

SPAIN: A GENDER- AND DIVERSITY-SENSITIVE APPROACH TO PSYCHOSOCIAL RISK PREVENTION

Introduction

This case study presents examples of national and regional initiatives, including actions taken by social partners, to address diversity, gender and work-life balance in strategies and guidance on psychosocial risk (PSR) prevention. In Spain, considerable national and regional attention has been devoted to preventing PSRs at work, with research indicating that exposure is particularly high among vulnerable groups, including migrant workers, women, and workers in precarious employment (EU-OSHA, 2025; Utzet et al., 2021).

Key takeaways and transferability

- In the absence of specific legal provisions on PSR prevention, a range of non-legislative measures, including technical guides and practical tools, have been developed at national and regional levels to ensure that new and emerging risks, particularly those with a gender and diversity-sensitive approach, are addressed in risk assessments. These tools have most recently focused on PSR factors relating to job insecurity, high job demands, low social support, and work-life conflict, including in sectors where workers are most vulnerable.
- The role of social partners and the development of initiatives have been instrumental in further developing measures to address workforce diversity and PSR factors, particularly in the development of protocols to address violence, harassment and sexual harassment, as well as provisions in equality plans to prevent PSRs.
- Trade unions have been vital in training workplace and OSH representatives, as well as in offering guidance on integrating gender equality and diversity into workplace negotiations and CBAs.
- The initiatives introduced in Spain are transferable to any EU Member State, particularly in prioritising gender and diversity as an integral part of PSR assessments. This is particularly relevant to countries where the prevention of PSRs is not explicitly included in the regulatory framework.

Legal and policy context

Although there is no specific law on PSRs in the workplace, Law 31/1995 of 8 November 1995 on the Prevention of Occupational Risks provides the overall legal framework for preventive measures in this area. Despite the absence of a specific legal framework on PSRs, Spain has developed a considerable amount of guidance on PSRs, gender, diversity and risk assessment. In recent years, Spain has put forward legislation and actions to prevent gender violence and promote equality. The Labour Inspectorate plays an important role in the enforcement and oversight of workforce diversity issues, including combating harassment. Labour inspectors have the authority to supervise, assess and enforce the implementation of anti-harassment protocols in the workplace, including training requirements, support to victims, and adoption of effective complaint mechanisms (Article 37).

Under the Organic Law 3/2007 on Gender Equality (amended in 2012), equality plans are mandatory in workplaces with 50 or more employees, and have to be agreed between the social partners. Employers are required to introduce policies and workplace protocols to prevent harassment and sexual harassment. As a result, protocols regarding sexual harassment and harassment, as well as provisions addressing domestic violence as a workplace issue, have been included in many companies' equality plans. Separate protocols exist on third-party violence and harassment (TPVH) as an occupational safety and health (OSH) issue, leading to a distinction between internal and external violence and harassment. Spain's national OSH strategy 2023–2027 includes actions to address PSR factors (EU-OSHA, 2025). Key diversity objectives in the strategy are to include a gender perspective in OSH and strengthen the protection of workers at greater risk or vulnerability. To help promote equality, two

company networks have been established in Spain – one on diversity, equality and inclusion (the DIE network) and the other on gender violence (Companies Free From Gender Violence). These two networks are currently being merged, enabling a broadening of the DEI network to cover sexual and sex-based harassment.

In 2024, a Royal Decree regulating the protection of the occupational health and safety of domestic workers (RD 893/2024) was agreed. It harmonises Spanish law with ILO Convention No 189 on Decent Work for Domestic Workers. It recognises the specific right to protection from violence and harassment in domestic work settings, while also mandating the development of a national protocol for the prevention and management of violence and harassment in domestic work. The Women's Institute and the National Institute for Safety and Health at Work (INSST) were tasked with preparing the protocol in 2025.

The 2023-2027 Spanish Strategy on Safety and Health at Work and the Sustainable Development Goals' 2030 Agenda include the promotion of full gender equality, overcoming gender bias and combating all gender discrimination in the management of safety and health at work. The section of the national strategy covering vulnerable workers addresses diversity, specifically the need to contribute to the integration of all groups by fighting all forms of discrimination, harassment and violence in the workplace, and promoting inclusive workplaces that guarantee the health of workers. There is a particular focus on integrating gender into prevention initiatives and on preventing PSRs in the health and social care sector. A further objective is to develop guidance on integrating diversity into risk assessments. Furthermore, within the framework of the ILO Violence and Harassment Convention No 190 and ILO Recommendation No 206, violence and harassment in the workplace will be prevented. Labour Inspectorate actions include providing technical assistance on integrating the gender perspective on a cross-cutting basis into companies' preventive policies, and addressing exposure to psychosocial and organisational risks.

The National OSH Institute (INSST) has made gender a transversal issue in its work. It has developed a considerable range of resources, including guidance on integrating gender into risk assessment, on themes such as sexual harassment, work-life balance, and strategies for integrating equality plans with occupational risk prevention.

In addition, the OSH framework governing the Spanish Government's public administration is overseen by the Technical Commission for the Prevention of Occupational Risks, which covers civil servants and employees in the general state administration. It has responsibility for developing prevention plans and procedures to control occupational risks, including violence and harassment, and collaborating with trade unions. The third Gender Equality Plan in Central Public Administration (2020) contains a protocol to protect women public employees who are victims of sexual harassment and domestic violence, as part of a zero-tolerance approach. The protocol must be integrated into the Occupational Risk Prevention Management System of the general state administration. An example of this is the protocol for the prison service, which puts a strong emphasis on risk assessment, PSRs and prevention of violence and harassment.

Description of the interventions

National initiatives on workforce diversity and PSRs

As described in the legal and policy section, Spain's National Institute for Safety and Health at Work (INSST) treats gender as a transversal issue across its OSH actions. It integrates diversity, equality and inclusion into the prevention of PSRs. It recognises that factors such as gender, care responsibilities and a worker's identity can negatively affect exposure to workplace stressors. This has led INSST to develop comprehensive guidelines and resources addressing PSRs in the workplace from a diversity perspective. The following is a snapshot of examples:

- The Basic Guidelines for the Management of PSRs (INSST, 2022), developed by INSST, include a commitment to integrating diversity into psychosocial assessments. Variables such as age, sex or type of work relationship, among others, are identified as being valuable in helping employers to include a 'psychosocial diagnosis and contextualise it'. (p. 40).
- A Technical Prevention Note (INSST, 2023a) outlines the conceptual framework for addressing PSRs from a gender perspective, considering work-family conflict, and highlights the health consequences for workers exposed to work-life conflict and why it is a significant psychosocial risk that particularly affects women. Linked to this is a second Technical Prevention Note

(INSST, 2023b) which provides guidance on conducting psychosocial risk assessments that address work-family conflict. It outlines a framework for assessing and mitigating this risk, emphasising the need for organisational support, policy interventions and tools for managing work-family conflict.

- Resources for coordinating companies' equality plans with OSH initiatives to ensure that a gender perspective is integrated into occupational risk prevention. This is set out in a poster format¹. ('Planes de igualdad como oportunidad para integrar la perspectiva de genero en PRL').
- Specific guidance on PSR factors encountered by caregivers in residential homes and home help services (INSST, 2020a) addresses issues such as excessive workloads, stress, burnout and a lack of autonomy. Strategies proposed to mitigate these risks include effective shift planning, shift rotation and stress management. The guidance provides an example of how shift rotation can help reduce emotional exhaustion among home help workers. An assessment matrix has been developed to help companies determine the level of PSR in caregivers according to their workload and level of autonomy. A leaflet has been produced to provide information in an accessible format (INSST, 2020b).
- An evaluation of the management of PSRs in elderly care work (INSST, 2024) identifies a range of tools to assess the impact of work-related stress, burnout and workplace violence, leading to intervention strategies and training in effective communication and conflict resolution. Examples include implementing team meetings to enhance communication among workers, alleviate work overload and prevent harassment, as well as gender-sensitive workplace adaptations. Key criteria include having a planned approach, worker involvement, and tailoring solutions to the specific context.
- A report on Women in Elderly Care Activities (INSST, 2019) about the impact of PRS factors on women working in elderly care highlights the precariousness of the sector and the difficulties of reconciling work and personal life. It presents testimonies and experiences of women workers to illustrate the occupational risks and lack of recognition that workers face. In one example, a female worker describes how the lack of staff in care homes increases her workload and affects her mental health.
- An evaluation of PSR interventions reveals nine cases of intervention across different organisations, encompassing a range of PSR factors, from preventing harassment to adapting workplaces and implementing organisational changes. Key criteria for effective interventions are also identified, highlighting the importance of a planned approach, the involvement of workers and the tailoring of solutions to the specific context. In one example of preventive action introduced in a public pre-school and primary school, effective engagement, consultation, participation and collaboration with workers during the psychosocial risk assessment helped build trust and establish effective prevention measures for teaching staff. In a second example, an analysis of psychosocial factors affecting women working in elderly care underscored the precariousness of work in the sector and the challenges of balancing work and personal life.
- A dedicated web page on gender² provides information to facilitate the integration of the gender perspective into preventive actions to protect women and men equally against occupational risks across the entire working population. An example of a resource on the web page is an NGO's psychosocial risk assessment from a gender perspective³, identifying how gender affects the physical and psychological health of women and men in different ways. This led to awareness of and strategies to eliminate specific health problems faced by women in female-dominated workplaces.
- Various practical resources related to age management. For example, a guide to managing the health, well-being and adaptation of work for older workers provides resources associated with PSR, such as promoting well-being, access to training, and training adapted to needs, with a gender perspective.

The national OSH advisory body, CNSST (Comité Nacional de Seguridad y Salud en el Trabajo), made up of representatives from central and regional governments, trade unions and employers' organisations, has established a working group on PSRs and mental health, along with guidance on

¹ See [Póster Técnico: Planes de igualdad como oportunidad para integrar la perspectiva de género en PRL - INSST](#).

² See <https://www.insst.es/materias/transversales/genero>.

³ See https://www.euskalit.net/berdintasunbilatzailea/fichas/Formulario_Elhuyar.pdf.

the prevention of PSRs for vulnerable workers⁴. The objective is to improve the working environment and enhance the management of PSRs. A specific focus is placed on vulnerable groups of workers, with a psychosocial risk assessment tool to prevent exposure to PSRs. Specific recommendations have been developed for psychosocial counselling and mediation in situations of conflict or harassment in the workplace.

Initiatives from the autonomous regions of Spain

The autonomous regions of Spain are also responsible for drawing up strategic plans and actions related to OSH. Some of these regions have developed guidance on integrating a gender and diversity perspective into risk assessments, including PSR assessments. A selection of examples is given below, to illustrate the different approaches taken in the autonomous regions.

- **Integration of OSH into company equality plans in the Canary Islands**

Guidance was developed in the Canary Islands for the development of company equality plans. The Canary Islands Institute for Occupational Safety (ICASEL) has developed specific guidance on equality plans in the workplace. This guidance addresses, among other areas, the impact of gender inequalities on exposure to occupational risks. It is a good example of effective coordination between a company's occupational risk prevention plan and its equality plan. ICASEL recommends that companies adopt this approach for the effective management of prevention initiatives in companies (Gobierno de Canarias / ICASEL, n.d.). In addition, guidelines have been drawn up for companies, particularly SMEs, and workers on 'Sexual harassment and harassment for reasons of sex in the workplace' (Gobierno de Canarias / ICASEL, 2023).

- **A gender perspective in PSR assessments in Galicia**

The Galician Institute of Occupational Safety and Health (Instituto de Seguridade e Saúde Laboral de Galicia, ISSGA) has developed practical guidelines to assist employers in incorporating a gender perspective into workplace risk assessments and the development of prevention measures. Ways of addressing exposure to PSRs include measures to reduce unequal access to prevention, tackle gender-specific risks such as high levels of psychosocial stress, harassment and stress resulting from family-work conflict, promote inclusive leadership, and prevent gender-based workplace violence. A dedicated resource guide on gender-based violence in Galicia highlights the importance of risk assessment and prevention strategies (Guía de Recursos Frente á Violencia de Xénero en Galicia). Several resources also focus on sexual orientation and gender identity, including the establishment of the Galician Observatory Against Discrimination based on Sexual Orientation and Gender Identity (Observatorio Galego Contra a Discriminación por Orientación Sexual e Identidade de Xénero).

The ISSGA has prioritised increasing knowledge and understanding of gender, diversity and PSRs via the web portal of the PSR Laboratory⁵ and the Equality Mainstreaming Web Portal⁶, which provides information on campaigns, activities, information and awareness-raising on integrating a gender perspective into the prevention of occupational hazards. The ISSGA also provides technical guidance and tools on its website to help companies and organisations reflect on gender-related issues, including identifying gaps and needs, defining actions, and follow-up.

To assist employers in enhancing the management of occupational risks and equality in the workplace, a manual has been published to promote equality in the preventive management of companies and organisations, and to ensure that preventive actions reach men and women equally (ISSGA, 2021). The manual highlights how work organisation and PSRs caused by social roles and family responsibilities can impact on a worker's career progression. It includes a practical self-assessment tool containing recommendations and methodological guidelines to promote the effective integration of the gender perspective into the company's occupational risk prevention management system. It also includes general recommendations such as ensuring that preventive actions reach women and men equally, incorporating gender analysis into statistics and surveys, and establishing indicators that facilitate monitoring. Specifically, the self-assessment tool asks the following questions on prevention activities:

⁴ See <https://saludlaboralmadridugt.org/wp-content/uploads/2024/06/ESTUDIO-PREV-RIESGOS-PSICOSOCIALES-Y-COLECTIVOS.pdf>.

⁵ See <https://issga.xunta.gal/es/portales-tematicos/laboratorio-de-riesgos-psicosociales>.

⁶ See <https://issga.xunta.gal/es/portales-tematicos/integracion-de-la-igualdad>.

- What regulations relating to gender equality have been taken into account, in addition to prevention regulations?
- What other instruments relating to women's working conditions have been compiled?
- Preventive culture:
 - Identify the person(s) responsible for prevention actions and decisions in the company.
 - Do they have equality training? Training hours and type/content.
 - Has the company's staff received training on equality? How many people and what percentage of the total workforce have received such training?
 - Which document sets out the company's written commitment to aspects such as equal pay, equal opportunities and zero tolerance of workplace harassment and sex discrimination?
 - How has zero tolerance for risky or discriminatory behaviour been communicated?
 - What practices and actions have been put in place to prevent risky or discriminatory behaviour?

A leaflet on integrating the gender perspective into the management of occupational risk prevention has also been produced by the ISSGA for companies to raise awareness and promote knowledge on OSH and gender⁷. This leaflet is also available in poster format⁸.

▪ Addressing diversity in the Community of Madrid

The Seventh Strategic Plan for the Prevention of Occupational Risks in the Region of Madrid (2025-2028) outlines objectives related to the diversity of the working population and the prevention of PSRs, particularly among vulnerable population groups. This includes guidance on integrating diversity into occupational risk prevention, taking into account age diversity, providing information and training adapted to the needs of migrant workers, and addressing the needs and PSRs faced by workers with disabilities.

Examples of specific initiatives in the Community of Madrid include training, guidance and advice to companies on PSRs drawn up by the Instituto Regional de Seguridad y Salud en el Trabajo de la Comunidad de Madrid (IRSST), including the health and well-being of workers with disabilities, workers in special employment centres and residential care for older people. The IRSST has also developed guidance on a gender perspective on PSRs at work, covering risk assessment (IRSST, 2008), fatigue and women (IRSST, 2015), and gender and health (IRSST, 2015). Several initiatives have been established to address the occupational health and safety of LGBTIQ workers based on regional laws (Law 2/2016 on the protection, effective equality of and non-discrimination against transsexual and intersex persons, and Law 3/2016 on the protection, effective equality of and non-discrimination against LGBTIQ persons).

▪ Guidance on addressing violence and harassment in Asturias

A guide developed by the Asturian Institute for the Prevention of Occupational Risks (2023) provides Asturian companies with tools to help them manage situations of internal violence within their organisations. It proposes a single-entry protocol for action in situations of internal violence at work, covering harassment at work (sexual, gender-based and psychological harassment), conditions of interpersonal conflict, as well as other inappropriate behaviour such as mistreatment or aggression among the organisation's staff.

A virtual platform called PSYCHO SPACE, established in 2021, can be accessed from the IAPRL website⁹ to provide tools for companies and workers to manage PSRs. A collection of six videos, each lasting under three minutes and in motion graphics format, has been created to raise awareness of the importance of managing PSR factors. One of the videos addresses PSRs relating to violence and threats at work, and a second one addresses sexual harassment and gender-based harassment that

⁷ See <https://issga.xunta.gal/es/biblioteca/integracion-de-la-perspectiva-de-genero-en-el-sistema-de-gestion-de-la-prevencion-de>.

⁸ Available in poster format: <https://issga.xunta.gal/es/biblioteca/integracion-de-la-perspectiva-de-genero-en-el-sistema-de-gestion-de-la-prevencion-de-0>.

⁹ See <https://www.iaprl.org/>.

results in adverse effects for the organisation and workers. Suggestions are given for protocols to prevent sexual and gender-based harassment.

Trade union initiatives to promote a gender and diversity perspective in OSH

▪ **Guidance materials to raise awareness and inform collective bargaining**

Trade unions have been especially active in Spain in promoting gender equality and diversity in OSH and through collective bargaining, and their involvement has been crucial to ensuring that diversity and equality are included in PSR prevention, particularly for the most vulnerable workers such as migrants and women (EU-OSHA, 2025). The national trade union confederations, the Comisiones Obreras (CCOO) and the Unión General de Trabajadoras y Trabajadores (UGT), have often taken the lead to promote gender equality, diversity and PSR prevention strategies, and have engaged in the development of national and regional policy, including the Spanish OSH strategy. The UGT, for example, has developed an Observatory of PSRs¹⁰, and the CCOO Institute of Work, Environment and Health (Instituto Sindical de Trabajo, Ambiente y Salud, ISTAS) has ensured that gender equality and diversity issues are addressed in national and regional policy.

• **ISTAS-CCOO guidance materials on gender and risk assessment**

ISTAS-CCOO has developed several risk assessment tools that include gender aspects. They include tools for gender and age-related risk assessments (ISTAS, 2015) which have highlighted women's unequal exposure to PSRs (such as involuntary part-time employment, risks for women in executive roles, and the struggle to balance paid work with family responsibilities, for example when faced with a unilateral company decision to extend working hours or add shifts without considering women's care roles). The guidance recommends ways to bring inequality to the surface, for example by asking questions about socio-demographic characteristics (such as gender and age) and working conditions (including job position, department, seniority, type of contract, working hours, etc.).

The ISTAS-CCOO (2015) 'Guide for union intervention on work organisation and PSRs' refers to PSRs arising from gender inequalities. The guide addresses various working conditions that expose women to PSRs, including the practice of hiring women to part-time positions against their will. In addition, women in executive positions are more likely to face limited influence and development opportunities compared to their male counterparts. Furthermore, women must balance the demands of paid work with those of family and domestic responsibilities. For example, in addressing work-family conflict, the guide states that the double burden/double exposure creates time and task conflicts, such as a unilateral decision by the company to lengthen the working day, or introduce weekend, holiday or evening shifts. As a result of these factors, women's exposure may be unequal compared to men's. The guide makes suggestions on how to bring inequality to the surface, for example by asking questions about socio-demographic characteristics (gender and age) and working conditions (job position, department, seniority, type of contract, working day, etc.).

A further ISTAS (2015) guide, 'Health, Women and Work: Guide to the improvement of health and working conditions for women', addresses women's exposure to work-related ill health, which is explained by the sex-based division of domestic and family work and the prevalence of exposure among women to emotional and cognitive demands. The combination of high demands with a low level of control over their work (high stress), or with little compensation, doubles the risk of death from cardiovascular diseases, mental disorders and musculoskeletal disorders. The guide addresses specific gender-related PSR factors related to:

- Excessive psychological demands: when we have to work fast or in an irregular manner, when the job requires us to hide our feelings, to keep our opinions to ourselves, or to make difficult decisions quickly.
- Lack of influence and development: when we have no room for autonomy in the way we carry out our tasks, when the work does not provide opportunities to apply our skills and knowledge or is meaningless for us, when we cannot adapt the timetable to family needs, or when we cannot decide when to take a break.
- Lack of support and quality of leadership: when we have to work in isolation, without support

¹⁰ Observatorio de Riesgos Psicosociales: <https://observatorioriesgospsicosociales.com>.

from superiors or colleagues in carrying out the work, with poorly defined tasks or without adequate and timely information.

- Poor compensation: when there is a lack of respect, contractual insecurity, changes of position or service against our will, unfair treatment, non-recognition of work, low pay, etc.
- double presence: domestic and family work involve daily demands that must be taken on at the same time as paid work. The organisation of work in the company may prevent it from being possible to reconcile the two jobs, despite the availability of tools and regulations for reconciling work and family life. Women continue to carry out and take responsibility for domestic and family work, so that double presence is more prevalent among women.

- **UGT guidance on PSRs and gender equality**

UGT has also been active in providing resources and guidance on PSR factors and gender equality. An example of this is a guide on gender and PSRs at work, placing a strong focus on how PSR factors can be addressed and prevented in company equality plans (UGT, 2018). The guide provides practical information on incorporating a gender perspective into the prevention of PSRs in the workplace, to contribute to inclusive organisations that support professional development as well as gender equality. It makes recommendations for preventing PSR factors relating to the organisation, such as work-life balance, prevention of harassment, inclusive communication, collective bargaining, and the use of non-sexist language. It recommends that organisations commit to gender-integrated psychosocial risk prevention through policies and procedures and ensure that this is carried out through collective bargaining, the establishment of working groups, gender-sensitive and inclusive risk assessments, jointly agreed preventive actions and practical evaluation. Specific guidance related to prevention includes the following:

- adopt a gender perspective in the preparation of reports and analyses of accidents and absenteeism at work;
- include women in preventive activities;
- provide training in occupational risk prevention with a gender perspective to all staff at all levels, especially to health and safety representatives;
- address the differences that exist in occupational risks for men and women, reviewing accident and injury indicators from a gender perspective;
- in the event of pregnancy, consider travel as a risk, develop preventive measures to avoid risks related to pregnancy, maternity and breastfeeding, and establish replacement protocols for positions that are not compatible with these circumstances;
- assess non-visible risks such as double presence;
- take into account the different anatomical characteristics of women and men in workplace ergonomics;
- avoid stereotyping in work uniforms;
- adapt company facilities to the presence of women (changing rooms, showers, etc.).

A further example is guidance for union negotiators on teleworking by the CCOO Industria confederation (2020), as part of the campaign #NoTodoTeletrabajoVale (#NotAllTeleworksOK), and relating to the Law on Teleworking (Real Decreto-Ley 28/2020). It takes into account the responsibility of employers to assess workplace risks and implement prevention measures, including PSRs. The guide emphasises the role of companies in designing teleworking arrangements, taking into account measures to address sexual harassment, gender-based harassment, discriminatory harassment, and harassment at work. While progress has been made in this area, it is clear that challenges remain in ensuring that risks for vulnerable groups (such as migrant, older, and isolated workers) who are affected by night work and teleworking are effectively addressed (EU-OSHA, 2025).

Risk prevention and LGBTIQ workers

The UGT and the CCOO have also addressed risk prevention for LGBTIQ workers, for example in guidance on LGBTIQphobia that is targeted at OSH worker representatives as part of their responsibility to achieve safe and healthy workplaces for all workers, and to ensure that companies comply with laws on equal treatment and non-discrimination. An example is a guide for LGBTIQ workers, developed by the FSS-CCOO trade union, which provides guidance on collective bargaining for LGBTIQ protocols in healthcare and social care companies (CCOO, 2024). In addition, guidance on Equality and Diversity in Collective Bargaining Agreements makes a strong case for collective bargaining to support an inclusive working environment for all workers, including women and LGBTIQ workers (CCOO, 2022).

- **Examples of collective bargaining agreements (CBAs)**

CBA in the hotel and catering sector of Santa Cruz de Tenerife, 2018-2022 (Confederación Canaria de Empresarios, 2019).

The agreement is an innovative approach to addressing PSR factors related to working time. Prevention measures, as outlined in Article 38 of the agreement, involve assessing the physical and mental demands of work to prevent housekeepers from being exposed to PSRs in a sector with a high rate of accidents and absenteeism due to illness. It includes the assessment, measurement and planning of working time, as well as the implementation of the Canary Islands Government's (2024) technical guide for planning and measuring working time in hotel room cleaning. It is a preventive tool for adapting and applying time to the pace and workload of housekeepers, taking account of PSR factors such as limited control over time to carry out tasks, low rewards, and the 'double presence' arising from women's burden of domestic and family care work. It promotes a participatory approach with workers and unions and a structured approach involving consultations with workers, the establishment of a joint working group comprising managers, workers and a union representative, the implementation of an analytical tool to measure work, a measurement procedure to assess working time, and a trial period to test the effectiveness of the new system.

CBA in the gaming sector (CCOO, 2020)

The CBA was signed by CCOO-Illes Balears and the Casino de Palma, following reports and a union survey that revealed repeated and widespread aggression and assault by casino customers. A joint union-employer protocol was agreed upon within the framework of the employer's responsibilities to prevent occupational risks and TPVH through risk assessment and measures to eliminate or mitigate exposure to these risks. The company will provide information and training to workers exposed to TPVH, covering how to respond in cases of TPVH and how to intervene in situations that may or may not lead to aggression. The agreement also provides for the company to monitor instances, guarantee legal, medical and psychological assistance, as well as longer-term support for the victim's recovery and reintegration into work.

CBA for the banking sector (Boletín Oficial del Estado, 2021a).

The CBA signed by the CCOO, the UGT and the Spanish Banking Federation, FINE, on 29 January 2021, establishes provisions on violence and harassment for inclusion in the negotiations for equality plans at companies with over 50 employees (for companies with under 50 employees, it is recommended that these provisions be included in internal equality policies). Equality plans are based on an assessment of the measures needed to achieve equality, taking into account gender violence, occupational health, communication and company culture. The CBA also includes a model form for submitting complaints and an agreement that refers to the possibility of implementing other measures, such as information campaigns, training programmes or codes of good practice. Article 60 relates to protection from gender-based violence and domestic violence.

CBA in the insurance and mutual insurance sector (Boletín Oficial Del Estado, 2021b).

The CBA, signed on 28 October 2021 by the CCOO and the UGT, addresses the regulation of remote work, digital rights, risk assessment from a gender perspective, violence and harassment, as well as rights to paid leave and support for victims of domestic violence. A new clause was introduced regarding the regulation of remote work (Article 25) and digital rights, including the right to disconnect (Article 10). Specific reference is made to occupational health and risk prevention with a gender perspective (Article 79). As part of the agreement, an action protocol covers all forms of harassment, including sexual harassment, harassment based on gender, and psychological harassment.

CBA of the energy group Endesa (Boletín Oficial del Estado, 2020)

The energy group Endesa's CBA, signed in 2020 with the UGT, addresses violence in the workplace as an issue related to health and the work environment. It commits to safeguarding the working environment so that workers' psychological health is protected. The agreement pays special attention to detecting and assessing possible PSR factors, as well as implementing preventive and/or corrective measures. Victims of sexual harassment and domestic violence are granted a paid leave of absence while they undergo psychological treatment or legal proceedings. All employees, including those with temporary contracts through employment agencies and contractors, are covered by the agreement.

Success factors

- A positive development and key enabling factor for a gender perspective in occupational health is Organic Law 3/2007 on effective equality between women and men, which includes the need for health strategies and programmes that address the different needs of women and men, including in company equality plans. In addition, under the Occupational Risk Prevention Law, public administrations have to promote the principle of equality between men and women, taking into account gender-related variables in the prevention of occupational risks and risk assessments.
- These regulations have been a crucial lever for the development of OSH and PSR assessments, including collective bargaining, in the framework of gender equality and gender-based violence and harassment, including sexual harassment, TPVH and the workplace effects of domestic violence. Various initiatives ensure that PSR prevention is included in company equality plans, demonstrating how coordination can be achieved in the different policy domains of OSH and gender equality.
- Actions on gender and diversity are included in the 2023-2027 National OSH strategy, and related actions on PSR have successfully addressed key diversity objectives, with a specific focus on the gender perspective and the protection of workers at greatest risk or vulnerability because of discrimination, exclusion or the sector they work in.
- In particular, the national guidance materials developed by national and regional occupational safety and health bodies have provided valuable resources for companies to address workforce diversity and PSR factors as part of risk assessments and related prevention measures.
- Regional policies and initiatives have been important in the implementation and further development of national policies by the regional authorities of the autonomous communities in Spain.
- Regional authorities have often been innovative in providing a focus on the intersection between PSR factors and diversity on issues such as gender equality and discrimination faced by LGBTIQ workers, addressing issues such as integrating gender-related PSR factors into equality plans, providing practical guidance on preventing sexual harassment, addressing discrimination based on sexual orientation and gender identity, and in the development of observatories on key diversity issues, along with practical tools, leaflets and web-based materials.
- A strong tradition of social dialogue is reflected in the national tripartite committee that has been instrumental in addressing PSR factors among vulnerable workers. In addition, collective bargaining has underpinned many of the successful initiatives, including CBAs that address PSR factors and prevention initiatives focused on specific sectors where workers are exposed to TPVH, stress arising from emotional labour and work-life conflict. In particular, collective agreements have often resulted in innovative work-related support for victims of domestic violence.

Challenges

- Despite significant progress made in Spain to integrate gender and diversity into PSR assessments, challenges remain regarding the practical implementation and impact of these initiatives (EU-OSHA, 2025). While many tools and guidance materials have been developed, in practice the implementation of gender and diversity-sensitive approaches to PSR assessment, including collective agreements, has been more successful in countries with strong legal frameworks for PSR prevention, the absence of which has limited the effectiveness of these approaches in Spain.
- It has been challenging to address the risks faced by vulnerable groups, such as older workers, and further measures are needed to ensure an inclusive approach and to integrate PSR prevention into company equality plans. SMEs face challenges because they are less likely to be covered by collective agreements.

References

- Boletín Oficial del Estado, *Resolución de 4 de junio de 2020, de la Dirección General de Trabajo, por la que se registra y publica el V Convenio colectivo marco del Grupo Endesa*, 2020a, <https://www.boe.es/buscar/doc.php?id=BOE-A-2020-6283>.
- Boletín Oficial del Estado, *Resolución de 17 de marzo de 2021, de la Dirección General de Trabajo, por la que se registra y publica el XXIV Convenio colectivo del sector de la banca*, 2021a, https://www.boe.es/diario_boe/txt.php?id=BOE-A-2021-5003.
- Boletín Oficial del Estado, *Resolución de 15 de diciembre de 2021, de la Dirección General de Trabajo, por la que se registra y publica el Convenio colectivo general de ámbito estatal para el sector de entidades de seguros, reaseguros y mutuas colaboradoras con la Seguridad Social.*, 2021b, [https://www.boe.es/eli/es/res/2021/12/15/\(2\)](https://www.boe.es/eli/es/res/2021/12/15/(2))
- CCOO, *Agresiones de los clientes: ¿Cómo actuar?* CCOO-Illes Balears elabora un protocolo de actuación frente a las agresiones de terceros en el Casino de Palma, 2020, <https://porexperiencia.com/accion-sindical/agresiones-de-los-clientes-como-actuar>.
- CCOO, *Igualdad y diversidad en los convenios colectivos*, 2022, <https://www.ccoo.es/f88dd8d800482702dae2da4ee09c9831000001.pdf>.
- CCOO, *La LGTBifobia desde la prevención de riesgos laborales*, 2023, <https://www.ccoo.es/72578ce002ccafcc9e4e26db25894876000001.pdf>.
- CCOO, *La FSS-CCOO presenta su guía sindical para la negociación colectiva de medidas planificadas y protocolos LGTBI+ en las empresas sanitarias y sociosanitarias*, 2024, <https://sanidad.ccoo.es/noticia:709208--La-FSS-CCOO-presenta-su-guia-sindical-para-la-negociacion-colectiva-de-medidas-planificadas-y-protocolos-LGTBI#43-en-las-empresas-sanitarias-y-sociosanitarias> & <https://sanidad.ccoo.es/19b57ca338e4033bf68081651e52992f000058.pdf>.
- Confederación Canaria de Empresarios, *Convenio colectivo del sector de hostelería de la provincia de Santa Cruz de Tenerife (2018–2022)*, 2019, <https://www.ccelpa.org/wp-content/uploads/2019/02/14.9-Convenio-Colectivo-2018-2022.pdf>.
- EU-OSHA, *Psychosocial risk prevention – strategies and legislation: Spain. National report*, 2019, https://osha.europa.eu/sites/default/files/documents/spain-psychosocial-risk-prevention-strategies-legislation_EN.pdf.
- Gobierno de Canarias / ICASEL, *El acoso sexual y por razón de sexo en el ámbito laboral: Orientaciones básicas para empresas y personas trabajadoras*, 2023, https://www.gobiernodecanarias.org/cmsgob1/export/sites/empleo/icasel/.content/images/biblioteca_archivos/DTI-ACOSO-SEXUAL-Y-POR-RAZON-DE-SEXO.pdf.
- ICASEL, *Planes de igualdad en las empresas: Aspectos básicos y orientaciones para empresas de menos de 50 personas*, n.d., https://www.gobiernodecanarias.org/cmsweb/export/sites/trabajo/icasel/.content/images/biblioteca_archivos/DTI_12_PLANES_DE_IGUALDAD.pdf.
- INSST, *Las mujeres en actividades de cuidado de personas mayores*, 2019, <https://www.insst.es/documentacion/material-tecnico/documentos-tecnicos/mujeres-en-actividades-cuidado-personas-mayores-exposicion-factores-psicosociales-establecimientos-residenciales-servicio-ayuda-domicilio-ano-2019>.
- INSST, *Guía para la gestión de riesgos psicosociales en la actividad de cuidado de personas mayores*, 2020a, <https://www.insst.es/documentacion/material-tecnico/documentos-tecnicos/guia-para-gestion-de-riesgos-psicosociales-en-actividad-cuidado-personas-mayores-ano-2020>.
- INSST, *Cuidadora, te cuidan*, 2020b, <https://www.insst.es/noticias-insst/cuidadora-te-cuidan>.
- INSST, *Directrices básicas para la gestión de los riesgos psicosociales*, 2022, <https://www.insst.es/documents/94886/2927460/Directrices+basicas+para+la+gestion+de+los+riesgos+psicosociales+2022.pdf>.

- INSST, *Conflicto trabajo-familia o doble presencia como riesgo psicosocial: Marco conceptual y consecuencias*. NTP 1185, 2023a, <https://www.insst.es/documentacion/colecciones-tecnicas/ntp-notas-tecnicas-de-prevencion/36-serie-ntp-numeros-1176-a-1190-ano-2023/ntp-1185-conflicto-trabajo-familia-o-doble-presencia-como-riesgo-psicosocial-marco-conceptual-y-consecuencias-2023>.
- INSST, *Conflicto trabajo-familia o doble presencia como riesgo psicosocial: Evaluación y medidas preventivas*. NTP 1186, 2023b, <https://www.insst.es/documentacion/colecciones-tecnicas/ntp-notas-tecnicas-de-prevencion/36-serie-ntp-numeros-1176-a-1190-ano-2023/ntp-1186-conflicto-trabajo-familia-o-doble-presencia-como-riesgo-psicosocial-evaluacion-y-medidas-preventivas>.
- INSST, *Evaluación y gestión de riesgos psicosociales en la actividad de cuidado de personas mayores: Método para la evaluación y gestión de factores psicosociales en pequeñas empresas*, 2024, <https://www.insst.es/documents/94886/5326464/Evaluacion+y+gestion+de+riesgos+psicosociales+en+la+actividad+de+cuidado+de+personas+mayores.+Metodo+para+peque%C3%B1as+empresas+2024.pdf/2bb9847c-4251-7b0d-c219-283b44a06be3?t=1738309784810>.
- ISSGA, *Pautas para la integración de la perspectiva de género en la prevención de riesgos laborales: Herramientas para su implantación*, 2021, https://issga.xunta.gal/sites/default/files/biblioteca/documentos/guixa_igualdad_cast.pdf.
- IRSST, *Psychosocial factors at work: Gender perspective III. Risk assessments*, 2008, <https://gestiona3.madrid.org/bvirtual/BVCM013021.pdf>.
- IRSST, *Psychosocial factors at work: Gender perspective V. Fatigue and women*, 2015a, <https://gestiona3.madrid.org/bvirtual/BVCM015601.pdf>.
- IRSST, *Psychosocial factors at work: Gender perspective IV. Gender and health*, 2015b, <https://gestiona3.madrid.org/bvirtual/BVCM015602.pdf>.
- ISTAS-CCOO, *Guide to PSRs: Covers gender/women and work-family conflict*, 2015, <http://istas.net/descargas/GUIA%20azul%20psicosociales%2020150.pdf>.
- Utzet, M., Llorens, C., Moríña, D., and Moncada, S., 'Persistent inequality: Evolution of psychosocial exposures at work among the salaried population in Spain between 2005 and 2016', *International Archives of Occupational and Environmental Health*, 94(4), 2021, pp. 621–629, <https://doi.org/10.1007/s00420-020-01609-3>.
- UGT, *Guía Género y Riesgos Psicosociales en el trabajo*, 2018, <https://www.ugt.es/sites/default/files/guiawebgeneroyriesgo.pdf>.

Author: Jane Pillinger.

Project management: Maurizio Curtarelli and Sarah Copsey, European Agency for Safety and Health at Work (EU-OSHA).

This case study was commissioned by the European Agency for Safety and Health at Work (EU-OSHA). Its contents, including any opinions and/or conclusions expressed, are those of the authors alone and do not necessarily reflect the views of EU-OSHA.

Neither the European Agency for Safety and Health at Work (EU-OSHA) nor any person acting on behalf of the Agency is responsible for the use that might be made of the above information.

© European Agency for Safety and Health at Work, 2026

Reproduction is authorised provided the source is acknowledged.

For any use or reproduction of photos or other material that is not under the copyright of the European Agency for Safety and Health at Work (EU-OSHA), permission must be sought directly from the copyright holders.