

EUPAN eNews

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Presence of threats, harrassments and violence against civil servants and preventive measures

In which sub-sectors within the public sector would you assess that the problem of harassments, threats and violence towards the staff are most common? Do you have examples of actions taken to minimise the presence of such behaviour in those sub-sectors?

Participating members

Austria	Greece	Portugal
Belgium	Hungary	Romania
Croatia	Ireland	Slovakia
Cyprus	Italy	Spain
Czech Republic	Latvia	Sweden
EU Commission	Luxemburg	Norway
Finland	Malta	Serbia
France	The Netherlands	Switzerland
Germany	Poland	

Austria

In the Austrian federal civil service, there is no centrally established survey of harassment, threats or violence against civil servants. In some ministries, there are corresponding surveys and observations, e.g. among police officers.

In general, a polarization within society since 2015 (first wave of refugees) seems to have manifested itself in a noticeable increase in verbal and physical attacks on police officers. A further increase has been observed since the Corona pandemic. The experiences gained are incorporated into the operational and scenario training.

Belgium

Aggression against civil servants is also a regular phenomenon in Belgium, as in other countries, with a sometimes high impact. Apart from the federal police, cases within the inspection and control services (including customs) of the various federal public services are known. The emergency services, for example the call takers of emergency numbers, staff at receptions, federal employees in prisons and centers for illegal immigrants also notice an increase in the number of cases.

Given the variety of situations in which there is contact with third parties, there are no commonly applicable prevention measures other than training to deal with aggression. This training is offered by the Federal Public Service BOSA, both to the target group of inspectors and controllers and to anyone in contact with the public.

In the first instance, a risk analysis of the job/working conditions in question is necessary to implement effective precautionary measures. Some examples of measures taken include:

- elaboration of a script, possibly with different scenarios (how to react yourself, how to react in case of an event towards a colleague, when security or the police are called in, ...)
- measures in the design of the workplace (an anchored bench allows waiting people to sit without the risk of throwing a loose chair)
- procedural measures (e.g. going on site with at least two or organizing a control action together with other inspection services and/or the police; police support in risk cases)
- training in aggression management
- organizing an e-desk (so that fewer people come to the physical front desk)
- We do not have any data from the federal police.

See more information in the annex.

Croatia

According to the consolidated reports on the situation in the field of protecting the dignity of civil servants and governmental employees for the period from 2018 to 2020, the number of complaints lodged by civil servants and governmental employees related to the protection of dignity was the highest in the Ministry of Finance (including the Tax Administration and the Customs Administration) in 2018 (13 complaints) and in 2019 (12 complaints) and in the Ministry of the Interior in 2020 (9 complaints).

Examples of actions that are taken in a situation where a case of harassment has been established are: transfer of the civil servant to another position, verbal reprimand and warning to the civil servant about inappropriate behavior and the need to change behavior towards the complainants (other civil servants), initiating a procedure for the protection of dignity before the court of competent jurisdiction, hearing of other civil servants, carrying out the mediation procedure and organizing a meeting to encourage tolerance and mutual respect.

According to Article 74 of the Collective Agreement for Civil Servants and Governmental Employees, in the event of unwanted behavior such as harassment or sexual harassment done by the employer, superiors, associates and persons with whom the civil servant and governmental employee regularly come into contact in the performance of their duties, i.e. behavior that violates personal dignity of civil servants and governmental employees, civil servants and governmental employees can turn to a superior civil servant, trade union commissioner or a person authorized by the employer to receive and resolve complaints related to the protection of dignity (confidential advisor).

See more information in the annex.

Cyprus

In Cyprus, incidents of violence and threats towards public servants are isolated. Such incidents happened in departments/services dealing with the public and especially when there were increased service needs due to seasonal or unforeseen reasons. However, due to the very limited cases over a long period of time, it wasn't deemed necessary to proceed in establishing and applying any procedures combatting violence and threats.

Czech Republic

Generally, it could be said that wherever there is contact between civil servants and the public, undesirable methods of communication or behaviour on the part of the public occur. This is exacerbated in the agendas where administrative proceedings are conducted (first-instance and appeals), and where, therefore, decisions are made about the entitlement of applicants (especially in the pension system, in the activities of the medical assessment service, when deciding on the granting of entitlement to state social assistance benefits or material need).

Furthermore, officials encounter such behaviour are found among inspection and control activities or in subsequent infringement proceedings, officials working in the statistical office conducting surveys, employees managing the subsidy procedure, paying subsidies and tax collection and employees of the State Veterinary Administration.

A particular and newly emerging type of aggression was the behaviour of citizens during the covid-19 pandemic, when clients refused to wear protective equipment (face mask or respirator) in client zones and behaved vulgarly or aggressively after a verbal warning about the obligation to put them on. Civil servants of the Ministry of Health faced gatherings of people in front of the Ministry building. This was accompanied by verbal attacks on employees entering the office.

General measures to minimize such behaviour are not in place. However, there is training for civil servants focusing on how to deal with such clients (principles for dealing with clients, procedures for conflict and aggressive situations). Preventive measures include, for example, equipping the workplace with an ALARM button, by pressing it the Police of the Czech Republic will be called. At some workplaces, city police officers are also present during office hours to ensure safety and order not only in relation to civil servants, but also between clients themselves.

EU Commission

The Security Directorate of DG HR (HR.DS) is responsible for screening inappropriate communication (threatening, insulting) sent by citizens to European Commission. We do not see a difference among departments of the European Commission being more targeted by threatening communication (emails, letters, comments on social media). However, most of the threats are addressed to the members of the College, as they are politicians and at the same time the most visible figures of the Commission. Sometimes, staff members become a target of such communication when replying in written to citizens and specifying their personal details.

We have a procedure to identify the level of concern of a communication and the management of cases of threatening communication. Furthermore, with regard to third party harassment, threats and violence toward staff, staff can access support via article 24 of the Staff Regulations, “The Union shall assist any official, in particular in proceedings against any person perpetrating threats, insulting or defamatory acts or utterances, or any attack to person or property to which he or a member of his family is subjected by reason of his position or duties. It shall jointly and severally compensate the official for damage suffered in such cases, in so far as the official did not either intentionally or through grave negligence cause damage and has been unable to obtain compensation from the person who did cause it.”

Finland

According to the report “Measures to combat online targeting and shaming more effectively: Working group report” (October 2021) by the Ministry of Interior (online) harassment and hate speech is directed at prosecutors, judges, police, health and social service actors but also experts on matters concerning wolves, fisheries and seals at the National Resources Institute of Finland.

Since October 2021, unlawful threats became a subject to formal prosecution in situations where the threat is made against a person because of his or her employment or public office. This means that the prosecutor is be able to prosecute for unlawful threats if the act is committed against a person in a customer service or administrative capacity, in health and social work, in commercial work, in teaching or in the administration of justice or the police. The provision also applies to threats against, for example, researchers, journalists or artists, as well as municipal officials and members of parliament. It does not matter whether the illegal threat was made at the victim's place of work or via e-mail or social media, for example.

The purpose of the amendment was to improve the position of the victim and the ability of the authorities to deal with illegal threats.

Employers are also required to have their own clear guidelines on how to deal with the harassment cases and provide support to the employees.

France

The staff most concerned by violence, harassment or threats are the following: security personnel, especially the national police, health care personnel and teachers. Functional protection measures are implemented in the three administrations concerned. However, specific measures have also been put in place, in particular:

For security personnel, in 2019, more than 50,000 incidents of assault, threat, insult or contempt against police officers were recorded (2020 report by the internal ombudsman of the national police). To this end, following a recommendation by the internal ombudsman to set up, within the national police force, a system for systematically monitoring and coordinating the procedures of police officers who are victims of offences in the performance of their duties, in order to support police officers and their superiors throughout the legal process, an assistance system has been set up, available to all police officers and their families (dedicated e-mail address, toll-free number accessible every day from 5 a.m. to 11 p.m.).

For health care workers, measures are taken at the level of the establishments in which they work. The establishments are divided into two categories: health establishments and social and medico-social establishments and services.

For teaching staff, the Ministry of Education has published a reflex card in the event of a threat to a staff member or the involvement of a staff member, which includes a procedure for reporting and protecting. The document is available here in french: [ensel014_annexe4_1428572.pdf \(education.gouv.fr\)](https://www.education.gouv.fr/ensel014_annexe4_1428572.pdf)

See more information in the annex.

Germany

In 2022 the German government published a study that was contemplating during two time periods (one year before and one year during the pandemic) the extension of violence against civil servants. The study focused on external violence reported to the prosecution authorities. It found that especially regulatory authorities and citizen centres experienced an increase in the number of incidents. It is assumed that this is related to the restrictive pandemic measures (<https://dopus.unispeyer.de/frontdoor/index/index/docId/5742>). The federal government published the study and informed the federal states about the results.

Due to the federal system every authority is responsible for taking its own preventive measures, depending on its internal and external circumstances. Nevertheless, there are a large number of regulations that impact each authority and impose duties to them. Also there are acknowledged standards of preventive measures. However, the varieties of applied measures still differ widely.

Greece

The Ministry of Interior does not possess data regarding incidents of harassment or violence at the workplace for public organizations and therefore it is not possible to assess in which subsectors of the public sector there are more such incidents or relevant complaints. Also, the Ministry of Interior is not responsible for the provisions regarding harassment or violence at the workplace concerning uniform personnel (i.e. military, police officers).

A measure that has been taken in order to manage complaints and incidents of harassment or violence in the workplace in the public sector is the establishment of integrity officers in public organizations which are also responsible to handle such complaints (L. 4795/2021).

Moreover, in 2021 (L. 4808/2021) Greece ratified Convention 190 of the International Labour Organization (ILO) CONCERNING THE ELIMINATION OF VIOLENCE AND HARASSMENT IN THE WORLD OF WORK.

With the same law, the Greek state regulates national measures for the implementation of the aforementioned Convention, some of which also apply for the public sector. In January 2023 a ministerial decision was issued by the Ministry of Interior regarding specifically the prevention and elimination of violence and harassment in organizations of the public sector and setting the general rules applied in these cases.

See more information in the annex.



Hungary

In Hungary, harassment, threats and violence against officials occur in law enforcement and public services. The police officers are particularly affected, and there are also cases against civil servants of the Government Offices and officials in the immigration, prison and health sectors.

An important institution for the prevention of threats against officials is the National Protective Service. Furthermore e-learning and trainings for work security (conflict management, stress management, customer service skills development, etc.) are a priority. In addition, violence against public officials and people entrusted with public functions is punished more strictly by the law.

In relation to violations that have already taken place, the National Protective Service has developed a protection methodology aimed at preventing further incidents in order to protect the threatened victims. In this framework, close liaison is established with the prosecutor's office, the investigating authority, the affected person and his/her manager in order to prevent further attacks or threats.

Ireland

The sub-sectors within the public sector where the problem of harassments, threats and violence towards staff are most common within Health - Health Service Executive (HSE), Justice – An Garda Síochána (AGS), the Irish police force, Local Government – Local Authorities and Social Protection - Intreo Centres (single point of contact for all employment and income supports and services).

Actions taken to minimise the presence of such behaviour in those sub-sectors

- **The Health Service Executive** aims to address contributing factors that may lead to certain behaviour, including *Policy on the Prevention and Management of Work-Related Aggression & Violence* (2018), Corporate Safety Statement (2022) and Integrated Risk Management Policy (2017)
- **Justice – An Garda Síochána:** Legislation is progressing to allow for the use of body-worn cameras to protect frontline Gardaí and deter criminal activity.
- **Local Government** - Guidance for a National Local Authority Policy and Procedure for the Prevention and Management of Occupational Violence and Aggression –Local Government Management Agency (LGMA). This document forms part of a suite of policy and procedures for the management of safety, health and welfare in local authorities. These guidance documents have been provided to support local authorities in their consideration and adoption of policies and procedures for various work activities.
- **Social Protection:** The Department of Social Protection is currently organising printing and distribution of 'Anti-Racism' and 'Recording/filming is not permitted' posters to all Intreo Centres nationwide. Interview rooms are equipped with panic buttons and the associated procedures and protocols of these are available to all staff in Intreo Centres.

See more information in the annex.

Italy

National Institute for Insurance against Accidents at Work (INAIL)

The mostly affected sector is the health sector. The 2020 survey on the “Phenomenon of aggression towards health workers” carried out by the National Institute for Insurance against Accidents at Work has shown that 40% of the Institute’s health staff experienced at least one aggression and 27% more than one. Inail is planning to organize information and training activities for health workers. Moreover, health facilities have to comply with a specific layout to ensure protection against the risk of violence. They also introduced an internal procedure to report any sentinel event.

National Labour Inspectorate

In Italy the sub-sector of Labour Inspectorate is particularly sensitive to the problem of harassments and aggressive behaviour towards public inspectors. Labour inspectors are sometimes subject to violent reactions. For that reason, the Italian National Inspectorate started a training initiative called “management of conflict in the inspection field”. Specialized psychologists were included among the teachers, providing all the necessary information in order to prevent critical situations and tensions that could arise during the activities performed by labour inspectors.

Ministry of Education

This is another highly affected sub-sector. The Education Minister recently adopted the decision that any teacher or member of the national education system exposed to violence will be represented and defended in court by the Attorney General of the State.

Read more about the measures in the annex.



Latvia

The topic of threats and violence against public servants in Latvia thankfully is not a topic that has been getting a lot of attention recently. While there are separate incidents, it is more common that people show frustration and anger towards public servants rather than actual threats and violence.

At the moment we do not have central data about specific occurrences of threats and violence against public servants or statistics to conclude increase or decrease within this. However, increase in threats and violence against public servants can be witnessed if a certain topic or service is more pressing in the eyes of society. In these situations the negative feedback is often received by public servants in the respective fields and actions can include unsatisfied clients filming the premises of the respective public institution and disseminating the video on social networks. Situations like these are usually dealt with case by case depending on the institution, because of that there has not been the need to develop general procedures regarding threatening situations (there might be procedures in place within institutions). Public servants who work in certain institutions, for example police or customer service, are more likely to be in threatening situations than others who do not deal with customers directly.

Luxemburg

The SPS offers supervision for those civil servants being confronted with external violence aiming to help them keep distance and maintain their professionalism. They also offer training (during on boarding but also continuous learning) regarding stress management, de-escalation or trauma prevention.

Concerning the Police, the initial basic training that every police officer receives, includes training elements on de-escalation and role play, both on individual and team level. Moreover, the use of bodycams is currently being analysed. Moreover, a massive recruitment campaign was initiated in 2020; thus, by the beginning of 2023, 200 additional police officers start their basic training, which brings the total increase in staff to nearly 30% since 2020.

The Central Social Assistance Service also organizes regular trainings on violence prevention and de-escalation.

Malta

Employees dealing directly with the public are at the most risk of harassment, threats and violence. The sectors which are most at such risk include the Police Force, the Armed Forces and Local Enforcement services.

Threatening situations may lead to the institution of criminal proceedings, depending on the case. However, the policy 'A Harassment and Bullying Free Workplace' provides the provisions that need to be adhered to when public employees suffer harassments/bullying at the place of work. When reports of harassment/bullying are made, a fact finding exercise is carried out by an independent group of experts. If from the fact-finding exercise it emerges that more investigation is required, an investigation is carried out by an investigation panel. If from the findings it results that there were grounds of harassment/bullying, disciplinary proceedings will be initiated.

The Netherlands

The bi-annual Integrity and Security Monitor provides insight into the extent to which political office holders and employees in public administration (civil servants) in the Netherlands are confronted with aggression and violence by citizens, and the way in which government responds to this in policy terms. Since 2014, there has been a steady increase in the number of civil servants both at central and decentral levels in public administration, who experienced some form of aggression or violence by people from outside the organisation. Approx 40 per cent of civil servants have dealt with aggression or violence in 2022. Both the number of serious and less serious incidents, as experienced by those involved, has not decreased in the last few years. Aggression occurs at all levels of government and in the political arena. Verbal aggression is the most common. This form of aggression increasingly finds its way through social media and other online platforms. The aggression is largely caused by a feeling of discontent, mounting emotions or frustration about the societal context e.g. climate change, pandemic, threats of war. For more details, please view: <https://www.rijksoverheid.nl/documenten/rapporten/2022/06/01/rapport-monitor-integriteit-en-veiligheid-2022>

The Ministry of the Interior and Kingdom Relations has a coordinating role in supporting the public administration in creating safe working conditions for civil servants and political office holders at all levels of government. This resulted in the Program on Safe Working. The aim of this Program is threefold: to prevent incidents, respond adequately to incidents and provide good aftercare. Central in this program is the recently published **Norm 'Stop Aggression Together'**. The Norm is co-created by government employers at national and decentral levels. It provides a clear framework for employers and employees who experience aggression at the workplace. More info on: <https://www.veiligepubliekdienstverlening.nl/> or contact (Marillette.vanas@minbzk.nl) for more questions.

See more information in the annex.



Poland

We do not collect such data at the central level regarding the whole civil service corps. However, one of the tasks carried out by the Internal Inspection Office in the Ministry of Finance is to protect employees of the National Revenue Administration (KAS) and officers of the Customs and Tax Service against crime aimed at them, in connection with the performance of statutory tasks of the KAS performed by these persons.

In this respect, the Internal Inspection Office deals with recognizing, detecting and combating crimes specified in the Penal Code.

The Internal Inspection Office conducts cases as a result of notifications from persons against whom a prohibited act has been committed, as well as on the basis of the data obtained by the Internal Inspection Office independently as a result of the activities carried out.

The tasks of the Bureau of Internal Inspection also include ensuring physical and technical protection for employees employed in KAS organizational units and officers of the Customs and Tax Service for the purposes of tasks performed in the Bureau.

Conceptual work is currently underway in the proposed amendment to the provisions of the Act on the National Revenue Administration in the field of legal protection of persons employed in KAS and officers of the Customs and Tax Service.

Portugal

The Public Administration sub-sectors where there are more cases of harassment, threats and physical or verbal violence are:

- in education, mostly against teachers and less frequently against school administrative staff.
- in health, against doctors, nurses and administrative staff (most frequent cases in health centres and, to a lesser extent, in hospitals)
- in social security, against customer service staff
- in the tax authorities, against tax office employees
- in the courts, against judicial employees, in the police and in the Armed Forces, against conscripts.

The Portuguese Government has taken some sectoral measures aimed to mitigate these cases of violence. For example, in 2022 the Action Plan for the Prevention of Violence in the Health Sector was approved. This plan foresees the creation of a collaboration network with Internal Affairs and Justice, in the scope of risk prevention for employees. The aim is to promote well-being in the health sector and to prevent violence against them.

Within the National Defence Ministry, structures were created to receive and deal with all complaints of harassment, discrimination and violence in the workplace - the Unit for the Prevention of Harassment; the Monitoring Committee for the Prevention and Combating of Harassment in the Workplace; the Office of Equality and Prevention of Harassment; the Complaints Channel and the Office of Gender Perspective.

See more information in the annex.



Romania

In the first case, we would point out that, in line with the Administrative Code, high rank civil servants and senior civil servants are required to ensure equal opportunities and treatment for the subordinated staff on the carrier development. They have the obligation to exclude any form of discrimination and harassment of any kind and in any situation in respect to subordinated staff.

With regard to dealing with inappropriate attitudes on the part of the citizens, beneficiaries of the public service, the Criminal Code sanctions such conducts. According to the aforementioned legal provisions, the threat committed directly or through means of direct communication, assault or other violence, bodily harm, injury leading to death or murder committed against a civil servant who performs their duties involving the exercise of state authority, while in the exercise of their duties or in connection with exercising their duties, are sanctioned with the penalty provided by law for that offence, the special limits of which are increased by a third.

The commission of a criminal offence against a civil servant who carries out an office involving the exercise of state authority or in relation to the civil servants assets, with the purpose of intimidating or retaliating in connection with the performance of their duties, are sanctioned with the penalty provided by law for that offence, the special limits of which are increased by a third. The same penalty applies for acts committed in the aforementioned conditions, if they concern a member of the family of a civil servant.

Slovakia

To our knowledge, there is no analysis or other comprehensive report on issues of violence or threats from the public against civil servants in Slovakia.

In order to obtain information, the Government Office of the Slovak Republic also contacted the Civil Service Council, which is an independent coordinating and monitoring body for the protection of civil service principles. However, the Council did not receive any reports of violence or threats from the public against civil servants. Regarding to information form the Ministry of Interior, there is also no knowledge about an increase of violence against civil servatns or police officers.

Spain

Due to the following different economic crisis and the COVID pandemic, there have been an increase in mental health problems, lack of patience and nerve-wrecking situations with a rise of violence and aggressions towards public workers in areas directly related to attention to the citizens such as Health care, education, prisons and security and law enforcement agents.

For each of these sectors there have been established specific regulations called “protocols” that defines the concrete actions to be followed in cases where a public worker is the victim of an aggression or violent action against his physical or moral integrity.

In addition, the Spanish Criminal Code considers as a crime the attack of doctors or teachers, when they in their work, as an attack against an authority and it is sanctioned up to four years in prison and economic sanctions.

Regarding the staff at the service of the Public Administration of the Central Government, in 2015 the Government passed the “*Agreement of action against violence at work in the General Administration of the State and the public bodies linked or dependent on it*” adopted after a negotiation process with the social dialogue agents, available in the website of the Spanish Official Bulletin: [https://www.boe.es/eli/es/res/2015/11/26/\(3\)](https://www.boe.es/eli/es/res/2015/11/26/(3))

Regarding actions to minimize such violence, the increase of security members in health centers and sensitization campaigns for the general public to prevent aggression are usual actions.

Please note that according to Law on the Prevention of Occupational Risks 31/1995 of 8 November, including the general principles to which the health surveillance of workers must be subjected, workers are entitled to protection of their safety and security by their employers, including among these to the public administrations.

Sweden

Harassment, threats and violence are most common against employees whose decisions can affect the life situation of individuals. The problem is broad all over the public sector, but in particular exposed are employees working with licensing, supervision and control.

The legal tools for preventing and dealing with threats and violence are primarily within labour law and not specified towards threats and violence against public employees.

Agencies where threats and violence are common have integrated risk analysis and risk assessments, yet threatening influence attempts as such are rarely identified as a high risk at central levels in the agencies. Out of 147 governmental agencies that conducted risk analysis 2019-2021, 62 percent stated that the analysis always, or at some point, included risks of harassment, threats and violence.

There are no general guidelines but most government agencies organise training in security matters, the values of good administration and conversation technique. There is web-based trainings and manuals on how to handle unauthorised impact, which the agencies can use. A majority of the governmental agencies have preventive measures in place but there is some lack of knowledge in agencies which, due to changes in the society, are becoming more exposed to the problems.

Norway

The Norwegian National Institute of Occupational Health triennially monitor the state of violence and harassment in the Norwegian workplace. The data gathered in 2019 shows that 7.1% of employed individuals, equivalent to 187,000 people, have been subjected to threats and/or violence from colleagues, superiors, clients, customers, patients, or students at their workplace in the past year. Within the public sector threats and violence are most common in the healthcare sector, specifically among those employed in nursing homes, care and nursing institutions, and hospitals. The risk of violence also applies to the police, education and kindergarten sectors, labour and welfare administration and child welfare services.

The Working Environment Act requires employers to provide a safe and secure working environment for their employees. This includes protection against harassment, threats, and violence. Employers in the public sector have a responsibility to ensure that their employees can carry out their work without fear of such behaviour. To minimize the presence of harassment, threats, and violence in the workplace, the Norwegian Labour Inspection Authority recommends several measures, including:

1. Developing clear policies and procedures for preventing and responding to harassment, threats, and violence.
2. Providing training to staff on how to recognize, prevent, and respond to such behaviour.
3. Conducting risk assessments to identify potential areas of concern and taking appropriate measures to mitigate them.
4. Encouraging staff to report incidents of harassment, threats, and violence and ensuring that such reports are taken seriously and handled appropriately.
5. Establishing a support system for employees who have experienced harassment, threats, or violence, including counselling and other forms of assistance.

Serbia

Article 12 of the Law on Civil Servants stipulates that civil servants shall have the right to work conditions that will not put at risk their lives and health, to technical and other conditions necessary for their work and to protection against threats, assaults and any other forms of risks for occupational safety. In accordance with the Law on Civil Servants, civil servants do not have the status of an official and therefore do not exercise any special rights compared to ordinary citizens. Employees in public services (health care, education...) also do not have the status of an official.

Regarding harassment, threats and violence against officials in government authorities displayed by third parties, the Criminal Code prescribes the following criminal offences: Preventing an official from performing his official duties (Article 322), assault on an official during performing his official duties (Article 323) and Participation in a group preventing an official from performing his official duties (Article 324).

See more information in the annex.



Switzerland

The problem of harassments, threats and violence towards the staff are probably most common in the following sub-sections: Fedpol (Federal Office of Police), FDFA (Federal Department of Foreign Affairs) (diplomats), Border guards (Federal Office for Customs and Border Security), Swiss Armed Forces . No, we do not have examples of actions taken. But, fedpol assesses whether and to what extent dignitaries, members of parliament and foreign guests of state are at risk. **fedpol** also protects federal officials if they are threatened. In recent years, dignitaries, members of parliament, and federal officials have received more and more threatening letters and telephone calls from unknown people. **fedpol** advises them and prescribes the necessary police measures. In 2020, it was decided that members of the Federal Assembly are to be even better protected. At its meeting on 24 June 2020, the Federal Council decided to bring the updated Ordinance on the Protection of Persons and Buildings under Federal Responsibility into force on 1 January 2021. This primarily clarifies responsibilities and creates legal foundations for new tasks.

The procedures are determined and implemented by the sub-sectors concerned. The Federal Administration Training Centre offers courses in: negotiation, mastering tricky situations in customer contact, assessing uncertain reactions correctly and counteracting threats. These courses are available to all employees.