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

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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

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Organisations represented at the workshop

Organisation	Country
INAIL	Italy
National Institute of Occupational Health - STAMI	Norway
Austrian Social Insurance for Occupational Risks - AUVA	Austria
Italian Workers Compensation Authority - INAIL	Italy
Hellenic Ministry of Labour, Social Security and Welfare	Greece
Finnish Institute of Occupational Health - FIOH	Finland
Federal Institute for Occupational Safety and Health - BAuA	Germany
State Labour Inspectorate	Latvia
Health and Safety Authority	Ireland
CIOP-PIB	Poland
European Commission	EU
TNO	The Netherlands
Employers Representative	EU
Workers Representative	EU
INRS	France
Eurogip	France
EU-OSHA	EU-OSHA

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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

TOOL USERS
Micro and Small Companies

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**

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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**

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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**

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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

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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

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Preliminary typology of e-tools
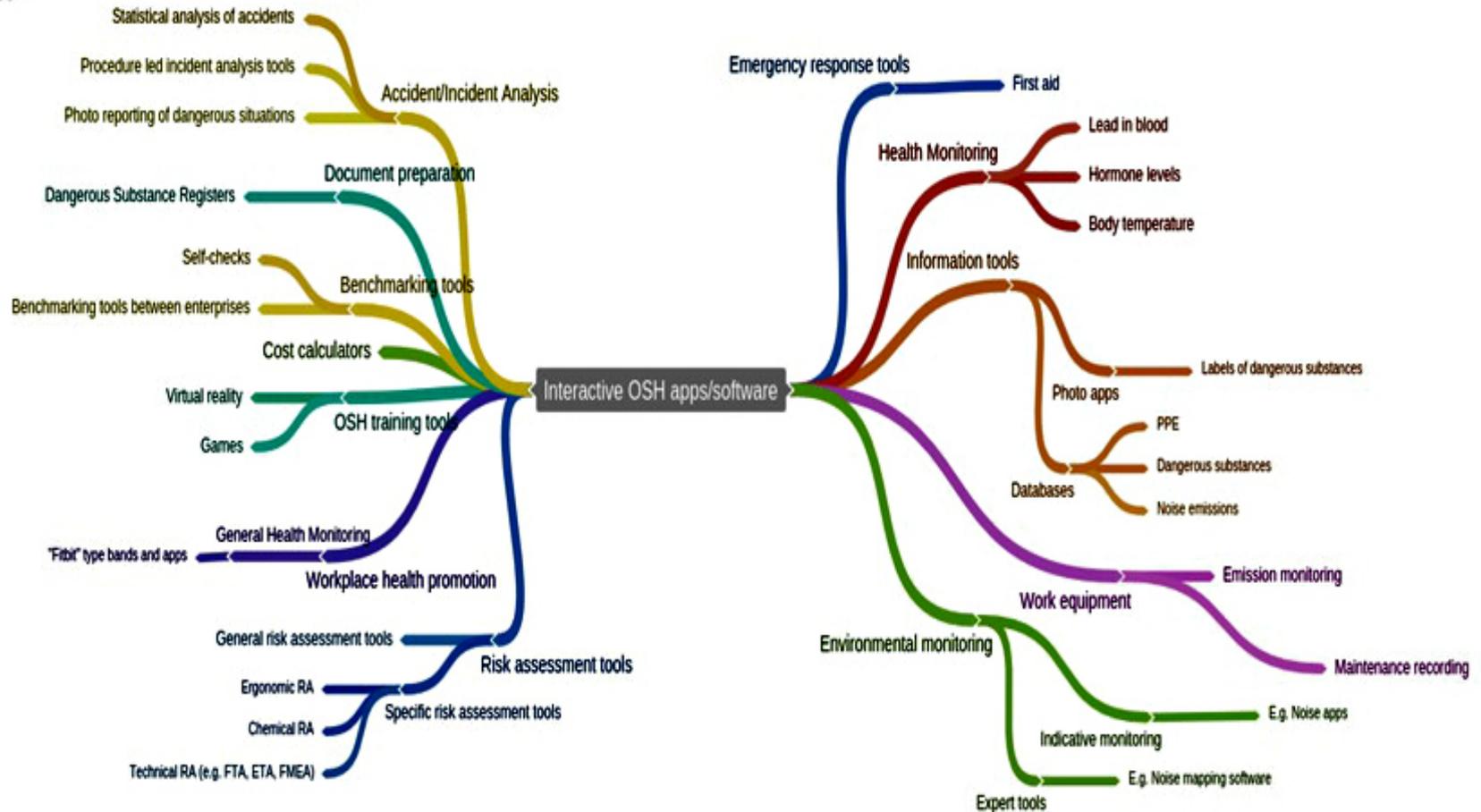
Perceptions about e-tools

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**

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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**

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http://osha.europa.eu

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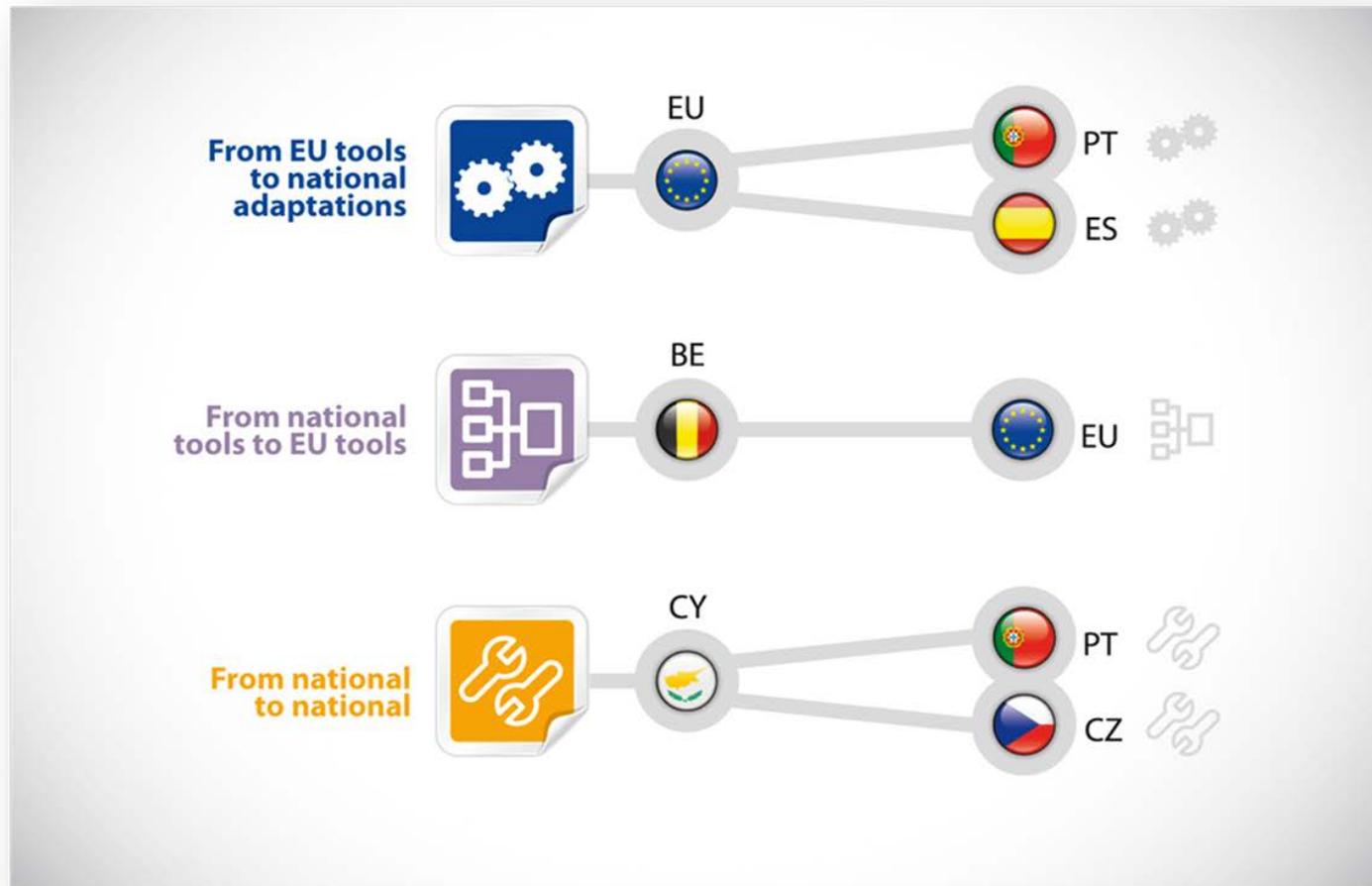
How tools are shared

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

E-tool example 2 – STOFFENMANAGER (2)

- **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

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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:'enterprise 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**

http://osha.europa.eu

How EU-OSHA can facilitate e-tools (1)

- **Using the EU-OSHA website and OSHWiki**
  - http://oshwiki.eu/wiki/Occupational_risk_assessment_in_ micro-enterprises:_the_assets_of_digital_tools

- **Facilitating a specific network**
  - E.g. IRAT network (sharing information about Online risk assessment tools)
  - 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
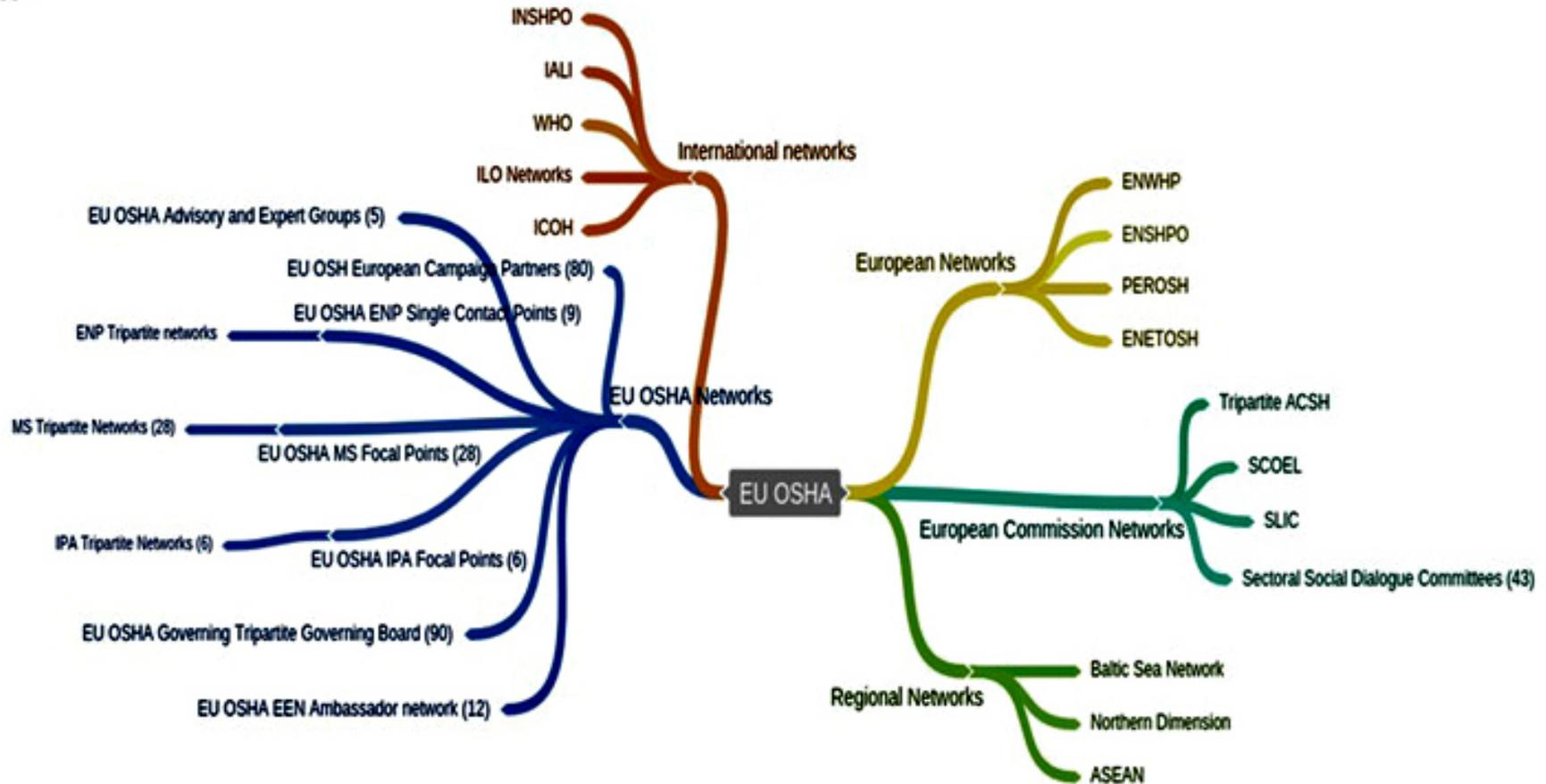
How EU-OSHA can facilitate e-tools (2)

- **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

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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

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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

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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

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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 (2nd quarter)**

- **Hold an e-tools seminar in the framework of USE2015**
  - http://www.useconference.com/

- **Define EU-OSHA policy on e-tools (4th quarter) from**
  - Feedback from e-tools event
  - USE2015 seminar outcomes
  - Input from EU-OSHA stakeholders (e.g. Advisory groups)

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