of EU elections
Think global, act locally