



USHU Newsletter

Harassment in EU Delegations

USHU Newsletter Date

July 2018

In This Issue

- How frequent is harassment in EU DEL?
- "Confront the issue and not the person"
- Basic principles
- Commission anti-harassment policy
- What can you do in cases of harassment?



Karoly SOOS
EUD Bosnia & Herzegovina
CLP HU Elected Member



How frequent is harassment in EU Delegations?

"The only fair answer to assess the situation is that harassment in the EEAS is too frequent. For any institution that declares ZERO tolerance, even 1 case is too much"

USHU fully concurs with the above comment made to staff reps by the EEAS Mediator, Mr Malin. There is a need to do more to prevent harassment in the workplace by promoting **a respectful work culture** which is people-centred, where diversity is welcomed and where inappropriate behaviour is investigated and sanctioned as required.

Most DEL staff have encountered "toxic" persons in DEL yet HQ seems at times to reward misbehaviour and fail to demonstrate that sanctions/ appropriate measures are taken.

"Confront the issue and NOT the person"

Behaviours must change in order to communicate better and prevent cases of harassment. Mutual respect, greater patience, and more dialogue with line managers are all building blocks to promote empathy, trust and appreciation among colleagues.

To achieve these goals, each staff member has a role however clearly the **Training of managers is paramount**.

Basic principles :

Violence and any type of harassment are attacks on personal dignity, the right to equal and non-discriminatory treatment and often affect a **person's health**.

What is psychological harassment?

"Psychological harassment means any improper conduct that takes place over a period, is repetitive or systematic and involves physical behaviour, spoken or written language, gestures or other acts that are intentional and that may undermine the personality, dignity or physical or psychological integrity of any person." **Staff regulations, article 12a.**

- persistent and repetitive actions;
- targeting one person in particular;
- leading to serious negative impact on **target's** physical and mental health



Paul Malin, Mediator
Mediation Service
European External Action Service
Tel: 32-2-5842344
Email: paul.malin@eeas.europa.eu



Who to contact?
DG HR E.3
Tel: 00.322.295.66.66

Confidential Counsellors
HR-HARCELEMENT@ec.europa.eu

Mediation Service
EC SERVICE DE MEDIATION
EC-SERVICE-DE-MEDIATION@ec.europa.eu

Inappropriate behaviour:

Isolated incidents and occasional behaviour may not constitute harassment by definition but are inappropriate must be avoided.

- shouting at another person: if you lose your temper and shout at someone, then apologise immediately;
- teasing a colleague even when you see it is not welcome;
- ridiculing a colleague's beliefs or habits in public or making fun of his/her way of thinking, dressing or his/her hobbies;
- gossiping behind a colleague's back instead of having a frank and open discussion on what makes you feel uncomfortable with this colleague's attitude or deeds;
- generalising on people or circumstances you have not witnessed yourself;
- generalising on supposed main characteristics of a specific cultural national background.

Harassment in EU Delegations.

The February EEAS lunch conference together with information provided by the EEAS Mediator, Mr. Malin to staff reps, provide an overview of the situation including at EU Delegation level. Log on and watch: <https://webcast.ec.europa.eu/stop-workplace-harassment>

Key takeaways :

- **Harassment is happening too frequently**, a lot of suffering and much of it **is fully preventable**".
- **Harassment is also a Delegation issue**; many staff are based outside the EU where there are often additional factors and complications. **60 % of cases come from Delegations**.
- COMM/EEAS recognize the problem harassment and are **ready to seriously address the issue**"
- **15 % staff** reported indicated they had felt harassment in the EEAS Staff Survey
- Alarmingly, cases have **doubled** compared to the previous year
- Colleagues should use more the CONFIDENTIAL COUNSELLORS"
- Sexual harassment cases tend to be **under-reported**

Commission anti-harassment policy

The European Commission is committed to providing a work environment that is free of harassment, where all people are treated with respect and dignity (Decision of 26 April 2006 on protecting the dignity of the person and preventing psychological harassment and sexual harassment C(2006)1624/3).

<https://myintracomm.ec.europa.eu/staff/EN/staff-conduct/conflict-resolution/harassment/managers/Pages/index.aspx>

Psychological harassment and sexual **harassment are both banned under Article 12a of the Staff regulations**. Moreover, offending attitudes inappropriate behaviour and conflicts should be avoided in the workplace.

With your support we are
"STRONGER TOGETHER"



Contact US-HU

STREET ADDRESS:
Rue Joseph II, 70 Bureau / Office
01/140
B-1049 Brussels, Belgium
PHONE: + 32 (02) 298-79-65

FMB: REP PERS OSP USHU
REP-PERS-OSP-USHU@ec.europa.eu

We-re on the Web !
www.us-hu.eu

Watch us on YouTube



Follow us on FB



What you can do in case of harassment?

Staff members may **request assistance through the informal procedure** (network of confidential counsellors or mediation service) **or** through the **formal procedure** (HR.D2 or HR.IDOC). Staff in a difficult situation looking for assistance from the institution can request assistance either informally or formally.

Contacts in case of harassment: If you feel harassed, you can contact your BC Unit, a confidential counsellor, or the mediation service. Other services are also available to provide appropriate support.

Who to contact first to get assistance? Any person who feels he/she is a victim of psychological or sexual harassment can contact the: Lead department DG HR E.3 Tel: 00.322.295.66.66, or Confidential counselors (HR-HARCELEMENT@ec.europa.eu)

This phone number and functional mailbox are available to all staff wishing to report a difficult situation which might lead to harassment or which already implies forms of harassment. Support and advice will then be provided and, when appropriate, conciliation or mediation offered.

What is the informal procedure?

As a first step, staff members are strongly advised to seek resolution of the problem through conciliation. The "informal procedure" provides support and someone to speak with in **strict confidentiality** with a **confidential counsellor**.

Confidential counsellors form part of a network of professionally trained colleagues, acting on a voluntary basis, to support you. The network is composed of around 40 staff members (of various staff categories, grades, nationalities, genders and departments).

The mediation service is a facilitator for disputes that may arise in the context of working relations. It is an intermediary between the staff member and the administration offering objective and impartial advice to both sides. It has no decision-making power of its own and works informally, respecting independence, confidentiality and impartiality. In certain circumstances, the Mediator can make recommendations to the DGs and services.

Join forces with the USHU TEAM!

USHU invites you to work more closely with us to ensure that our Executive Bureau is aware of all the burning issues in each Delegation, in each region no matter how far away from Brussels you are.

USHU website: www.us-hu.eu

USHU on FB: : www.facebook.com/groups/USHU.EUDelegations

USHU Online Form– Join Us <https://goo.gl/forms/qGkrixZSpyAfUVWR2>

If you like to support USHU please feel out the NEW MEMBERSHIP form or our NEW ONLINE form.

["USHU NEW BEGINNING" & "NEW PARTNERSHIP" FORM 2018](#)