

PROMOTING QUALITY AT WORK IN AN ENLARGED EUROPEAN UNION

INFORMATION FOR SAFE, HEALTHY AND PRODUCTIVE JOBS

Work Programme for 2007

Final revised version

TABLE OF CONTENTS

1	FOREWORD	3
1.1	Mission and vision	3
1.2	Strategic goals	4
2	INTRODUCTION	5
2.1	The annual work programme for 2007	5
3	ANNUAL WORK PROGRAMME 2007	6
3.1	Building the links - Promoting global network partnership	6
3.2	Communicating knowledge – your link to safety and health at work	9
3.3	Developing knowledge to support policy making and implementation.....	11
	ANNEX I – PROJECT SHEETS (NEW)	16
	ANNEX II – ONGOING PROJECTS IN 2007	27

1 FOREWORD

According to its founding Regulation 2062/94, 1643/95, 1654/03 and 1112/2005, the objective of the European Agency for Safety and Health at Work is:

“In order to improve the working environment, as regards the protection of the safety and health of workers as provided for in the Treaty and successive Community strategies and action programmes concerning health and safety at the workplace, the aim of the Agency shall be to provide the Community bodies, the Member States, the social partners and those involved in the field with the technical, scientific and economic information of use in the field of safety and health at work.”

The Agency started work in September 1996 in Bilbao, Spain, becoming fully operational by 1999. During this time, it established a network of focal points in each Member State and developed basic information activities within three key areas:

- Information network – building the links
- Information projects – collecting knowledge
- Information services – communicating knowledge

Following the publication of the Community Strategy for Health and Safety at Work 2002-2006 the Agency gradually aligned its work programme to the tasks and priorities identified in this strategy document. A major challenge for the Agency in 2007 will be the development of a new four-year Rolling Work Programme to support the implementation of the next Community OSH Strategy.

Since the enlargement of the European Union on 1 May 2004 the Agency network includes 25 Member States. In order to facilitate this development within the available budget the Agency's Board adopted a 2nd generation network document in November 2003. A new enlargement with Bulgaria and Romania will take place in 2007 and the result of the evaluation of the Agency and its focal point network initiated in 2006 will be known. For both these reasons, new changes to the network structure may be required.

The Agency works on the principle of tri-partism encouraging social dialogue at both the strategic decision-making level and the operational network level, following the Board's decisions on how further to strengthen tri-partism in the light of the changes to the Agency Regulation adopted in 2005.

The work programme is based on a slight increase of the Agency's budget with 430.000 € to cover inflation and the impact of enlargement. An additional 400.000 € is proposed to develop the Agency's Risk Observatory (company survey). Further details for the Risk Observatory can be found in the project sheet on the Risk Observatory annexed to this work programme.

The Agency's activities are based on the following mission, vision and strategic goals¹:

1.1 Mission and vision

- *The Agency is the European Union organisation responsible for the collection, analysis and dissemination of information that can serve the needs of people involved in safety and health at work.*

¹ Source: “Strategy Paper. The European Agency for Safety and Health at Work – into the next millennium”, European Agency for Safety and Health at Work, December 1999.

- *It is the vision of the Agency, through its information activities, to promote high levels of safety and health and to support the goal of making European workplaces safe, healthy and productive.*

1.2 Strategic goals

Within the framework of the Agency Regulation and context of the mission and vision, four strategic goals can be identified:

Two general:

- *The Agency shall create the principal source of safety and health information in Europe and the most comprehensive and user-friendly resource on the Internet.*
- *The Agency shall actively support the formulation and implementation of safety and health policies, and the organisations involved in this process.*

And two specific:

- *The Agency shall promote the identification and sharing of information on good practice solutions at the workplace level.*
- *The Agency shall promote Member State co-operation on information collection and research and thus make the best use of resources.*

2 INTRODUCTION

2.1 The annual work programme for 2007

According to the Agency Regulation, an annual work programme shall form part of the four-year rolling programme. Within the context of the rolling plan and subject to available resources, each annual work programme describes new activities planned for the year in question, but which may run for longer than the year.

The availability of resources for new activities is dependent on the finalisation of ongoing tasks that have been programmed from the previous year as well as on information maintenance tasks. New activities follow the rolling projects principle, whereby a new project in a given area will only start when the previous one has been finished.

The tasks and goals that make up the annual work programme for 2007 are presented in Section 3 (page 6).

In addition, detailed project sheets covering all proposed new information projects are presented in annex I. Ongoing projects are presented in annex II.

3 ANNUAL WORK PROGRAMME 2007

This section sets out the specific development goals and activities of the Agency for 2007 following the sections of the rolling work programme. Where relevant, the Agency will ensure that Community Strategy priorities, such as diversity in the workplace, are mainstreamed into Agency projects.

3.1 Building the links - Promoting global network partnership

Optimising Agency and network resources and co-operation

In 2007, the Agency will focus its network activities on the following goals:

- Monitor the implementation of the 3rd generation Topic Centres in accordance with the model agreed by the Board in November 2003 and 2004.
- Continued focus on the efficiency and effectiveness of the 2nd generation Agency network
- Attention to the importance of appropriate planning and monitoring of the work to be carried out via the network. This will include the continued development of work plans with each focal point specifying objectives and tasks and monitoring of progress of implementation.
- To support the further development of national focal point websites and the national European Week activities a grant scheme for the EU focal points will be implemented. As part of a pilot exercise in 2007, the grant scheme may be replaced by a 'European Week Assistance Package'. The maximum amounts for the grants/assistance packages will in 2007 continue to reflect a special priority of the new Member States²
- The Agency will present to the Board a review of the existing system of network groups (Advisory Groups and expert groups). Together with this review, the Board will be invited to decide on the future structure of the network groups.
- An external evaluation of the Agency with special emphasis on its focal point network will be carried out in 2006-07 to follow up on the evaluation carried out in 2001. Following the evaluation, the Board will be invited to agree an action plan which will also take into account the consequences of enlargement.

Extending network partnership

(1) In the European Union

Institutional relations

- Systematic co-operation in 2007 with the European Commission in the framework of the Community Strategy will focus on consolidating co-operation with DG Employment and its occupational health and safety services, both in Luxembourg and in Brussels. This co-operation will be reinforced by the Brussels Liaison Officer, established in 2005. The Agency will provide support and input to the Commission in

² In 2007 grants/assistance packages will be made available for focal point website management and European Week activities with the following maximum amounts for the national focal points: Germany, France, Italy, Spain, United Kingdom, Poland, Romania: EUR 50.000; The Netherlands, Belgium, Greece, Portugal, Hungary, Czech Republic, Lithuania, Slovakia, Bulgaria: EUR 40.000; Sweden, Austria, Denmark, Finland, Ireland, Malta, Estonia, Cyprus, Slovenia, Latvia: EUR 30.000; Luxembourg: EUR 20.000

its policy development, with a special focus on mainstreaming safety and health into other policy areas. The Agency will also develop its co-operation, in line with its activities, with other DGs of the Commission.

- Information support to the European Parliament and its committees (including the organisation of an annual exhibition and presentations), to ECOSOC, the Council and relevant Representations and other EU Institutions where appropriate.

European Partnerships

- The Agency will cooperate with the European Foundation for the Improvement of Living and Working Conditions within the framework of a revised Memorandum of Understanding and with other European Agencies where relevant.
- Develop co-operation with the Advisory Committee, particularly with ad hoc groups where the Agency has carried out or is planning relevant work.
- Develop co-operation with the Commission's Senior Labour Inspectors Committee (SLIC), in particular regarding SLIC and Agency campaigns and information sharing related to the Risk Observatory
- Develop co-operation within the framework of the Commission's EU sectoral social dialogue to key sectors with relevance to the Agency's work programme activities, particularly on those sectors with most relevance to the forthcoming European Weeks and specific sectoral activities of the Agency.
- Through the Agency's Brussels based officer, provide regular liaison and briefings on Agency activities to key social partner and interest group forums with an interest in safety and health, such as UNICE, ETUC, UEAPME and CEEP social/safety and health committees and working groups.
- Further develop links and co-operation with established EU health and safety networks, such as research, certification (Euroshnet), practitioner (ENSHPO), workplace health promotion (ENWHP), business and insurance networks (European Social Insurance Partners - European Forum of Insurances against Accidents at Work and Occupational Diseases), and education and training in occupational safety and health (ENETOSH), with a view to explore how these networks can contribute to supporting the EU OSH strategy. The Agency is participating in a consortium formed within the Commission's ERANET³ scheme. The project has received Commission funding for 4 years (starting approximately in April 2006). The role of the Agency will be limited to supporting the consortium's knowledge management and dissemination through its existing electronic tools and systems, and seeking synergies with its own work programme on new and emerging risks. Two consortium members will second an expert to work at the Agency on this project (FIOH for the first two years and CIOP for the following two).

(2) Beyond the EU

The Agency will work towards full incorporation of the EFTA countries and the Candidate countries under observer status in the work of the Agency. Over the period cooperation with the new Candidate Countries and Western Balkan countries (Macedonia, Serbia etc) will be developed stepwise based on funding programmes (PHARE, CARDS) from the European

³ European Research Area

Commission. The Agency work with Turkey and Croatia will be continued based on external funding (PHARE).

The Agency will work with TAIEX on OSH seminars in the Candidate Countries and the Balkan States.

Priorities for the development of networking outside the EU are based on three types of relationship: Partnership, co-operation and contacts.

Partnership

- USA: To further develop the Agency's relations with DOL-OSHA (Department of Labor, Occupational Safety and Health Administration) within the framework of the EU/US co-operation, including on the preparation of the planned joint conference in 2007. To further develop the relationship with NIOSH based on the mutual arrangement and to maintain strong links with other important US-organisations in the field of OSH such as the National Safety Council, ORC and ASSE.
- Canada, Australia, Brazil, Japan, Korea, Russia, and China: To further develop the relationships with OSH organisations on the basis of mutual arrangements.
- Other EU trade partners, such as Malaysia and South Africa: To develop the relationships with OSH organisations, possibly on the basis of mutual arrangements.
- ILO and WHO: Further develop the relationships with the two international organisations on the basis of mutual arrangements incl. co-operation on the implementation on the OSH-strategies of the European Community and the ILO.
- PAHO (Pan American Health Organisation): Further develop co-operation and related information exchange based on the mutual arrangement.
- IOHA (International Occupational Hygiene Association), ICOH (international Commission on Occupational Health) and ISSA (International Social Security Association): To further develop the relationships with the international associations on the basis of mutual arrangements.

Co-operation

Initiate and develop co-operation with the countries in the "European Neighbourhood". The first step will be to establish systematic web-links. Possible further steps will be taken in line with the European Commission policy and support.

Initiate and develop cooperation with European/International OSH networks and practitioners' organisations: structural web-links will be developed to organisations such as Working on Safety Net and APOSHO (Asia-Pacific Occupational Safety and Health Organisation), and the possibility explored of co-ordinating activities, together with regular meetings.

Contacts

Other countries and OSH organisations: Link from the Agency website will be made to relevant organisations' web pages and included on the Agency's mailing list.

Table 1: Budget allocation for networking activities

Information requests and other costs	p.m.
Focal Point subsidy	1.030.000
Meetings of Focal Points	88.500
Other meetings	66.690
Meetings of the Governing Board and Bureau	271.202
CARDS	325.100
PHARE IV	148.080
Total	1.929.572

3.2 Communicating knowledge – your link to safety and health at work

In 2007, the Agency will focus its communication services on the following goals:

Communication plan development and implementation

The Agency will continue to prioritise the effective communication of its activities and services to its many and varied audiences including:

- further development of the Agency’s website as Europe’s principal portal for quality assured occupational safety and health information;
- publication of the results of information projects carried out in 2006;
- the consolidation of the Healthy Workplace Initiative campaign;

In addition to these developments, the Agency will continue to analyse the impact of all launches and gather user feedback through surveys and other means. Particular emphasis will be placed on capitalising on this knowledge to fine-tune its information and communication strategy.

Providing OSH information on the Internet

- In 2006, the Agency started on a major exercise to update and improve the presentation of its online information offer. This activity will continue into 2007 and beyond. Development of additional single ‘entry points’ by risk or sector with multilingual content for public dissemination and expert spaces where the information will be provided mainly in the language of origin of the relevant texts.
- In support of the information project activities undertaken in 2006 and 2007, web features will be developed on the following topics:
 - OSH in catering, hotels and restaurants;
 - and OSH and Cleaning Workers.
- Continue the development of the website as a global portal for safety and health information by further strategic partnerships with relevant international and national organisations beyond Europe.

Improving Web-facilities

- Exploiting the full potential of the 3G technological platform to further develop the Agency website as a multilingual gateway to information about the Agency, its network and its services open to all European citizens.
- Developing innovative web features to support the European Week campaign (see below) and refreshing the existing Agency information available on this theme.
- Continued upgrading of the Agency's portfolio of OSH information to fill identified gaps and to maintain the currency of the information provided.
- Further development of personalisation and alert services for registered users of the Agency's website.
- Using the 3G platform to ensure that all parts of the Agency network meet agreed quality standards and that Agency information is actively promoted across the whole network.

Complementary communication services

- The Agency will promote new information products and services developed as part of the 2006 work programme in the following areas:
 - OSH in catering, hotels and restaurants;
 - OSH and Cleaning Workers;
 - Risk Observatory and emerging risks.
- In this context, dedicated communication tools will be developed to meet the information needs at workplace level.
- The Agency will continue to develop its corporate communications, including the publication of its annual report, news services, catalogue and other promotion and exhibition material.
- Media relations – The Agency will continue to develop its relations with the OSH media and to promote safety and health via more mainstream media through its campaigning activities. News releases will normally be published in all official Community languages.
- Supporting the focal point network: the Agency will seek further to localise its promotion campaigns as much as possible working with its focal points and other network partners.
- Exhibitions / events: The Agency will limit its participation to high profile international OSH conferences and exhibitions. It will also increase its efforts to ensure that Agency information is available at appropriate national events via the focal points. Napo consortium - The Agency will continue to participate in the production consortium of Napo - an animated cartoon character developed to communicate safety and health messages across linguistic and national boundaries. DVDs and accompanying literature will be produced to support both the 2007 and 2008 European Week campaigns.
- Information requests: the Agency will be able to handle a limited number of ad-hoc information requests within the established procedure.

Campaigning / European Week

- European Week 2007 – Musculoskeletal Disorders (IP-2006-01): The Agency will coordinate the European Week for Safety and Health at Work 2007, which will revisit the

theme of work-related musculoskeletal disorders using the same overall campaign model as in previous years. European Week 2007 seeks to promote an integrated management approach to tackle MSDs embracing prevention of MSDs, and the retention, rehabilitation and reintegration of workers who already suffer from MSDs to make workplaces safer and healthier. The European Week will consider all aspects of work-related MSDs, in particular those related to the ergonomic design of work stations and the organisation of work when it has an impact on MSDs. The Week will focus on the illustration of good practices aimed at preventing MSDs at workplace level as well as good practices of rehabilitation/re-integration of workers who suffer MSDs. It will also highlight the costs of MSDs and the economic benefits linked to their prevention. A good practice award scheme will take place and the Agency will cooperate with the EU Presidencies in the launch and closing events. Good collaboration and co-ordination between the European Week and the SLIC manual handling of loads campaigns will take place to ensure better synergy.

- The European Week 2008 - Assessing OSH Risks (IP-2007-01): The week will be prepared during the year.
- Healthy Workplace Initiative (HWI, formerly Enlargement Action Plan/EAP) (IP-2005-03): 2007 will see the consolidation of the campaigning activities undertaken in 2006 with the campaign being broadened to cover more sectors and risks.

Table 2: Budgetary allocations to communication activities:

Electronic communications	200.000
Complementary communication services	911.250
Healthy Work Place Initiative	1.550.000
European Week (information campaign)	480.000
Total	3.141.250

3.3 Developing knowledge to support policy making and implementation⁴

It should be noted that the increasing total amount of information collected by the Agency requires considerable resources to maintain and update existing information services. In the following the development projects are described. In 2007 the Agency will focus its information project activities on the following goals:

New prevention strategies and policies

OSH and economic performance (IP-2005-01) (ongoing)

Follow-up to results of 2005-2006 activities.

Promoting a preventive safety and health culture

⁴ The term “programmed” refers to projects which were already planned in the Rolling Work Programme 2005-2008, the term “ongoing” refers to projects included in an earlier annual work programme but which are still ongoing (code refers to project-id), and the term “new” refers to projects which are neither ongoing, nor programmed.

European Week 2007: Musculoskeletal disorders (IP-2006-01) (ongoing)

Contribute with a number of information products to the preparation of the European Week 2007 on MSDs.

European Week 2008: Risk Assessment (IP-2007-01) (programmed)

Contribute with a number of information products to the preparation of the European Week 2008 on Risk Assessment.

European Week 2006: Promoting OSH among Young People (IP-2005-02) (ongoing)

Follow-up on the European Week campaign on OSH among young people, including Closing Event.

Healthy Workplace Initiative (IP-2005-03) (ongoing) (HWI, formerly Enlargement Action Plan/EAP)

In order to promote a prevention culture and support the implementation of the 'acquis communautaire', the Agency is managing a specific 'Healthy Workplace Initiative'. The Agency will continue to support awareness raising activities on OSH essentials and to knowledge transfer promoting health and safety in SMEs in close collaboration with the focal points. The lessons learned will be taken into account and the most successful elements of the HWI campaign will be integrated into the 2008 European Week campaign on risk assessment.

Safety and health information for priority groups

Priority Group: Cleaning Workers (IP-2007-02) (programmed)

Development of information on the occupational safety and health of the group as well as changes in the group's working conditions. Furthermore, information on good practices will be collected and communicated.

Safety and health information for risk sectors

Good Practice Information: Catering, hotels and restaurants (IP-2006-02) (ongoing)

Provide an overview of situation with regard OSH in this sector, as well as an overview of new development within the sector, which might have an impact on OSH. In addition, to provide information on innovative OSH programmes and good practice 2007 activities will focus on promotion.

Anticipating change – Risk Observatory

Risk Observatory 2007 (IP-2004-04) (ongoing)

In 2007 the Risk Observatory will be developed further with collection and analysis of data on selected issues as well as communication of key findings. This activity covers all 25/27 Member States.

The possibility of a pilot company survey will be explored provided that additional funding is made available. A Board seminar in 2007 will discuss this and other strategic issues related to the Risk Observatory.

Table 3: Budgetary allocations to information development activities

New prevention strategies and policies, promoting a preventive safety and health culture, information for priority groups and risk sectors	1.140.000
Anticipating change – Risk Observatory	1.028.500
Total	2.168.500

Table 4: Information projects 2007

	GOOD PRACTICE	RESEARCH	SYSTEMS	OSH MONITORING	CAMPAIGN
New prevention strategies and policies – need and impact					
OSH and economic performance					
Promoting a preventive safety and health culture					
EW 2008					
EW 2007					
EW 2006					
Healthy Workplace Initiative					
Safety and health information for priority groups					
Priority group: Cleaning workers					
Safety and health information for risk sectors					
Good practice information: Catering, hotels and restaurants					
Anticipating change – Risk Observatory					
Risk Observatory					

AGENCY INFORMATION PROJECTS 2007

Code	Title	Start	Finish	2007												2008											
				jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
PROMOTING A PREVENTIVE SAFETY AND HEALTH CULTURE																											
IP-2007-01	EW 2008: Assessing OSH Risks	1/07	12/08																								
PRIORITY GROUP																											
IP-2007-02	Cleaning Workers	1/07	12/08																								
ONGOING ACTIVITIES																											
IP-2005-01	OSH and Economic performance	1/05	12/07																								
IP-2005-03	Healthy Workplace Initiative	1/05	12/07																								
IP-2005-02	EW 2006: Young People	1/05	6/07																								
IP-2004-04	Risk Observatory	1/03	12/07																								
IP-2006-02	Catering, hotels and restaurants	1/06	12/07																								
IP-2006-01	EW 2007: MSD	1/06	12/07																								

ANNEX I – PROJECT SHEETS (NEW)

Promoting a preventive safety and health culture		
IP-2007-01	EW 2008: ASSESSING OSH RISKS	
Safety and health information for risk sectors		
IP-2007-02	PRIORITY GROUP: CLEANING WORKERS	

EUROPEAN WEEK 2008:

Assessing OSH risks – an essential first step for a safer, healthier and more productive working environment

Objectives

A prevention approach based on risk assessment is the cornerstone of the European OSH approach. This is for good reason. If the risk assessment process, the start of the risk management approach, is not done or badly done, the correct preventive solution is unlikely to be found. However, too often, organisations still do not adequately assess the risks in their enterprise. It can be a major challenge for some, especially for micro-firms, SMEs or the public sector. This should not be so. It is part of a good management approach, and good supporting resources exist.

Therefore the Agency's campaign would aim to:

- **Raise awareness of the importance and value for the workplaces of carrying out a proper risk assessment**
- **Improve access to good practices as regards risk assessment tools and resources.** The campaign should help identify and communicate such tools, in particular as regards SMEs and micro-enterprises.
- Help communicate that the risk assessment is not an objective in itself but a powerful tool for identifying the need for preventive measures.
- **Promote effective risk assessment - one of the main requirements for successful OSH management:** supporting the implementation of one of the main pillars of OSH prevention in the enterprises, by promoting what constitutes effective risk assessment and good practice.
- **Support the integration of OSH risk assessment and OSH management into other enterprise management activities,** promoting it as part of the natural management process. Integrating risk assessment into an enterprise's overall management and risk assessment systems (e.g. financial risk assessment) – taking safety and health into Europe's board rooms at the same time as actively involving workers in its development and implementation.
- **Support EU and Member State policies, activities and initiatives in this area.**

In the context of this paper, risk assessment is used generically to refer to the whole process of:

- Hazard identification
- Assessment of risks
- Identification of remedial measures
- Monitoring and reviewing of subsequent performance

The field of risk assessment is very large, and failure to narrow down the goals and targets of the campaign could lead to failure. In particular, there is the issue of structured risk

assessments that are used by many sectors, particularly relating to major process industries (e.g. chemical works, nuclear industry, etc.). The Agency campaign would not approach this area directly but focus on communicating the general principles of integrated risk assessment, its importance for effective prevention and that it is both necessary and feasible, as well as realistic to the particular situation.

Background

- Agency Regulation
- Rolling work programme 2005-2008 adopted by the Governing Board end of November 2004, page 12 re the EW 2008 theme.
- Community Strategy on Health and Safety at Work
- Agency's annual campaign, established in its work programme

The Agency's principal campaigning activity is the annual European Week for Safety and Health at Work. The campaign is now the largest safety and health event of its type in Europe with more than 30 countries participating. Since 2000, the Agency and its network have run the EW on six occasions: in 2000 (Musculo-skeletal disorders), 2001 (Prevention of work related accidents), 2002 (Stress at work), 2003 (Dangerous Substances), and 2004 (Construction). EW 2005 (Noise at work). EW 2006 will promote OSH among Young People and EW 2007 Musculo-skeletal disorders prevention.

Why does this issue need to be addressed?

- **Need for improvement in risk assessment identified at EU policy level:** Relevance to the OSH community strategy and recent Commission communication (COM 62 Final dated 05.02.04) on the practical implementation of the provisions of the Framework directive 89/391 and first 5 daughter directives states that 'the tasks of risk assessment, documentation and supervision is not universally spread, including in Member States with a tradition based on prevention'. Given that this is one of the main pillars of the framework and other OSH directives, investing in awareness raising and communication of resources is of clear value
- **Recognised as a valid issue by focal points.** Need for an exchange of resources and experience clearly expressed in particular by new Member States focal points at the first Agency focal point meeting after enlargement. Theme very much welcomed by focal points at a meeting in December 2004 although they recognize that it is not an easy theme to communicate. They also all said that there is a wealth of existing material and encouraged the Agency to set up a database of practical tools and to facilitate benchmarking practices.
- **Need to promote OSH risk assessment and management as an integral part of management:** Since the risk assessment approach was first introduced into the EU directives, there is also clear agreement that it should be part of an integrated management approach. The campaign should therefore also promote this area.
- **Existing EU and Member State resources need communicating:** A considerable amount of quality information material is available; allowing for some benchmarking and sharing of information across national borders. In the first place, practical tools/material developed by the Agency for former EWs, or by SME beneficiaries under the three SME schemes as well as generic risk assessment tools and a range of check lists for different sectors and risks developed in 2005 by TCHWI as part of the Healthy Workplace Initiative.

Campaign messages

Campaign messages will need to be developed that reflect the essential idea that both sides of industry have an interest in an evaluation of the risks and corrective measures to be put in place. Assessing OSH risks is in the interest of both companies and their workers.

A key objective must be to ensure that the campaign is inclusive and that it actively challenges the idea that risk assessments are solely the concern of employers.

While employers' legal responsibility in this regard needs to be clearly communicated, it is essential that the campaign gets the message across that the key to proper risk prevention lies in effective partnership between workers and employers.

SMEs and in particular micro-firms are a key target group and messages need to be developed that can help empower them to tackle the OSH risks in their workplaces.

Target Groups

The campaign will be targeted at:

- the **workplace level**, and at those involved in the implementation of OSH measures in the workplace.
- employers (who are legally responsible for complying with the law re the risk assessment) **and** workers, safety representatives and intermediaries.

Public as well as private sector will be targeted. SMEs, and especially micro enterprises, will be at the heart of the EW 2008.

User Needs

- Information for use in awareness raising.
- Provision and dissemination of practical tool-boxes.

Delivery mechanisms/Organisation

The organisation of this European Week will be based on the campaign model developed over the last six years. It will be organised as a decentralised campaign based on a partnership approach involving the Agency, national focal points and social partners.

Recommendations arising from evaluation of previous Weeks will be put into practice to further improve the existing model and its efficiency, and in order to meet the objectives assigned to the Agency by the Community strategy on Health and Safety at Work 2002-2006 in its section 3.2 ('refocus the EW on users and final beneficiaries') and by the new Agency regulation in its article 3 paragraph 1 point J.

Focal point involvement: Give input and feedback on all draft publications and campaign material of the Agency. Organise and promote EW campaign and GP award scheme at national level on a tripartite basis; stimulate activities and submit GP nominations to the European GP award scheme; provide information on Web re EW.

Partners: As well as building on the successful partnerships developed in previous campaigns by seeking to engage social partners at EU and national level, there is a need to identify which other partnerships should be developed. Synergy with possible **SLIC** campaign will be considered and very much welcomed. Campaign partners could include labour inspections, social partners, Euro info centres, banks and insurance companies amongst others.

Outputs/Products

A list of the 'standard' EW outputs / products is provided in annex 1. As indicated above, it is proposed to include **a database of the best 'risk assessment tools'** in the campaign website and to incorporate / adapt existing Agency products and existing Member State material to support the campaign. Tools for risk assessment should preferably be practical (suitable for micro enterprises wherever possible) and sector-specific. It is important to identify good practices at company level that can be used to reinforce the campaign with "business-to-business" messages.

Among the core products, **factsheets** could include:

1. A 4-page factsheet on the essentials of an effective risk assessment – principal steps and clear illustrations
2. Factsheet addressing management and the need to incorporate risk assessment in a coherent safety and health policy
3. Factsheet addressing the need for risk assessment to cover the entire diverse workforce. Many enterprises are comfortable with carrying out 'generic' assessments of a risk, but ignore or do not know how to do assessments to cover all parts of a diverse workforce, e.g. gender-sensitive assessments, assessments for disabled workers, taking account of the different needs of young workers. This fact sheet will provide practical information on how to take into account diversity in planning and carrying out a risk assessment'.

Key Milestones

- **Preparatory measures in 2007**
 - Preparation of Factsheets and other products (including consultation with focal points) for publication in spring Year 2008
 - Preparation of Magazine (including submission of articles from Member States) for publication before summer of 2008
- **Launch and Running of the EW activities in 2008**
 - Preparation of information pack for publication in Spring of 2008
 - European Activities in 25/27 European Member States – October 2008 (week 43)
 - Good Practice Awards Competition – National competition in 2008 leading to finale at Closing Event in March of 2009)
 - Awards Booklet – Published online in English by Closing Event in Year 2009)
- **Closing Event – March of Year 2009**
 - Closing Event Forum for publication in English – last quarter of year 2009.
- National activity reports by focal points : Early 2009
- External evaluation report: Autumn 2009

Data Sources

- Previous EW material, SME funded projects and other material available following other subsequent Agency activities, particularly the Healthy Workplace Initiative (one generic risk assessment tool and a range of check lists for different sectors and risks developed in 2005 by TCHWI)
- Existing Agency materials, and results of previous reports (e.g stress case studies report conclusions on successful prevention factors – informed risk assessment, participation, etc), results of relevant SME funding scheme projects
- Information projects giving national level information on activities within national networks, experts and Ministries, etc.
- Information on international experience via experts, Topic Centre, social partners, Commission.

Quality Assurance

- Focal points will monitor preparatory phase and comments on draft products. They will also report on EW activities at national level.
- Expert input: Topic Centre and Good Practice Jury panel.
- Evaluation by external contractor.

Annex 1

Outputs/Products – based on established EW model

- EW Information pack

An EW information pack will be prepared. It will include: European Week leaflet, factsheets, Good Practice Awards flyer. In addition, the Agency will produce background information for media and event organisers (in 20 languages).

- Factsheets (in 20 European languages)

A number of Factsheets will provide basic information on how to evaluate OSH risks to better prevent them at the workplaces, including issues such risk assessment. The generic risk assessment tool and the range of check lists for different sectors and risks developed in 2005 by TCEA as part of the Healthy Workplace Initiative will be further disseminated as part of the EW material.

- Magazine

The magazine will contain approximately 10 articles and will be published in 4 languages.

- EW campaign Web site

A specific EW campaign Web site will be developed including all-related publications and material produced by the Agency, including the good practice feature below.

- Good Practice Web feature – Evaluation of OSH risks to better prevent them

The specific Web feature will be developed and will provide easy access to outstanding risk assessment practical tools. This web feature will include a data-base where best risk assessment tools will be gathered (link to existing outstanding quality practical tools will be available for benchmarking and practical use at the workplace level).

- Good Practice Awards Booklet

A booklet detailing the successful practices winning the GP awards on risk assessment will be prepared (4 languages).

- Forum

A Forum will be issued presenting the major conclusions of the Closing event colloquium and workshops (4 languages).

- National activity reports by focal points and External evaluation report

National EW activity reports will be delivered by the focal points. An evaluation report will be delivered to the Agency by the contractor responsible for carrying out an independent evaluation of the EW.

PRIORITY GROUP - CLEANING WORKERS

Objectives:

- To provide an overview of cleaning workers' occupational safety and health and working conditions. This material to be at a level suitable for different groups of stakeholders.
- To provide an overview of the changes taking place within the group that have or might have an impact on OSH including key employment and economic issues related to the group. This material to be targeted at policy makers.
- To provide information on good safety and health programmes and practices addressing the key OSH issues of the group taking into account the diversity of working conditions for this group. This material to be targeted at the workplace.

Outputs:

Publications and information resources: primarily web based, with suitable information also published in paper format as appropriate.

The following data will be collected:

- Generic group data – regulatory framework, socio-economic statistics, information on collective bargaining where applicable
- Information on main hazards risk and risk factors
- Specific OSH issues within the group (e.g. information on migrant, ageing and female workers)
- Good practice and relevant research, including examples of good intervention policies

Using the information collected, the following materials are envisaged:

- A web feature, including:
 - Information on this worker group, e.g. regulatory framework, socio-economic statistics (e.g. number of workers), etc.
 - Information on risk and risk factors
 - OSH statistics
 - Specific risk prevention information, on specified topics, e.g. exposure to dangerous substances, including biological agents; work equipment; musculoskeletal disorders; noise and vibration; falls from slips and trips; and work-related stress, violence and harassment.
- A fact sheet providing an introduction to safety and health at work for cleaning workers.
- A report consolidating the detailed information collected and containing case studies from across the EU

Wherever appropriate, work in this project will be linked to previous Agency products on the main hazards prevalent in the sector, and also to Agency activities regarding the mainstreaming of OSH in education (e.g. vocational training for this group).

Background:

Agency Regulation
Community Strategy

Context:

The Governing Board selected cleaning workers as a priority group, rather than a specific industry sector, to be addressed in 2007. Cleaning is a generic job – it is carried out in all industry groups and all workplaces, outside and inside, including public areas.

According to the European Federation of Cleaning Industries (2002 data), 41% of cleaning work is carried out in the evening, plus 7% at night. More than two thirds of the workforce are part time, working about 20 hours a week. 76% of workers are women, 32% are immigrant employees. 86% of the workers in the group are “blue collar”.⁵

About 60% of EU cleaning is contracted out to specialised cleaning companies (EFCI figures), which means that employers of one enterprise may be working in the premises of another. This has an impact on the risk assessment process for both enterprises.

The OSH issues that cleaners face are numerous, including:

- Exposure to dangerous substances, including biological agents
- Work equipment
- Musculoskeletal disorders
- Noise and vibration
- Slips, trips and falls (including falls from heights)
- Violence, e.g. from lone working and unsocial working hours
- Work-related stress and other psychosocial issues where risks exist
- Responsibility for risk assessment and co-ordination between employers

User needs and target groups:

Provision of good practice aimed at the workplace level and at intermediaries.

Provision of information to policy makers, including social partners, related to the main issues in the group and ways of addressing them.

Organisation:

The Topic Centre Work Environment will assist the Agency in the project implementation. The Risk Observatory will provide data on new developments in the sector.

Representative organisations of the group at European level will be involved in the development of the project.

Anticipated milestones:

⁵ The Cleaning Industry in Europe, An EFCI Survey, 2004 Edition (2002 Data) <http://www.feni.be>

- Commencement of work by Topic Centres– 1st quarter 2007
- Submission of draft material – 1st quarter 2008
- Finalisation of editing, consultation, and translation procedure – 3rd quarter 2008
- Publicity and dissemination - 4th quarter 2008

It should be noted that:

- The exact scope of the work will be determined by the budget available
- It is probable that the website will be live before the stated time period, but that the material available will not be complete.
- The exact structure and form of the web material will be follow the previous formats, used for priority groups.

Data sources

- Material from authorities and social partners at national level
- Material from European and international information sources (including social partners)

Quality assurance

- Data collection and writing of original material by contracted Topic Centre experts (following appropriate selection procedures)
- Consolidation process via focal points and Expert Group

ANNEX II – ONGOING PROJECTS IN 2007

New prevention strategies and policies		
IP-2005-01	OSH AND ECONOMIC PERFORMANCE	
Promoting a preventive safety and health culture		
IP-2005-02	EW 2006: PROMOTING OSH AMONG YOUNG PEOPLE	
IP-2005-03	HEALTHY WORKPLACE INITIATIVE	
IP-2004-02	EW 2007: MSDs	
Anticipating change – Risk Observatory		
2004-IP-04	EUROPEAN RISK OBSERVATORY	
Safety and health information for risk sectors		
IP-2006-02	CATERING, HOTELS AND RESTAURANTS	

OSH AND ECONOMIC PERFORMANCE

Objectives

The objectives of this project are:

- To review the information collected by the Agency on this issue and consolidate the findings with a view to improving communication and use, in particular with regard to SMEs,
- To carry out a literature review with the aim of analysing and communicating the ‘state of play’,
- To develop a conceptual framework and identify future activities by the Agency,
- To discuss the above in a seminar so that the profile is raised of Agency activities on this issue and it is given a clear lead on how to take the issue forward.

Outputs

A short consolidated overview of the main findings from the Agency publications on OSH and economic performance (Corporate Social Responsibility, Quality of the working environment and productivity, Inventory of socio-economic costs of work accidents, etc)

Two fact sheets:

- One focusing on strategic, macro-economic factors
- The other focusing on micro-economic factors in individual enterprises.

A literature review

A web feature

A workshop to discuss findings and identify needs. The workshop will include findings from national, European and international sources, as well as company cases.

A plan for updating information already collected

Background

Agency Regulation

Community Strategy 2002-2006

European Council 2001 (Lisbon)

Agency workshops:

- “Effectiveness of Economic Incentives to Improve Occupational Safety and Health” (part of the Dutch Presidency Conference, September 2004)
- “Towards Company Excellence and Safety and Health at Work - Managing Productivity and Corporate Social Responsibility” (Berlin, September 2004)

The Agency has produced a wide range of reports and other publications addressing this issue, in particular: an inventory of the socio-economic costs of work accidents, an inventory on the costs of muscular-skeletal disorders, accidents at work and employability, economic appraisal of preventing work accidents at company level, a magazine on costs and benefits. The latest reports have addressed the links between OSH and Corporate Social Responsibility (CSR) and productivity.

Context

The Lisbon strategy identifies the quality of employment as a key factor contributing to Europe's competitiveness. In 2003, the Commission confirmed in its mid-term review of the social policy agenda that it would promote 'investments in high performance standards (including health and safety) at the workplace - which raise productivity and reduce accident losses'.

Various studies, including surveys of employers, have highlighted the link between good management of health and safety and company performance. Also the relation between OSH and macroeconomic performance has been studied. Many initiatives have been carried out or are under way at both Member State and European level that present opportunities for sharing good practice and for developing successful strategies.

User needs

- Clear presentation of the initiatives undertaken by the Agency thus far in the context of the business case for OSH in Europe and identification of knowledge gaps – especially as regards SMEs.
- Improved access to the practical information that the Agency already has on how good OSH performance is related to increased productivity
- A strategy for the Agency's future activities in this area, including a plan for the updating of information already collected.

Target groups

Policy makers, social partners: the business case of OSH

Workplaces: practical steps for economic impact assessment

Organisation

The external contractor will carry out the 3 following tasks:

- A review and consolidation of existing Agency information highlighting the key messages (consolidated report and summary),
- A literature review (and its summary) addressing the issues described in the context section,
- Organisation of a workshop (and summary conclusions) with the participation of experts and policy-makers, including social partners.

Milestones

Review of Agency information (spring 2006)

Workshop held in last half of 2006

Data sources

Agency reports and other publications and data
Literature review

Quality assurance

Focal points will monitor the workshop organisation and subsequent publications and provide comments.

Activities in 2007

The conclusions of the work carried out in 2006 (including a workshop with stakeholders scheduled for September 2006) will contribute to the Agency's development of a strategy for its future activities in this area, including a plan for the updating of information already collected. This may include further liaison with the Euro Info Centres, especially in the areas of assisting SMEs, and also linked to the Healthy Workplace Initiative.

EW 2006: PROMOTING OSH AMONG YOUNG PEOPLE

Objectives

- Undertake, in 2005, the necessary preparation for a successful European Week campaign in 2006. Develop information project activities and supervise data collection. Generate input to European Week campaign material on mainstreaming OSH into education and vocational training on the one hand, and integrating young people into the workplace equipped with OSH skills on the other. Special attention will be given to the development of communication actions in order to get the message across to young people recognizing the particular communication challenges in reaching this group.
- Raise awareness of the safety and health risks young people in work face and promote the dissemination of effective GP examples to reduce them.
- Promote a preventive health and safety culture among young people, young workers and their employers as well as within schools, professional training institutions and employment centres, particularly youth employment centres and schemes aimed at the promotion of employment among young people.
- Support EU activities, policies and initiatives at Member State level targeting young people and young workers as well as stimulating campaign activities within the education sector.

Background

- Agency Regulation: Articles 2 and 3, 1a, 1c and 1h
- Agency Rolling Programme 2003-2006 – section 2.6 (Page 70) adopted by the Board in November 2002 and joint in annex to WP 2004 Final (14.12.03)
- Community strategy on health and safety at work 2002-2006 stressing the need for “awareness raising and education from an early stage on” and stated that education and the prevention culture are the key factors for maintaining and improving quality of work
- Commission Communication on the practical implementation of the EU safety and health Framework Directive and first 5 daughter Directives⁶
- Rome declaration on Mainstreaming OSH into Education and Training, adopted in October 2003, claiming for action ‘to prepare and sustain people during their life, since their childhood, engaging schools and any other professional training institution in actions providing a safer and healthier workforce in the EU of tomorrow’.

⁶High-risk workers are also found amongst the young, the ones on temporary contracts and those with low qualifications. This evidence clearly underlines the scope and importance of the priority attached to quality in work as a policy vehicle for implementing the EU's social policy agenda.'

Taken from Commission Communication on the practical implementation of the EU safety and health Framework Directive and first 5 daughter Directives. http://europa.eu.int/eur-lex/en/com/cnc/2004/com2004_0062en01.pdf ; http://europa.eu.int/eur-lex/fr/com/cnc/2004/com2004_0062fr01.pdf

Context/issues to be addressed

- There are 75 million young people in the 25 Member States of the European Union.
- According to European statistics⁷, the incidence rate of non-fatal accidents at work is at least about 50% higher among those aged 18-24 years than in any other age category.
- The European Week 2006 is intended to form a natural continuation of the Agency's activities in the field of promoting a preventive health and safety culture, especially the issue of mainstreaming OSH into education.
- Six previous European Week campaigns organised by the Agency and its Network.

User needs

- Information for use in awareness-raising.
- Development and exchange of good practice examples.

Target groups and key issues to be addressed/message

Target groups

Young workers and their employers, in particular the SME owners, safety representatives, social partners, intermediaries, practitioners, preventive services and others providing assistance and information at workplace level.

Also, national employment centres, including specific centres and schemes aimed at increasing youth employment.

The target groups also include persons involved in the education sector: schools, teachers, supervisors as well as decisions-makers that can mainstream OSH into education.

Target groups should include:

- Those developing vocational training materials - (both in workplaces, and by outside authorities and private organisations) to include OSH and young workers as an issue
- Those in organisations who provide induction training, to 1) include OSH, and then 2) include issues for young workers
- Those developing/providing OSH training, to specifically cover issues of young workers
- Those engaged in youth employment centres and developing youth employment schemes
- Those employing school or college students (e.g. waitresses, supermarket shelve stacking etc) - to remember their young, 'Saturday' staff
- Advice for those with family businesses whose young relatives help them out (in small shops, on the farm etc).

⁷ Eurostat, Work and Health in the EU- a statistical portrait 1994-2002, page 35: 'Working experience increases with age and risk behaviour in general is influenced by age. This is reflected in the rate of accidents at work. For non-fatal accidents at work the incidence rate is at least about 50% higher among those aged 18-24 years than in any other age category. For fatal accidents the pattern is the opposite, they occur most frequently among those aged 55-64 years. The incidence rate of fatal accidents has slightly decreased in 1996-2001 in all age categories, while for non-fatal accidents it has somewhat increased among the youngest workers.'

Due to the characteristics of the target group, special attention will be given to the development of innovative communication actions.

Key issues to be addressed could be:

- Mainstreaming OSH into education, before work starts
- Safe integration of young people into the workplace, including the proper use of risk assessments taking into account young workers.
- Importance of training: young workers must do jobs for which they are trained

Outputs

In 2005:

Data collection: Information will be collected with a view to:

- Providing a statistical overview (numbers and distribution by educational level, occupations, sectors, employment status; young people in employment, in training, at school; accidents.); identifying the job and employment characteristics of young people at work.
- Identifying good practice (educational, organisational, legal provisions, etc), in particular on:
 - mainstreaming of OSH into education and training,
 - safe integration of young workers into the workplace (information, supervision, training, design of jobs, employment status).

Production of some EW campaign material (final draft)

- **Factsheets** should be differentiated: Those for distribution to young people in schools, and those for assisting the other campaign target groups (teachers, vocational training institutions, employment centres). Preliminary ideas for Factsheet: what young workers need to know when they start work, advice for employers and supervisors of young workers, advice for teachers –including OSH in the curriculum, giving advice to students going on work placements or those on the point of leaving school, etc.
- A **magazine** (final draft): as in previous year, this will provide a mix of expert articles and opinion from key stakeholders. 4 languages.

A **Report:** this will adopt a somewhat different approach to previous EW reports. Instead of focusing on the presentation of 15-20 or so discrete examples of good practice case studies, the Topic Centre/external contractor will be asked to focus on the development of more generic good practice advice and to use real-life case study examples from across Europe to illustrate how this advice can be put to work. It should be ‘process oriented with cases as illustrations’. The report will be available in EN only but a summary of the report will be available in a form of Factsheet summary, available in 20 languages.

Developing communication actions

As a key target group will be young people and young workers innovative ways of communication will have to be developed. In 2005 special communication actions will be developed to get the EW message across to this group during the 2006 campaign.

In 2006:

- Campaign material: poster, EW leaflet, Good Practice Award flyer and Fact-sheets in 20 official EU languages.
- Promotional activities (news releases, direct mailing, e-mail alerts)
- Magazine in four languages
- Multilingual specific web feature containing comprehensive compendium of good practice
- European Good Practice Awards scheme
- Booklet detailing winning examples of Good Practice
- Closing event (In 2006 or in 2007 depending on future fixture of Board meeting, in accordance with the new Agency regulation)

- In addition, specifically for schools: -
 - Europe-wide poster competition involving schools
 - Web-based animations in support of central messages.

- The Agency will also examine the possibility of others activities such as web GP information for classrooms and web based Quiz/games for young workers and schools.

Organisation

The campaign will be based on the previous years' model and will be decentralised, based on a partnership involving the Agency, national focal points and social partners.

Involvement of schools and education system will be encouraged. National youth employment centres and schemes aimed at promoting employment among young people should be recruited as campaign partners.

The Agency has continued to liaise with the contact group of OSH trainers and teachers, and is now co-operating with the European Network Education and Training in Occupational Safety and Health (ENETOSH), led by the BG Institute Work and Health (BGAG) in Dresden.

Recommendations from the evaluation of previous weeks will be taken into account to further improve the success of the Week.

Topic Centre/external contractor will assist the Agency to develop products for the information campaign material in close co-operation with Member States, and should also assist the Agency in the organisation of the closing event..

Focal points will give input to all draft publications and campaign material, promote and organise a campaign and GP award scheme, stimulate activities, submit GP nominations and provide information for the web feature.

Launch event and closing event in co-operation with EU-Presidencies.

Campaign activities will take place in 25 EU countries as well as in the EFTA and candidate countries.

Ex post evaluation by external contractor.

Milestones

- Preparatory steps - 2005
- European and national launches - Spring 2006
- Week activities in Member States - October 2006 (Week 43)
- Closing event - March 2007
- Evaluation by external contractor: report due by Summer 2007 at the latest

Data Sources

Wealth of information already gathered by the Agency on mainstreaming OSH into education e.g. proceedings of the Rome Conference in October 2003, Proceedings of the joint Spanish EU Presidency and European Agency seminar on 4-5 March 2002, etc, and Agency material/publication (e.g. Factsheet n° 52).

(see http://europe.osha.eu.int/good_practice/sector/osheducation/index_en.stm)

Information on international experience via experts, Topic Centre/external contractor, social partners, and the European Commission.

Websites and lessons learnt from the experience of organisations having already made significant effort to mainstream OSH into education or to communicate to young workers e.g. ROSPA⁸ (UK), Canada⁹, US Department of Labour¹⁰, Australia, etc.

Quality assurance

- Focal points will monitor preparatory phase and participate in the ex-post evaluation of the EW 2006.
- Topic Centre/external contractor, GP jury panel to provide expertise and assistance
- Ex-post evaluation by external consultant.

⁸ ROSPA <http://www.youngworker.co.uk/young/>

⁹ CCOHS <http://www.ccohs.ca/youngworkers/>

¹⁰ <http://www.osha.gov/SLTC/youth/summerjobs/index.html>

HEALTHY WORKPLACE INITIATIVE (HWI)¹¹

Objectives

- Overall objective is to contribute to the development of a preventive culture in New Member States and support the implementation of the OSH Community strategy 2003-2006.
- Specific objectives include:
 - o Raising awareness of OSH essentials
 - o Knowledge transfer in particular to meet the specific needs of SMEs

Context/Background

- Agency regulation articles 3 and 4.
- Community Strategy on safety and health 2002-2006 (Com (2002) 118 final); Section 3.4 stresses the importance of an effective transfer of experience and knowledge to the new Member States.
- EP Employment Committee has unanimously voted in favour of a specific amendment to set up a Healthy Workplace Initiative within the context of the Agency's activities during the 2004 budget procedure. Finally, the EP has expressed the need for an SME action targeted at the SMEs in the new Member States in its decision on the 2001 discharge.
- The new Member States will be fully integrated into all new activities included in the Agency's work programme 2005 and corporate plan 2005-2008. These new activities will reflect the overall priorities of the 25 Member States. However, it will not be possible to address all the specific needs of the new Member States.
- The plan would also promote the quality of work as an important part of the social dimension of EU-membership to the citizens of the new Member States.
- CSES recommendations in evaluation report of the SME funding schemes, dated June 2004.

Two types of action will be at the heart of the HWI:

- **Awareness raising of OSH essentials**
- **Promoting health and safety in SMEs**

HWI target groups

- Target groups would include employers, workers and their representatives, as well as intermediaries, in particular those providing assistance and information to SMEs.

1. Awareness raising activities on OSH essentials

In order to promote a prevention culture and support the implementation of the 'acquis communautaire' in the new Member States, there is a need to raise public awareness of the essentials of OSH and of the protection in law that the EU offers to all its workers. This part

¹¹ HWI, formerly Enlargement Action Plan/EAP

of the Healthy Workplace Initiative will focus on promoting awareness and understanding of the basic principles of the framework directive including:

- Risk assessment;
- Prevention at source;
- Workforce participation;
- Employer's responsibilities.

Types of activities and products

The campaign will use a variety of communication and dissemination channels to get these messages across to workplaces and, in particular, SMEs. The campaign will be run along the same lines as the European Week and in close cooperation with the New Member States focal points.

A campaign website is an essential component of any European campaign. However, as Internet access is limited in many new member states, online activities will be strongly supported by more traditional communication actions.

The objective would be to produce a limited range of campaign material with large print runs and broad dissemination, including direct mail to intermediaries, unions, employer organisations and business networks.

Campaign material will be produced by the Agency in 11 languages (10 new Member States plus EN) for dissemination at national level and could include:

- A **campaign website** in 11 languages will provide an accessible introduction to the basic principles of good safety and health as well as easy access to campaign material;
- **Campaign leaflets** on OSH essentials providing an easy-to-understand presentation of the key pillars of OSH prevention and contact details of the national focal point as a source for further information.
- A **poster** to promote the campaign message across new member states.
- **Advertising actions in various media** – the Agency will produce advertisements following a single campaign design across the different languages to ensure European visibility and achieve economies of scale; broadcasting and publication will depend on the contribution and cooperation with national public media and the focal point network.

Organisation

- Agency to be responsible for overall campaign design, drafting and production of campaign material and coordination of the tripartite focal point networks in the New Member States.
- Focal points to be actively involved in the dissemination and promotion of the campaign at national level as for the European Week and participate in the Healthy Workplace Initiative Steering Group.

- To support the Agency in the management of the HWI, an **HWI steering group** should be established with focal point representatives from the 10 new Member States, the Commission, EU Social Partners and the Topic Centre HWI.
- External vendor to be contracted to design and produce campaign material and organize media relations, seminars and campaigns.

2. Promoting health and safety in SMEs

The Community Strategy on safety and health at work (com 2002 118 Final; point 3.1 – objective 7 - Taking into account the size of the firms) says that ‘*SMEs and very small businesses... should be the subject of specific measures in terms of information, awareness and risk prevention programmes*’.

A recent Commission report on implementation of EU safety and health framework directive and the first five daughter directives states that one of the keys to reducing the high level of accidents in small firms must be successfully to communicate all necessary information to those who run small businesses and persuade them that good health and safety is good business.

SMEs are more important than ever in an enlarged European Union in view of the fact that SMEs provide employment to 72% of the EU 10 new Member States workforce compared with only 66% in the EU15. In addition, at a general level accident rates are three times higher in the 10 new Member States than in the EU15, with accident rates in SMEs of the EU15 alone being alarmingly higher than the average.

The SME actions within the HWI could include:

2.1 – Transfer of Knowledge - Provision and dissemination of OSH information to SMEs

Background

Since 2001, three annual co-funding schemes have been run, with approximately 150 innovative projects across the EU15 receiving Agency support. To maximise the impact of these projects, it is essential for the Agency to support the dissemination and the eventual transfer of the project outputs to the New Member States.

An independent evaluation of the first and second SME funding schemes, carried out by CSES, has clearly identified the need for specific SME actions in its recommendations for Agency actions. The report states: ‘*Following EU enlargement, there is a strong case for a special SME Funding Scheme for the New Member States. Whilst such a programme could operate in the same way as the scheme has in EU 15..... an alternative approach would be to devote the available resources exclusively to initiatives aimed at transferring ‘good practices’ that have already been developed under previous annual programmes to the New Member States. We would recommend that this alternative approach is adopted.*’

Types of activities and products:

- a. Adapting existing outputs/products from the most relevant SME awarded projects.**

Objectives:

- To go beyond the mere translation of existing products, in order to adapt them to the legal, economic and cultural framework of the relevant New Member State(s).
- To ensure that products are widely disseminated to SMEs with an effective communication/promotion plan

Organisation:

- Agency to identify the SME awarded projects and related material with potential for transferability – preference to be given to practical, ‘tool box’ products rather than to lengthy academic reports: check lists, GP manuals, training materials, etc. Agency to ensure copyright clearance with project holders and to contract an external vendor to produce end-user material;
- New Member States focal points (New Member States focal points) to help identify which products are most relevant for them and be actively involved in dissemination and promotion, and participate in HWI Steering Group;
- Topic Centre HWI to carry out translation and adaptation of those products to national and legal contexts, and supply electronic files. This process of adaptation of EU15 material to the context of the New Member States requires expert knowledge and considerable resources to ensure high quality outputs.
- The Agency will involve project holders, New Member States focal points, EU Social partners and relevant EU networks in the dissemination of the SME products.

Outputs:

Adaptation of practical tools from the Agency SME schemes into New Member States context.

b. *Developing new online products designed to meet the needs of SMEs based on previous data collection by TCGPCC and TCNMS*

Background:

Since April 2003, the Agency has been collecting good practice information on various sector and topics via the Topic Centre Good Practice Candidate Countries (TCGPCC) and then –after 1 May 2004– the Topic Centre New Member States (TCNMS). The maintenance of this information will be transferred to the new ‘TC work environment’, which will include partners drawn from the EU25. The TCNMS (renamed Topic Centre HWI/TCHWI) will focus on the development of new information and the adaptation of EU15 information specifically designed for SMEs.

Objectives:

- To close the gap of Agency information available to SMEs in New Member States
- To provide SME-friendly access to information on priority topics

Organisation:

- TCHWI to develop English pilot and subsequently New Member States language versions of web features and training tool according to Agency specifications (see ‘Outputs’ below)

Dissemination and promotion plan to be designed by the Agency together with the focal points.

Outputs:

- Web features for the integration and retention of people with disabilities in employment, and for the prevention of biological hazards and violence and harassment at work.
- Training tool for agriculture, addressing the major hazards in this high-risks sector.

2.2 – Directories of services and assistance schemes for SMEs

Objective:

- To provide a ‘one-stop shop’ for SMEs to access OSH related services (information and advice) within each New Member State.

Output:

- Directories of services available on National websites.

Organisation:

- Agency to provide New Member States focal points with guidelines for the selection of services and a web-based template for data collection.
- New Member States focal points to identify national, regional and local SME assistance schemes and service providers; to make the directory available on their websites and to promote it.

Data sources

- SME awarded products/outcomes under the 3 SME funding schemes
- CSES Final Evaluation Report, June 2004
- Topic Centre survey on priorities and needs of new Member States in OSH, June 2004.

Ex post evaluation and reporting

To assure the quality of the implementation of the HWI, the Agency will report to the Commission, the European Parliament and the Governing Board of the Agency on progress in the implementation of the HWI within 18 months/24 months.

The HWI will be subject to an ex-post evaluation.

2006 activities:

In 2006, the Agency will manage and finance the HWI campaign centrally. However, focal points will have an important role to play during 2006 in setting up the envisaged “HWI community” in their countries, which will be essential for the success of the decentralised HWI activities during 2007.

2007 activities:

Implementation of activities prepared in 2006 with the assistance of focal points and development of new activities.

EUROPEAN WEEK 2007 – Musculoskeletal disorders

Objectives

- Undertake the necessary preparation for a successful European Week campaign on Musculoskeletal Disorders (MSDs) and develop information project activities on MSDs to generate input to European Week information and promotion material.
 - Run a European campaign that promotes awareness of the risk of MSDs and contribute to the minimisation of MSDs by the dissemination of effective good practice.
 - Support EU activities, policies and initiatives in this area including any SLIC activities related to reducing the risks from manual handling.

Background

- Agency Regulation: Articles 2 and 3
- Agency rolling work programme 2005-2008
- Community Strategy on Safety and Health at Work: Section 3.2

Context

- **MSD is one of the most pressing health related issues across Europe**

MSDs are the most prevalent self-reported work related health problem in Europe.

The Community Strategy identifies the following as an objective to be targeted: “Enhanced prevention of occupational illnesses. Priority should go to illnesses due to asbestos, hearing loss, and musculo-skeletal problems.”

The third European Survey on working Conditions (2000) indicates that 1 in 3 workers report backache and muscular pains, in particular in the neck and shoulders. MSDs are not solely restricted to industrial activities. All sectors, both industries and services, and all occupational categories are concerned. Besides the human suffering MSDs lead to considerable social costs for companies and society.

Among the factors which can lead to MSDs are:

- repetitive work,
- poor design of workstations,
- high pace of work.

European Week 2007 seeks to promote an integrated management approach to tackle MSDs embracing prevention of MSDs, and the retention, rehabilitation and reintegration of workers who already suffer from MSDs to make workplaces safer and healthier. The European Week on MSDs will consider all aspects of work related MSDs, in particular those related to:

- the ergonomic design of work stations,
- the organisation of work when it has an impact on MSDs,

The European week will focus on the illustration of good practices aimed at preventing MSDs at workplace level as well as good practices of rehabilitation/re-integration of workers who

suffer MSDs. Some sector applications might be selected (e.g. health sector). It will also highlight the costs of MSDs and the economic benefits linked to their prevention.

- **Need to revisit the MSDs theme**

MSDs are one of the most pressing issues across Europe and one of the most difficult to tackle. As the issue is complex to communicate it requires more than a one-year campaign to successfully raise awareness and promote sustainable action at workplace. A follow up to the 2000 EW on MSDs therefore makes sense.

Besides, the New Member States, which have not participated in the EW 2000 on MSDs, will be able to benefit from this second campaign as it addresses one of the most common OSH challenges also in these countries.

- **The EW is the largest OSH campaign of its type**

Since 2000, the Agency and its network have run the EW on five occasions: in 2000 (Musculoskeletal disorders), 2001 (Prevention of work related accidents), 2002 (Stress at work), 2003 (Dangerous Substances), and 2004 (Construction). EW 2005 will be focus on Noise at work and EW 2006 on Promoting OSH among Young People.

The Agency's principal campaigning activity is the annual European Week for Safety and Health at Work. The campaign is now the largest safety and health event of its type in Europe with more than 30 countries participating.

User Needs

- Information for use in awareness raising.
- Development and exchange of good practice.

Target Groups

Primarily employers, workers' safety representatives, workers, practitioners, preventive services and others providing assistance and information at workplace level.

The campaign will be targeted at the workplace level and at those involved in the implementation of OSH measures in the workplace.

Organisation

- The organisation of the European Week on MSDs will be based on the campaign model developed over recent years. It will be organised as a decentralised campaign based on a partnership approach involving primarily the Agency, national focal points and social partners.
- Good collaboration and co-operation between the EW and the SLIC manual handling of loads campaign will take place in order to ensure good synergies.
- Recommendations arising from evaluations of previous Weeks will be put into practice to further improve the existing model and its efficiency, and in order to meet the objectives assigned to the Agency by the Community strategy on Health and Safety at Work 2002-2006 in its section 3.2 ('refocus the EW on users and final beneficiaries') and by the new Agency regulation in its article 3 paragraph 1 point J.

Focal point involvement will include: Give input and feedback on all draft publications and campaign material of the Agency; organise and promote EW campaign and GP award scheme at national level on a tripartite basis; stimulate activities at national, regional and local and submit GP nominations to the European GP award scheme; provide information on Web re EW.

Outputs

The list below is indicative. The Agency might review the list below in the light of recent evaluations of previous campaigns.

- EW campaign pack

An EW campaign pack will be prepared. It will include: European Week leaflet, factsheets, and Good Practice Awards flyer. In addition, the Agency will produce background information for media and event organisers and a standard presentation (in 20 languages).

- Factsheets (in 20 languages)

Factsheets will provide basic information on the topic of MSDs, including issues such risk assessment.

- Magazine

The EW-magazine will contain approximately 15 articles and will be published in 4 languages.

- MSDs Prevention Report

This report, to be published in English, will consist of literature review and policy overview section on how to retain workers who suffer or have suffered from MSDs at work including rehabilitation and reintegration issues. The report will be supported by a summary factsheet in the 20 official EU languages and will be ready for the week itself.

- EW campaign Web site

A specific EW campaign Web site will be developed including all the MSDs-related publications and material produced by the Agency, including the good practice feature below.

- Good Practice Web feature – MSDs

The current specific Web feature of good practice on MSDs will be updated and upgraded providing single entry point to MSDs information.

- Good Practice Awards Booklet

A booklet detailing the successful practical solutions winning the GP awards on MSD will be prepared (4 languages).

- Forum

A Forum will be issued presenting the major conclusions of the Closing event colloquium and workshops (4 languages).

- National activity reports by focal points and external evaluation report

National EW activity reports will be delivered by the focal points. An evaluation report will be delivered to the Agency by the contractor responsible for carrying out an independent evaluation of the EW.

Key Milestones

- Preparatory measures in 2006
 - Preparation of Factsheets (including consultation with focal points) for publication in spring 2007
 - Preparation of Magazine (including submission of articles from Member States) for publication before summer 2007
- Launch and Running of the EW activities in Year 2007

- Preparation of Reports and accompanying Factsheet (including request for case studies from focal points) for publication before October 2007
- Preparation of information pack for publication in Spring 2007
- European Activities in 25/27 European Member States and beyond – October 2007
- Good Practice Awards Competition – 2007 (National competition leading to finale at Closing Event in March 2008)
- Awards Booklet – Published online in English by Closing Event in 2008)
- Closing Event – March 2008
 - Closing Event Forum for publication in English – last quarter 2008
- National activity reports by focal points: December of Year 2007
- External evaluation report: June of year 2008

Data Sources

The Agency has committed many resources to MSDs prevention over the last 5 years; information material for the campaign will therefore be relatively easy to develop. Synergies between the Agency information projects and the EW campaign will avoid limited resources being spread over too many different topics (cost efficiency).

Information projects giving national level information on activities within national networks, experts and Ministries, etc.

Information on international experience via experts, Topic Centre/external contractor, social partners, Commission. Social partners.

Quality Assurance

- Focal points will monitor preparatory phase and comments on draft products. They will also report on EW activities at national level.
- Expert input: Topic Centre Work Environment and Good Practice Jury panel.
- Evaluation by external contractor.

EUROPEAN RISK OBSERVATORY 2007

Objectives

The Observatory aims to produce information on current, new and emerging risks, with a view to preventing them. Prevention is the guiding principle and cornerstone of the Observatory's activity. It should indicate the main trends in the development of risks that may arise in the future.

Specifically, the Observatory's objective is to:

- Give an overview of safety and health at work in Europe,
- Describe the trends and underlying factors,
- Anticipate changes in work and their likely consequences on health.

In order to fulfil its objectives and create as complete a picture as possible, the Observatory's work will draw principally on three methodologies:

1. Collection and analysis of historical data
2. Collection and analysis of current data
3. Forecasting methodologies

The Observatory adds value by pulling together research findings, putting them into context (in particular the European social agenda and the Community Strategy for Safety and Health at work), looking for trends and communicating the key issues effectively to the target audience. Additionally, it aims to stimulate debate and reflection among the Agency's stakeholders and to provide a platform for debate between policy makers at various levels.

Background

The Observatory's task is in line with the European Framework Directive 89/391/EEC and the "new Community strategy on health and safety at work 2002-2006" and contributes to the EU and national objectives of prevention and assessment of risks.

Agency Regulation Article 3.1 (a) - (e), (g): "The European Agency for Safety and Health at Work should act as a driving force in matters concerning awareness-building and risk anticipation."

Context

The Community Strategy on Safety and Health at Work identifies the impact of the changing world of work on occupational safety and health as a key challenge to be addressed by the Union. Demographic changes as well as changes in work organisation, work processes and production methods can lead to new types of risks or demand new solutions.

In its Community Strategy, the Commission called on the Agency to set up a "risk observatory" to help in "anticipating new and emerging risks", as part of the development of a "genuine culture of risk prevention".

The Agency took the first step towards the establishment of a Risk Observatory with its annual work programme for 2003, although in 2002 the Agency had already started developing an information system on new research findings. Previous work by the Agency in this area includes reports and Forum publications on the changing world of work as well as research and good practice information on emerging risks like MSD and stress at work, or issues such as gender and ageing.

User needs and target groups

Information provided by the Risk Observatory must be up to date, timely and in a format useful to the end user; in particular it should support decision-making and preventive action.

The two principal target groups comprise firstly policy makers at EU and national level, including the European Commission and other EU Institutions, social partners and public

authorities, and secondly OSH researchers, experts and practitioners. Material is produced in print and on the web that addresses the specific needs for these users. The Observatory's website is available at:

<http://riskobservatory.osha.eu.int>

Structure

Historical data: "OSH in figures"

The Topic Centre collects and analyses historical data on OSH-related issues from a range of reliable international and national sources, principally:

- Surveys (such as labour force surveys, working conditions surveys),
- Registers (such as accidents and diseases registers, exposure registers, death registers)

Data is collected on both OSH outcomes (e.g. accidents, occupational diseases, other health problems, absenteeism) and work situations (e.g. work organisation, workplace design, workplace exposures, working hours) and appropriate context features (e.g. demographics, labour market, technology).

Once analysed, this data enables the identification of trends and description of situations. They can be presented in the following sections: general prevalence, age, gender, sector, occupation and employment status.

Information is also presented by country, however the aim is neither to compare countries (often irrelevant on account of different legal and socio-economic contexts) nor to provide one single figure on any given issue. It is rather to provide an understanding of situations and trends on the basis of what might be at times a complex and multi faceted set of non-harmonised data.

Current data: "Company survey"

'Real-time' information about the situation in European enterprises regarding OSH issues enables the Observatory to provide an invaluable insight into how risks are evolving at the workplace.

Surveys demand extensive resources, particularly when carried out in different countries and several languages. Therefore, an Observatory survey will have a tightly defined scope and investigate only well-defined issues. In this way, reliable data can be obtained that are of use principally to the Observatory, but are also able to contribute to other Agency activities.

Forecasting: "Emerging risks"

By providing the latest information on research findings concerning emerging OSH risks. 'Forecasting' aims to assist in their early identification and so encourage more effective and better-planned research and prevention.

An "emerging OSH risk" is defined as any occupational risk that is both "new" and "increasing". "New" implies that:

- The risk was previously unknown and a result of new processes, new technologies, new types of workplace, or social or organisational change; or,
- A long-standing issue is newly considered as a risk due to a change in social or public perceptions (e.g. stress, bullying); or,
- New scientific knowledge allows a long-standing issue to be identified as a risk (e.g. Repetitive-Strain-Injury (RSI) where cases have existed for many years without being identified as RSI because of a lack of scientific knowledge).

The risk is "increasing" if the:

- Number of hazards leading to the risk is growing, or the
- Likelihood of exposure to the hazard leading to the risk is increasing, (exposure level and/or the number of people exposed), or the

- Effect of the hazard on workers' health is getting worse (seriousness of health effects and/or the number of people affected).

Stimulating debate: “OSH Outlook” and “Risk Observatory reports”

Once a year, a summary of the main and most striking features from the information collated by the Risk Observatory is produced. OSH Outlook consolidates some of the main findings resulting from the data collection and analysis. It provides a short but dynamic European picture of OSH trends and OSH issues based on a combination of quantitative and qualitative data.

Risk Observatory reports pull together information on a particular topic that has been gathered through the different Observatory instruments.

Validation and quality control

An Advisory Group, comprising a number of experts and Agency stakeholder representatives, assists in development through strategic advice and expert opinion on proposed projects and methodologies.

With members nominated by the national focal points, the Risk Observatory Expert Group reviews the information collected with a view to ensuring proper evaluation and verification of the identified emerging hazards and risks, health effects and solutions.

Validation is firstly carried out at a technical level on data that has been collected from national and European data systems using a collection method and sources specified by the Agency. Secondly, interpretation of the data by the Observatory is validated through the Agency's established procedure involving the focal points, Risk Observatory Advisory and Expert Groups.

2007 Projects

OSH in Figures

Topics that will be addressed cover exposures, outcomes, including occupational diseases, accidents and other working environment features. A number of Thematic Reports will summarise the key trends.

Topics to be addressed for publication on the web include:

Outcomes: respiratory disorders

Sectors: transport, and hotels restaurants and catering

Groups: ageing workers

A report will be prepared on effective collection of data on work-related mortality and life expectancy in selected occupations and on work-related invalidity. This should pave the way for a data collection exercise in 2008/09.

Collection of historical data will continue to be carried out by the Topic Centre on the basis of an agreed matrix; a list of existing data sources; a list of variables; and the national risk observatory contact points. The focal points will be contacted to facilitate access to the previously identified national data systems.

Emerging risks

Collection of the latest published research findings on emerging risks will continue as part of the maintenance of the web feature.

A large-scale forecast of emerging risks will commence, based on the recommendations of the feasibility study completed in 2006*.

* Assuming approval of additional funds for these activities

New and emerging risks for cleaners will be addressed in a literature survey with a view to identifying the extent and availability of existing data and assessing the possibility for a future data collection exercise.

A workshop on new and emerging biological risks will further explore the conclusions of the Agency's report on this topic.

Company survey

Following completion of a feasibility study in 2006, a topic definition phase will identify a suitable issue to be addressed through a company survey. With the participation of stakeholders, this phase will define how the issue will be addressed in a survey. If further funds are approved, a questionnaire design project will be carried out with a view to implementing further activities in 2007 that will prepare the way for implementation of a company survey following a Board seminar in March 2007 on this and other strategic issues.

OSH Outlook

The annual short report will present some of the main features from the data collection (tables, analytical information) and results of the expert forecasts on emerging risks. It will be limited to a few key indicators.

Topics covered by Outlook reports (for publication in 2008) will include:

Work environment: vibration, lifting and postures

Outcomes: respiratory diseases, work-related mortality, life expectancy and disability

Groups: migrant workers, cleaners and ageing workers

Sectors: hotels, restaurants and catering

Risk Observatory Reports

A number of topic-based reports will be carried out on issues that will be selected according to the Observatory's priorities and in consultation with its expert and advisory groups.

Hazards: carcinogens, human-machine interface

Groups: migrant workers, subject to Bureau's positive assessment of the literature survey completed in 2006

OSH organisation: strategic planning of national OSH authorities

CATERING, HOTELS AND RESTAURANTS – RISK SECTOR ACTIVITY

Objectives:

To make available information relating to occupational safety and health in the catering, hotels, and restaurants sector

- To provide an overview of the state of occupational safety and health and of working conditions within the sector. This material to be at a level suitable for all interested in the sector.
- To provide an overview of the changes (if any) taking place within the sector that have or might have an impact on OSH including key employment and economic issues related to the sector. This material to be targeted at policy makers.
- To provide information on good safety and health programmes and practices addressing the key OSH issues of the sector. This material to be targeted at the workplace.

Outputs:

The project will lead to the delivery of web based information resources and publications. The material will be primarily web based, with suitable information being published in paper format depending on quality and demand.

As a “sector” topic, the work in this project will be linked to previous Agency work on noise, stress, dangerous substances, and accident prevention. In addition, linkage will be sought with the mainstreaming activities (e.g. vocational training in this sector). The sector is interesting as information will also cover issues surrounding migrant and young workers.

The following data will be collected:

- Generic sector data – regulatory framework, socio-economic statistics (e.g. number of workers), information on collective bargaining
- Specific OSH-situations and approaches in the sector (e.g. information on how the sector deals with high staff turn over, seasonal workers, and migrant workers)
- Information on risk and risk factors
- Good practice and relevant research, including examples of good intervention policies

Background:

Agency Regulation
Community Strategy

Context:

In the past, the Agency has addressed the following sectors: health care, education, fishing, agriculture and construction.

The Governing Board identified Hotels and Restaurants as a risk sector to be addressed in 2006. The sector employs 7 mill people in the EU and is characterized by high job demands (in particular due to direct contacts with clients) and high physical workload. Non-permanent employment patterns, in particular seasonal work, are prevalent. The sector also employs a high proportion of migrant workers.

User needs and target groups:

Provision of good practice aimed at the workplace level and at intermediaries.

Provision of information to policy makers, including social partners, related to the main issues in the sector and ways of addressing them.

Organisation:

The Topic Centre Work Environment Information will carry out the work. The Risk Observatory will also provide data. EIRO, the Industrial Relations Observatory will also be used as a source to collect information on collective bargaining on OSH issues in the sector.

Representative organisations of the sector at European level will be involved in the development of the project.

Anticipated milestones:

- Commencement of work by Topic Centres– 1st quarter 2006
- Submission of draft material – 1st quarter 2007
- Finalisation of editing, consultation, and translation procedure – 3rd quarter 2007
- Publicity and dissemination - 4th quarter 2007

It should be noted that:

- The exact scope of the work will be determined by the budget available
- The timescale will depend on the operations of the new third generation topic centres, that at the moment cannot accurately be predicted
- It is probable that the website will be live before the stated time period, but that the material available will not be complete.
- The exact structure and form of the web material will be dependent on the new third generation web site, so cannot be accurately described at this moment.

Data sources

- Material from authorities and social partners in at national level
- Material from European and international information sources (including social partners)
- International organisations

Quality assurance

- Data collection and writing of original material by contracted Topic Centre experts (following appropriate selection procedures)
- Consolidation process via focal points and Expert Group.