# Your appointment with the Prevention Advisor for psychosocial aspects at Mensura

## What are psychosocial risks ?

You have reached out to our services regarding challenges such as stress, tension, workplace conflict, inappropriate behaviour, substance use, or other difficulties in the work environment.

Mensura, as an external service for protection and prevention at work, is designated to address and mitigate psychosocial risks in the workplace whenever possible. Psychosocial risks encompass professional risks that may result in psychological and potentially physical harm to employees. These risks may also impact workplace safety and the effective functioning of organizations

These risks often stem from the organisation of the work, the content of the work, the working conditions, the living conditions at work, and the interpersonal relations at work.

## What psychosocial interventions are possible ?

Open communication is a crucial first step in addressing psychosocial risks.

Employees who believe they are experiencing harm as a result of workplace situations can communicate this to their employer, the Confidential Counsellor, their supervisor, the Human Resources manager, the Prevention Advisor-Occupational Physician, or the Internal Prevention Advisor.

Employees may also contact a member of the Committee for Prevention and Protection at Work (CPBW) or a trade union representative.

Employees also have access to a formal internal procedure, which is designed to address psychosocial risks effectively.

This procedure includes two types of intervention: informal psychosocial intervention and formal psychosocial intervention.

Both types of intervention can be applied to acts of violence or moral or sexual harassment at work, as well as any other situation involving psychosocial problems at work (such as stress, burn-out, conflicts, discrimination...).

### Preliminary phase

Within 10 calendar days of initial contact, the Prevention Advisor for Psychosocial Aspects meets with the employee to discuss the issue and provide detailed information about available intervention options..



A summary of available psychosocial interventions is included in the annex of this document: The employee can also consult this information in the work regulations and on the website of the Federal Public Service Employment, Labour and Social Dialogue (www.werk.belgië.be)



### Request for informal psychosocial intervention

If the employee chooses to use the informal route, a request for informal psychosocial intervention can be submitted to the psychosocial prevention adviser.

The Prevention Advisor for Psychosocial Aspects initially offers active listening and support. This intervention includes seeking informal solutions through discussions, mediation with another person in the organization, or reconciliation efforts, such as a facilitated three-way conversation



### Request for formal psychosocial intervention (only possible at the PAPSY)

Employees may invoke the formal procedure if the informal procedure does not resolve the issue.

The employee may also decide to use the formal route immediately after receiving the necessary information about the procedures.

The request for formal psychosocial intervention can only be submitted to the Prevention Advisor for psychosocial aspects. This process involves requesting the employer to implement measures aimed at addressing the psychosocial issues raised by the employee



### Protection against reprisals

When an employee submits a request for formal psychosocial intervention for acts of violence or harassment at work without [grounds for discrimination](https://werk.belgie.be/nl/themas/welzijn-op-het-werk/psychosociale-risicos-op-het-werk/definities-en-toepassingsgebied), the protection against retaliation as contained in the Welfare Act applies.

When the employee raises facts of violence or harassment at work, related to a [discriminatory ground](https://werk.belgie.be/nl/themas/welzijn-op-het-werk/psychosociale-risicos-op-het-werk/definities-en-toepassingsgebied) (such as national or ethnic origin, gender, disability, age, current or future health condition, sexual orientation, etc.), or unwanted sexual behaviour at work, the protection against reprisals as contained in the anti-discrimination legislation applies.

Employees reporting discriminatory work situations have the right to request an attestation in accordance with anti-discrimination legislation.

Protection against retaliation takes effect from the moment the employer is or reasonably should be aware of the formal request for psychosocial intervention for acts of violence or harassment.

For more information, please refer to the QR code below :



# Preparing for your interview

To best prepare for the interview, you can already think about the following questions :

## Description of the situation and consequences

*What challenges are you experiencing, and how have they impacted your work situation?*

**Description facts**

* ...
* ...
* ...

**Description consequences**

* ...
* ...
* ...

## Previous steps taken

*What actions or measures have you already taken to address this issue?*

* .......
* .......
* ......

## My expectations

*What steps or initiatives can still be considered to address the situation*

* .......
* .......
* .......