Summary: Expert Workshop on e-tools held 20 October 2014, Paris

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EU-OSHA Project Managers
Expert Workshop: Purpose and structure

- **Purpose**
  - Initial input into EU-OSHA project plan

- **Structure**
  - The concept and scope of e-tools
  - Challenges and opportunities in tool development and dissemination
  - Examples of e-tools
  - Role of EU-OSHA in network support, tool development and dissemination
  - Costs and benefits of creating an e-tools community
  - Potential structure and membership of an e-tools community
  - EU-OSHA next steps
# Organisations represented at the workshop

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<td>Austrian Social Insurance for Occupational Risks - AUVA</td>
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<td>Italian Workers Compensation Authority - INAIL</td>
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<td>Finnish Institute of Occupational Health - FIOH</td>
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<td>Federal Institute for Occupational Safety and Health - BAuA</td>
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E-tools: the context

- Online interactive tools ("e-tools") are the result of the evolution of computer technology and Web use practices
- The OSH sector is no stranger to this trend/evolution
- Many OSH actors have already developed such tools
- EU Strategic Framework on OSH 2014-2020 (6.6.2014) mentions IT based tools
- E-tools’ main (but non only) target audience: micro and small companies
  - to facilitate compliance with legislation
  - to foster the development of a health and safety culture
What are OSH e-tools?

- An electronic tool – not paper-based
- Interactive – user has to drive process
  - User can record data (e.g. noise level)
  - User can enter information (e.g. type in data)
  - User makes decisions (e.g. select options in software)
- Output is tailored to user needs or data entered
- Focuses on health and safety issues
  - Can overlap to other themes (e.g. environment protection)
- Tool is free to end user – but see later discussion
- Initial definition: Requires refinement
Discussion 1: What is free?

- There is high cost in developing e-tools
- Great variation in funding models, e.g.
  - Free access but paid advertisements
  - In-app purchases
  - One-off purchase
  - Free software but paid subscription
  - Free for MSEs, priced for larger enterprises
  - Totally free, but paid through taxation
- “Not for profit” or “non-commercial” may be better terms than “free”
- This concept is a core issue to be clarified at the start of the project
Discussion 2: Credibility

- MSEs want a quality, reliable e-tool
- Assessing this is often done on the credibility of the tool source
- Credible tool sources include:
  - Labour inspectorates / Ministries
  - Major institutions
  - Large enterprises / NGOs
- Smaller enterprises can develop innovative tools but can lack credibility
- How can synergy be developed between “innovators” and “credible names”? 
- Ensuring credibility of e-tools will need to be considered at the start of the project
Discussion 3: Quality assurance

- How can EU-OSHA ensure that those e-tools supported/promoted are credible?

- Different quality standards:
  - Assessment based on tool source (e.g. national institute)
  - Use of established norms (e.g. ISO standards)
  - Specific quality criteria (developed by network)

- Tools can be misused by the end-user, no form of quality assurance can prevent this, e.g.:
  - User misuses indicative noise data
  - User enters incorrect data into system, getting inaccurate output

- Tools must be clear in their purpose and limitations
Discussion 4: “non-expert tools”

- Tools can be divided into “expert” and “non-expert”
  - E.g. indicative noise app compared to complex noise evaluation software

- Non-expert tools generally intended:
  - For use by duty-holder (e.g. manager of MSE)
  - To raise awareness of OSH issues
  - To indicate potential issue that needs further investigation

- Non-expert tools cannot be seen as replacing expert tools

- Both types of tools have role to play, but should not be confused with each other
  - Careful promotion may be required
Discussion 5: Classification of e-tools

- **By outcome**
  - MSD Prevention

- **By sector**
  - Construction, Printing

- **By job or task**
  - Patient lifting, car-body repair

- **By hazard/risk**
  - Noise, hazardous substances

- **By function**
  - Recording of data, identification of solutions

- **By platform**
  - Mobile phone, tablet, internet-based

- **By software**
  - Open source, commercial, generic, specific
Preliminary typology of e-tools
Perceptions about e-tools

There is a common/shared perception that:

- Public institutions and social partners should be involved in:
  - developing and disseminating tools of good quality and
  - putting them at the disposal of end users for free

- There is a need / room for:
  - Adopting / adapting existing tools (instead of developing them from scratch)
  - Using the experience of other when creating new e-tools
  - Developing the tools in synergy/cooperation.
Benefits of E-tools (1)

- Empower MSEs, allowing in-house prevention
- Can be perceived / marketed as a medium to facilitate business
  - Reducing red tape, removing administrative burden
- Provide solutions or support to actions for prevention in the workplace
- Help identify the hazards
- Easy to use, interactive, easy to access
- Associated with innovation
  - Use on mobile technologies / Internet based
- Potential for monitoring use of tools
  - E.g. as with the RI&E tool (Netherlands)
Benefits of e-tools (2)

- **Perform an awareness-raising function**
  - Can be used in context of a campaign
  - Can mobilise actors (social partners, inspectorates)

- **E-tools statistics can be used as a project indicator**

- **E-tools can provide “big and important data”**
  - Anonymous data to monitor OSH policy performance
  - Feedback on e-tools’ effectiveness / functionality

- **Offer a didactic/methodological dimension**

- **Attractive for young people (workers, students)**

- **Online diffusion and dissemination**
  - Web and social media

- **Allows relationships to be built with end-users**
Challenges of e-tools

- **Need to be in the language of the end user**
  - Including “jargon” of the industry

- **Misuse of tools**
  - Used for wrong purpose (e.g. indicative tools used for in-depth assessment)
  - Risk assessments that are neither suitable nor sufficient but to comply with need for documentation

- **Poor data quality**
  - “Rubbish in – Rubbish out” systems

- **Need critical mass of users**

- **Data protection issues when collecting information**

- **Use of metadata has to be contextualised**
  - Data limitations clearly explained

- **Require ongoing support**
E-tool example 1: OiRA (1)

- EU-OSHA internationalised existing Dutch RI&E tool
- Created an online community
  - Sharing knowledge and materials (e.g. images)
- A common platform / software (18 languages)
- Plone software – open-source philosophy
- More than 50 tools created in 15 countries (end 2014)
- Tools under development: 30
- More than 10 000 OiRA user accounts
- More than 15 000 risk assessments created
- Social partner engagement to reach end-users
- Ongoing tool development to cover more sectors
E-tool example 1 – OiRA (2)

How tools are shared
E-tool example 2 – STOFFENMANAGER (1)

- Tool which allows companies to safely work with hazardous substances and comply with regulations
- The tool has been in place for more than ten years
- Exists in four different languages
  - Dutch, English, Finnish and German
- More information available at:
  - www.stoffenmanager.nl
Goal is “to establish Stoffenmanager as an internationally recognised, accepted and used tool”, based on the following principles:

• Compliance
• Up to date with new scientific developments
• Consistency in all national versions
• Quality assurance
• A participatory approach

As part of their international strategy, Stoffenmanager makes use of an international group of so called ambassadors which provide feedback on usability and content.
E-tool example 3: SUBSPORT (1)

- An internet portal that is a state-of-the-art resource on safer alternatives to the use of hazardous chemicals.
- It is not only a source of information on:
  - Alternative substances and technologies
  - Tools and guidance for substance evaluation and
  - Substitution management.
E-tool example 3: SUBSPORT (2)

- Publically funded tool under the LIFE-Programme
  - i.e. Not a development based on a contract
- Consortium of European partners in 4 countries
- Project involved:
  - Creation of portal
  - Training activities (c.60 presentations) within and outside Europe.
- More information available at
  - www.subsport.eu
Example 4: L´entreprise virtuelle / l´impresa virtuale (1)

http://www.travailler-mieux.gouv.fr/entreprise_virtuelle/wrapper_standalone/

http://sicurezzasullavoro.inail.it/CanalePrevenzione/impresa_virtuale/main/index.html
Example 4: L’entreprise virtuelle (2)

- Interactive tool featuring a virtual workplace and a variety of situations relevant
  - Relevant to different types of worker (e.g. office workers, cleaners)
- Provides a variety of workplace settings and highlights the most important OSH issues
  - E.g. handling chemicals, stress
- Tool originally developed by the French Ministry of Work in cooperation with a range of organisations
  - Italian version of the tool was set up by INAIL
Example 4: L’enterprise virtuelle (3)

- INAIL evaluated tool as well-designed and user-friendly tool filling a need in Italy
- Purchased rights and adapted tool to Italian context
  - Rights cost EUR 20,000
  - Italian version development EUR 9,120
  - Translation carried out in-house
- Cost effective approach
- No “reinvention of the wheel”
- Good example of cost-effective collaboration between States

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EU-OSHA role as facilitator for E-Tools

- Increasing general awareness of e-tools
- Sharing knowledge about the development of tools
- Sharing knowledge about dissemination methods
- Contributing to the dissemination of specific e-tools
- Encouraging the development of e-tools in partnership
- Encouraging the sharing, adoption, and adaption of existing tools
- Promoting the design of tools that allow sharing
  - E.g. structure of software to permit multilingualism
- Identification of potential sources of EU funding for developing / promoting e-tools
How EU-OSHA can facilitate e-tools (1)

- **Using the EU-OSHA website and OSHWiki**

- **Facilitating a specific network**
  - E.g. IRAT network (sharing information about Online risk assessment tools)
  - [http://www.oiraproject.eu/partners/irat-network](http://www.oiraproject.eu/partners/irat-network)

- **Using networks**
  - To find out about existing tools
  - Promotion by EU-OSHA networks (e.g. focal points)
  - Promotion by other networks (e.g. Baltic Sea Network)

- **Connecting interested parties**
  - Organizing meetings or exchanging contact details
Network linkage with EU-OSHA
How EU-OSHA can facilitate e-tools (2)

- **Organisation of specific events on the topic**
  - E.g. Organisation of an e-tools seminar in the framework of the conference USE2015 (in collaboration with INRS)

- **Using existing events as a platform for promotion**
  - E.g. using the World Congress to launch and promote OiRA

- **Promoting e-tools as part of the European Strategic framework in presentations to policy-makers**

- **Allowing EU-OSHA campaigning events to provide a platform for awareness raising of relevant tools**

- **Creating a funding guide**
  - Using model developed for OiRA
An E-tools community

- Would create “social capital” to the benefit of the community
- Gives support for its members
- Gives the community a common “voice” for advocacy and promotion
- Allows content and experiences to be shared
- Promotes collaboration between members
The goals of a community

- To achieve better prevention in workplaces by:
  - Better accessibility to available tools
  - Better quality tools (more quickly)

- To support tool developers:
  - By providing technical support between members
  - By sharing content information
  - By sharing dissemination strategies and other relevant information
  - By promotion of each others tools
Community costs and benefits

Benefits
- You are not alone
- Information resources (technical, content, activities)
- Improved dissemination of tools
- Keep up to date with new developments

Costs
- You get out what you put in
- Time to contribute
- Travel and other participation costs
- Risk of information overload
Community: Issues for resolution

- **Membership criteria**
  - E.g. are developing / have developed and OSH tool

- **Demonstration of commitment**
  - E.g. exchange of letters

- **Personal based Membership**
  - Not “one-per-State” as in some EU networks

- **Main communication channel**
  - E.g. common email list

- **Frequency of meetings**
  - E.g. annual meeting as side event at larger conference

- **Costs of participation**
  - E.g. All partners responsible for their own costs
Community: The role of EU-OSHA

- Stimulating political support for tools
- Providing a voice when reaching beyond the EU
- Giving a European perspective to tool development
- Providing an initial contact point for new tool developers
- Providing platforms for promotion
  - HWC Campaigns
  - FOP and other networks

- EU-OSHA cannot fund the running of a community
EU-OSHA activities on e-tools 2014

- e-tools meeting with EU-OSHA’s main stakeholders
  - Held Paris, 20 October 2014
  - Developed e-tools concept (e.g. definition, added-value, limits)
  - Considered potential “facilitating role” for Agency
  - Provided steering on the way forward in this topic

- Start development of online visibility for e-tools:
  - Explaining added value of e-tools on EU-OSHA site
  - OSH wiki content on specific tools
  - Goal to facilitate development and dissemination of tools
EU-OSHA activities on e-tools 2015

- Continue development of online content
- Organisation of an EU e-tools event
- Identification of potential funding sources for development and dissemination (2\textsuperscript{nd} quarter)
- Hold an e-tools seminar in the framework of USE2015
  - http://www.useconference.com/
- Define EU-OSHA policy on e-tools (4\textsuperscript{th} quarter) from
  - Feedback from e-tools event
  - USE2015 seminar outcomes
  - Input from EU-OSHA stakeholders (e.g. Advisory groups)