

OKVIRNI SPORAZUM O STRESU V ZVEZI Z DELOM	FRAMEWORK AGREEMENT ON WORK-RELATED STRESS
<p>1. Uvod</p> <p>Na mednarodni, evropski in nacionalni ravni je bilo ugotovljeno, da stres v zvezi z delom skrbi tako delodajalce kot delavce. Evropski socialni partnerji so na podlagi ugotovljene potrebe po konkretni skupni akciji v zvezi s tem vprašanjem ter v pričakovanju posvetovanja o stresu s Komisijo vključili to vprašanje v delovni program socialnega dialoga 2003–2005.</p> <p>Stres lahko potencialno prizadene vsako delovno mesto ali vsakega delavca, ne glede na velikost podjetja, dejavnost ali obliko pogodbe o zaposlitvi ali delovnega razmerja. V praksi pa ni nujno, da bi bila prizadeta vsa delovna mesta ali delavci.</p> <p>Reševanje stresa pri delu lahko vodi k večji učinkovitosti in izboljšani varnosti in zdravju pri delu s posledično ekonomsko in socialno koristjo za podjetja, delavce in družbo sploh. Ko se lotevamo vprašanja stresa v zvezi z delom, je pomembno upoštevati raznolikost delovne sile.</p>	<p>1. Introduction</p> <p>Work-related stress has been identified at international, European and national levels as a concern for both employers and workers. Having identified the need for specific joint action on this issue and anticipating a Commission consultation on stress, the European social partners included this issue in the work programme of the social dialogue 2003-2005.</p> <p>Stress can potentially affect any workplace and any worker, irrespective of the size of the company, field of activity, or form of employment contract or relationship. In practice, not all work places and not all workers are necessarily affected.</p> <p>Tackling stress at work can lead to greater efficiency and improved occupational health and safety, with consequent economic and social benefits for companies, workers and society as a whole. Diversity of the workforce is an important consideration when tackling problems of work-related stress.</p>
<p>2. Namen</p> <p>Namen tega sporazuma je:</p> <ul style="list-style-type: none">• povečati ozaveščenost in razumevanje delodajalcev, delavcev in njihovih predstavnikov glede stresa v zvezi z delom,• usmeriti pozornost na znake, ki bi lahko kazali na probleme stresa v zvezi z delom. <p>Cilj tega sporazuma je priskrbeti delodajalcem in delavcem ogrodje za prepoznavanje in preprečevanje ali reševanje problemov stresa v zvezi z delom. Ne gre pa</p>	<p>2. Aim</p> <p>The aim of the present agreement is to</p> <ul style="list-style-type: none">• increase the awareness and understanding of employers, workers and their representatives of work-related stress,• draw their attention to signs that could indicate problems of work-related stress. <p>The objective of this agreement is to provide employers and workers with a framework to identify and prevent or manage problems of work-related stress. It is not about attaching</p>

<p>za nalaganje krivde za stres posamezniku.</p> <p>Čeprav priznavamo, da sta nadlegovanje in nasilje na delovnem mestu možna stresorja v zvezi z delom, pri čemer bodo evropski socialni partnerji v okviru delovnega programa socialnega dialoga 2003–2005 raziskali možnost sklenitve posebnega sporazuma o teh vprašanjih, se ta sporazum ne ukvarja z nasiljem, nadlegovanjem in s post-travmatskim stresom.</p>	<p>blame to the individual for stress.</p> <p>Recognising that harassment and violence at the work place are potential work related stressors but that the EU social partners, in the work programme of the social dialogue 2003-2005, will explore the possibility of negotiating a specific agreement on these issues, this agreement does not deal with violence, harassment and post-traumatic stress.</p>
<p>3. Opis stresa in stresa v zvezi z delom</p> <p>Stres je stanje, ki ga spremlja fizično, psihično ali socialno slabo počutje ali disfunkcije, ki izvirajo iz občutka posameznika, da ne zmore izpolniti vsega, kar se od njega zahteva ali pričakuje.</p> <p>Posameznik zlahka prenese kratkotrajno izpostavljenost pritisku, ki lahko velja kot pozitiven, teže pa prenese dolgotrajno izpostavljenost hudemu pritisku. Poleg tega se lahko različni posamezniki različno odzivajo na podobna stanja, isti posamezniki pa se lahko v različnih obdobjih svojega življenja različno odzivajo na enaka stanja.</p> <p>Stres ni bolezen, toda dolgotrajna izpostavljenost stresu lahko zmanjša učinkovitost pri delu in poslabša zdravje.</p> <p>Stres, ki ne izvira iz delovnega okolja, lahko vodi v spremembe obnašanja in zmanjšanje učinkovitosti pri delu. Vseh pojavnih oblik stresa pri delu ni mogoče šteti za stres v zvezi z delom. Stres v zvezi z delom lahko povzročajo dejavniki, kot so vsebina dela, organizacija dela, delovno okolje, slabo sporazumevanje itd.</p>	<p>3. Description of stress and work-related stress</p> <p>Stress is a state, which is accompanied by physical, psychological or social complaints or dysfunctions and which results from individuals feeling unable to bridge a gap with the requirements or expectations placed on them.</p> <p>The individual is well adapted to cope with short-term exposure to pressure, which can be considered as positive, but has greater difficulty in coping with prolonged exposure to intensive pressure. Moreover, different individuals can react differently to similar situations and the same individual can react differently to similar situations at different times of his/her life.</p> <p>Stress is not a disease but prolonged exposure to it may reduce effectiveness at work and may cause ill health.</p> <p>Stress originating outside the working environment can lead to changes in behaviour and reduced effectiveness at work. All manifestations of stress at work cannot be considered as work-related stress. Work-related stress can be caused by different factors such as work content, work organisation, work environment, poor communication, etc.</p>

<p>4. Ugotavljanje problemov stresa v zvezi z delom</p> <p>Zaradi zapletenosti pojava stresa ta sporazum ne namerava ponuditi celovitega seznama njegovih potencialnih kazalcev. Visoka odsotnost z dela ali menjavanje zaposlenih, pogosti medosebni spori ali pritožbe delavcev pa so nekateri od znakov, ki lahko kažejo na stres v zvezi z delom.</p> <p>Ugotavljanje, ali gre za problem stresa v zvezi z delom, lahko vključuje analizo dejavnikov, kot so organizacija dela in postopkov (ureditev delovnega časa, stopnja samostojnosti, usklajenost delavčeve usposobljenosti in delovnih zahtev, obseg dela itd.), delovne razmere in delovno okolje (izpostavljenost žaljivemu obnašanju, hrup, vročina, nevarne snovi itd.), sporazumevanje (negotovost, kaj se pričakuje na delovnem mestu, pričakovanja v zvezi z zaposlitvijo ali prihajajoče spremembe itd.), ter subjektivnih dejavnikov (čustveni in socialni pritiski, občutek, da ne zmoremo, občutek, da ni podpore itd.).</p> <p>Če je ugotovljen problem stresa v zvezi z delom, je treba ukrepati, da bi ga preprečili, odpravili ali zmanjšali. Odgovornost delodajalca je, da določi ustrezne ukrepe. Ti bodo izpeljani s sodelovanjem in z udeležbo delavcev in/ali njihovih predstavnikov.</p>	<p>4. Identifying problems of work-related stress</p> <p>Given the complexity of the stress phenomenon, this agreement does not intend to provide an exhaustive list of potential stress indicators. However, high absenteeism or staff turnover, frequent interpersonal conflicts or complaints by workers are some of the signs that may indicate a problem of work-related stress.</p> <p>Identifying whether there is a problem of work-related stress can involve an analysis of factors such as work organisation and processes (working time arrangements, degree of autonomy, match between workers skills and job requirements, workload, etc.), working conditions and environment (exposure to abusive behaviour, noise, heat, dangerous substances, etc.), communication (uncertainty about what is expected at work, employment prospects, or forthcoming change, etc.) and subjective factors (emotional and social pressures, feeling unable to cope, perceived lack of support, etc.).</p> <p>If a problem of work-related stress is identified, action must be taken to prevent, eliminate or reduce it. The responsibility for determining the appropriate measures rests with the employer. These measures will be carried out with the participation and collaboration of workers and/or their representatives.</p>
<p>5. Odgovornosti delodajalcev in delavcev</p> <p>V skladu s krovno direktivo 89/391 je zakonska obveznost delodajalcev, da delavcem zagotavljajo varnost in zdravje pri delu. Ta obveznost se nanaša tudi na probleme stresa v zvezi z delom, če ima ta za posledico tveganje za zdravje in varnost. Splošna dolžnost vseh delavcev je, da upoštevajo zaščitne ukrepe, ki jih določi delodajalec.</p>	<p>5. Responsibilities of employers and workers</p> <p>Under framework directive 89/391, all employers have a legal obligation to protect the occupational safety and health of workers. This duty also applies to problems of work-related stress in so far as they entail a risk to health and safety. All workers have a general duty to comply with protective measures determined by the employer.</p>

<p>Stresa v zvezi z delom se je mogoče lotiti v okviru splošnega postopka ocenjevanja tveganja, z ločeno politiko do stresa in/ali s posebnimi ukrepi, usmerjenimi na ugotovljene dejavnike stresa.</p>	<p>Addressing problems of work-related stress may be carried out within an overall process of risk assessment, through a separate stress policy and/or by specific measures targeted at identified stress factors.</p>
<p>6. Preprečevanje, odpravljanje ali zmanjševanje problemov stresa v zvezi z delom</p> <p>Preprečevanje, odpravljanje ali zmanjševanje problemov stresa v zvezi z delom lahko vključuje različne ukrepe. Ti so lahko splošni, posebni ali obojni. Lahko se uvedejo v obliki posebnih ukrepov, usmerjenih na ugotovljene dejavnike stresa, ali pa kot del celovite politike v zvezi s stresom, ki zajema tako preprečevalne ukrepe kot ukrepe, usmerjene na že nastale posledice.</p> <p>Če na delovnem mestu ni dovolj potrebnega strokovnega znanja, je mogoče v skladu z evropsko in nacionalno zakonodajo, kolektivnimi pogodbami in prakso pridobiti ustrezne zunanje strokovnjake.</p> <p>Sprejete protistresne ukrepe je treba redno preverjati, da se oceni njihova učinkovitost in ugotovi, ali zagotavljajo optimalno uporabo virov ter ali so še primerni ali potrebni.</p> <p>Taki ukrepi lahko, na primer, vključujejo:</p> <ul style="list-style-type: none"> • ukrepe, ki zadevajo upravljanje in sporazumevanje, tako da so jasni cilji podjetja in vloga posameznih delavcev, da je zagotovljena zadostna podpora vodstva posameznikom in skupinam, da sta izenačeni možnost delavca, da vpliva na delo, in njegova odgovornost za delo, da se izboljšajo organizacija dela in postopki, delovne razmere in delovno okolje, • usposabljanje vodstva in delavcev za dvig ozaveščenosti in razumevanja 	<p>6. Preventing, eliminating or reducing problems of work-related stress</p> <p>Preventing, eliminating or reducing problems of work-related stress can include various measures. These measures can be collective, individual or both. They can be introduced in the form of specific measures targeted at identified stress factors or as part of an integrated stress policy encompassing both preventive and responsive measures.</p> <p>Where the required expertise inside the work place is insufficient, competent external expertise can be called upon, in accordance with European and national legislation, collective agreements and practices.</p> <p>Once in place, anti-stress measures should be regularly reviewed to assess their effectiveness, if they are making optimum use of resources, and are still appropriate or necessary.</p> <p>Such measures could include, for example:</p> <ul style="list-style-type: none"> ➤ management and communication measures such as clarifying the company's objectives and the role of individual workers, ensuring adequate management support for individuals and teams, matching responsibility and control over work, improving work organisation and processes, working conditions and environment, ➤ training managers and workers to raise awareness and understanding of

<p>stresa, njegovih možnih vzrokov, načinov reševanja in/ali prilagajanja spremembam,</p> <ul style="list-style-type: none"> • obveščanje delavcev in posvetovanje z njimi in/ali njihovimi predstavniki v skladu z evropsko in nacionalno zakonodajo, kolektivnimi pogodbami in prakso. 	<p>stress, its possible causes and how to deal with it, and/or to adapt to change,</p> <ul style="list-style-type: none"> ➤ provision of information to and consultation with workers and/or their representatives in accordance with EU and national legislation, collective agreements and practices.
<p>7. Izvajanje in spremljanje</p> <p>V smislu 139. člena Pogodbe ta prostovoljni evropski okvirni sporazum zavezuje članice UNICE/UEAPME, CEEP in ETUC (ter povezovalnega odbora EUROCADRES/CEC), da ga izvajajo v skladu s postopki in prakso, značilnimi za delodajalce in delavce v državah članicah in v državah Evropskega gospodarskega prostora.</p> <p>Podpisnice vabijo tudi svoje včlanjene organizacije v državah kandidatkah, naj ta sporazum izvajajo.</p> <p>Ta sporazum se bo začel izvajati najkasneje tri leta po datumu njegovega podpisa.</p> <p>Včlanjene organizacije bodo o izvajanju tega sporazuma poročale Odboru za socialni dialog. V prvih treh letih po podpisu tega sporazuma bo Odbor za socialni dialog pripravljal letni pregled izvajanja sporazuma. Četrto leto bo Odbor za socialni dialog pripravil popolno poročilo o dejavnostih v zvezi z izvajanjem sporazuma.</p> <p>Podpisnice bodo ocenile in znova pregledale sporazum kadar koli po preteku petih let od datuma njegovega podpisa, če bo tako</p>	<p>7. Implementation and follow-up</p> <p>In the context of article 139 of the Treaty, this voluntary European framework agreement commits the members of UNICE/UEAPME, CEEP and ETUC (and the liaison committee EUROCADRES/CEC) to implement it in accordance with the procedures and practices specific to management and labour in the Member States and in the countries of the European Economic Area.</p> <p>The signatory parties also invite their member organisations in candidate countries to implement this agreement.</p> <p>The implementation of this agreement will be carried out within three years after the date of signature of this agreement.</p> <p>Member organisations will report on the implementation of this agreement to the Social Dialogue Committee. During the first three years after the date of signature of this agreement, the Social Dialogue Committee will prepare a yearly table summarising the on-going implementation of the agreement. A full report on the implementation actions taken will be prepared by the Social Dialogue Committee during the fourth year.</p> <p>The signatory parties shall evaluate and review the agreement any time after the five years following the date of signature, if requested by one of them.</p>

<p>zahtevala vsaj ena od njih.</p> <p>Če se bodo pojavila vprašanja glede vsebine tega sporazuma, se smejo včlanjene organizacije, ki ga izvajajo, skupno ali posamično obrniti na podpisnice, ki bodo nato skupno ali posamično odgovorile.</p> <p>Pri izvajanju tega sporazuma se včlanjene organizacije podpisnic izogibajo nalaganju nepotrebnih bremen majhnim in srednje velikim podjetjem.</p> <p>Izvajanje tega sporazuma ni veljavna podlaga za zmanjšanje delavcem že prej zagotovljene splošne ravni zaščite na področju tega sporazuma.</p> <p>Ta sporazum ne odvzema pravice socialnih partnerjev, da na ustrezni ravni, vključno z evropsko, sklenejo sporazum, ki bo prilagajal in/ali dopolnjeval ta sporazum, tako da bodo upoštewane posebne potrebe socialnih partnerjev, ki jih zadeva.</p>	<p>In case of questions on the content of this agreement, member organisations involved can jointly or separately refer to the signatory parties, who will jointly or separately reply.</p> <p>When implementing this agreement, the members of the signatory parties avoid unnecessary burdens on SME's.</p> <p>Implementation of this agreement does not constitute valid grounds to reduce the general level of protection afforded to workers in the field of this agreement.</p> <p>This agreement does not prejudice the right of social partners to conclude, at the appropriate level, including European level, agreements adapting and/or complementing this agreement in a manner which will take note of the specific needs of the social partners concerned.</p>
<p>PODPISNIKI:</p>	
<p>John Monks, generalni sekretar ETUC, v imenu sindikalne delegacije</p>	
<p>Dr. Jürgen Strube, predsednik UNICE</p>	<p>Paul Reckingen, predsednik UEAPME</p>
<p>Rainer Plassmann, generalni sekretar CEEP</p>	
<p>Datum podpisa: 8. oktober 2004</p>	

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