

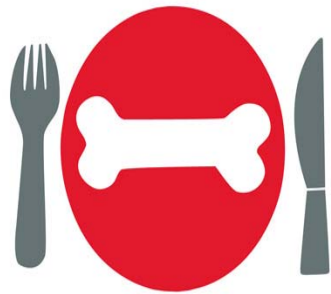
# European Federation of public service unions

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



<http://www.epsu.org>

# EPSU campaigns



**NON  
à l'austérité**



**Innovation= insourcing, good governance, consultation**  
**Principles and objectives**

Sector	Process	Countries	Factors
<b>Water</b>	Municipalisation of services	France, Hungary	Private failure, cost, control, contract expiry
<b>Electricity</b>	New stadtwerke, purchase of private companies,	Germany	Private failure, cost, control, contract expiry
<b>Public transport</b>	Municipalisation of contracts and concessions	UK, France	Cost, private failure, public objectives, control
<b>Waste management</b>	Contracts brought inhouse, Inter-municipal incinerators	Germany, UK, France, etc	Cost, control, contract expiry
<b>Cleaning</b>	Contracts brought inhouse	UK, Finland, Netherlands	Cost, effectiveness, employment, contract expiry
<b>Housing</b>	Contracts brought in-house	UK, Germany	Cost, effectiveness

# 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



**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**

Solidarity	Sharing of costs and risks between people, regions
Universality	Access to services irrespective of status
Continuity	Investment, maintenance of service
Equal access	No discrimination, proximity
Affordability	'Reasonable' prices (social / progressive tariffs, limits on profits..)
User rights	Information, redress
Concertation	Social dialogue, user groups
Democratic control	Transparency, monitoring, regulation, evaluation

# 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***

