

**Active safety: integrated training for
risk management and the
management of foreign workers**

OPERATIONAL MANUAL

***Preventing harassment, violence and
psychosocial risks in agricultural
enterprises.***

***Practical guide for agricultural
enterprises, employers, managers,
supervisors and workers***

CONTENTS

1. Introduction
2. Objectives of the manual
3. Regulatory framework
4. Understanding harassment, violence and psychosocial risks
5. Risk factors in the agricultural sector
6. Organising work safely and inclusively
7. Managing foreign workers
8. Preventing work-related stress
9. Preventing harassment and discrimination
10. Roles and responsibilities
11. Operational procedures
12. Managing reports
13. Training and information
14. Monitoring and continuous improvement
15. Company checklist

1. Introduction

This Operational Manual is intended for distribution to agricultural enterprises. It is designed as a practical guide, compliant with Italian legislation (Legislative Decree 81/2008, Legislative Decree 198/2006, Legislative Decree 216/2003, anti-discrimination legislation and the European Framework Agreement on work-related stress), and can be readily adapted to different workplaces.

Agriculture is one of the sectors in which workers are most exposed to health and safety risks. Alongside traditional physical hazards, organisational, interpersonal and psychosocial risks are becoming increasingly significant.

Agricultural enterprises now face new challenges:

- increasing reliance on foreign workers
- seasonal work patterns
- high staff turnover
- language and cultural differences
- increasingly demanding weather conditions
- growing regulatory responsibilities

Preventing harassment, violence and psychosocial risks is essential to ensure safe and inclusive workplaces that respect human dignity.

2. Objectives of the manual

This manual is intended to help agricultural enterprises to:

- improve internal work organisation
- manage the workforce effectively, with particular attention to foreign workers
- prevent accidents, work-related stress, harassment, discrimination and other psychosocial risks
- promote a cooperative, inclusive and respectful workplace
- increase awareness of legal obligations
- reduce the risk of civil, administrative and criminal penalties
- improve the social sustainability of the agricultural enterprise

3. Regulatory framework

The principal applicable provisions include:

- Legislative Decree 81/2008 (protection of health and safety at work)
- Article 2087 of the Italian Civil Code
- Legislative Decree 198/2006 (Equal Opportunities Code)
- Legislative Decrees 215/2003 and 216/2003 (equal treatment)
- European Framework Agreement on work-related stress (2004)
- European Framework Agreement on harassment and violence at work (2007)
- ILO Convention No. 190 on violence and harassment
- legislation protecting human dignity and prohibiting all forms of discrimination

4. Understanding harassment, violence and psychosocial risks

Harassment

Harassment is unwanted conduct whose purpose or effect is to violate a person's dignity or create an intimidating, hostile, degrading or offensive work environment. It may be verbal, physical, psychological or sexual and may also occur through digital channels, including messages, emails or social media. Every form of harassment harms workers' wellbeing and must be prevented and addressed.

Workplace violence

Workplace violence means any physical, verbal, psychological or intimidating aggression occurring during or in connection with work. It may be perpetrated by colleagues, supervisors, customers, suppliers or other third parties and constitutes a risk to workers' health and safety.

Psychosocial risks

Psychosocial risks arise from organisational, interpersonal and managerial factors that may adversely affect workers' psychological wellbeing. Key factors include excessive workloads, a demanding pace, poorly organised shifts, inadequate communication, conflict, isolation, unclear roles and discrimination. Unless properly managed, they may lead to work-related stress and increase the likelihood of errors and accidents.

5. Risk factors in agricultural enterprises

Agricultural enterprises have organisational characteristics that may contribute to psychosocial risks. The main organisational factors include seasonal work, peaks in production, long working hours and working in isolation. Environmental factors include exposure to heat, cold, noise and adverse weather.

From a social perspective, workers from different cultural, linguistic and religious backgrounds are an asset, but their integration and communication must be managed appropriately. Interpersonal factors, such as



misunderstandings, poor communication and conflict, may also have an adverse effect on the workplace climate and workers' wellbeing.

6. Organising work safely

Sound work organisation is the primary measure for preventing psychosocial risks. Activities should be planned, workloads distributed fairly, duties and responsibilities clearly defined, and adequate breaks provided to prevent overload.

Effective communication is equally essential: information must be simple, clear and accessible to all workers. Where necessary, images, pictograms and multilingual materials should be used, and actual understanding of the instructions must always be checked.

7. Managing foreign workers

Foreign workers are an important resource for the agricultural sector. To support their integration and ensure safe working conditions, a suitable induction must explain the company's organisation, safety rules and the specific risks of the work.

Communication should be supported by translated materials, multilingual signs and practical demonstrations to overcome language barriers. At the same time, the company must promote mutual respect, equal opportunities and appreciation of cultural differences, fostering an inclusive and cooperative workplace.

8. Preventing work-related stress

Work-related stress is primarily connected with work organisation rather than individual characteristics. Warning signs such as an increase in errors, conflict, absenteeism, lower productivity or frequent accidents may indicate distress.

Prevention requires proper activity planning, clearly defined duties, adequate breaks, listening to workers, and ongoing support from managers and supervisors.

9. Preventing harassment

The company must adopt a zero-tolerance policy towards all forms of harassment, violence and discrimination. Clear rules of conduct must be established, reports kept confidential, and prompt action taken to protect those involved.

Unacceptable conduct includes insults, abuse, discriminatory jokes, intimidation, threats, unwanted physical contact, blackmail, deliberate isolation and sexual harassment. Mutual respect, cooperation, listening, appropriate language and the inclusion of all workers must instead be promoted.



10. Roles and responsibilities

Preventing psychosocial risks involves everyone in the company. The employer is responsible for risk assessment, work organisation, implementing procedures and staff training. Managers and supervisors must oversee the application of preventive measures, manage conflicts and monitor the workplace climate. Workers must respect their colleagues, help maintain a safe workplace and report risks or inappropriate conduct.

11. Operational procedures

The company must provide workers with simple, confidential procedures for reporting harassment, discrimination, violence, aggressive conduct or stressful situations. Reports may be made verbally or in writing and must be handled confidentially.

Upon receiving a report, the company must record it, establish the facts, hear those involved, take any necessary corrective measures and monitor their effectiveness over time.

12. Training

Training is an essential preventive tool and should cover not only occupational safety but also communication, conflict management, mutual respect, inclusion and harassment prevention. Translated materials, images and practical exercises should be used for foreign workers, and their understanding of the information provided should always be checked.

13. Monitoring

To assess the effectiveness of the measures adopted, the company should periodically monitor indicators such as the number of reports, accidents, absences, staff turnover, workplace climate and training outcomes. Monitoring makes it possible to identify issues and plan continuous improvement measures.

14. Benefits for the enterprise

Preventing harassment, violence and psychosocial risks provides tangible benefits for both workers and the enterprise. A safe and inclusive workplace helps reduce accidents and absences, improve productivity and work quality, limit conflict, retain staff and reduce the risk of penalties. It also strengthens the company's reputation and promotes greater social sustainability in agricultural activities.

15. Company checklist

Is there a policy against harassment and discrimination? YES ☐ NO ☐

Do you monitor events such as illness, workplace injuries, resignations, etc.? YES ☐ NO ☐

If yes, has a work-related stress risk assessment been carried out? YES ☐ NO ☐

Do foreign workers receive information they can understand? YES ☐ NO ☐

Are multilingual instructions available?	YES ☐	NO ☐
Has a reporting contact been appointed?	YES ☐	NO ☐
Are confidential procedures in place?	YES ☐	NO ☐
Have supervisors been trained?	YES ☐	NO ☐
Is the workplace climate monitored?	YES ☐	NO ☐
Are adequate breaks planned?	YES ☐	NO ☐
Is there a continuous improvement system?	YES ☐	NO ☐

16. APPENDICES

Appendix A – Reporting form

 Name (optional): _____

 Date: _____

 Location: _____

 What happened?

 Signature (optional): _____

Appendix B – Useful contacts

 Contact person: _____

 Telephone: _____

 Email: _____

17. DISTRIBUTION OF THE MANUAL

The manual:

- It is provided to all enterprises and workers through the Agri.Bi and Agricoltori Verona Servizi S.r.l. websites
- It is explained during training
- It is available in several languages
- It is displayed in workplaces

