# A N N U A L R E P O R T

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European Agency for Safety and Health at Work

# http://osha.eu.int

A great deal of additional information on the European Union is available on the Internet. It can be accesed through the Europa server (http://europa.eu.int).

Cataloguing data can be found at the end of this publication.

Luxembourg: Office for Official Publications of the European Communities, 2000

ISBN: 92-828-9261-1

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Printed in Belgium

PRINTED ON WHITE CHLORINE-FREE PAPER

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# FOREWORD BY THE CHAIRPERSON MR RICHARD CLIFTON AND THE DIRECTOR MR HANS-HORST KONKOLEWSKY

During its third year of operations the Agency has consolidated its organisation and activities and has taken important steps towards its key strategic goal of becoming the principal source of occupational safety and health information in Europe.

The autumn launch of its new web-site at http://osha.eu.int marked the beginning of a new era in safety and health communication. Information about key issues such as legislation, research and good practice, which was previously widely dispersed or only in the hands of experts, is now just a few mouse-clicks away, available for everyone with an interest in safety and health. The Agency is convinced that this new information tool will make a significant and ongoing contribution to the

improvement of safety and health at work in Europe.

This impressive outcome results from a unique collaboration between the Agency and its network of Focal Points in all Member States. The Agency would like to express its appreciation to the Focal Points for their efforts and their commitment when preparing the national web-sites and for organising the national launch events in such an excellent way.

During the year the Agency introduced a number of new initiatives to meet the information needs of the occupational safety and health community across Europe



including the publication of the first issue of its new Magazine on 'Safety and Health at Work - a Question of Costs and Benefits?'. This magazine will act as a new forum for discussion of issues of major importance to health and safety at work in the EU - stimulating debate and highlighting both differences and common ground.

1999 saw also the first research information report of the Agency, a study of neck and upper limb musculoskeletal disorders. Initiated by the European Commission, the report provides important documentary evidence to facilitate decision-making at European level on further preventative initiatives in this important area.

The conference about 'Safety and Health and Employability' organised by the Agency together with the Finnish Presidency was the key event of the year. More than 300 experts and decision-makers discussed the link between safety and health and employability, and concluded that there is now an urgent need to develop common safety and health initiatives across the EU. These are required to help prevent workers from continuing to be excluded from the workforce because of the effects of work-related accidents or illness. In addition, action also needs to be taken to help those who are currently excluded back into Europe's labour market. The Agency would like to express its gratitude to the Finnish Presidency for its joint organisation of this event.

Following the consolidation of the Agency's network organisation and information activities the Board initiated a debate about a long-term strategy to guide the development of the Agency as a basis for the next Rolling Work Programme (2001-2004) and successive annual Work Programmes.

After open and constructive discussions involving the Bureau and the Focal Points, the Board agreed a 'dynamic' strategy document outlining the mission, vision and strategic goals for the Agency's future development. With this clear strategic view, the Agency is well prepared for the new millennium.

The Agency would like to thank all its partners, especially the Focal Points and national networks, for the co-operation and support they have shown during this year. Our special thanks are also due to Marcel Wilders, worker representative from the Netherlands for chairing the Administrative Board in such an excellent way.





The European Union possesses a huge reservoir of knowledge and information on occupational safety and health issues. Effectively harnessed these resources have the potential significantly to improve the quality and safety of the working lives of many of Europe's 150 million workers. A key aim of the Agency is to build effective links across Europe, and beyond, between the wide variety of groups and individuals with expertise and interest in work-related safety and health issues.

In 1999, the Agency has consolidated its main operational instruments and networks - the Focal Points, Thematic Network Groups and other expert groups, and its Topic Centres. It has also taken steps to extend its links to organisations and countries outside the EU.

# STRENGTHENED FOCAL POINT ENGAGEMENT

The Focal Points are at the heart of the Agency's information network. Consisting of leading national health and safety organisations, they represent the Agency at Member State level and manage national networks of information providers in partnership with representatives of the Agency's key stakeholders – workers' and employers' representatives, and governmental bodies.

The year in review has seen a welcome increase in the participation of the Focal Points in the work of the Agency. The Focal Points have contributed significantly to the implementation of the Agency's work programme and a number of reports on issues as diverse as Repetitive Strain Injuries (RSI) and the State of Occupational Safety and Health (OSH) have been received. In addition, the very positive responses from Focal Points to the Agency's request for inputs into the development of its Strategy Paper and draft Work Programme 2000 have been particularly encouraging.

At a practical level, the working links between Agency and Focal Point project staff have been strengthened through the organisation of induction courses for new members of staff and joint seminars. In December, Agency and Focal Point representatives took part in a workshop to discuss the implementation plan for the Work Programme 2000.

European Agency for Safety and Health at Work

#### ACCESS TO EUROPEAN EXPERTISE

The Agency's Thematic Network Groups are responsible for providing guidance on the delivery of specific aspects of our work programme. They are made up of leading experts from the 15 Member States, appointed by the Focal Points, and also include observers from the social partners and the European Commission. Four such groups were up and running in 1999 - one for each of the Agency's key areas of project activity: OSH-monitoring; OSH-systems and programmes; research on work and health; and good safety and health practice. During 1999 each group has met in Bilbao on at least two or three occasions to review progress and plan future developments. Two other expert groups have continued to assist the Agency in the development of its Internet and communications activities.

In a further development, an informal meeting in July with representatives of safety and health practitioner and professional organisations from across Europe has taken place.

#### TOPIC CENTRES MOVE AHEAD

The first four Topic Centres were designated by the Agency's Administrative Board in 1998. Topic Centres link together different national safety and health expert institutions and are set up for fixed periods to carry out specific tasks within the Agency's information activities. One Centre is dealing with the broad topic of Research on Work and Health, while three other Centres are covering aspects of Good Safety and Health Practice (musculoskeletal disorders; stress at work; and dangerous substances). During the year, all four Centres have been heavily involved in data collection and have submitted reports on their activities, which are reported on more fully later in this publication. Following an evaluation report and a decision by the Administrative Board in November 1999 their contracts were extended for an additional year.

#### CLOSER CO-OPERATION WITH EU INSTITUTIONS

During 1999, the Agency has worked closely with the German and Finnish presidencies of the European Union, the European Foundation for the Improvement of Living and Working Conditions as well as with a number of other European Agencies. As importantly, it has continued to increase the level of cooperation with various services of the European Commission to include beside DG Employment and Social Affairs, DG Research, DG Information Society and DG Enterprise.

In June, DG Research participated in an Agency seminar on OSH research needs and priorities in the EU Member States. As a result, the Agency was invited to contribute to the annual evaluation and review of the current Fifth Framework Programme of Research and Technological Development and an Agency report on this was submitted the following month. Another participant at the research seminar was the EC's Joint Research Centre (JRC) and further co-operation between the Agency and the JRC is now foreseen.

Following a presentation of the Agency's profile and activities, DG Information Society and the Agency have begun looking at possible ways of cooperating in the development of user-friendly information systems and telematic services for European citizens. Discussions have also been held between the Agency and DG Enterprise as to how the two bodies might join forces to improve small and medium-sized enterprises' access to Agency information. In a further attempt to improve the dissemination of information, the Agency has begun to make full use of the Office des Publications Officielles des Communautés Europeénnes (OPOCE) in editing, printing and distributing all of its future publications.

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# EXPLORING THE LINK BETWEEN SAFETY AND HEALTH AND EMPLOYABILITY

European countries urgently need to develop common safety and health initiatives if they are to stop employees affected by work-related accidents or illness from continuing to be excluded from the workforce, according to delegates at the Agency's third European conference, held in Bilbao in September 1999.

Opened by HRH the Prince of Asturias and attended by more than 300 OSH experts from 31 countries, the Conference, which was jointly organised with the Finnish presidency of the EU, turned the spotlight on the link between occupational safety and health issues and employability. Delegates, who also included representatives from the European Commission and Parliament, national governments, and employer and employee associations, were told that across Europe some 600 million working days are lost each year as a result of injuries and work-related illnesses, at an economic cost of between 185 billion and 270 billion euros. In human terms the cost is even higher. Hundreds of thousands of people, injured or made ill through work, find themselves permanently excluded from the workplace, in spite of the fact that they may possess valuable skills and experience as well as the capacity to be economically active.

According to Markku Lehto, Permanent Secretary of Social Affairs and Health in Finland, tackling this issue is both a moral and economic imperative. "Improving the employability of workers is the first pillar of the EU's employment strategy. The knowledge and experience of all age groups is needed to secure the well-being and competitiveness of the EU — on which the success of our societies is based," he said.

Conference proposals to help get people back into the workforce included a call for employers to implement practical safety and health measures, such as redesigning workplaces and delivering quality information and training, in order to fit work and the workplace to the person, rather than the current tendency to fit the person to the work. A recommendation that the EU Social Action Programme should focus more clearly on the link between occupational safety and health and employability was backed by Allan Larsson, the Commission's Director General of Employment and Social Affairs. Describing the conference as a 'political breakthrough', he said: "Health and safety at work is now on the way to being recognised ... as a central element in a modern employment strategy. We are, for the first time, on the way to a holistic view on work and employment. This shift will make European employment strategy much stronger."

A summary of the conference including the key-note addresses and main conclusions has been published on the Agency's web site.

The Agency has also made progress in developing closer ties with the European Parliament. In November, the Director presented the Agency's role and current activities as well an outline of its work programme for 2000 to members of the Employment and Social Affairs Committee. Such formal presentations were also complemented by an increasing number of individual briefing sessions with interested Members of the European Parliament.

Raising awareness and understanding of the Agency and its role was also the key aim of a presentation to the Social Affairs Committee of ECOSOC (the Economic and Social Committee of the European Communities) which brings together representatives of many of the Agency's key stakeholder groups.

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Discussions during the first half of the year with the European standardisation organisation, Comité Europeén de Normalisation (CEN) resulted in its Board agreeing that the Agency could provide links from its web site to information on the scope of OSH related standards free of charge.

The Agency has also continued to work closely with the European Foundation for the Improvement of Living and Working Conditions in line with the memorandum of understanding signed last year. The Agency's Director is a regular participant at the Foundation's Board meeting. In addition to collaborating on the State of OSH project, the Agency and Foundation also prepared a joint paper for the European Commission clearly setting out the two organisations' complementary roles and shared vision regarding their future activities.

In the coming years, the Agency will continue to prioritise the development of its links with other European Union institutions, for example with the new DG for Enterprise, with a view to maximising possible synergies and ensuring that the OSH message is spread as widely as possible.

# BUILDING BRIDGES BEYOND THE EUROPEAN UNION

1999 has also seen the Agency strengthening its links with countries and organisations outside of the EU. During the year, the Agency began work on formulating its strategy with regard to the EU Candidate Countries. This activity was brought into sharper focus by the decision taken at the Helsinki summit on the role of Agencies in the pre-accession period. Additional funding is expected to allow the Agency to help the Candidate Countries to build up occupational safety and health web sites, Focal Points and national networks.

Co-operation with EFTA-countries also stepped up a gear in 1999. All EFTA-countries are participating in the Agency's State of OSH project and a number of them have expressed interest in joining in the Agency's internet-based information network and in other activities, such as the European Week for Safety and Health at Work.

Further afield, network contacts with the Korean and Japanese safety and health administrations have been enhanced by visits from the Korean Occupational Safety and Health Agency (KOSHA) and the Japanese Industrial Safety and Health Association (JISHA), while the Agency has also strengthened its links with other key international organisations such as the International Labour Organisation, the World Health Organisation and the International Social Security Association. In addition, the Agency has taken forward plans to develop a joint web site with the US Occupational Safety and Health Administration (OSHA) and will be involved in the preparation of the next EU-US Conference taking place in San Francisco in November 2000.



In addition to pooling today's knowledge and making it more accessible, the Agency is also committed to anticipating and responding to tomorrow's information needs. Agency information projects provide support both for policy making and implementation and are tackling a wide variety of topics. They result in reports and new internet-based resources.

In 1999 the Agency's Thematic Network Groups and Focal Points were overseeing the work of project staff, Topic Centres and external consultants working on four main information projects: OSH-Monitoring; OSH-Systems and Programmes; Research on Work and Health; and Good Safety and Health Practice.

#### OSH-MONITORING

The current state of occupational safety and health in the European Union is a central concern for not only national and European legislators, but also employers and employees alike. The topic was identified at an early stage as one of the Agency's priority information projects and at the end of 1999 the Agency was putting the finishing touches to a wide-ranging study which is set to be published in 2000. A draft of a consolidated European report prepared by an external contractor on the basis of 15 national reports was discussed by the relevant Thematic Network Group in November and at a meeting of the Focal Points in December. Some key findings were presented to the Board in November and a further draft of the report went to the Agency's Board in February 2000 prior to publication.

## OSH SYSTEMS AND PROGRAMMES

Under this broad project heading activities have moved ahead in three main areas:

OSH in marketing and procurement. One of the key findings of the Agency's 1998 report into the 'Economic Impact of Occupational Safety and Health in the Member States of the European Union' was that, in a number of European countries, making the award of contracts dependent on a firm's ability to demonstrate that it operated with adequate health and safety provisions had been shown to

be an effective way of raising overall OSH levels. As part of its follow-up to that report, the Agency decided in 1999 to look at the role of OSH in marketing and procurement in greater detail. Following a call for tender, an external contractor has been selected to carry out, in partnership with the Agency's Focal Points, some 20 case-studies across Europe with the aim of producing a final project report by the middle of 2000.

Safety and health and employability - Following the results of the Agency's September conference on the same topic, an Agency contractor is preparing a report on the practices and experiences in Member States concerning programmes and initiatives aimed at increasing the employability of workers. A complementary data-gathering exercise focused on the link between safety and health at work and employability has also been started as part of the OSH-Monitoring Project.

Safety and health campaigning - The Agency has also started work on producing a manual on how to organise effective occupational safety and health campaigns. A European survey to find out what are the crucial ingredients for a successful campaign has been prepared by an Agency contractor in consultation with the Thematic Network Group on Systems and Programmes and the final 'guide' to campaigning should be ready by mid-2000.

#### RESEARCH ON WORK AND HEALTH

For many European citizens the world of work is changing at a breathtaking pace. A better understanding of what impacts new as well as existing work practices are having on safety and health is needed. During 1999 the Agency has brought together the views of Member States to establish a set of common European priority research issues.

After canvassing the views of experts in the Member States, HSL, one of the partner institutions involved in the Topic Centre on Research on Work and Health, prepared a draft report for discussion by its Thematic Network Group and the Agency's Focal Points. Comments received on this report and the results of an Agency seminar, held in Bilbao in June, will form the basis for the preparation of a final priority report. These, in turn, will provide the Agency's principal input into the formulation of the EU's next (Sixth) Framework Programme for Research and Technological Development.

There appears to have been a considerable degree of consensus amongst Member States over what should be the key priorities for future research. These included: psycho-social factors, such as stress at work; ergonomic risk factors, including manual handling and work postures; chemical risk factors; safety risks; and risk management in small and medium-sized enterprises. Other priority areas cover topics such as occupational and other work-related diseases; risks in specific activities; risk assessment; substitution of dangerous substances; and physical risk factors.

Other activities of the Topic Centre on Research have included the setting up of a data collection procedure and management system for an Internet system for OSH research information. It has also reported progress in providing research information support for the Agency's Topic Centre on Good Practice - Stress at Work.

At the request of the European Commission, the Agency commissioned an expert review of research information on work-related neck and upper limb musculoskeletal disorders. The resulting report, which was published at the end of 1999, provides a valuable knowledge base for the discussion of possible future actions in this area (*see feature*).

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Musculoskeletal disorders are one of the most common work-related ailments affecting millions of European workers across all employment sectors, from construction sites to hospital wards and offices. The first in a new series of Agency research information reports, published in 1999, takes stock of the problem of work-related neck and upper limb problems and provides a basis for the development of a European strategy to combat it.

Following a request from the European Commission, the Agency contracted Professor Peter Buckle and Dr Jason Devereux at the Roben's Centre for Health Ergonomics, UK, a participating institute in the Agency's Topic Centre on Musculoskeletal Disorders, to examine the issue in detail. Their study drew not only on the current scientific literature, but also incorporated the views of an international scientific panel and it was consolidated by the Agency's Thematic Network Group on Research.

Amongst their findings, they report that neck and upper limb musculoskeletal disorders are an increasingly significant problem across Europe with considerable economic consequences. There is also convincing scientific evidence, based on biomechanics, mathematical modelling and direct measurements of physiological and soft tissue changes, that a strong relationship exists between some musculoskeletal disorders and workplace practices.

Common workplace risk factors include poor posture, particularly concerning the shoulders and wrist, the carrying out of highly repetitive movements or work that involves force applications on the hand or hand-arm vibration. But other factors such as a cold work environment, the way in which the work is organised or the perception that workers have of their work organisation can also play a part. Women appear to be disproportionately exposed to such risk factors.

Buckle and Devereux call for further research in a number of areas, and for consultation to resolve the lack of standard methods available to Member States for dealing with musculoskeletal disorders. But they insist that the current scientific knowledge already provides enough information to help identify and protect those workers at greatest risk.

At a European level, they advocate an approach which builds on the principles already recognised in EU law of risk assessment, health surveillance, employee information and training, ergonomic work systems, and prevention of fatigue.

Commenting on the publication, Dr Patrick Levy, medical advisor of the Groupe Rhodia and chairman of the ad hoc group on musculoskeletal disorders of the European Commission's Advisory Committee for Safety, Hygiene and Health at Work in Luxembourg, said: "The Agency's report has provided the ad hoc group with an excellent basis for the development of its thinking on what is an extremely important issue of occupational health. Its comprehensiveness makes it an interesting tool for anyone interested in developing and promoting preventative solutions to Europe's MSD problem."

The next research information report in the Agency's pipeline will deal with the topic of stress at work. "Research information projects like these are an important part of the Agency's portfolio," commented Hans-Horst Konkolewsky, the Agency's Director. "Our aim is to provide comprehensive and accessible reports that can help decision-makers, at both the European and Member State level, to review and if necessary develop new preventative strategies to tackle today's most pressing problems in occupational safety and health."

# GOOD SAFETY AND HEALTH PRACTICE

The three Topic Centres on Good Practice - Musculoskeletal Disorders, Stress at Work and Dangerous Substances - have focused their efforts during the year on data collection.

In October, the two Topic Centres dealing with Stress at Work and Research joined forces to organise a workshop in Copenhagen on good practice and research concerning stress at work. A report is now under preparation.

Also during the year, the Thematic Network Group on Good Practice set up a sub-group to advise on the best way for the Agency to provide construction sector related information on its web site, given the high priority of this sector for OSH. As a result of the sub-group's reflections, additional pages have now been added to the web site providing quick access to links, both inside and outside Europe, concerning safety and health in the construction sector.



As the Agency's portfolio of activities continues to expand, effective communication with its target audiences becomes even more important. An integrated approach - incorporating publications, web, video, exhibitions, media relations, presentations and briefings - provides the basis for the Agency's communication's strategy.

In 1999, as well as moving forward with a number of communications initiatives, the Agency also took steps to strengthen its capability in this area.

# AGENCY WEB SITE — A UNIQUE RESOURCE

The Agency's web site has undergone considerable development in 1999 and was the focus of a Europe-wide launch campaign in the last three months of the year (*see feature*).

The site, which in fact brings together the Agency's own site and some 15 national sites managed by the Focal Points, now provides a unique multinational and multi-lingual on-line resource for both OSH professionals and the interested public. As well as providing an overview of the Agency's role, activities and publications, a new navigational structure allows visitors to link directly to European and national-level information. European legislation is covered in all official Community languages and additional content is being added on an almost daily basis. The aim is to provide access to an encyclopaedic stock of information on occupational safety and health.

During the year, we have also increased the role of the internet and other channels of electronic communication in the day-to-day management of our activities. The Agency and its Topic Centres have worked closely with the Internet Expert Institute in the development of new applications for publishing different types of information on-line, and plans are now well advanced for the introduction of Extranet services for the Agency's Board and network partners in 2000.

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# YOUR LINK TO SAFETY AND HEALTH AT WORK — http://osha.eu.int

Europe's citizens are now just a click away from a wealth of on-line information on occupational safety and health issues following the launch of the Agency's new web site in October 1999.

Promoting the new site at a series of launch events across Europe, Agency Director, Hans-Horst Konkolewsky was quick to praise the support that the project has received from the Agency's Focal Point network. "The launch of the web site is a major step towards safe and healthy work in Europe. Together with all Member States we have created a unique safety and health information resource. Our aim is to raise the awareness of health and safety across Europe and to encourage and support improvements."

While anyone visiting the site probably won't realise it, http://osha.eu.int is in fact a virtual network of more than 15 web sites, which are managed and updated by the Agency and its Focal Points. Obtaining agreement on a common structure was already a major achievement, but getting content in place in time for the autumn launch was the result of a real pan-European collaboration.

As well as providing an overview of the Agency and its activities, the site provides information on legislation, good practice, research, statistics, systems, news and events, and training. In addition, information is being added on safety and health guidelines and standards as well as on specific subjects being dealt with as part of the Agency's information projects.

A unique navigational structure means that with just one click of a mouse visitors can access European and national-level information.

While the web is constantly evolving and the Agency has numerous plans for further enhancements and developments, initial user feedback and the fact that several EFTA and EU Candidate Countries have expressed an interest in joining the project suggests that the Agency is on the right track.

#### RAISING AWARENESS AMONGST OSH PROFESSIONALS

As a relatively young organisation, the Agency took some additional steps in 1999 to help establish the Agency's profile amongst the professional OSH community. These have included issuing a number of targeted news releases as well as making sure that the Agency is represented at Europe's major OSH conferences and exhibitions. For example, the Agency's exhibition stand at the *A+A International Safety and Health Fair and Congress* in Düsseldorf, Germany, generated a good deal of interest amongst the 50,000 visitors, as did a special Agency workshop, jointly organised with our German Focal Point, at the same event.

# TWIN-TRACK APPROACH TO PUBLISHING

In 1999, we published and distributed two more issues of our Agency newsletter and launched our magazine, with a special issue focused on cost benefit analysis in OSH. We also published the first in a series of research information reports, and introduced a new range of 'fact sheets', in 11 languages, dealing with specific Agency activities. In 2000, we intend to continue with the development of our twin-track approach to publishing, integrating further print and electronic versions, taking into account the results of a survey of user information needs.

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# MEDIA AND PUBLIC RELATIONS

The Agency has continued to respond to a growing number of requests for information from journalists, the OSH community, enterprises and the public. In addition, we have also taken a proactive role, in co-operation with our network of national editors, in developing our media relations, issuing news releases and organising press conferences during the year, as well promoting the Conference in Bilbao.

Requests for information have included an approach from the Irish Focal Point to collect data on Member States' resources for OSH inspection. Drawing on its information network, the Agency was able to gather the information and publish it in its newsletter within months. Similarly, a request from the Dutch Focal Point concerning national policy regarding Repetitive Strain Injuries is set to result in the publication of a summary report early in 2000.

In addition, the Agency added a special feature on the safety and health implications of the 'Y2K bug' on its web site following a request from the European Commission.

#### REACHING OUT TO A WIDER PUBLIC

The Agency has welcomed the European Commission's decision to hand over to it the responsibility for planning and organising the next European Week for Safety and Health at Work scheduled for October 2000. It provides the Agency with an excellent opportunity to take the OSH message to an even wider audience. Planning for the Week started in 1999 with the Administrative Board deciding to focus in 2000 on the prevention of work-related musculoskeletal disorders, particularly back pain. Following the European Parliament's decision to provide additional budget appropriations to the Agency for the Week, a call for project proposals has been issued. The Agency will work closely with the Portuguese and French presidencies as well its own information network to promote the Week's activities. These are set to include seminars, workshops and 'roadshows' as well as competitions to identify good practice solutions.

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With all of the Agency's key stakeholder groups represented, the Administrative Board sets the Agency's policy goals and is responsible for deciding on the detailed strategy needed to realise the Agency's objectives. The Bureau, which includes representatives from each interest group, oversees the implementation of the strategy.

The Administrative Board is made up of the key partners in occupational safety and health decision-making in Europe. Fifteen members represent the governments of Member States, 15 represent the employer organisations, 15 represent the employee organisations and three members represent the European Commission. In 1999 the Board met twice in March and November. The Bureau, which is made up of one member and one observer from each interest group as well as two representatives from the Commission and one Spanish government representative, provides continuity between Board meetings and met four times in 1999.

#### AN ACTIVE ENGAGEMENT

Pre-Board seminars have proved to be an effective way of ensuring effective communication between the members of the Board and the other key players in the Agency's information network, the national Focal Points. In March, a wide-ranging pre-Board discussion of how the Agency's network had developed so far provided a valuable starting point for the Board's major reappraisal of the Agency's corporate strategy later in the year, which resulted in the finalisation of a new strategy paper in December 1999.

During the year, Board members have also begun to take a more active role in other Agency activities in line with their 1998 decision. They were for example active in the review of the Topic Centres and the Board took the decision in November that all four Topic Centres be re-designated for a further 12 months.

Other decisions taken during the year included the approval of the Agency's budget and work programme for 2000, agreement that the Agency should take over the running of the European Week

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for Safety and Health at Work 2000 and that the Agency should begin work on developing a new extranet system to improve communication between the Agency and its network.

In November, the Board elected Mr Richard Clifton, the UK government representative, as its new Chairperson for a one-year term, replacing Mr Marcel Wilders, the Dutch employees' representative.

#### THE 2000 WORK PROGRAMME

The work programme for 2000 was agreed by the Board at its November meeting and includes plans for publication of a number of reports, on topics ranging from the organisation of OSH campaigns and OSH issues in subcontracting, procurement and marketing to the link between safety and health and employability.

Among the new themes which will be given priority in 2000 are work on the socio-economic impact of work-related musculoskeletal disorders, OSH management systems and the development of a good-practice information system for the health services sector, the first such 'sector' project undertaken by the Agency. Another important focus of activity in October 2000 will be the 'European Week 2000' events - concerned with musculoskeletal disorders and back pain - which are being be co-ordinated by the Agency. Bilbao will be the venue for the closing event in November 2000 when a colloquium and a special award ceremony will be held.



The Agency's focus during its first years of existence on developing effective and efficient financial, IT and personnel management has come to fruition in 1999 and the Agency is now fully operational.

## INFRASTRUCTURE AND GENERAL SERVICES

The Agency is now well established in its premises at Gran Via, 33 in Bilbao. During the year a number of new staff have been recruited to strengthen the Agency's operational and communication capabilities and the Agency has made the necessary infrastructure investments to ensure that it has appropriate levels of technical support for its activities.

To comply with Community rules for awarding contracts, the Agency's Advisory Committee for Procurements and Contracts has met on six occasions in 1999 to review and give an opinion on all contracts involving costs exceeding 46,000 euro.

### FINANCIAL MANAGEMENT SYSTEMS

During 1999, the Agency has continued to improve its management system updating the general accounts using CUBIC as a general ledger. Under a joint action with other Agencies, the Agency has installed and run on a trial basis an integrated computerised system for budget and financial management – SI2.

The Court of Auditors has examined the Agency's 1998 financial statements and has concluded that "the annual accounts for the financial year which ended on 31 December 1998 are reliable and that the underlying transactions, taken as a whole, are legal and regular".

The Agency's 1999 budget of 6.68 million euros has been committed up to a level of 95%. The sources of revenue were a European Community subsidy of 6.5 million euros and grants from the Basque regional government and the county of Vizcaya for amounts of ESP 20 million and ESP 10 million, respectively, towards the cost of renting its premises in Bilbao. The budget has been published in the

Official Journal (OJ L 309, 3.12.1999) and on the Agency's web site. A supplementary budget of just over 0.9 million euros was approved at the end of the year principally to finance the organisation and running of the European Week for Safety and Health at Work in 2000.

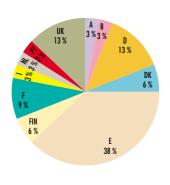
Title	Amount (euro)
I. Staff	2 600 000
II. Buildings and equipment	980 202
III. Operating expenditure	4 045 025
TOTAL	7 625 227

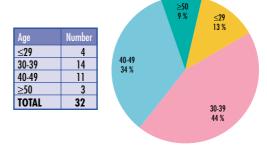
# PERSONNEL MANAGEMENT SYSTEM

During 1999, the Agency finalised selection procedures for the recruitment on new temporary agents and local staff in accordance with the rules and practices of the European Union institutions. Consequently, the staff structure has evolved and at the end of the year the staff situation was the following:

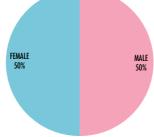
Category	Number
Temporary agents	22 (10 A, 8 B, 4 C)
National experts on secondment	1
Local staff agents	9
TOTAL	32

Nationality	Number
A	1
В	1
D	4
DK	2 12
E	12
FIN	2
F	3
1	1
NL	1
P	1
UK	4
TOTAL	32





Sex	Number	
Male	16	F
Female	16	
TOTAL	32	



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A health and safety committee has been set up in order to monitor the implementation of a preventative action plan. In addition, as part of the Agency's staff development programme in-house training has been organised for all staff, mainly in languages, IT fields, project management and the SI2 system.

The Agency has also adopted, following the recommendations of the European Ombudsman and the European Commission, a Decision concerning 'the terms and conditions for internal investigations in relation to the prevention of fraud' and a Decision concerning 'the code of conduct of good administrative behaviour'.

#### IT MANAGEMENT SYSTEM

The IT and communications infrastructure has been enhanced with the installation of new telematic links with the European Commission (Europateam, SI2). There has also been a significant increase in IT support for Oracle databases (Adonis, SI2 upgrade) and for the Agency's internet operations. A Y2K contingency plan was also implemented during the year to ensure that the Agency's information systems were all millennium compliant.

# A N N U A L R E P O R T

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ANNEXES



The Agency's Administrative Board is made up of representatives of each of the 15 Member States' governments, employer and employee organisations, together with three representatives from the European Commission. In addition, four observers are invited – two from the European Foundation for the Improvement of Living and Working Conditions and one each from the ETUC and UNICE.

# GOVERNMENTS

Country	Member	Alternate
Austria	Mr. R. Finding	Mr. G. Poinstingl
Ausura	Wii. K. Fillding	Wil. G. I Ollistiligi
Belgium	Mr. M. Heselmans	Mr. JM. de Coninck
Denmark	Mr. J. Andersen Awaiting new name	Mrs. H. Ratsach
Finland	Mr. M. Hurmalainen	Mr. J. Kallio
France	Mr. M. Boisnel	Mrs. J. Guigen
Germany	Mr. A. Horst	Dr. KH. Grütte
Greece	Ms. A. Kafetzopoulou	Ms. M. Pissimissi
Ireland	Mr. T. Walsh	Dr. S. Wood
Italy	Mrs. M.T. Ferraro	Mrs. G. Rocca
Luxembourg	Mr. P. Weber	Ms. M. Fisch
Portugal	Mr. J.P. Sousa	Mr. E.R. Leandro

Spain	Mr. F.J. González Fernández	Mr. R. Martínez. de la Gándara
	Awaiting new name	
Sweden	Ms. H. Nilsson	Mr. B. Barrefelt
	Awaiting new name	
The Netherlands	Mr. R. Laterveer	Mr. H. Middelplaats
United Kingdom	Mr. R. Clifton	Mr. A.J. Lord
	(Chairperson Nov. 1999-Nov. 2000)	

# **EMPLOYERS**

Country	Member	Alternate
Austria	Ms. C. Schweng	Mr. H. Brauner
Belgium	Mr. A. Pelegrin	Mr. K. de Meester
Denmark	Mr. T. Jepsen	Mr. T. P. Nielsen
	Vice-Chairperson	
Finland	Mr. J. Ahtela	Mr. J. Forss
	D D T 111 1	
France	Dr. P. Thillaud	Dr. P. Levy
Campany	Mr. A. Gunkel	Mr. K.C. Scheel
Germany	Mr. A. Gunkei	Mr. K.C. Scheel
Greece	Mr. E. Tsamoussopoulos	Mr. E. Zimalis
Greece	Wii. E. Tsaiiloussopoulos	wii. E. Zimans
Ireland	Mr. T. Briscoe	Mr. K. Enright
Italy	Mr. F. Giusti	Mr. M. Fregoso
·		<u> </u>
Luxembourg	Mr. M. Sauber	Dr. F. Metzler
Portugal	Mr. M.M. Pena Costa	Mr. J.L. Barroso
Spain	Mr. F. Muñoz Múgica	Mr. F. Manzano Sanz
Sweden	Mr. H. Frostling	Mr. A. Lind
The Netherlands	Ms. C.C. Frenkel	Mr. J.J.H. Koning
II '4 1 IZ' 1	D I A I	D D Willia
United Kingdom	Dr. J. Asherson	Dr. D. White

European Agency for Safety and Health at Work

# Workers

Member	Alternate
Mr. A. Heider	Ms. R. Czeskleba
Ms. C. Cyprès	Mr. H. Fonck
A I I D	M. I.D. 1
Mr. J.1. Rasmussen	Mr. J. Poulsen
Ms R Perimäki-Dietrich	Ms. R. Työläjärvi
	1.101 1tt 1 y 0.10gur + 1
Mr. M. Sedes	Mr. M. Martin
Mr. M. Angermaier	Mr. R. Konstanty
Mr. D. Politis	Mr. S. Drivas
Mr. E. Wissland	Mr. C. Connin
Mr. F. Whelan	Mr. S. Cronin
Mr C Stanzani	Ms. L. Benedettini
Wi. C. Stanzani	ivis. E. Benedettiiii
Mr. A. Giardin	Mr. M. Goerend
Mr. L.F. Do Nascimento Lopes	Mr. J. Dionisio
Ms. M. Díaz	Mr. A. Carcoba
M D T 1	M M D 11 '''
WIR. B. Tengberg	Ms. M. Breidensjö
Mr M Wilders	Awaiting new name
	maning her hund
(Champerson 1101. 1770 1101. 1777)	
Ms. A. Gibson	Mr. O. Tudor
	Mr. A. Heider  Ms. C. Cyprès  Mr. J.T. Rasmussen  Ms. R. Perimäki-Dietrich  Mr. M. Sedes  Mr. M. Angermaier  Mr. D. Politis  Mr. F. Whelan  Mr. C. Stanzani  Mr. A. Giardin  Mr. L.F. Do Nascimento Lopes  Ms. M. Díaz  Mr. B. Tengberg  Mr. M. Wilders  (Chairperson Nov. 1998 – Nov. 1999)

# **EUROPEAN COMMISSION**

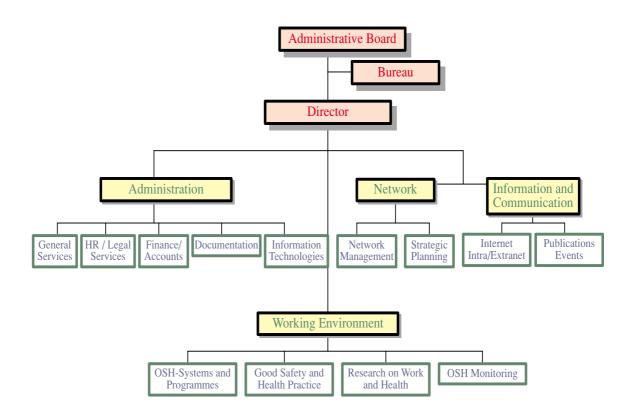
Member	Alternate
Mr. A. Larsson	Dr. W.J. Hunter
Director General,	Director,
Employment and Social Affairs DG	Health and Consumer Protection DG
Mr. M. Oostens	Mr. J. P. Van Gheluwe
Employment and Social Affairs DG	Enterprise DG
Mr. J. R. Biosca de Sagastuy	Dr. E. Rother
Employment and Social Affairs DG	Employment and Social
Vice-Chairperson	Affairs $DG$

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# OBSERVERS

Member	Alternate
Dr. C. Purkiss	Mr. E. Verborgh
Awaiting new name	
European Foundation for the Improvement	
of Living and Working Conditions	
Ms. M. Valkonen	
Chairperson, European Foundation for the	
Improvement of Living and Working Conditions	
Mr. O. Richard	Ms. V. Corman
UNICE	CNPF
Mr. E. Carlslund	
ETUC	
(Replaced by Mr. M. Sapir, TUTB, in November 1999)	







# **DIRECTORATE**

Mr. Hans-Horst Konkolewsky (DK), Director.

Ms. Irune Zabala (ES), Secretary.

# NETWORK SECRETARIAT

Mr. Finn Sheye (DK), Network Manager.

Ms. Françoise Murillo (F), Network Manager.

Mr. William Cockburn (UK), Assistant Network Manager.

Ms. Estibaliz Martinez (ES), Secretary.

Ms. Dagmar Radler (D), Secretary.

### Information and Communication Unit

Mr. Andrew Smith (UK), Programme Manager.

Mr. Alun Jones (UK), Information Manager.

Ms. Paola Piccarolo (IT), Assistant Information Manager.

Mr. Teuvo Uusitalo (FI), Assistant Internet Manager.

Ms. Lila Adib (F), Assistant Intranet and Extranet Manager.

Mr. Antoine Sierra (F), Publication and Finance Assistant.

Ms. Maria José Urquidi (ES), Secretary.

European Agency for Safety and Health at Work

#### WORKING ENVIRONMENT UNIT

- Mr. Ulrich Riese (D), Programme Manager.
- Mr. Markku Aaltonen (FI), Project Manager.
- Mr. Martin den Held (NL), Project Manager.
- Ms. Christa Sedlatschek (A), Project Manager.
- Ms. Anette Rückert (D), Project Manager.
- Mr. Tim Tregenza (UK), Project Manager.
- Ms. Sarah Copsey (UK), Assistant Project Manager.
- Mr. Ingemar Sternerup (S), Assistant Project Manager.
- Mr. Jens Engelhardt (D), Finance Assistant.
- Ms. Monica Vega (ES), Secretary.
- Ms. Usua Uribe (ES), Secretary.

### **ADMINISTRATION UNIT**

- Mr. Joan M. Pijuan (ES), Resource Manager.
- Mr. Raúl Fresneña (ES), Assistant IT Manager.
- Mrs. Elena Ortega (ES), Assistant Finance Manager.
- Mr. Paul Cladas (B), Accountant.
- Mr. Artur Cardoso Ferreira (P), Accounting Assistant.
- Ms. Mari Carmen de la Cruz (ES), Administration Assistant.
- Mr. Roberto Gonzalez (ES), IT Assistant.
- Ms. Ana Dominguez (ES), Documentalist.
- Ms. Estibaliz Vidart (ES), Secretary.



In the Agency's regulation Topic Centres are defined as institutions which are able to cooperate with the Agency on certain topics of particular interest and thus to act as topic centres of the network. The Board designates them for a fixed period of time, following a competitive selection process. The Topic Centres are consortia of expert institutions/organisations – comprising one lead organisation and several partner organisations from different Member States – which assist the Agency in the implementation of particular parts of its work programme. At present, four Topic Centres have been designated by the Board: one deals with Agency activities under the general heading 'research on work and health' and three deal with specific themes within 'good safety and health practice'.

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# NATIONAL RESEARCH AND SAFETY INSTITUTE

(Institut National de Recherche et de Sécurité - INRS)

Avenue de Bourgogne – B.P. 27

F-54501 Vandoeuvre Cedex

**FRANCE** 

# PARTICIPATING ORGANISATIONS:

# TNO WORK AND EMPLOYMENT

(TNO Arbeid)

Polarisavenue 151

Postbus 718

NL-2130 AS Hoofddorp

THE NETHERLANDS

# NATIONAL INSTITUTE FOR WORKING LIFE (NIWL)

(Arbetslivsinstitutet)

Warfvinges väg 25

S-112 79 Stockholm

**SWEDEN** 

# FINNISH INSTITUTE OF OCCUPATIONAL HEALTH (FIOH)

 $(Ty\"{o}terveyslaitos)$ 

Topeliuksenkatu 41 a A

FIN-00250 Helsinki

**FINLAND** 



# INSTITUTE OF WORK, HEALTH AND ORGANISATIONS (I-WHO)

University of Nottingham Business School Jubilee Campus, Wollaton Road Nottingham NG8 1BB UNITED KINGDOM

# PARTICIPATING ORGANISATIONS:

# FINNISH INSTITUTE OF OCCUPATIONAL HEALTH (FIOH)

(Työterveyslaitos) Topeliuksenkatu 41 a A FIN-00250 Helsinki FINLAND

# FEDERAL INSTITUTE FOR OCCUPATIONAL SAFETY AND HEALTH

(Bundesanstalt für Arbeitsschutz und Arbeitsmedizin - BAuA) Friedrich-Henkel-Weg 1-25 D-44149 Dortmund GERMANY



**Robens Centre for Health Ergonomics** 

# EUROPEAN INSTITUTE FOR HEALTH AND MEDICAL SCIENCES

University of Surrey

Guildford, Surrey, GU2 5XH

UNITED KINGDOM

# PARTICIPATING ORGANISATIONS:

# FINNISH INSTITUTE OF OCCUPATIONAL HEALTH (FIOH)

(Työterveyslaitos)

Topeliuksenkatu 41 a A

FIN-00250 Helsinki

**FINLAND** 

# TNO WORK AND EMPLOYMENT

(TNO Arbeid)

Polarisavenue 151

Postbus 718

NL-2130 AS Hoofddorp

THE NETHERLANDS

# THE INSTITUTION OF OCCUPATIONAL SAFETY AND HEALTH (IOSH)

The Grange, Highfield Drive, Wigston,

Leicestershire, LE18 1NN

UNITED KINGDOM



# FINNISH INSTITUTE OF OCCUPATIONAL HEALTH (FIOH)

(Työterveyslaitos) Topeliuksenkatu 41 a A FIN-00250 Helsinki FINLAND

# PARTICIPATING ORGANISATIONS:

# TNO NUTRITION AND FOOD RESEARCH INSTITUTE

Postbus 360 NL-3700 AJ Zeist THE NETHERLANDS

# FRAUNHOFER INSTITUTE FOR TOXICOLOGY AND AEROSOL RESEARCH

Nikolai-Fuchs-Strasse, 1 D-30625 Hannover GERMANY

# NATIONAL INSTITUTE FOR WORKING LIFE (NIWL)

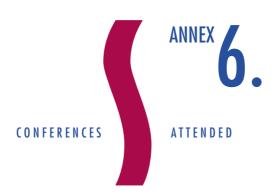
(Arbetslivsinstitutet) Ekelundsvägen 16 S-171 84 Solna SWEDEN

# COOPERATION CENTRE HAMBURG

(Kooperationsstelle Hamburg) Besenbinderhof 60 D-20097 Hamburg GERMANY

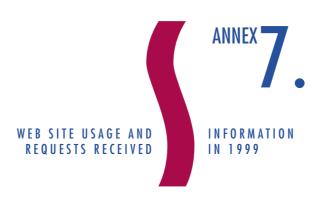


Member State	Network partners	Social partners in Network	Network meetings
Austria	12	2	4
Belgium	15	4	5
Denmark	22	11	4
Finland	20	8	6
France	18	9	7
Germany	8	2	4
Greece	13	1	20
Ireland	15	8	1
Italy	76	23	4
Luxembourg	8	5	3
The Netherlands	16	3	2
Portugal	35	5	2
Spain	35	6	0
Sweden	14	7	5
UK	58	4	1
Total	365	98	68

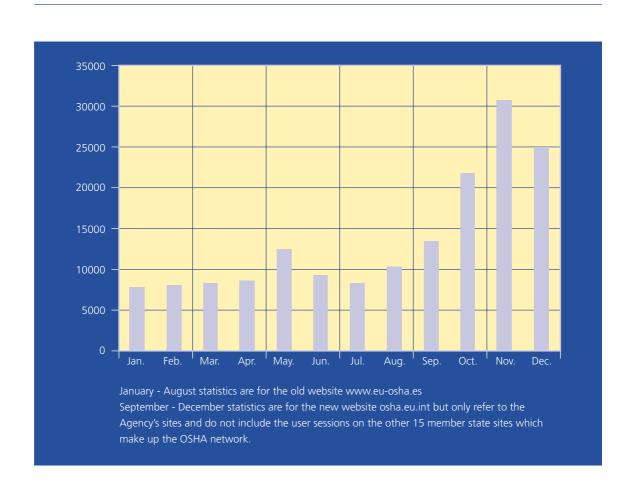


- 1. Futuro del Prevencionista en Riesgos Laborales. Valencia, Spain, 24 February 1999
- 2. Master en Integración Europea. University of the Basque Country. Bilbao, Spain, 10 March 1999
- 3. Occupational Health and Safety Management Systems. Dortmund, Germany, 18-19 March 1999
- 4. Necesidades Formativas de la Empresa en Materia de Prevención de Riesgos Laborales. Vitoria, Spain, 25 March 1999
- Trades Union Congress (TUC) Annual Safety Convention. London, United Kingdom, 8 April 1999
- 6. XVth World Congress on Occupational Safety and Health. Sao Paulo, Brazil, 12-16 April 1999
- 7. XI Congreso Nacional de Salud Laboral en la Administración Pública. Bilbao, Spain, 28-30 April 1999
- 8. International Conference on Computer-Aided Ergonomics and Safety CAES'99-. Barcelona, Spain, 19-21 May 1999
- 9. Workplace Health Promotion Network Meeting. Bonn, Germany, 28-30 May 1999
- 10. Advisory Council meeting of the International Social Security Association (ISSA). Luxembourg, 1 June 1999
- 11. European Conference on "The Future of Working Conditions". Dortmund, 8-9 June 1999
- 12. Meeting of the Economic and Social Committee of the European Communities. Brussels, 15 June 1999
- 13. Colloque sur les troubles musculosquelettiques du membre supérieur INRS. Paris, 22 June 1999
- 14. European Council on Health & Safety. Frankfurt, 23-24 June 1999

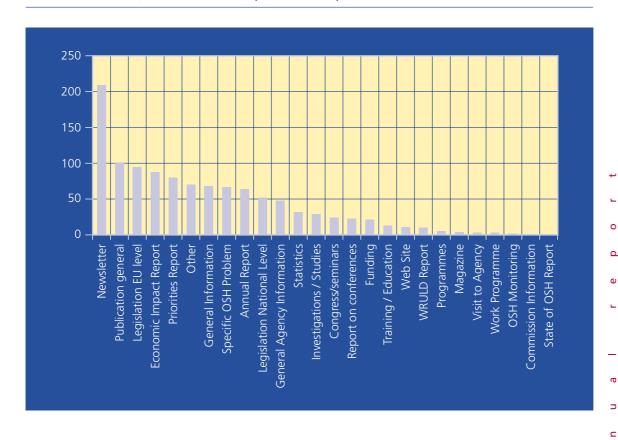
15.	Jornadas sobre Prevención de Riesgos Laborales. Córdoba, Spain, 25-26 June 1999
16.	Third European Summer School on Public Health. Luxembourg, 29 June 1999
17.	Closing Conference – Exhibition ECSC Social Research. Luxembourg, 5-8 July 1999
18.	Congress-Exhibition "Interocupació99". Barcelona, Spain, 8-11 July 1999
19.	Safety'99. Helsinki, 15-17 September 1999
20.	Agency's new website launch event in Finland (Helsinki), 16 September 1999
21.	Agency's new website launch event in Italy (Modena), 23 September 1999
22.	I National Convention for OSH Responsibles. Modena, 23-24 September 1999
23.	European Conference on Safety and Health and Employability. Bilbao, 27-29 September 1999
24.	Agency's new website launch event in Greece (Athens), 30 September 1999
25.	Agency's new website launch event in Sweden (Stockholm), 8 October 1999
26.	100. Fachtagungen des Arbeitskreises Sicherheitstechnik. Vienna, 6-7 October 1999
27.	Agency's new website launch event in Spain (Madrid), 13 October 1999
28.	Agency's new website launch event in the Netherlands (Den Haag), 14 October 1999
29.	International Symposium "Labour inspection in the face of new social and economic challenges in Europe". Warsaw, 20-21 October 1999
30.	Agency's new website launch event in Luxembourg, 28 October 1999
31.	Congress A+A99 – Sicherheit + Gesundheit bei der Arbeit. Düsseldorf, 2-5 November 1999
32.	Agency's new website launch event in Germany (Düsseldorf), 5 November 1999
33.	Agency's new website launch event in Denmark (Copenhagen), 8 November 1999
34.	Agency's new website launch event in Ireland (Dublin), 11 November 1999
35.	Agency's new website launch event in Belgium (Brussels), 17 November 1999
36.	Fifth Annual Meeting of the Baltic Sea Network, Berlin, 18-19 November 1999
37.	Agency's new website launch event in the United Kingdom (London), 19 November 1999
38.	Agency's new website launch event in Portugal (Lisbon), 26 November 1999
39.	European Parliament Social Affairs and Employment Committee. Brussels, 29 November 1999
40.	Agency's new website launch event in Austria (Vienna), 30 November 1999
41.	1 <sup>st</sup> European Congress about Drugs and Occupational Risk Prevention. Madrid, 1-3 December 1999
42.	Agency's new website launch event in France (Dijon), 9 December 1999



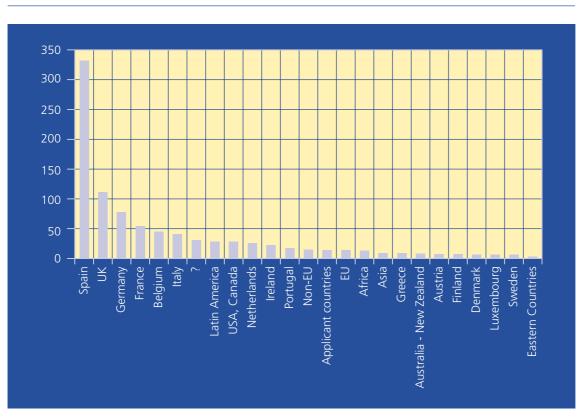
## WEB SITE USAGE — MONTHLY NUMBER OF USER SESSIONS



## INFORMATION REQUESTS RECEIVED (BY SUBJECT)



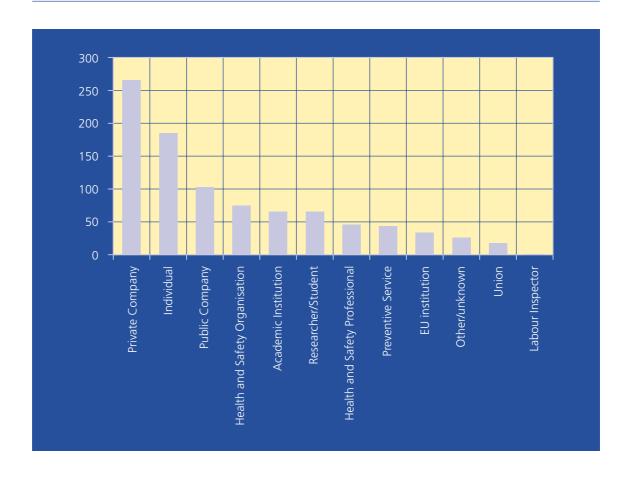
## INFORMATION REQUESTS RECEIVED (BY COUNTRY)



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## INFORMATION REQUESTS RECEIVED (BY SENDER TYPE)



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While the Agency's web site at <a href="http://osha.eu.int">http://osha.eu.int</a> is its principal means of communication, the Agency also produces a range of reports, newsletters, fact sheets and magazines. All of these are available on line at the Agency's web site <a href="http://agency.osha.eu.int/publications/">http://agency.osha.eu.int/publications/</a> and in a limited number of printed copies from the EC's Publications Office EUR-OP in Luxembourg (<a href="http://eur-op.eu.int/">http://eur-op.eu.int/</a>), or from its sales agents (<a href="http://eur-op.eu.int/general/en/s-ad.htm">http://eur-op.eu.int/general/en/s-ad.htm</a>)

## CORPORATE PUBLICATIONS



## **European Agency News**

Newsletter of the European Agency for Safety and Health at Work. Contains information on Agency, EU, International and Member State activities in the occupational safety and health field. Published up to four times a year. 16-20 pages, A4. Available in the 11 official Community languages on the Agency web site and in print in English, French, German and Spanish. Cat. No. AS-AA-00-005 (EN-ES-FR-DE)-C.



## **Annual Report**

A summary of the activities carried out by the European Agency. First published in 1996, copies of this and subsequent reports are available on the Agency web site and in print in English, French, German and Spanish. The 1999 report has been translated into all 11 official Community languages. Cat. Nos. AS-05-97-656(EN-ES-FR-DE)-C (1996), AS-15-98-003-(ES-DE-EN-FR)-C (1997), AS-22-99-434(EN-DE-FR-ES)-C (1998).

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## **Annual Work Programme**

Annual Work Programmes of the planned activities of the European Agency have been published since 1996, with summary versions being included as annexes to the Annual Report and since 1998 they have been available in full on the Agency's web site. The Work Programme for 2000 is available in all official Community languages on the Agency homepage and as an annex to this report.



## **European Agency Brochure and Video**

The Agency's brochure provides a brief introduction to the main activities of the European Agency, 8 pages, A4 (available in all Community languages). In addition, in 1999 the Agency has also produced a short video 'Your Link to Safety and Health at Work' explaining its information activities and providing a quick guide to its unique network of OSH web sites.



## **European Agency Magazine**

The first issue of the Agency's new biannual magazine takes an in-depth look at economic assessment techniques in the field of occupational safety and health. With contributions from trade unions, employers' associations, governmental bodies and other experts, the magazine looks at the role and limitations of **Cost-Benefit Analysis** techniques. Available on line and in print Cat. NºAS-25-99-617-(EN-FR-DE-ES)-C



Issue 2 focuses on the **Changing World of Work** and its consequences for the health and safety of workers. In a series of articles, academics, industrialists, trade unionists and other experts discuss new and emerging work situations and their associated risks and challenges. Available on line and in print Cat.  $N^{\circ}$  TE-AA-00-002-EN-C

## INFORMATION REPORTS AND FACTSHEETS



# Priorities and Strategies in Occupational Safety and Health Policy in Members States of the European Union

A comprehensive overview of the main priorities and strategies of European Union Member States in the area of occupational safety and health, 75 pages, A4. Cat.nºAS-09-97-470-(ES-DE-EL-EN-FR-IT-NL-PT)-C



# Economic Impact of Occupational Safety and Health in the Member States of the European Union

The results of the Agency's second major information project. The report provides an overview of how economic factors influence the formulation of OSH policy in the EU. 68 pages, A4, (ISBN 92-828-2634-1, Cat- Nº AS-11-97-689-(ES-DE-EL-EN-FR-IT-NL-PT-FI-SV)-C



# Repetitive Strain Injures in the Member States of the European Union: The results of an information request report

This short report is is based on the results of a survey questionnaire distributed in 1999. It was carried out at the request of the Dutch Ministry for Social Affairs and Employment who wanted to know how different European countries define and measure the RSI problem and the types of policies and actions they have in place to tackle it. 32 pages, A4, (available in English). Cat. Nº AS-24-99-704-EN-C



## Work-Related Neck and Upper Limb Musculoskeletal Disorders

In response to a request from the European Commission, this report has drawn together knowledge from an extensive set of sources. These include the contemporary scientific literature, the views of an expert international scientific panel, current practice, employer and employee representatives and a number of official authorities from Member States. 114 pages, A5, (available in English). Cat.  $N^{\circ}$  AS-24-99-712-EN-C



# Future Occupational Safety and Health Research Needs and Priorities in the Member States of the European Union

Based on data collected in the Member States this report summarises views and policies on the most important future European research topics for Occupational Safety and Health. Psychosocial issues (particularly stress), ergonomics (particularly manual handling) and chemical risk factors (particularly carcinogens and substitution) emerge overall as the top priorities for future research. 56 pages, A5, (available in English). Cat. Nº TE-27-00-952-EN-C



## Research on Work-related Stress

Commissioned by the Agency, this report reviews the nature of stress, both in general and particularly in the work environment, and its effect not only on the individual worker, but also on organisational health and behaviour, thus providing a 'business case' for stress management. 169 pages, A5, (available in English). Cat  $N^{\circ}$  TE-28-00-882-EN-C

European Agency for Safety and Health at Work

## **Agency Facts**

In 1999, the Agency launched a new series of fact sheets providing concise information on its various activities. These are available in all 11 official Community languages:

- Facts 1 (Information about the EASHW),
- Facts 2 (Website of the EASHW),
- Facts 3 (Work related musculoskeletal disorders in Europe),
- Facts 4 (Preventing Work-Related Musculoskeletal Disorders),
- Facts 5 (Work-related neck and upper limb musculoskeletal disorders: summary of Agency report)











## CONFERENCE PROCEEDINGS



## Good Safety and Health-Good Business for Europe

Publication of the conference speeches from the European Agency's first conference held on 15<sup>th</sup> September 1997, (50 pages, original languages with full English text).



## The Changing World of Work

Publication of the conference speeches from the European Agency's second conference held on 19/21 October 1998, (144 pages, original languages with full English text). Cat.  $N^{\circ}$  AS-23-99-580-EN-C



## Safety and Health and Employability

Publication of the conference speeches from the European Agency's third conference held on 27/29 September 1999, (112 pages, original languages with full English text).

Cat-Nº TE-27-00-823-EN-C

## CAMPAIGN MATERIALS



## Launch of the Agency's Web Site

Using the slogan 'Your link to safety and health at work', a range of promotional material, from fact sheets and a video to mouse pads and stress balls, was produced to help raise awareness of the Agency's network of web sites launched in September 1999.



## European Week for Safety and Health at Work 2000

The Agency has produced an information pack consisting of posters, leaflets, factsheets and postcards to promote the European Week 2000 and its theme of the prevention of work-related musculoskeletal disorders.



Report on economic importance of health and safety measures

(Brussels, 22 March 1999)

Year 2000 computer problem and safety and health

(Bilbao, 14 April 1999)

Increased employability of Europe's workforce through safe and healthy working conditions (Bilbao, 23 September 1999)

The EU can no longer afford to exclude ageing workers and those suffering from work-related ill health from the workforce

(Bilbao, 29 September 1999)

European Agency elects new Chairperson of the Administrative Board and outlines priorities for the next millennium

(Bilbao, 24 November 1999).



Presented overleaf are the summarised comparative budget statements for 1998 and 1999. The sources of the Agency's revenue consist of a European Community subsidy as well as grants from the Spanish Government, the Regional Government of the Basque Country and the County of Bizkaia. In 1999, a supplementary budget of just over 0.9 million euros was approved at the end of the year principally to finance the organisation and running of the European Week for Safety and Health at Work in 2000. This sum has been carried over to the 2000 exercise.

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Furnnean Agency for Safety and Health at Work

REVENUES	1998	1999
European Community subsidy	5,700,000	7,400,000
Other subsidies	210,000	225,227
Total Revenues	5,910,000	7,625,227*

EXPENDITURE	1998	1999
Title I		
Staff Costs - staff salaries and allowances - other staff costs	1,643,500 466,500	2,171,500 428,500
Total staff costs	2,110,000	2,600,000
Title II		
Building equipment	800,000	980,202
Title III		
Establishment of operational Documents and information Network	500,000	500,000
Dissemination of information	710,000	810,025
Participation in congresses and public events and contributions for specific network activities	35,000	805,000
Studies and pilot schemes	800,000	870,000
Expenditure for meetings	780,000	840,000
Translations of study reports and working documents for seminars, co-ordination meetings, colloquia, etc	175,000	220,000
Total Title III	3,000,000	4,045,025

TOTAL	5,910,000	7,625,227
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<sup>(\*)</sup> Including 900,000EUR for 2000 European Week, which have been carried over to the 2000 exercise.



## 1. INTRODUCTION

# 1.1. According to its founding Regulation, the objective of the European Agency for Safety and Health at Work is:

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

- 1.2. The Agency's activities are decided by the Administrative Board, based on the Four-Year Rolling Programme and a more specific annual Work Programme. As it is essential that the Agency plans and develops its activities to reflect the needs of its main user groups, the views expressed by European institutions as well as other important safety and health organisations and user groups have been taken into consideration.
- 1.3. At the European level, particular attention has been paid to the European Commission's Social Action Programme 1998-2000, the mid-term report on the Community Programme concerning safety, hygiene and health at work (1996-2000) and the priorities expressed by the Advisory Committee. As part of a common effort between the Commission, the Agency and the Dublin Foundation, special emphasis will be placed on information activities that can support the priority areas identified in the Commission's mid-term report. This Work Programme also reflects the strategy discussions about the future development of the Agency.
- **1.4.** According to its Regulation, the Agency has consulted the European Commission and the Advisory Committee for Safety, Hygiene and Health at Work before presenting the final draft to the Board. Consultation has also taken place with the Dublin Foundation, as laid down in the Memorandum of Understanding between the two institutions. The final version of the Work Programme has been discussed and approved by the Board in November 1999.

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- 1.5. This Work Programme for 2000 should be seen in the context of the Rolling Programme 1997-2000 and the multiannual activities of the Work Programme for 1999. It reflects on the one hand, the need for further consolidation of the organisation and activities undertaken in 1998 and 1999, and on the other, the need for new information activities to support and add value to the formulation and implementation of safety and health policies at European and Member State level.
- **1.6.** The presentation of planned activities is structured according to three main areas:
  - Information network building the links
  - Information services communicating knowledge
  - Information projects collecting knowledge
- **1.7.** As regards the Agency's financial resources, the Work Programme is based on a budget of 6,880 MEUR<sup>1</sup>.

### 2. INFORMATION NETWORK - BUILDING THE LINKS

- **2.1.** In order to achieve the Agency's goal to be the most important European occupational safety and health information resource on the Internet, the further development of the Agency's information network and active contribution from all its participants is of major importance. During 2000, the Agency will continue its effort to provide valid information and give access to an ever-increasing stock of safety and health knowledge.
- **2.2.** The Agency will continue the process of consolidation and stepwise expansion of the national, European and international information networks. This reflects the identified needs and priorities regarding the collection and dissemination of safety and health information within the key categories of the Agency web-site; namely, Legislation, Good Practice, Research, Statistics, Systems and Programmes, Training, Publications, News and Events, and Topics.
- 2.3. At European level, special attention will be given to the strategic co-operation with the services of the Commission (e.g. DG Employment and Social Affairs, DG Research, DG Information Society, DG Enterprises, Eurostat) and other EU-bodies, including the OPOCE, the Dublin Foundation and other Agencies. Another important priority is the gradual extension of the Agency's network to the applicant countries. This will follow the principles set out in the Commission's Communication to the Council about the participation of Candidate Countries in Community programmes, Committees and Agencies. Also, the working arrangements with the EFTA countries on web-site co-operation and participation in certain projects will be further developed in accordance with the Agency Regulation and the principles of the EEA-agreement. Finally, the co-operation initiated in 1999 with the European Standardisation Organisations will continue.
- **2.4.** At international level, the network relations and exchange of information with the ILO, WHO, PAHO, IARC, OECD, WTO, ISSA and other important organisations active in the field of safety and health at work, will be developed further. The construction of links to safety and health administrations and information providers in third countries will continue progressively, based on the many important contacts already established. Special attention will be given to information exchange with the United States, as agreed at the Joint EU-US Conference in October 1998 in Luxembourg, and to active participation in the preparation of the next Joint Conference in November 2000.

<sup>&</sup>lt;sup>1</sup> Incl. 0.180 MEUR contribution to the rent of the Agency's premises from the Spanish Government and Basque authorities. An additional 0,9 MEUR have been carried over from the 1999 budget to finance the 2000 European week.

- **2.5.** Based on its contacts with health and safety practitioners and with European networks of professionals/practitioners, the Agency expects to organise a workshop/seminar. This will enhance its co-operation with such networks, in particular, as regards information exchange on good safety and health practice.
- **2.6.** Furthermore, the Agency will co-operate, as appropriate, with organisers of events such as the Swedish Work-Life 2000 workshops.
- 2.7. The Agency will develop its co-operation with the Focal Point network along the lines of the conclusions and follow-up of the Pre-Board Seminar, held in March 1999. This seminar stressed, amongst other issues, the tripartite character of the national Focal Point networks, the importance of proper communication and work procedures between the Agency and the Focal Points and Focal Point involvement in the Agency's decision-making process. Furthermore, in collaboration with the Focal Points, proposals for a more flexible approach to data collection have been formulated and are under consideration. In 2000, the Agency's expert networks, comprising the Thematic Network Groups, Internet Group and National Editors Group will also play an important role in advising the Agency in its different information activities, including the tasks carried out by external consultants.
- 2.8. The first four Topic Centres of the Agency have been established following the Board's designation in November 1998. The Board decided on the prolongation of these Topic Centres at its November 1999 meeting, based on a review prepared by the Agency with assistance from an evaluation committee. Existing arrangements might be renewed for another year, with some necessary amendments as regards organisation and tasks of the current Topic Centres on Good Safety and Health Practice and on Research on Work and Health. No further Topic Centres are proposed in this draft Work Programme.
- 2.9. The Agency's network technology, based on Internet, will be further improved during 2000, with better navigation and search facilities (index, keywords etc) and the implementation of a comprehensive plan for Intra- and Extranet facilities to support communication within the network. Further, the promotion of the Agency's information services on Internet via systematic links to community information systems like libraries, schools, public services etc. and through subject oriented web-sites, as well as safety and health telematics will be explored. As regards the information content, the Agency's data collection and Internet linking efforts will increase within the priority areas of the Work Programme.
- **2.10.** As part of a general evaluation of the Agency in 2000/2001 the network structure of the Agency as well as the network technology will be assessed by an external contractor.

### 3. INFORMATION SERVICES — COMMUNICATING KNOWLEDGE

- **3.1.** In addition to the information provided on the new Agency web-site, the communication of information about safety and health issues to the key target groups of the Agency through the following complementary information services will be given priority:
  - · News Information
  - Corporate Information
  - Project Information
  - Event Information
  - European Week 2000
  - · Information requests

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- **3.2.** In order to ensure cost-efficient Agency publications, these will, in future, be produced with assistance from the Office of Publications (OPOCE). A pricing and distribution policy will be established for paper publications that are of interest to a wider public. These will be priced at cost; however, the practice of distributing a limited number of publications for free to key network partners and stakeholders will remain unchanged.
- **3.3.** Under News Information, three to four of the Agency's *News* will be issued, covering the latest safety and health developments at Member State, EU- and international level. Furthermore, two issues of the Agency's *Magazine* will be published, each focusing on a major occupational safety and health topic: in 2000, the subjects will be 'Safety and Health and Employability' and 'Musculoskeletal Disorders (MSD)'. *News* will be available on Internet in all eleven official Community languages and in paper as for the *Magazine* in four (De, En, Fr and Es).
- **3.4.** Corporate Information covers the production and distribution of a new Agency brochure, the Annual Report 1999, of further Fact Sheets and Folders, in the 11 Community languages on paper and/or Internet. In order to ensure appropriate press coverage of Agency events and publications, a press resource will be established in all Member States. The Agency's communication strategy will be reviewed based on evaluation of user satisfaction and needs as regards Agency information services and products. (See 5.3)
- **3.5.** Information Services foresees the publication of 8 information projects, on Internet and in paper. These publications will result from the Agency's data collection within four key areas: Good Practice, Research, Systems and Programmes and OSH-Monitoring.
- **3.6.** As regards Event Services, the Agency is planning a major safety and health event in connection with the European Week 2000. The event planned to take place in Bilbao in November 2000 would be a celebration of the first "European Good Practice Awards", rewarding good practice as regards the prevention of MSD's and back-pain. The Agency has established contacts with the French Presidency in order to formulate possible forms of co-operation. Concerning the preparation of a European Week 2001, a proposal will be prepared for the Board meeting in February 2000, subject to the foreseen evaluation of the Week 2000 and to budget prospects.
  - The Agency will also support information activities related to a major safety and health event about emerging safety and health risks related to changes in work organisation during the Portuguese Presidency. The Agency plans to participate in the 2000 Birmingham Health and Safety Fair and Congress, and to contribute to the European Union representation at the EXPO 2000 in Hanover. The Agency will co-organise a workshop/seminar for safety and health practitioners, and a seminar is also planned for non-EU partners. This latter event, however, is subject to the Commission's Communication about the role of Agencies in the enlargement process and dependent on additional funding.
- 3.7. Following the European Parliament's Budgets Committee approval of the budgetary transfer of EUR 914.000 (1999 budget) for the European Week 2000 proposal to the Agency, the Agency will organise an awareness raising campaign on the prevention of musculo-skeletal disorders (MSD), with special emphasis on back pain. The organisation of the Week centres on the promotion and co-funding of projects focusing on the topic at national level. Half of the funding will be devoted to good practice in SME's.
  - The preparation of the Week started in autumn 1999 and will continue throughout 2000, culminating in European Week events across all Member States in October 2000. The launch of the Week will be organised together with the Portuguese Presidency and will take place in Lisbon

by mid-February. The Agency will organise project activities related to the Week (see chapter 4), as well as a major event together with the French Presidency (see item 3.6 above). As the European Week is an annual event, preparation for 2001 needs to commence in the second half of 2000, subject to the results of an evaluation of the Week 2000 and to additional budgetary resources.

- **3.8.** Another important information service that the Agency will provide is related to information requests. The Agency has established a policy for handling daily requests about safety and health issues from different organisations and individuals, and responds to these on a routine basis. More in-depth information requests from key stakeholders of the Agency, that is the Commission, Member States and Social Partners, will be processed according to a set of criteria agreed by the Bureau and within the given budgetary framework.
- **3.9.** Finally, a communication strategy for the Agency and its network will be developed, based on research into user needs and satisfaction with the Agency's present information products and services. This survey will be organised as part of an overall evaluation of the Agency in 2000/2001.

## 4. INFORMATION PROJECTS - DEVELOPING KNOWLEDGE

- **4.1.** The delivery of information projects, that support and add value to safety and health policy making and implementation at European and national level, will be another important output of the Agency in 2000. The Agency's information projects will be organised around four key activity areas:
  - OSH-Monitoring
  - Good Safety and Health Practice
  - · Research on Work and Health
  - OSH-Systems and Programmes
- **4.2.** Within each of these activity areas general information from European and international sources will be placed on Internet with assistance from Topic Centres and other consultants. The Agency will continue with a number of ongoing project activities that were initiated as part of the 1999-Work Programme, as well as initiating some new projects that are being proposed to the Board in November. In the section that follows, information about ongoing and new projects is presented separately under each key area and, at the end, is summarised in one table.
- **4.3.** Concerning proposals for new projects, it is important to note that, as the Agency's resources available for information projects in 2000 are basically the same as in 1999, such activities will only be initiated on a rolling basis. This means that, for each area, new activities will only start when ongoing projects are finished. In this way, resource demands, e.g. related to data collection in the Member States, or in relation with the Topic Centres, will be kept at a stable level within each information category. The new projects will have a significantly reduced impact on Focal Point network resources.
- **4.4.** Besides three new initiatives: Focus-projects on the State of OSH, OSH-Management, and Promotion of Good Practice, two new thematic project categories will be carried out:

The first introduces a *sector approach*, following the suggestion to carry out information projects related to the health care sector. The second is related to the *European Week 2000*, following the suggestion to carry out projects related to the Week within the information category research, good practice and systems and programmes.

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**4.5.** The Agency intends to set up a financing scheme for the Focal Point contributions to the planned information activities. Each of these will be planned in close co-operation with the Focal Points in order to ensure the most appropriate work organisation according to the conclusions of the Pre-Board Seminar.

## **OSH-Monitoring**

## 4.6. Ongoing projects:

- Evaluation of methods and development of a model for future information collection about the State of OSH in the EU, including a user-friendly electronic version on Internet in co-operation with the Commission, Eurostat and the Dublin Foundation (1999-2000).
  - Collection of information/data about the estimated impact of occupational safety and health on the employability of workers in the European Union (1999-2000).

## 4.7. New projects:

 Agency Information project "State of Occupational Safety and Health in the European Member States": 2-4 Focus-Reports based on the outcome of the State of OSH project (2000-2001)

## **Good Safety and Health Practice**

## 4.8. Ongoing projects:

- Organisation of general data collection about good safety and health practice, as well as more specific data-collection, preparation of status reports and Internet developments and updating information related to the following topics (1999-2000):
- Substitution of dangerous substances (asbestos and organic solvents)
- · Stress at work
- Musculoskeletal disorders (incl. assistance to European Week 2000)

## 4.9. New projects:

- Development of a sector related information-system on "health care services". An OSH information system for the health care sector to be developed with assistance from an external contractor and the Topic Centres based on the findings of a pre-project (2000-2001). See also 4.11
- Information on Good Practice related to control methods for reducing the risk of exposure to organic solvents and asbestos (supplementary information to the ongoing data collection on substitution see 4.8) (2000).
- Promotion of Good Practice via three new activities:
  - firstly, the establishment of an Email Network in order to support information exchange between safety and health practitioners and experts about good safety and health practice.
  - secondly, the development of a strategy for networking between large-scale good practice
    and related databases based on an analysis of and systematic links to existing databases and
    a workshop with the managers of those databases.
  - thirdly, a feasibility study of the development and implementation of an Agency Good Practice Recognition Scheme/Self-evaluation that can increase the interest of companies and consultancies etc. in sharing good practice.

All three activities will be carried out with assistance from the Topic Centres and other external consultants (2000).

#### Research on Work and Health

## 4.10. Ongoing projects:

- Organisation of general data collection about safety and health research as well as more specific data-collection, preparation of a status report and Internet developments and updating existing information related to the following topics (1999-2000):
  - Stress at work
  - Musculoskeletal disorders (incl. contribution to European Week 2000)
  - The changing world of work
  - Preparation of a final common document about future research needs and priorities at EU-level, based on the survey of Member State priorities and Research Seminar carried out in 1999 (1999-2000).

## 4.11. New projects:

- Contribution to the organisation of the European Week 2000 with research information activities about MSD, with special emphasis on back pain and back injuries (supplementary to the project about neck and upper limb disorders that will be finalised in 1999). To be carried out with assistance from the Topic Centre (2000).
- Contribution to the OSH information system for the Health Care Sector, with assistance from the Topic Centre on Work and Health (2000-2001). See also 4.9

## **OSH-Systems and Programmes**

## 4.12. Ongoing projects:

- New ways to improve safety and health: OSH as a subject for subcontracting (procurement) and marketing (1999-2000).
- OSH-campaigns: an inventory of campaigns, identification of success factors and establishment of a model on how to organise campaigns (1999-2000).
- Safety and health and employability: survey of OSH-related systems and programmes in the Member States, aiming to increase the employability of workers in the European Union (1999-2000)

## 4.13. New projects:

- The use of OSH-management systems: survey of practices in the Member States and of activities at European and international level (2000).
- Contribution to the organisation of the European Week 2000 with information about the socioeconomic impact of work related MSD (2000).

## **Table 4 Information projects 2000**

	OSH-Monitoring	Good Practice	Research	Systems and Programmes
Ongoing projects (1999 — 2000)	Evaluation of the State of OSH	Substitution of asbestos and organic solvents	Changing world of work	OSH in subcontracting and marketing
	Impact of OSH on employability	Stress at work	Stress at work	OSH-campaigns
		Musculoskeletal disorders (EW) <sup>2</sup>	Musculoskeletal disorders (EW)	OSH and employability
			Future research priorities	

<sup>&</sup>lt;sup>2</sup> (EW) means European Week 2000

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	OSH-Monitoring	Good Practice	Research	Systems and Programmes
New projects (2000 – 2001)	Focus-reports on State of OSH	Health care sector	Health care sector	OSH-management systems
		Asbestos and organic solvents (other issues)		Socio-economic impact of MSD (EW)
		Promotion of Good Practice		

## 5. OTHER AGENCY MATTERS

## **Management**

**5.1.** The Agency will continue to develop its financial, personnel and IT-management systems in accordance with general developments at EU-level and the specific needs of the Agency, e.g. following the advice of the Court of Auditors and the Financial Controller. In addition, the Agency will focus on the development of its project and quality management systems, as important tools for the proper implementation of its Work Programme. Finally the Agency will develop its management and organisation based on the concept of key values.

## **Agency premises**

**5.2.** The Agency must take a decision regarding its final premises by the end of the year 2000, when the present rental contract for Gran Via 33 expires (with the possibility of prolongation). A working group will be established in 2000, with the following Spanish Institutions: General Administration of the Spanish State, Basque Government and the Diputación Foral of Vizcaya, in order to clarify the alternatives and to prepare the Board's decision.

## **Agency evaluation**

**5.3.** The Agency will in 2000/2001 carry out an external evaluation of its network organisation, services and products. The evaluation will be used to review its achievements so far (since September 1996) and to give an input to its future development. A special outcome will be recommendations for a revised communication strategy based on the evaluation of user satisfaction and needs. It will also be designed so it can be of use for the European Commission as a background document for the review of the Agency Regulation.

European Agency for Safety and Health at Work

Annual Report 1999

Luxembourg: Office for Official Publications of the European Communities

2000 — 58 pp. — 21x29.7 cm

ISBN: 92-828-9261-1

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