

M9-D13. PSYCHOSOCIAL RISK FACTORS

Hazard		Who (type of worker)	Harm	Required Safety Measures
Source	Hazard description			
Violence and harassment	Offence, threatening, physical and psychological aggression	All hotel and restaurant staff	<ul style="list-style-type: none"> - Reduced motivation and work satisfaction; - Stress; - Physical and sociological damage resulting in the development of different fears and phobias; - Increased absenteeism; - Deteriorated work relations; - Hiring problems. 	To work on preventive factors reducing violence risk: <ul style="list-style-type: none"> ▪ Work environment ▪ Work organization ▪ Training and instructing of employees
Stress at work	<ul style="list-style-type: none"> - Psychological factors (work organization and management, i.e. high requirements for work and insufficient work control, too big work load, work deadlines, intimidation and violence at work); - Physical factors (unsuitable conditions of work environment, such as heat, cold, noise, work tools, etc.). 	All hotel and restaurant staff	<ul style="list-style-type: none"> - Depression; - Anxiety; - Nervousness; - Fatigue and heart diseases. - This results in decreased work efficiency of employees, reduced creativity and competitiveness. 	<ul style="list-style-type: none"> - Inform employees about changes in work organisation in due time; - Keep to the schedule of shifts and days-off; - Adequately organise work of the personnel by ensuring the number of employees in the rota with the view to flows of customers; - Evenly distribute unfavourable shifts among all employees; - Have a reserve of the personnel for the time of holidays, festive days, illness or rush hours; - Involve employees into process of planning labour hours; - Co-ordinate work fields; - Distribute work zones properly.