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# Cultural Diversity at Work

## Safe and Healthy Integration of Skilled Workers

51st EAGOSH Meeting

17-18 April 2024, Büttelborn

Evelien Jonkeren



## Overview

- ISSA Section on Prevention in Transportation
- Cultural Diversity at Work
- Symposium on Cultural Diversity at Work and it's effect on OSH

# ISSA Section on Prevention in Transportation

## What

International association under the umbrella of the International Social Security Association

## Who

Members are: social insurances, companies, ngo and individual experts

## Why

Making workplaces in transportation safer and healthier worldwide by sharing prevention knowledge

## How

Networking, cooperation platform, translation of prevention media, symposia, presentations, articles



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Currently: 38 members from 18 countries





27.-29.05.2024  
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# Cultural diversity at work

Safe and healthy integration of skilled workers

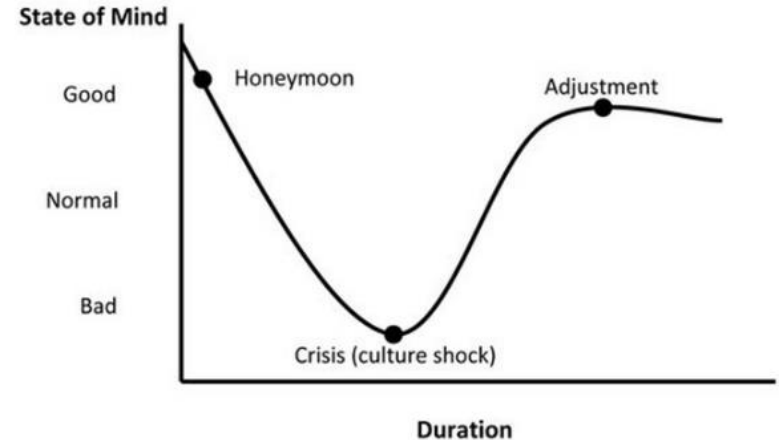


# Cultural Diversity: the Migrant's Perspective

- **Migration** is when a person relocates the center of their life.
- We speak of **international migration** when this occurs across national borders.
- Reasons:
  - **Escape** from war, oppression, hunger or climatic catastrophes
  - Personal **development**: job, career, study, vocational training
  - Relationships and **family** reunification

# Cultural Diversity: the Migrant's Perspective

- Culture shock
- Loss of familiar surroundings
  - Different **language** and **culture**
  - Different **climate**
  - Different **social** and **legal position**
  - No recognition of existing **job qualifications** and **certifications**
  - In some cases: **no living / working permit**
- Result: increased risk of psychosocial stress



## Cultural Diversity: the Migrant's Perspective

Migrant workers are more exposed to **psychosocial, physical and organizational risk** factors in the workplace than native workers

- High prevalence of **temporary** and **precarious** work (3D: dirty, dangerous, demanding)
- Long working hours and overtime, **unsocial working hours**
- **Lack** of career opportunities and low salaries
- **Bullying, harassment** and **discrimination** at work
- Feelings of **isolation** and lack of support
- **Limited** access to **housing** and **health** services
- **Lower bargaining power** of migrant workers vis-à-vis employers
- More **accidents** and **MSD injuries**



# Cultural Diversity: the Employer's Perspective

- **Labor shortage**: different ways to recruit and employ migrant workers
- **Context** differs: educated and skilled immigrants, seasonal workers, refugees
- How to **help** with the transition:
  - Support with job **certification** and diploma recognition
  - **Housing**
  - **Paperwork**
  - Special **onboarding** and support programs
  - **Language** class
  - Buddy and **mentor** programs

# Cultural Diversity: Challenges

- Different **understanding** of what is “safe” and “healthy”
- Different **values, ethics, customs**
- Migrant: goes through a **culture shock**
- Not enough **time** to learn procedures and systems
- What about the **existing team**?
- Failing **appreciation** for the translators and buddies
- **Culture** of prevention: error culture, near misses, nudging, communication
- **Language**



# Language







## Cultural Diversity: Language

- Not only to **bridge** the knowledge gap, but also to **bond**
- Bridging the **knowledge** gap:
  - Pictograms
  - Language free videos
  - Simplified instructions
  - Translations of instructions
  - Translator buddies and mentors

# Cultural Diversity: Language and General Information

- Available media
- Language flyer and leaflets:  
<https://www.unternehmen-integrieren-fluechtlinge.de/medien/sprachflyer/>
- Speech free videos:  
[www.napofilm.net](http://www.napofilm.net)
- General information on integrating refugees in a German company:  
<https://www.unternehmen-integrieren-fluechtlinge.de/medien/>
- Information on migration and occupational safety and health (in German):  
<https://www.dguv.de/de/praevention/themen-a-z/migration/index.jsp>





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# Cultural diversity at work

Safe and healthy integration of skilled workers





# Cultural Diversity at Work

- **Symposium 27-29 May 2024 (Dresden, Germany and online)**
- Languages: German and English (with simultaneous translation)
- Program: <https://issa-cultural-diversity.com/en>
- Celebration of 10 year anniversary of the Section on 27 May
- Podcast: <https://www.issa.int/news/prevention/podcast-section-purpose-cultural-diversity-work>
- Webinar: <https://www.issa.int/events/webinar-2024-03-12>

# Looking forward to seeing you in Dresden!





**issa**

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# Thank you!

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