



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

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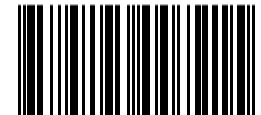


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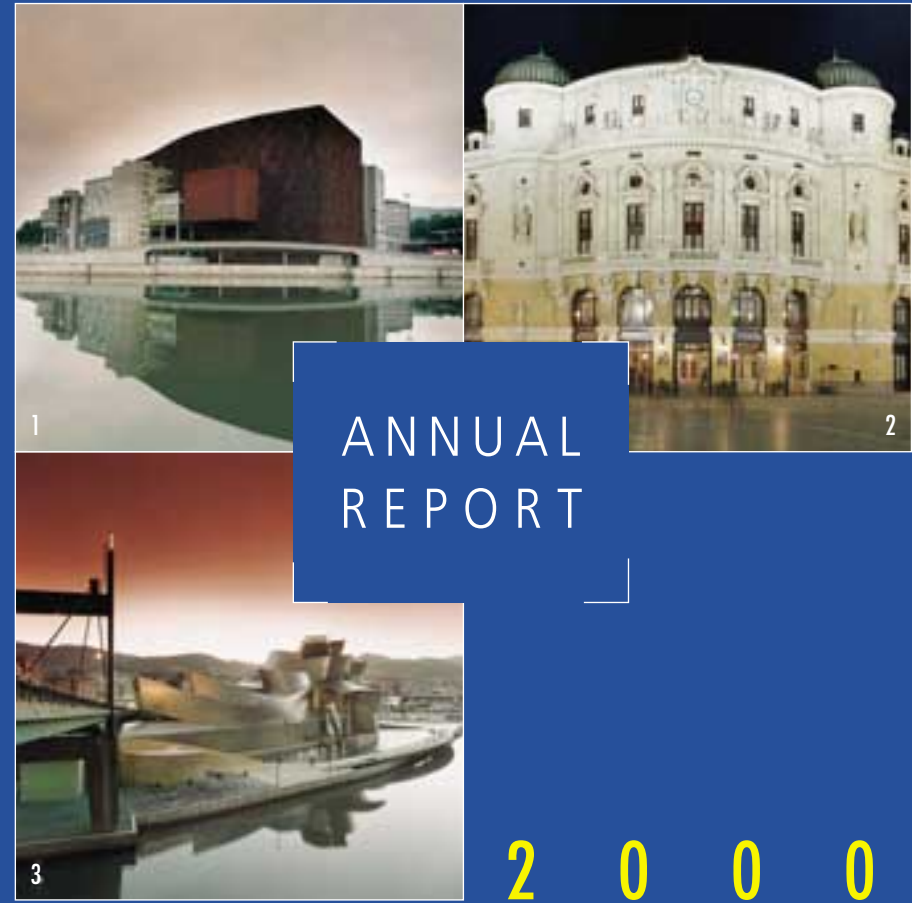
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European Agency for Safety and Health at Work



European Agency  
for Safety and Health  
at Work

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European Agency conference venues in Bilbao:

1. Euskalduna Conference Hall
2. Arriaga Theatre
3. Guggenheim Museum
4. Premises of the European Agency for Safety and Health at Work

ANNUAL  
REPORT  
**2000**



European Agency  
for Safety and Health  
at Work

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

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# PROMOTING AT WORK



# QUALITY

## FOREWORD BY CHAIRPERSON MS CHRISTA SCHWENG AND DIRECTOR MR HANS-HORST KONKOLEWSKY

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The range and diversity of the occupational safety and health issues that face Europe are beyond the resources and expertise of a single Member State or institution. This is why the European Agency for Safety and Health at Work was formed: to bring together and share the region's vast pool of knowledge and information on OSH-related issues, particularly preventative measures. During 2000, we not only demonstrated our ability to stimulate cooperation, we delivered practical information and networks that will help create safe, healthy and productive workplaces and promote quality at work within Europe.

One of the most significant advances was the publication of our report, *The state of occupational safety and health in the European Union — Pilot study*. This provided the first global picture of OSH in Europe, with indicators of the incidence and severity of specific problems by sector and country, a prerequisite for formulating policies and designing preventative measures. It also highlighted the difficulties of comparing OSH data across borders, an important lesson we intend to address as we develop more accurate tools for monitoring the state of OSH in Europe. Nevertheless, it revealed clear trends, including the growing significance of so-called 'soft' risks, such as work-related stress, in the health and service sectors.

Equally importantly, the report contained qualitative assessments from our partners in the 15 Member States of where they believed action was most needed. As a consensus-based organisation, feedback like this is essential to the Agency and helped shape the direction of our report, *Future occupational safety and health research needs and priorities in the Member States of the European Union*. Top priorities include work-related stress, ergonomics and chemical risks.

The demand for greater research and information on OSH-related subjects is clearly there, reflected in a two-fold increase in the number of visitors to our network of web sites. By the end of the year, over 120 000 people per month were accessing research data, good practice examples and other information from these sites. In addition, more than 10 000 PDF versions of our state of OSH report, mentioned above, were downloaded in just three months.

To satisfy this high and rising demand for information, the Agency produced more than 30 publications, from information reports on issues such as musculoskeletal disorders and marketing and procurement in OSH, to newsletters and magazines. All of these publications were placed on our web site, a central pillar of our communications strategy.



Most of this information is aimed at policy-makers, practitioners and other influential players within the OSH arena, but it is equally important to raise awareness of the significance of OSH-related problems amongst employers and workers themselves: 'to prepare the ground'. The European Week for Safety and Health at Work 2000, which concentrated on musculoskeletal disorders, played a pivotal role in helping us achieve this. Supported by our partners, especially our national network of focal points, the week involved thousands of promotional activities across Europe, including more than 5 000 in the UK alone, ranging from training and seminars to advertising campaigns.

Partnerships like these are the lifeblood of the Agency and vital for making headway against Europe's OSH challenges. To extend and deepen these alliances, and to find new ways to leverage our partners' collective synergies, we continued to develop relationships with the main players. This included further collaboration and discussions with the relevant directorates of the European Commission on areas such as OSH in small- and medium-size enterprises (SMEs) and expanding our activities in EU candidate countries.

This latter objective is an important one and was reinforced by the nomination of focal points in these States and securing of Phare funding to support their development. This will give us a stronger information network and help ensure these countries raise their OSH standards prior to attaining full membership of the EU. Similarly, we have continued to work closely with the four European Free Trade Association countries.

Ultimately, our goal is to establish the Agency as a global portal for validated OSH information, enabling Europe and regions across the world to learn and improve from each other's experiences. As globalisation gathers pace — a development that does not respect international boundaries and impacts all countries — in Europe and beyond, this approach will become increasingly valuable. To help us fulfil this objective, we are actively pursuing closer links with various countries outside Europe. This was exemplified by a new EU-US sub-site on our web site, providing up-to-date access on OSH news and developments in both regions. A similar tie-up with Canada was scheduled for early 2001.

Facilitating greater communication between the partners in our network is another key aim and, once again, we have been promoting this through Internet-based channels. Recent initiatives include the development of a pilot extranet for our partners, an e-mail forum for expert discussions and the launch of an e-mail news service, OSHmail.

Electronic channels like these are the way forward: they are fast, cost-effective and ideally suited to networking. Nevertheless, it is not necessarily how the Agency stimulates the exchange of information that is important, but the quality of the knowledge and expertise that we enable to be shared. Practical solutions, as well as policy-relevant data, are required. This is why we are placing growing emphasis on good practice examples, reflected in our first good practice awards, announced at the closing event of the European Week 2000.

During 2000, the Agency received a strong sign of recognition for our good practice promoting capacity — an EUR 5 million scheme to promote the prevention of work-related accidents in SMEs, a programme that might become a multi-annual event if successful. Proposed by the European Parliament and supported by the Commission, this is a clear indicator of the growing confidence in the Agency's ability to deliver tangible results, just four years after it began its activities.

In 2001, we intend to build on these achievements in conjunction with our partners, reflecting the results of an external evaluation carried out at the end of 2000, and carrying out a 'user needs' survey to clarify our communications strategy. We will also support the European Union in the preparatory work related to the development of its own over-arching new OSH strategy.

In the meantime, we would like to thank all partners, particularly our focal points, as well as our staff, for their continued support and enthusiasm and look forward to reporting further progress in 2001.



## OVERVIEW OF AND ITS



## HOW THE AGENCY PARTNERS OPERATE

The Agency acts as a catalyst for developing, collecting and disseminating information that improves the state of occupational safety and health in Europe. As a tripartite EU organisation, we do this by bringing together representatives from three key decision-making groups in each of the European Union's 15 Member States — governments, employers and workers' organisations.

With such a broad spectrum of partners we not only ensure a balanced and impartial perspective, but also leverage the collective expertise and knowledge of the European Union and beyond.

Below, we outline how we stimulate cooperation between these key players to tackle the most pressing OSH issues in Europe.

### Strategy and operational performance

The **Administrative Board** sets the Agency's goals and strategy, including the identification of priority OSH issues where further information or activity is required. Convening twice a year, it is made up of Member State representatives from each of the three key stakeholder groups — governments, employers and worker organisations, as well as three European Commission representatives.

The **Bureau** oversees the Agency's operational performance. Composed of the chairperson and vice-chairs along with one representative and one additional participant from each of the abovementioned interest groups, it meets four times a year. Two Commission representatives and one member appointed by the Spanish Government also have seats on the Bureau.

The **director** is responsible for the day-to-day running of the Agency, including all financial, administrative and personnel matters.

### Expert advice on OSH issues, methods and data collection

**Thematic network groups** provide expert advice on specific OSH issues identified by the Board and on how the necessary data and research can be collected. They also evaluate the data once it has been collected and analysed, prior to its dissemination, ensuring quality control. Made up of leading specialists in their fields, four thematic network groups have been created to date, covering:

- OSH monitoring
- OSH systems and programmes
- Research on work and health
- Good safety and health practice





### Data collection and analysis

**Topic centres** link together consortia of national safety and health institutions to collect and analyse existing national data to support key areas of our work programme. Contracted for a maximum of three years, four topic centres are currently in operation, addressing the following issues:

- good safety and health practice
- musculoskeletal disorders
- stress at work
- dangerous substances
- research on work and health

**Ad hoc research teams** from leading academic and OSH-related institutions are brought in to conduct specific, one-off projects.

### Coordination and dissemination of information

15 **focal points**, one in each Member State, coordinate and disseminate information from the Agency within their individual countries, as well as provide feedback and recommendations. Typically the lead OSH organisation in their respective countries, they are the Agency's official representatives at a national level. They contribute to the development of the Agency's information services and web site, which links together all 15 focal point web sites, plus others.

The **Agency's Office**, based in Bilbao, Spain, with a multinational staff of currently around 35, coordinates the development and exchange of information across our network, including our focal points as well as partners outside the EU, such as international organisations, and manages information projects. The web and other electronic tools are the principal communication channels. Our dissemination activities are supported by two expert groups of Internet specialists and national editors.

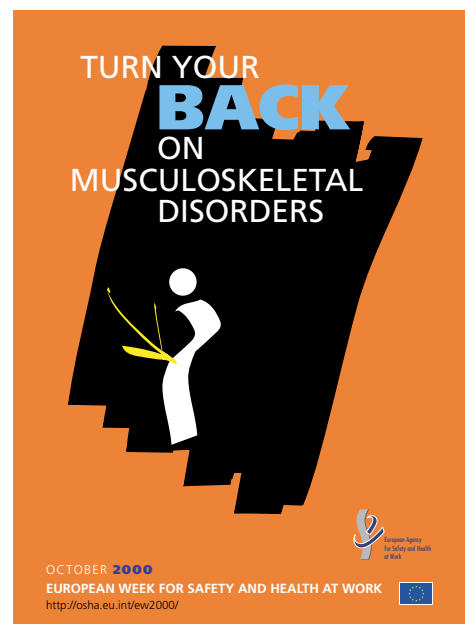
# HIGHLIGHTS OF THE YEAR

## EUROPEAN WEEK EXTENDS AWARENESS OF MUSCULOSKELETAL DISORDERS

Public awareness of the risks of work-related musculoskeletal disorders and measures to prevent this problem was substantially raised during the European Week for Safety and Health at Work in October 2000. Under the slogan ‘Turn your back on musculoskeletal disorders’, the Agency coordinated a campaign involving thousands of activities across the EU’s 15 Member States that promoted the importance of preventive measures for these disorders. Many of these events reached out to ‘social partners’, including employers and workers, giving the campaign a powerful grassroots impact.

Musculoskeletal disorders account for up to half of all work-related illness in the EU. Some countries estimate that these problems cost between 0.5 % and 2.0 % of gross national product. In the UK, the cost to individual companies can be as high as GBP 11 500 per case.

To reduce the incidence and severity of these cases, the Agency’s European Week campaign involved a variety of activities, from promotional materials for the 15 Member States to workshops, training and a dedicated multilingual web site (<http://osha.eu.int/ew2000/>). At the closing colloquium of the European Week, held in Bilbao in conjunction with the French Presidency of the EU, more than 200 experts from over 20 European countries and beyond discussed both legislative and non-legislative preventive measures, such as broader employee involvement and workplace design.



## THE AGENCY AWARDED EUR 5 MILLION TO PROMOTE ACCIDENT PREVENTION IN THE EU

Growing confidence in the Agency’s ability to play a central role in raising occupational safety and health standards in Europe was underlined by a EUR 5 million award from the EU to organise an accident prevention programme aimed at small businesses (SMEs).

According to the latest Eurostat survey, there were 4 757 611 accidents at work in the EU in 1996 that resulted in more than three days’ absence from work — equivalent to 4 229 accidents per 100 000 employees. In addition, 5 549 employees were killed. The direct cost for Europe’s insurance schemes of these accidents is estimated at EUR 20 billion per year. The problem is particularly acute in enterprises with less than 50 workers.

The Agency's new programme, funding for which was voted by the European Parliament as a preparatory action for a potentially multi-annual programme, will develop and disseminate 'good practice' measures to reduce the incidence and impact of accidents in SMEs. Measures are likely to include risk assessments, systematic accident management projects, employee training and 'Good neighbour' schemes, amongst others. 'Accident prevention' will also be the theme of the 2001 European Week for Safety and Health at Work.

#### AGENCY'S 'GLOBAL PORTAL' TAKES SHAPE

The Agency's goal of establishing itself as a global portal for sharing OSH information and good practice from around the world gathered pace with the creation of joint EU-US sub-site. Accessible from the Agency's site (<http://osha.eu.int/EU-US>), it provides up-to-date information on legislation and regulations, good practice, research, statistics, training and other fields in both the United States and Europe. There is a particularly strong focus on construction safety and ergonomics, priority issues in both regions.

Conceived following a joint EU-US Conference on Health and Safety at Work in 1998, the site is just one element of the Agency's strategy to create an electronic gateway to global OSH information and expertise, centred on Internet-related technology. Other initiatives during 2000 included the expansion of multilingual publications available online and the launch of OSHmail, a free e-mail service providing the latest news about the Agency and OSH-related issues in Europe and worldwide. These developments were complemented by the continued expansion of the 15 EU Member State OSH web sites, all linked to the Agency's site. Electronic tie-ups with counterparts in other regions outside Europe, including Canada and Australasia, are under development, together with technological advances, such as enhanced search facilities.

#### FOUNDATIONS LAID FOR PAN-EUROPEAN OSH MONITORING SYSTEM

A wide-ranging pilot study has highlighted the most pressing OSH issues in the EU, as well as the sectors and occupations in which they occur. The Agency's report, *The state of occupational safety and health in the European Union — Pilot study*, not only represents the first step towards creating a pan-European OSH monitoring system — an essential tool for efficient resource allocation, but also reveals significant, yet previously overshadowed, problem areas.

Uniquely, the 450-page study combines European- and national-level statistics with qualitative reports from the key actors in the 15 EU Member States, including on where they believe more preventive action is required.

Construction, manufacturing of fabricated metal products and agriculture are still amongst the top 'at-risk' sectors, according to the study. The most 'at-risk' occupations are labourers in mining, construction, manufacturing and transport, scoring highest in 10 of the 20 exposure indicators, including noise, vibration and strenuous working postures. However, the report also pinpoints emerging 'at-risk' sectors by taking into account so-called 'new' risks, such as stress, violence



and ergonomics, as opposed to 'traditional' risks, such as accidents at work. New risks were found to be of particular concern in the healthcare sector, sales and customer services.

In addition, the study highlighted various methodological hurdles that need to be resolved to improve OSH monitoring across Europe and design suitable preventive measures. Differences in national monitoring systems, for example, currently make cross-border comparisons difficult, while some countries lack data on key variables, such as safety and health by company size, employment status and age.

By the end of 2000, more than 10 000 copies of the report had been downloaded from the Agency's web site, a clear measure of the interest in this type of information.

#### WORK-RELATED STRESS IDENTIFIED AS MOUNTING PROBLEM

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Work-related stress is now the second most common occupational health and safety problem in Europe after musculoskeletal disorders, according to a report published by the Agency in June 2000. Based on a wide-ranging review of scientific literature, the report, *Research on work-related stress*, found that up to one in three employees in the EU suffers from this problem — equivalent to around 41 million people. Effects are both psychological and physical, compromising both their quality of life and productivity.

Factors that affect stress levels include organisational culture and roles, career development, the pace and scale of work, and the physical environment. Carried out by researchers at the Institute of Work, Health and Organisations at the University of Nottingham, UK, the authors of the study claim that the problem should be managed in a systematic manner using a 'control cycle approach', similar to other risk management models. Interventions at the organisational level, they point out, have proved particularly effective and deserve further investigation.

Another Agency report, *Future occupational safety and health research needs and priorities in the Member States of the European Union*, provided further evidence of the rising importance of work-related stress. Based on a survey of EU Member States, it highlighted this problem as a major, emerging issue requiring greater research, along with ergonomics and chemical risks.

#### GOOD PRACTICE DEVELOPED AND SHARED MORE WIDELY

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Significant progress has been made in developing and disseminating good practice examples and models from around Europe, spearheaded by the Agency's topic centres. During the year, three of these centres collected and published online practical solutions in three key areas: musculoskeletal disorders, stress at work and dangerous substances. Moreover, the topic centre, 'Good practice — Stress at work', pioneered an electronic forum that will enable practitioners to exchange information and views on good practice via e-mail, reinforcing the Agency's emphasis on Internet-based communication channels. The forum is currently being piloted and, if successful, will be rolled out across Europe in 2001.

The high priority the Agency attaches to good practice was underscored by the launch of a new good practice award scheme during European Week 2000. Designed to encourage the prevention of musculoskeletal disorders (MSD), 16 organisations across Europe were selected for awards. Winners ranged from a meat magnet for lifting carcasses in abattoirs (Denmark) to a training course for using a voice recognition software for MSD sufferers (United Kingdom) and a prevention programme for school children (Sweden). A video was produced to help spread good practices and stimulate similar advances.

## FOCAL POINTS IN ACTION

National focal point activities moved up a gear in 2000. They can now provide a growing range of information services and the Agency's focal point representatives report on some of them here.

### A U S T R I A

Austria has substantially increased the depth and breadth of its national network by recruiting partners with specialist skills, such as mechanical and technical safety engineers.

'We always have a lot of different projects running, so we need to be able to draw on a wide range of expertise', says Martina Häckel-Bucher.

As a result, the size of the network has now doubled to nearly 30 partners, and holds regular meetings. 'This creates a greater sense of teamwork and helps us to establish a common Austrian position', says Ms Häckel-Bucher.

### B E L G I U M

Belgium's focal point has been tapping into the health and safety and safety expertise of insurance companies, the medical profession and other bodies. Through a series of workshops, the focal point has not only promoted its web site to these groups but also invited them to suggest practical ways to prevent accidents and other OSH problems.

'Insurance companies have been a particularly valuable source of information and ideas as it is obviously in their commercial interests to reduce risks', says Willy Imbrechts. 'What we've tried to do is to link up with groups that have first-hand experience of health and safety and from whom we can learn. Besides contacting insurance companies, for example, we've presented our site on medical refresher courses and asked the delegates for good practice suggestions.'

### D E N M A R K

Denmark has held a series of workshops to combat the 'Tarzan syndrome'. This occurs when staff either overestimate their strength, or else do not want to appear weak. They then end up carrying objects that are too heavy or awkward for them, leading to back problems and other musculoskeletal disorders.

'At the workshops we used a combination of fear and good practice to address this problem', says Per Malmros. The 'fear' involved highlighting the likelihood that workplace 'Tarzans' would ultimately suffer from potentially disabling MSDs. The solutions focused on ways of carrying heavy items that would neither interfere with workflow nor slow down processes; for example, by using a special 'meat magnet' for transporting carcasses at abattoirs, a device that won a European Safety and Health Week 2000 award.

The workshops were organised by the local national working environment authority in the county of Ribe, in close collaboration with local organisations of employers and employees and the county of Ribe.



## F I N L A N D

Clear, practical advice has become the theme of Finland's newly restructured web site, following a major user survey. The site now has separate sections on key problem areas such as stress, ergonomics and exposure to dust. Each section provides practical solutions, supported by good practice examples. The site also includes clear and concise explanations of the numerous amendments to the country's complex OSH-related legislation and the practical implications of these changes for organisations.

'We've tried to make it simple and easy to use', says Erkki Yrjänheikki. To raise awareness of the site, the focal point has promoted it heavily through posters, leaflets, press advertisements and other channels.

## F R A N C E

As part of its European Week activities, France has set up musculoskeletal 'prevention clubs' with the support of ANACT. Each club involves about a dozen companies, and enables businesses to share information and advice about musculoskeletal problems.

'Given the complexity of this problem, it's important to have a collective approach and an environment where the condition can be discussed openly, with a view to finding long-term solutions', says Philippe Douillet (ANACT). 'Although we provide support, the aim is for these clubs to be self-sustaining.' Considerable efforts have also been made to get the medical professions, unions and other 'non-corporate' bodies to promote health and safety to workers. 'If the advice comes from people outside the firm, staff tend to take more notice'.

## G E R M A N Y

The European Agency's web site has provided a neat solution to the complex and often confusing maze of OSH-related information in Germany. Until recently, the country's 16 federal states provided this via separate web sites, each with different layouts, making it difficult for visitors to navigate their way through the sites and find the type of data and advice required.

To overcome this problem, they applied the same web design used by the Agency. All their sites are now linked via a central home page and their content organised in a common framework. This enables users to cross-reference material more easily and access different States' sites from a single page with just one click of their mouse. This 'facelift' has not only boosted the number of visitors to these sites but also increased the volume of publications downloaded.

## G R E E C E

‘The sooner people are educated about the importance of health and safety, the better.’ This is why the Agency’s focal point in Greece has joined forces with a local company, Titan Cement, to produce manuals for teachers and students explaining the importance of health and safety and how to improve their environment at school. Titan Cement also held a good practice conference, attended by more than 450 representatives from schools, the police, the army and other public services, as part of the European Week 2000.

## I R E L A N D

Ireland’s health and safety authority took its European Week campaign onto Dublin’s trains and buses. The HSA used billboards in train stations, and posters on trains on buses to get its message across. At the same time, the authority organised a series of talks around the country in September and October on preventing work-related MSDs and produced a free booklet *Handling with care — Safe manual handling*.

In addition, the focal point network was also involved in the launch of the country’s National Farm Safety Week, in conjunction with all the major agricultural organisations. There was a particularly strong emphasis on child safety: in 1999 alone, nearly half of all farm fatalities were children. Other key areas covered by the campaign included safe animal handling and tractor use.

## I T A L Y

Italy’s focal point organised the country’s largest-ever OSH conference in Modena in a drive to reduce the incidence of musculoskeletal disorders. Over 1 700 workers responsible for safety and health, from organisations across the country, attended the event. The main aim of the meeting was to encourage these employees to raise awareness of MSDs in their organisation and promote possible solutions.

‘In effect, we were sub-contracting the marketing to them. This was a very effective way for us to reach a lot of organisations without visiting them personally ourselves’, says Sergio Perticaroli. To help the conference delegates ‘spread the word’, the focal point supplied them with a wide range of promotional material.



## L U X E M B O U R G

A novel training course in Luxembourg has brought nearly 150 health and safety coordinators on building sites up to speed with their legal obligations and best practice. Run in conjunction with Belgium's University of Liège, the 132-hour course is predominantly aimed at contractors working for architects and engineers, as well as freelancers. Those who successfully complete the course become accredited health and safety coordinators, providing the building industry with a nationally recognised standard. In addition, about 500 health and safety supervisors employed by major companies have received similar training in partnership with the country's chambers of handcrafts and commerce. The long-term aim is to train 100 supervisors and 30 coordinators each year.

## T H E N E T H E R L A N D S

Holland's focal point has put thousands of publications at the fingertips of trade unions and OSH practitioners. Via its web site ([nl.osha.eu.int/publications/databases](http://nl.osha.eu.int/publications/databases)), you can access synopses of over 35 000 books, articles and other publications dealing with OSH-related issues. If you want the full text, the site points you to a library that can provide it. To keep you up-to-date with the latest developments on the site, there is also a free e-mail alert service that highlights changes to the site's content, typically every three to four weeks. The alert service is also meant to encourage subscribers to complete online surveys or to participate in temporary discussions. So far, more than 2 000 people have signed up for this service.

## P O R T U G A L

As part of its European Week activities, Portugal has produced a CD-ROM and brochure to help prevent back and neck disorders among computer operators, drivers and other workers who spend long hours sitting. Distributed to around 2 000 organisations, the educational pack explains the causes and effects of bad posture and how to avoid them. Its main message is that 'it's not the type of work you do that matters, but how you care for your back that counts'.

## S P A I N

In a bid to attract new members with fresh ideas, Spain's focal point held a web workshop attended by over 200 representatives from trade unions, employers and other organisations.

'We were looking for new members with new ideas about promotional materials, training courses and other ways to improve our site and service', says Margarita Lezcano. 'It's about continual improvement.' If prospective partners can provide original, high-quality web content, they can join the network. Since the workshop, two new members have signed up, bringing the total number of members close to 40. A further five or six are expected to come on board in the near future.

## S W E D E N

Sweden's network is helping to export OSH good practice to other countries through a tie-up with the Swedish Trade Council. The Council represents over 1 000-plus businesses. The main aim of the partnerships is to encourage them to sell products and services abroad that are not just competitively priced but which also improve health and safety standards at work, for example by more ergonomic designs. To facilitate this, a good practice group has been established to share and disseminate information and advice between the members of the Council and those of the focal point network.

'Sweden has a very high reputation for health and safety and we shouldn't keep it to ourselves; it could also give us a competitive edge in exports', says Elisabet Delang.

## U N I T E D K I N G D O M

The UK had an excellent response to the European Week for Safety and Health at Work with over 10 000 organisations undertaking activities to raise awareness of the problems surrounding MSDs. An awards ceremony, held later, recognised outstanding initiatives during the week. An independent evaluation estimated that the UK was responsible for over half the total impact of European Week 2000. The report described the UK model as 'exceptional'.

The UK focal point has developed a national information network of organisations concerned with health and safety. Membership currently stands at 140 and is growing steadily. The focal point has produced a fact sheet defining the role of the focal point and explaining the benefits of membership. The fact sheet has been posted to the web site and mailed to prospective members. The idea is being adopted in several other Member States.



**BUILDING THE LINKS —  
INFORMATION**

**1.**

**THE AGENCY'S  
NETWORK**

One of the Agency's primary goals is to position itself as a global portal for the exchange and dissemination of information on OSH-related subjects. To achieve this, we have been developing relationships with the key players in both Europe and further afield, most notably the United States.

#### ENHANCING COLLABORATION AMONGST FOCAL POINTS

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Focal points play a pivotal role in the Agency's network as already illustrated. 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, employers and government bodies. To boost their already significant contribution, the focal points discussed in May how their roles could be developed, building on the Agency's original guidance paper and first years' experiences. Among the key conclusions were the need for the Agency to continue to plan and clarify the group's role and the requirement for improved communication via an extranet, currently being piloted. It was also decided to improve inter-focal point collaboration. Monitoring of focal point activities, meanwhile, is progressing according to plan, based on six-monthly reports of their activities.

#### RELATIONSHIPS WITH THE EUROPEAN COMMISSION INTENSIFY

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At the European level, particular emphasis has been placed on cooperating with the European Commission, in the light of the December adoption of the new social agenda, which commits the EU to establish a Community-wide health and safety strategy in 2002.

During 2000, the Agency worked closely with a number of the Commission's directorates on a broad spectrum of issues. This included further collaboration with the Employment and Social Affairs DG, and negotiations with the Enlargement DG on funding of the Agency's activities in EU candidate countries.

In line with our commitment to become Europe's premier source of online information on occupational health and safety, we also moved forward our collaboration with the Enterprise DG on the development of an extranet for our partners.

The strengthening of our relationship with the Enterprise DG was further underlined by discussions on collaborative initiatives on SME activities and standardisation issues, complementing our work with the European Standardisation Organisation, initiated in 1999. In addition, we leveraged our breadth of knowledge and access to expertise to provide information to the Research DG in its review of the fifth European framework programme for research and development and in its preparations for the next framework programme.

Greater exchange of information and advice like this, between the Commission and the Agency, is a central plank of our strategy.

During the year, we also strengthened our links with the relevant Commission administrative services, including the Administration and Budget DGs. We are also making increased use of the Office for Official Publications of the European Communities (EUR-OP) for editing, printing and distributing the Agency's publications.

### BUILDING BRIDGES WITH OTHER EU PARTNERS

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Efforts to form deeper relationships with other EU bodies have also gathered pace. As the coordinator of the Group of Heads of European Agencies in 2000, we organised meetings with these institutions in Brussels and Bilbao and held separate discussions with the new director of the Dublin-based European Foundation for the Improvement of Living and Working Conditions about how further to develop our collaboration to make the most of our agencies' respective strengths. Since then, we have renewed our memorandum of understanding with the Dublin foundation for a further three years. At the same time, we have continued to strengthen our cooperation with the Luxembourg-based Eurostat, which is another important source of European data.

In June, we organised an exhibition and a series of presentations at the European Parliament in Brussels, where we explained our role and our plans for the European Week for Safety and Health at Work 2000. At the Brussels event, we also held information briefings with EU interest groups and social partners, raising awareness of the Agency activities. To establish closer ties with our European social partners, we had two meetings with their representatives and linked their web sites to the Agency's. In addition, we maintained contact with ESC.

In November, the European Parliament and Commission decided that the Agency should receive EUR 5 million in 2001 to run an accident prevention programme aimed at Europe's small businesses, focusing on the exchange of good practice, and linked to the European Week for Safety and Health at Work 2001. This followed our successful European Week 2000, which promoted ways to prevent musculoskeletal disorders at work, with the support of the Portuguese and French presidencies. The Agency also participated in major OSH conferences organised by the presidencies, a reflection of the growing recognition of the importance of OSH.

### REACHING OUT TO EU CANDIDATE COUNTRIES

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An important strategic goal for the Agency is to gradually extend its network into EU candidate countries, based on principles established by the Commission. To help us fulfil this objective, we asked the responsible authorities to designate national Agency focal points that could gather and disseminate information on occupational and health and safety in their respective countries. The first meeting with these focal points was held in June. In July, the European Commission's Phare Committee agreed the Agency's proposal for co-funding Agency focal points, tripartite national information networks and Agency web sites (EUR 780 000 in 2000/2001).

### CONNECTING WITH THE REST OF EUROPE AND BEYOND

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Within Europe, we continued to develop partnerships with the four European Free Trade Association (EFTA) countries — Iceland, Liechtenstein, Norway and Switzerland. All four participated in the European Week 2000 and all are developing web sites based on the Agency's model. Three of these sites are expected to be in operation in early 2001. In addition, we had meetings with representatives from all EFTA countries in February and September.

We have also paid particular attention to fostering closer links with our counterparts in the United States in order to capitalise on potential synergies. Progress during the year included the creation of a joint EU–US web site on the Agency’s web portal, which went online in July. The joint web site was presented at the second EU–US Conference in November in San Francisco. A Canadian web site based on the Agency model is due to be launched in early 2001.



## DEVELOPING PROJECTS

# 2.

## KNOWLEDGE — INFORMATION

Providing policy-makers and practitioners with high-quality, state-of-the-art information about occupational safety and health is vital if further progress is to be made in developing a safety and health culture within Europe. The Agency focuses on four priority areas — OSH monitoring, good safety and health practice, research on work and health, and OSH systems and programmes.

The collection, evaluation and presentation of existing national data are carried out by topic centres and other external consultants, coordinated by our focal points assisted by thematic network groups. There are four topic centres, each linking together national institutions specialising in different facets of safety and health. Three cover good safety and health practice and one focuses on research on work and health. Following an evaluation of their activities in 2000, their fixed-term contracts were extended for a further final year.

### OSH MONITORING

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Several projects are under way to identify problem areas where additional preventive activities are needed. These activities, which typically result in widely disseminated reports, will ultimately enable stakeholders to allocate OSH resources more efficiently and underpin common European priorities for action.

One of the most important during the year was the publication of *The state of occupational safety and health in the European Union — Pilot study*. Published in a printed format and electronically on the Internet, the study represented the first step towards establishing a system for monitoring pan-European OSH, including ‘first lessons learned’. Crucially, it combines for the first time both quantitative and qualitative assessments, based on the knowledge and experiences of leading OSH representatives from governments and social partners in the EU’s 15 Member States. This has enabled the Agency to identify priority areas where further information and research is required to tackle the most significant problems. Echoing the Agency’s new emphasis on electronic media, a CD-ROM version of the report is also in production and will include all associated documents, such as appendices, a manual for data collection and all national reports from the Member States. An evaluation of the study is currently under way, based on feedback from the focal points, national networks, experts and end users.

To broaden our understanding of the OSH challenges in Europe, a similar study is being conducted in the four EFTA countries, *The state of occupational safety and health in the EFTA countries*. Work on this report began in July 2000 and a final report is scheduled to be published in early 2001.

### GOOD SAFETY AND HEALTH PRACTICE

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Health and safety practices vary substantially across Europe, both within countries and between them. One of the Agency’s goals is to identify and validate examples of good practical solutions and promote



these throughout Europe in order to achieve consistently high standards in all fields of occupational safety and health. Initiatives carried out in 2000 included:

- *Topic centre and Member State 'good practice' activities:* Topic centres have continued to collect good practice information on three key areas: musculoskeletal disorders, stress at work and dangerous substances. In line with the Agency's 2000 workplan, good practice information from EU and international sources for these three areas has been placed on the Agency's web site, including more than 400 individual links to high-quality information. All three topic centres have also presented their findings to the good practice thematic network group. The topic centre, 'Good practice — Dangerous substances', focused on identifying and evaluating practical solutions linked to the substitution and control of organic solvents and asbestos. The year has also seen a dramatic increase in the amount of information now available via the Agency network of national web sites, with the adding of some 4 000 links to good practice information. The types of information provided include guidelines, case studies and publications, as well as information on specific providers and databases focused on providing practical solutions at enterprise level.
- *Promoting good practice:* The topic centre, 'Good practice — Stress at work' has developed a model that will enable practitioners to discuss good practice issues via an e-mail forum ([http://europe.osha.eu.int/good\\_practice/forums/](http://europe.osha.eu.int/good_practice/forums/)). The system is currently being piloted. The topic centre 'Good practice — MSDs' supported the European Week 2000 by collaborating in the preparation of campaign materials, such as fact sheets, and by contributing feature articles for the Agency's newsletter and magazine. The Agency's focal points also organised a meeting of the national network to share the experiences of Member States and the Agency in collecting, evaluating and disseminating good practice data. Feedback from Member States was very positive. Other initiatives to encourage the promotion of good practice during the year included a 'European workshop for good practice information providers' in November.
- *OSH information system for the healthcare sector:* In 2000, the Agency launched a pilot study on the provision of sectoral OSH information focused on the healthcare sector. Although a considerable amount of useful OSH information in this area has been located, one of the challenges is that there is not a single comprehensive source of this data: it is scattered. To overcome this difficulty, an Agency contractor is investigating ways to structure and provide links to these diffuse data sources on the Agency's web site. A contact group involving people with a health and safety interest in the healthcare sector, including social partners, has been established to validate the usefulness of this approach. Thematic network groups will comment on the project's strategy and methodology. As part of the project's pilot phase a 'quick links' healthcare sector feature has been added to the Agency's web site, providing direct links to Member State as well as international information.

## RESEARCH ON WORK AND HEALTH

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High-quality research is the bedrock of effective occupational health policies and practices. During the year, the Agency's topic centre on research — work and health (TC/WH) continued to make progress in developing research information in this field. In 2000, the centre's activities included:

- *Data collection and Internet developments:* A new content management application (CMA) was introduced and the relevant web links have been collected and integrated into the CMA. In June, a special training and development workshop was organised in Germany.
- *Research information support on musculoskeletal disorders:* A report on work-related low back disorders was published following review by TNG/WH members and observers, including European social partners and the European Commission (Employment and Social Affairs DG). An expert



workshop on the topic was also held in Brussels in June. This complemented an earlier Agency report on work-related neck and upper limb disorders.

- *Research information on work-related stress*: Based on a wide-ranging review of the existing scientific literature, an Agency report highlights the scale of this growing problem, examines its causes and discusses effective intervention strategies.
- *Research information on the changing world of work*: A draft report, based on the latest data, has been produced by the Dutch TNO and the Swedish Institute of Working Life and discussed at an expert workshop in Amsterdam in September.
- *Follow-up of future OSH research needs and priorities in the EU Member States*: Feedback on this report has been collected and conclusions will be used in the Agency's input into the next European framework programme for research and development.

## OSH SYSTEMS AND PROGRAMMES

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- *OSH as a subject for procurement and marketing*: A new Agency report has turned the spotlight on some novel approaches to promoting occupational safety and health. Based on more than 20 case studies drawn from across Europe, the report looks at how OSH can be successfully promoted through initiatives in procurement and marketing both at a company and system level. The report was set to be launched at Work Life 2001, organised by the Swedish EU Presidency at the end of January in Malmö, Sweden, and promoted widely in both the OSH and more mainstream business media.
- *Safety and health and employability*: Set for publication in early 2001, this project uses 23 case studies to illustrate different ways to increase the employability of workers, including those with long-term illnesses and disabilities. Based on the experiences of a broad cross-section of organisations in Member States, from the commercial sector to national and local authorities, the report also looks at the issue of preventing illnesses amongst vulnerable workers and promoting better work-place health.
- *Safety and health campaigns*: A practical manual on how to design and implement effective safety and health-promotion campaigns is underway, following input from the focal points and the TNG systems and programmes. Publication is anticipated in the first half of 2001.
- *Socioeconomic information on MSD*: An inventory of 15 different types of socioeconomic information was published as an Agency fact sheet in October 2000, ranging from costs for hospital treatment of work-related MSD to the total costs (including social costs) for work-related MSD. This complemented an earlier information report on repetitive strain injuries in the European Union.
- *Occupational safety and health (OSH) management systems*: Work on a report on the use of occupational safety and health (OSH) management systems in Europe began in August 2000.

## OTHER INFORMATION PROJECTS

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*Work-related accident projects*: The Agency has launched three projects on the prevention of work-related accidents, to provide support information for the European Week for Safety and Health at Work 2001. These include: information support on good practice information to work-related accidents, accident prevention programmes in the Member States of the European Union, and work accidents and employability.



# 3.

## KNOWLEDGE — INFORMATION

### COMMUNICATING SERVICES

The high priority the Agency attaches to communicating information effectively to its target audiences was demonstrated by the creation of our new Information and Communication Unit at the beginning of 2000. Using both ‘traditional’ and Internet-based channels, the unit is responsible for developing and implementing an integrated communications strategy in conjunction with the Agency’s focal points.

#### PRINTED PUBLICATIONS

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During the year, the Agency produced more than 30 printed publications, from newsletters and magazines to fact sheets, information reports and campaign materials, such as posters and flyers. An increasing number of these were published in the EU’s 11 official languages, resulting in over 170 printed products. To reduce costs and improve distribution efficiency, the design and print of these publications is routinely outsourced to European Commission’s Office for Official Publications (EUR-OP). Developing a successful relationship with EUR-OP remains a priority, as does our drive to make key publications available in as many European languages as possible, budgets permitting for this costly exercise.

Publications in 2000 included:

- *Newsletters*: Three issues of the Agency’s *News* were published and distributed in four languages, providing our target audiences with the information about the latest safety and health developments at Member State, EU and international levels. These were also posted on the Agency’s web site. Online issues of *News* are now produced in 11 languages. In addition, the Agency launched OSHmail, an e-mail news service (see web site and Internet developments).
- *Magazines*: The Agency’s *Magazine* provides in-depth information and analysis from leading practitioners in occupational health and safety. In 2000, we published and distributed two editions, each in four languages. Major topics covered in these two issues included ‘The changing world of work’ and ‘Preventing musculoskeletal disorders’, produced in partnership with the French Presidency of the European Union as a supporting document for the closing event of the European Week for Safety and Health at Work.
- *Information reports*: Eight information reports were published on the web and in paper format. Specific reports ranged from the ‘State of occupational health in the European Union’, ‘Research on work-related low back disorders’ and ‘OSH research priorities’ to ‘OSH in marketing and procurement’ and ‘Research on work-related stress’.
- *Factsheets*: Nine fact sheets were produced, of which eight were in 11 languages. These dealt with a variety of topics, from background information for the European Week campaign to summaries of the key findings of Agency information reports.
- *Annual report*: The 1999 annual report was produced in 11 languages and published both electronically and in paper format.

## WEB SITE AND INTERNET DEVELOPMENTS

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The web and other Internet-related tools, including e-mail and extranets, are ideally suited to the Agency's goal of disseminating high-quality information about occupational health and safety to a much broader audience. They provide fast and cost-effective channels for exchanging and accessing easily-updated information 24 hours a day, overcoming barriers of time and location.

- *Use of Agency web site accelerates:* In 2000, the potential of Internet-related channels was highlighted by a more than two-fold increase in the number of visitors to the Agency's new web site, launched in autumn 1999. By the end of the year, there were more than 120 000 user sessions on the network of sites each month. The most frequently accessed pages were legislation (40 % of page views), good practice (10 %), publications (7 %) and topics (7 %). The most requested, downloadable Agency publication was *The state of occupational safety and health in the European Union — Pilot study*. The PDF version of the full report was downloaded over 10 000 times in three months while some 6 000 copies of the summary report were requested.
- *Web content expanded:* Several developments during the year underpinned the growing popularity of our web site. These included updated information on EU directives on health and safety at work (<http://europe.osha.eu.int/legislation/index2.stm>), covering four main categories:
  - European directives concerning the protection of workers
  - Internal market: approximation of laws
  - European directives concerning the protection of workers, consumers and the population
  - Euratom

We also provide direct access to the full text of the directives in all 11 official EU languages via the EUR-LEX databases. This is complemented by information on EU proposals. Furthermore, as mentioned above, we expanded the range of good practice and research information as well as the number of publications available on our site.

- *OSHmail — e-mail news service launched:* In recognition of the growing importance of electronic sources of information and its ability to convey news within seconds, we piloted an e-mail news service in four languages, provided free of charge to anyone with an e-mail account. Called 'OSHmail', it offers news on the latest developments at the Agency and OSH-related at both an EU and international level (<http://europe.osha.eu.int/oshmail/>).
- *New links and sub-sites created:* Other key Internet developments included the launch in July of a joint EU–US web site on safety and health (<http://osha.eu.int/EU-US/>) and a special European Week 2000 web site (<http://osha.eu.int/ew2000/>). This provided background information on Member States' European Week activities, as well as relevant information sources for musculoskeletal disorders and contact details.
- *Extranet in pipeline:* A prototype extranet to encourage greater communication between the Agency's various network partners was piloted in 2000 and good progress made. A full roll-out is anticipated in 2001.

## OTHER ELECTRONIC COMMUNICATION CHANNELS

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- *Videos:* A good practice video was produced to highlight practical solutions for tackling OSH risks. Based on examples from our new good practice awards, the video was first shown at the closing event of the European Week 2000. An accompanying leaflet is being produced to explain how to access good practice information on the Agency's web site.

- *CD-ROMs*: To complement the publication of our report, *The state of occupational safety and health in the European Union — Pilot study*, we are producing a CD-ROM incorporating the full report, the 15 national reports, details of the methodology and other information, giving users a comprehensive picture.

## CAMPAIGNS, EVENTS AND EXHIBITIONS

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The European Week for Safety and Health at Work 2000 was the centrepiece of the Agency's campaign calendar and provided a unique opportunity to raise awareness of the risks of musculoskeletal disorders (MSDs) and appropriate preventive measures. Coordinated and organised by the Agency, with strong input from our focal points and other partners, it involved 37 co-funded projects, following additional financial support voted to us by the European Parliament. Projects ranged from seminars in France for small enterprises to training in Spain on how to prevent MSDs and advertising campaigns in Ireland. All 15 Member States were actively involved, enabling us to promote the issue of MSDs throughout the EU, with a strong emphasis on workplace participation. More than half of the projects had a heavy focus on SMEs, a key target audience for the Agency. EFTA countries and Malta ran similar promotions in their countries, widening the campaign's impact.

As well as facilitating the European Week, with the support of the French and Portuguese presidencies, the Agency produced campaign materials in 11 languages for the national network, set up a special web site for the event (<http://osha.eu.int/ew2000/>) and organised its first good practice awards. Sixteen awards were given, covering five main categories: innovative design, economic effectiveness, SMEs, reintegration of works and good ergonomic solutions. These were presented at the closing event, where we also held a colloquium on 'European perspectives on musculoskeletal disorders'. This gave leading European experts and decision-makers the opportunity to debate the policy implications of the growing incidence of work-related musculoskeletal disorders. An evaluation of the European Week 2000 is underway and due to report in January 2001.

Preparations are now underway for the European Week 2001, on the theme of 'Prevention of work-related accidents'.

During 2000, the Agency's exhibition visited the Belgium, France, Germany, Luxembourg and the United Kingdom, including a presentation to the European Parliament.

## MEDIA RELATIONS

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Generating coverage of the Agency's activities and views in the press and broadcast media not only provides a highly cost-effective avenue for raising awareness of the importance of occupational health and safety amongst a wide audience, but also enhances the Agency's credibility. In 2000, we significantly increased our activity in this field, producing 13 news releases, 11 of which were in 11 languages — more than twice as many releases as the previous year. To strengthen our impact in the media, we are developing a comprehensive news distribution list including the principal OSH journals and magazines in Europe and beyond. These and other initiatives are being developed in close cooperation with the Agency's team of national editors and focal points.

# 4.

## ADMINISTRATIVE ACTIVITIES

During its fourth year of operation, the Agency has focused on consolidating and enhancing the financial, IT and personnel management systems developed during its establishment phase.

### INFRASTRUCTURE AND GENERAL SERVICES

In order to meet its increased accommodation needs, the Agency has rented and equipped an additional 165 square metres of meeting room space in a building adjacent to its premises at 33 Gran Via, Bilbao. This has been financed by revenue from a VAT recovery exercise that the Agency has carried out during 2000 for an amount of approximately EUR 125 000.

To comply with Community rules for awarding contracts, the Agency's Advisory Committee for Procurements and Contracts has met on three occasions in 2000 to review and give an opinion on all contracts involving costs exceeding EUR 46 000.

### FINANCIAL MANAGEMENT SYSTEMS

During 2000, the Agency has continued to improve its management systems, updating the general accounts using CUBIC as a general ledger. Management of the budgetary accounts is now fully computerised using an integrated system for budget and financial management Sincom 2.

In February 2000, the Agency's Administrative Board granted the director the discharge relating to the implementation of the 1998 budget. In addition, the Court of Auditors performed its annual audit on the Agency's 1999 financial statements and concluded that 'the annual accounts for the financial year which ended on 31 December 1999 are reliable and that the underlying transactions are, taken as a whole, legal and regular'.

The Agency's 2000 budget of approximately EUR 6.9 million has been committed up to a level of more than 95 %. The budget has been published in the Official Journal (OJ L 270, of 20.10.2000) and on the

Sources of revenue	Amount (EUR)
European Community subsidy	6 700 000
Spanish Government	60 101
Basque Regional Government	60 101
County of Vizcaya	60 101
Other	18 005
<b>TOTAL</b>	<b>6 898 308</b>

Agency’s web site. The supplementary budget of just over EUR 0.9 million approved at the end of 1999 to finance the organisation and running of the European Week for Safety and Health at Work in 2000 was completely executed during the year.

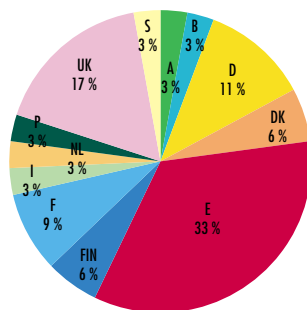
Expenditure	Amount (EUR)
Title I. Staff	2 785 000
Title II. Buildings and equipment	995 303
Title III. Operating expenditure	3 118 005
<b>TOTAL</b>	<b>6 898 308</b>

**PERSONNEL MANAGEMENT SYSTEM**

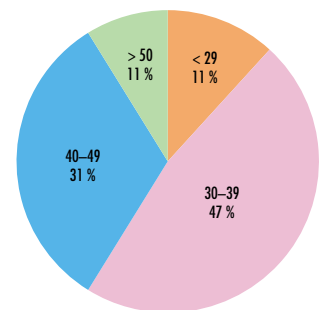
In 2000, the Agency finalised three selection procedures for the recruitment of new temporary agents and local staff in accordance with the rules and practices of the European Union institutions. Three temporary agent contracts coming to an end in 2000 have been renewed. The staff structure has evolved and at the end of the year the staff situation was the following.

Category	Number
Temporary agents (11 A, 9 B, 4 C)	24
National experts on secondment	1
Local staff agents	9
Auxiliary agents	1
<b>TOTAL</b>	<b>35</b>

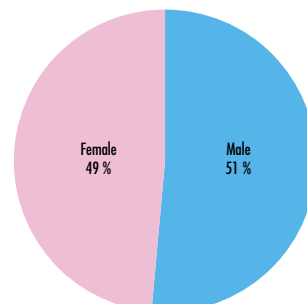
Nationality	Number
A	1
B	1
D	4
DK	2
E	12
FIN	2
F	3
I	1
NL	1
P	1
UK	6
S	1
<b>TOTAL</b>	<b>35</b>



Age	Number
<=29	4
30-39	16
40-49	11
>=50	3
<b>TOTAL</b>	<b>35</b>



Sex	Number
Male	18
Female	17
<b>TOTAL</b>	<b>35</b>



The Health and Safety Committee has met several times during the year and discussed building security and emergency planning as well as a number of ad hoc corrective measures to improve working environment conditions.

Consultations with the Staff Committee have focused on the discussion of evaluation and promotion policies. These have resulted in decisions to introduce new Agency guidelines and procedures for staff performance evaluation and staff promotion. Implementation of both decisions began in the autumn and the 2000 promotion exercise was finalised in December.

The Agency has also adopted, following the recommendations of the European Commission, a decision relating to the adoption of certain general provisions for the implementation of the regulations and rules applicable to officials and other servants of the European Communities.

In addition, and as part of the Agency's staff development programme, in-house training has been organised for all staff, mainly in languages, IT fields, process management, filing (Adonis) and Sincom 2 systems. A staff seminar was organised in Santander in mid-2000 on quality management.

### IT MANAGEMENT SYSTEM

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The Y2K contingency plan implemented during the 1999 year to ensure that the Agency's information systems were all millennium compliant was successful.

During 2000, the IT infrastructure of the Agency was reinforced in order to try to offer a 24-hour service for all the web sites hosted at the Agency's premises. All critical points of communications have been duplicated. Oracle and Sincom 2 have been upgraded. Three different development environments have been created for the intranet, extranet and Internet applications. The security of Agency's networks has been audited.

### DOCUMENTATION MANAGEMENT SYSTEM

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During 2000, the Agency improved its documentation management system by:

- implementing a proper document registration and handling system (Adonis) and subsequent managing of workflow and document management system;
- developing the management of registration, tracking, filing, archiving and retrieval of documents as well as monitoring all actions related to these operations;
- managing the library collection, performing the normal process of receipt, recording and storage, assessing the usage and developing retention criteria;
- maintaining the Agency info-point safety and health documentation centre including public services functions.





# 5.

EVALUATION OF THE AGENCY

According to an Administrative Board decision following a request by the European Commission, the Agency launched in 2000 an external evaluation of performance measured against the Agency regulation and work programmes to be carried out in the second half of 2000.

A first call for tender was launched in May, but following examination of the offers received, the Evaluation Committee decided to re-launch the tender process. This second selection process resulted in the recommendation to award the contract to the firm Sosiaalikehitys Oy (Finland).

During the last quarter of the year, the Agency's evaluation exercise proceeded as scheduled. An evaluation liaison group was set up and met with the contractors to discuss and validate the working plan and methodology. In November, the evaluation dossier was included in the agenda of the Administrative Board meeting and the contractors were invited to attend the European Week closing event and prepare the organisation of a workshop with Agency's key staff held at the beginning of 2001.

The evaluation report conclusions and recommendations will be discussed at the pre-board seminar to be held in March 2001.

ANNUAL  
REPORT  
**2000**



ANNEXES



**ANNEX 1.**

**MEMBERSHIP OF THE BOARD**

**ADMINISTRATIVE (MARCH 2001)**

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**

Member	Country	Alternate
Dr E.-E. Szymanski	Austria	Dr G. Breindl
Mr M. Heselmans	Belgium	Mr J.-M. de Coninck
Mr J. Jensen	Denmark	Mrs H. Ratsach
Mr M. Hurmalainen	Finland	Mr J. Kallio
Mr M. Boisnel	France	Mrs J. Guigen
Mr A. Horst	Germany	Dr K.-H. Grütte
Ms A. Kafetzopoulou	Greece	Ms M. Pissimissi
Mr T. Walsh	Ireland	Dr S. Wood
Dr M. T. Ferraro	Italy	Dr G. Rocca-Ercoli
Mr P. Weber	Luxembourg	Ms M. Fisch
<i>Awaiting new name</i>	Portugal	Mr E. R. Leandro
Mr L. Fernández Sánchez	Spain	Mr A. L. Sánchez Iglesias
Dr B. Remaeus	Sweden	Mr B. Barrefelt
Mr R. Laterveer	Netherlands	Mr H. Middelpplaats
Mr R. Clifton	United Kingdom	Mr A. J. Lord
<i>Chairperson (November 1999 to March 2001)</i>		

**EMPLOYERS**

Member	Country	Alternate
Ms C. Schweng <i>Chairperson</i> <i>(March 2001 to November 2001)</i>	Austria	Mr H. Brauner
Mr A. Pelegrin	Belgium	Mr K. de Meester
Mr T. Jepsen <i>Vice-Chairperson</i>	Denmark	Mr T. P. Nielsen
Mr J. Ahtela	Finland	Mr J. Forss
Dr P. Thillaud	France	Dr P. Levy
Mr R. Lehr <i>Awaiting official appointment</i>	Germany	Mr T. Holtmann <i>Awaiting official appointment</i>
Mr E. Tsamoussopoulos	Greece	Mr E. Zimalis
Mr T. Briscoe	Ireland	Mr K. Enright
Mr F. Giusti	Italy	Mr M. Fregoso
Mr M. Sauber	Luxembourg	Dr F. Metzler
Mr M. M. Pena Costa	Portugal	Mr J. L. Barroso
Mr P. Teixidó Campás <i>Awaiting official appointment</i>	Spain	Mr F. Manzano Sanz
Mr H. Frostling	Sweden	Mr A. Lind
Ms C. C. Frenkel	Netherlands	Mr J. J. H. Koning
Dr J. Asherson	United Kingdom	Dr D. White

**WORKERS**

Member	Country	Alternate
Mr A. Heider	Austria	Ms R. Czeskleba
Mr M. Vandercammen <i>Awaiting official appointment</i>	Belgium	Mr H. Fonck
Mr J. T. Rasmussen	Denmark	Mr J.-K. Frederiksen <i>Awaiting official appointment</i>
Ms R. Perimäki-Dietrich	Finland	Ms R. Työljärvi
Mr M. Sedes	France	Mr J.-C. Bodard <i>Awaiting official appointment</i>
Ms M. Schröder <i>Awaiting official appointment</i>	Germany	Mr R. Konstanty
Mr D. Politis	Greece	Mr S. Drivas
Mr F. Whelan	Ireland	Mr S. Cronin
Mr C. Stanzani	Italy	Ms L. Benedettini
Mr A. Giardin	Luxembourg	Mr M. Goerend
Mr L. F. Do Nascimento Lopes	Portugal	Mr J. Dionisio
Ms M. Díaz	Spain	Mr A. Carcoba
Mr S. Bergström <i>Awaiting official appointment</i>	Sweden	Mr B. Sjöholm <i>Awaiting official appointment</i>
Mr M. Wilders <i>Vice-Chairperson</i>	Netherlands	<i>Awaiting new name</i>
Ms A. Gibson	United Kingdom	Mr O. Tudor

**EUROPEAN COMMISSION**

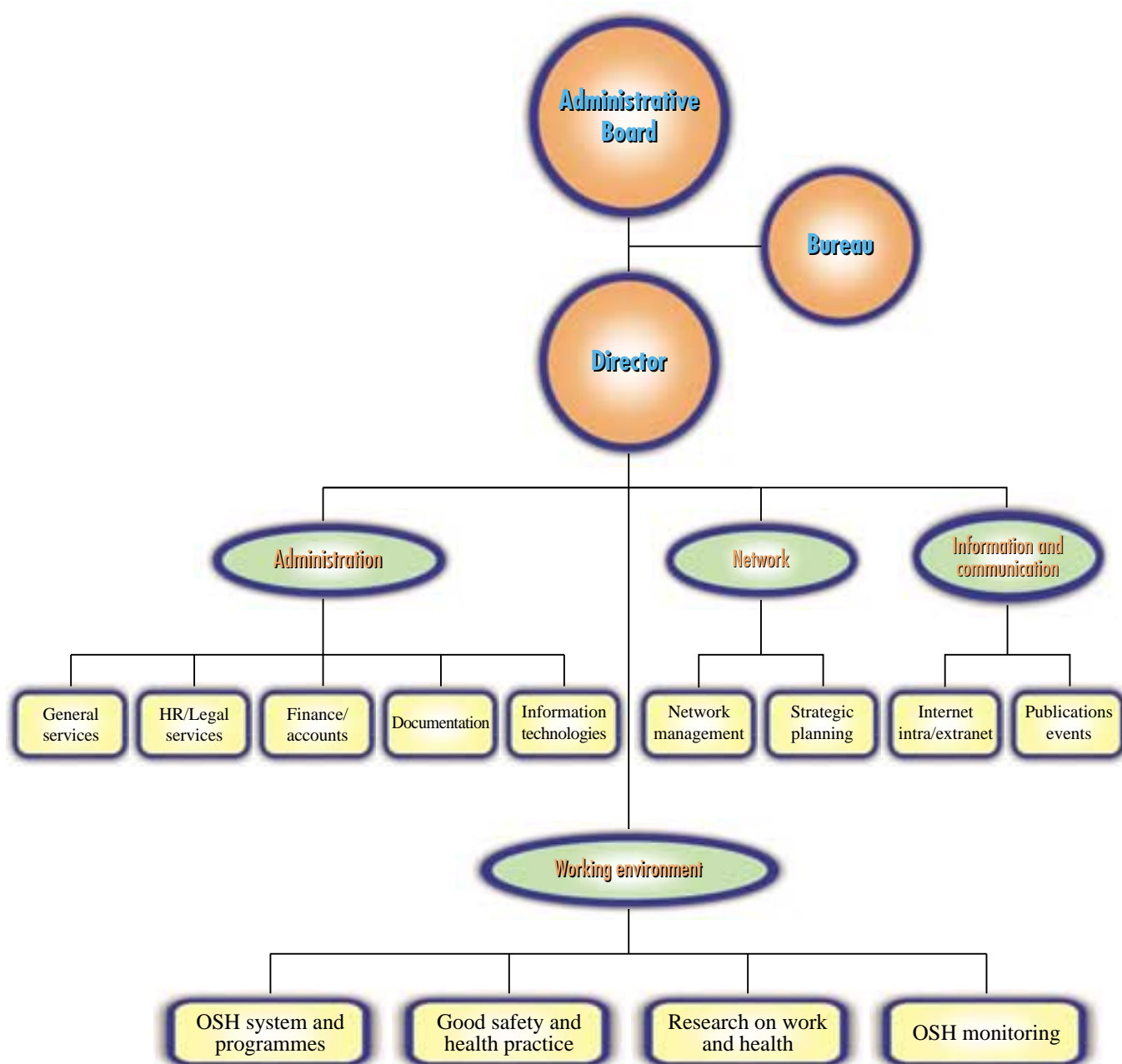
Member	Alternate
Ms O. Quintin Director-General, Employment and Social Affairs DG	Mr R. Prado Awaiting official appointment Employment and Social Affairs DG
Mr M. Oostens Employment and Social Affairs DG	Mr J. P. Van Gheluwe Enterprise DG
Mr J. R. Biosca de Sagastuy Employment and Social Affairs DG Vice-Chairperson	Dr E. Rother Energy and Transport DG

**OBSERVERS**

Member	Alternate
Mr R.-P. Bodin European Foundation for the Improvement of Living and Working Conditions	Mr E. Verborgh
Mr M. Boisnel Board Chairperson, European Foundation for the Improvement of Living and Working Conditions	
Ms N. Waltke UNICE	Ms V. Corman CNPf
Mr M. Sapir ETUC	

# ANNEX 2.

## ORGANISATION PLAN AGENCY FOR SAFETY AND HEALTH AT WORK







# ANNEX 3.

STAFF OF THE EUROPEAN  
HEALTH AT WORK

AGENCY FOR SAFETY AND  
(AS AT 1 MAY 2001)

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## DIRECTORATE

Mr Hans-Horst Konkolewsky (DK), Director  
Ms Irune Zabala (E), Secretary

## NETWORK SECRETARIAT

Mr Finn Sheye (DK), Project Manager  
Mr William Cockburn (UK), Assistant Project Manager  
Mr Ingemar Sternerup (S), Principal Clerical  
Ms Estibaliz Martinez (E), Secretary  
Ms Dagmar Radler (D), Secretary

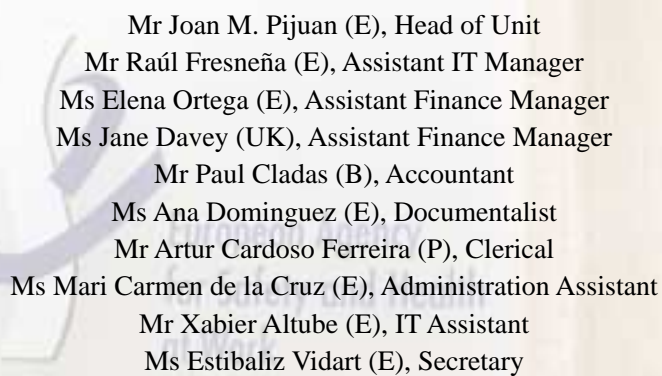
## INFORMATION UNIT

Mr Andrew J. Smith (UK), Head of Unit  
Mr Alun Jones, (UK), Project Manager  
Ms Marta Urrutia (E), Project Manager  
Ms Paola Piccarolo (I), Assistant Information Manager  
Mr Teuvo Uusitalo (FIN), Assistant Internet Manager  
Ms Lila Adib (F), Assistant Extranet Manager  
Mr Antoine Sierra (F), Clerical  
Ms Maria José Urquidi (E), Secretary

## OSH UNIT

Mr Ulrich Riese (D), Head of Unit  
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  
Ms Christina Roberts (UK), Project Manager  
Ms Françoise Murillo (F), Project Manager  
Mr Eberhard Nies (D), Project Manager  
Ms Sarah Copsey (UK), Assistant Project Manager  
Mr Jens Engelhardt (D), Clerical  
Ms Monica Vega (E), Secretary  
Ms Usua Uribe (E), Secretary

**ADMINISTRATION UNIT**



Mr Joan M. Pijuan (E), Head of Unit  
Mr Raúl Fresneña (E), Assistant IT Manager  
Ms Elena Ortega (E), Assistant Finance Manager  
Ms Jane Davey (UK), Assistant Finance Manager  
Mr Paul Cladas (B), Accountant  
Ms Ana Dominguez (E), Documentalist  
Mr Artur Cardoso Ferreira (P), Clerical  
Ms Mari Carmen de la Cruz (E), Administration Assistant  
Mr Xabier Altube (E), IT Assistant  
Ms Estibaliz Vidart (E), Secretary



## ANNEX 4.

### FOCAL POINTS

15 focal points, one in each Member State, coordinate and disseminate information from the Agency within their individual countries, as well as provide feedback and recommendations. Typically the lead OSH organisation in their respective countries, they are the Agency's official representatives at a national level. They contribute to the development of the Agency's information services and web site, which links together all 15 focal point web sites, plus others.

#### AUSTRIA

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Bundesministerium für Wirtschaft und Arbeit  
Sektion IX, Zentral-Arbeitsinspektorat  
Favoritenstraße 7  
A-1040 Vienna

Contact person: Ms Martina Häckel-Bucher  
Fax (43-1) 711 00 21 90  
E-mail: [martina.haeckel-bucher@bmwa.gv.at](mailto:martina.haeckel-bucher@bmwa.gv.at)

#### BELGIUM

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Ministere de l'Emploi et du Travail  
c/o Administration de la sécurité du travail  
Rue Belliard 51  
B-1040 Brussels

Contact person: Mr Willy Imbrechts  
Fax (32-2) 233 42 31  
E-mail: [imbrechw@meta.fgov.be](mailto:imbrechw@meta.fgov.be)

#### DENMARK

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Arbejdstilsynet  
Landskronagade 33  
DK-2100 Copenhagen

Contact person: Mr Per Malmros  
Fax (45) 39 18 20 62  
E-mail: [pm@arbejdstilsynet.dk](mailto:pm@arbejdstilsynet.dk)

#### FINLAND

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Ministry of Social Affairs and Health  
Department for Occupational Safety and Health  
PO Box 536  
FIN-33101 Tampere

Contact person: Dr Erkki Yrjänheikki  
Fax (358-3) 260 84 99  
E-mail: [erkki.yrjanheikki@stm.vn.fi](mailto:erkki.yrjanheikki@stm.vn.fi)

## FRANCE

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Ministère de l'Emploi et de la Solidarité  
DRT/CT  
20, bis rue d'Estrées  
F-75700 Paris 07 SP

Contact person: Mr Robert Mounier-Vehier  
Fax (33) 144 38 26 48  
E-mail: *robert.mounier-vehier@drt.travail.gouv.fr*

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## GERMANY

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Bundesministerium für Arbeit und  
Sozialordnung  
Mauerstraße 45–52  
D-10117 Berlin

Contact person: Mr Reinhard Gerber  
Fax (49-30) 20 07 18 33  
E-mail: *re.gerber@bma.bund.de*

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## GREECE

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Ministry of Labour and Social Security  
General Directorate of Working Conditions  
and Health  
Centre of Occupational Health and Safety  
(K.Y.A.E.)  
Pireos 40  
EL-10182 Athens

Contact person: Dr Elizabeth Galanopoulou  
Fax (30-1) 321 41 97  
E-mail: *kyae@compulink.gr*

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## IRELAND

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Health and Safety Authority  
10 Hogan Place  
Dublin 2  
Ireland

Contact person: Mr Pat O'Halloran  
Fax (353-1) 614 71 25  
E-mail: *path@hsa.ie*

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## ITALY

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Istituto Superiore per la Prevenzione e  
Sicurezza del Lavoro  
Head of Documentation, Information and  
Education Department  
Via Alessandria 220 E  
I-00198 Roma

Contact person: Mr Sergio Perticaroli  
Fax (39) 06 44 25 09 72  
E-mail: *perticaroli.ispesl.doc@infuturo.it*

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## LUXEMBOURG

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Inspection du Travail et des Mines  
Directeur  
Boîte Postal 27  
L-2510 Luxembourg

Contact person: Mr Paul Weber  
Fax (352) 49 14 47  
E-mail: *paul.weber@itm.smtp.etat.lu*

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## NETHERLANDS

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Ministry for Social Affairs and Employment  
Division Working Conditions  
Postbus 90801  
2509 LV Den Haag  
Netherlands

Contact person: Dr Han Middelplaats  
Fax (31-70) 333 40 62  
E-mail: *hmiddelplaats@minszw.nl*

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## PORTUGAL

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Instituto de Desenvolvimento e Inspeção das  
Condições de Trabalho  
Direção de Serviços de Prevenção de Riscos  
Profissionais  
Avenida da República 84-5º  
P-1600-205 Lisboa

Contact person: Ms Maria Manuela Calado  
Correia  
Fax (351) 217 93 05 15  
E-mail: *idict@idict.gov.pt*

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**SPAIN**

Instituto Nacional de Seguridad e Higiene en el Trabajo  
c/Torrelaguna 73  
E-28027 Madrid

Contact person: Ms Margarita Lezcano Nuñez

Fax (34) 914 03 00 50

E-mail: [subdireccioninsht@mtas.es](mailto:subdireccioninsht@mtas.es)

**SWEDEN**

Arbetskyddsstyrelsen  
SE-171 84 Solna

Contact person: Ms Elisabet Delang

Fax (46-8) 730 91 19

E-mail: [arbetskyddsstyrelsen@arbsky.se](mailto:arbetskyddsstyrelsen@arbsky.se)

**UNITED KINGDOM**

Health & Safety Executive  
Room 318, Daniel House  
Stanley Precinct  
Bootle  
L20 3TW  
United Kingdom

Contact person: Ms Sandie Brown

Fax (44-151) 951 34 67

E-mail: [sandie.brown@hse.gsi.gov.uk](mailto:sandie.brown@hse.gsi.gov.uk)

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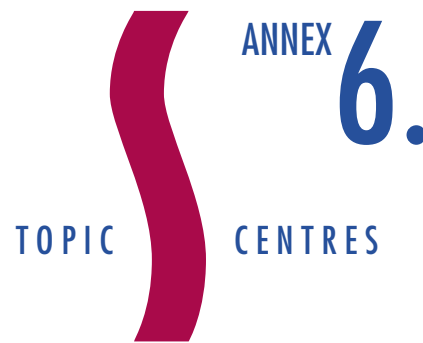


ANNEX 5.  
OVERVIEW OF FOCAL ACTIVITIES  
POINT NETWORK  
IN 2000

Member State	Network Partners	Social Partners in Network	Network Meetings
Austria	22	4	4
Belgium	16	4	2
Denmark	26	12	4
Finland	20	8	6
France	19	9	6
Germany <sup>(1)</sup>	8	2	4
Greece	19	1	10
Ireland	15	8	3
Italy	76	23	4
Luxembourg	8	5	3
Netherlands <sup>(1)</sup>	16	3	2
Portugal <sup>(1)</sup>	35	5	2
Spain	35	6	1
Sweden <sup>(1)</sup>	14	7	5
UK	178	37	2
<b>TOTAL</b>	<b>507</b>	<b>134</b>	<b>58</b>

<sup>(1)</sup> Data from 1999.





ANNEX 6.  
TOPIC CENTRES

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'.

#### TOPIC CENTRE ON RESEARCH — WORK AND HEALTH

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##### Lead organisation:

##### **National Research and Safety Institute**

(Institut National de Recherche et de Sécurité — INRS)  
Avenue de Bourgogne — BP 27  
F-54501 Vandoeuvre Cedex

##### Participating organisations:

##### **TNO Work and Employment**

(TNO Arbeid)  
Polarisavenue 151  
Postbus 718  
2130 AS Hoofddorp  
Netherlands

##### **National Institute for Working Life (NIWL)**

(Arbetslivsinstitutet)  
Warfvings väg 25  
S-112 79 Stockholm

##### **Finnish Institute of Occupational Health (FIOH)**

(Työterveyslaitos)  
Topeliuksenkatu 41 a A  
FIN-00250 Helsinki

**Health and Safety Laboratory (HSL)**

Broad Lane  
S3 7HQ Sheffield  
United Kingdom

**National Institute of Occupational Health (NIOH)**

(Arbejdsmiljøinstituttet — AMI)  
Lersø Parkallé 105  
DK-2100 København

**Institut pour la Prévention, la Protection et le Bien-être au Travail (Prevent)**

Rue Gachard 88 — Bte 4  
B-1050 Bruxelles

**Federal Institute for Occupational Safety and Health**

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

**Berufsgenossenschaftliches Institut für Arbeitssicherheit (BIA)**

Alte Heerstraße 111  
D-53757 Sankt Augustin

**National Institute of Safety and Hygiene at Work**

(Instituto Nacional de Seguridad e Higiene en el Trabajo — INSHT)  
Torrelaguna 73  
E-28027 Madrid

**TOPIC CENTRE ON GOOD PRACTICE — STRESS AT WORK**

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**Lead organisation:**

**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

**Federal Institute for Occupational Safety and Health**

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

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**TOPIC CENTRE ON GOOD PRACTICE — MUSCULOSKELETAL DISORDERS**

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**Lead organisation:****Robens Centre for Health Ergonomics**

University of Surrey  
EIHMS  
Guildford, Surrey, GU2 5XH  
United Kingdom

**Participating organisations:****Finnish Institute of Occupational Health (FIOH)**

(Työterveyslaitos)  
Topeliuksenkatu 41 a A  
FIN-00250 Helsinki

**TNO Work and Employment**

(TNO Arbeid)  
Polarisavenue 151  
Postbus 718  
2130 AS Hoofddorp  
Netherlands

**The Institution of Occupational Safety and Health (IOSH)**

The Grange, Highfield Drive, Wigston,  
Leicestershire, LE18 1NN  
United Kingdom

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**TOPIC CENTRE ON GOOD PRACTICE — DANGEROUS SUBSTANCES**

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**Lead organisation****Finnish Institute of Occupational Health (FIOH)**

(Työterveyslaitos)  
Topeliuksenkatu 41 a A  
FIN-00250 Helsinki

**Participating organisations:****TNO Nutrition and Food Research Institute**

Postbus 360  
3700 AJ Zeist  
Netherlands

**Fraunhofer Institut für Arbeitswirtschaft und Organisation**

Nikolai-Fuchs-Straße, 1

D-30625 Hannover

**Cooperation Centre Hamburg**

(Kooperationsstelle Hamburg)

Besenbinderhof 60

D-20097 Hamburg



ANNEX 7.  
LIST OF ATTENDED CONFERENCES 2000

1. I Congreso Seguridad y Salud, hacia el siglo XXI. Bilbao, Spain, 2 February 2000
2. European Week 2000 launch event. Lisbon, Portugal, 11 February 2000
3. 1er Congreso Internacional de Prevención de Riesgos Laborales. Tenerife, Spain, 25 February 2000
4. Health and Safety Joint Conference 2000. Belfast, 21 March 2000
5. Symposium 'Research priorities and strategies in occupational health'. Rome, 23 March 2000
6. Health and Safety Commission meeting. London, 28 March 2000
7. Hospital de Galdakano. Bilbao, 4 April 2000
8. Jornada-coloquio 'Cómo implantar y certificar un sistema de gestión de P.R.L.'. Derio (Bilbao), 28 April 2000
9. ISSA Conference 'Future — work — prevention'. Luzern, 2 and 3 May 2000
10. ROSPA Safety and Health at Work Congress. Birmingham, 8–11 May 2000
11. ISPESL Forum PA 2000. Roma, 12 May 2000
12. BAuA Satellitenveranstaltung zum Thema 'Qualitätssicherung in der Arbeitsmedizin'. Berlin, 15 May 2000
13. Advisory Committee for Safety and Health at Work meeting. Luxembourg, 18 May 2000
14. Universidad de Deusto. Instituto de Estudios Europeos. Bilbao, 29 May 2000
15. Acto de presentación de los resultados del proyecto Leonardo de salud laboral de la Federación Sindical de Administración Pública de CC.OO. Bilbao, 1 June 2000
16. Seminar on 'Emerging risks of the new labour organisation'. Lisbon, 8 and 9 June 2000
17. European Parliament exhibition. Brussels, 19–22 June 2000
18. Fourth International Occupational Safety, Health and Environment Information Conference. Dublin, 22 and 23 June 2000
19. Prevención de riesgos laborales en la enseñanza. Universidad de Sarriko, Bilbao, 3–5 July 2000
20. Convegno Nazionale Patologie Muscoloscheletriche. Modena, 20 September 2000
21. Conference 'Social Policy Agenda'. European Parliament, Brussels, 21 and 22 September 2000
22. Globalen Dialog 'Zukunft der Arbeit'. Hannover, 3–5 October 2000

23. Jornada técnica sobre ‘Las redes de información y la seguridad y la salud en el trabajo’. Madrid, 9 October 2000
24. III Foro sobre prevención de riesgos laborales. Vitoria (Spain), 18 October 2000
25. Symposium ‘Mausarm & Katzenbuckel’ — Prävention arbeitsbedingter Beschwerden des Stütz- und Bewegungsapparates. Vienna, 18 and 19 October 2000
26. Multiplikatoren-Kolloquiums ‘Gemeinsam gegen Muskel-Skelett-Erkrankungen’. Potsdam, 24 October 2000
27. Kongress ‘Belastungen des Muskel- und Skelettsystems bei der Arbeit — Bilanz und Perspektiven für eine erfolgreiche Prävention’. Fellbach bei Stuttgart, 25 October 2000
28. Closing conference of the European Week 2000 in Spain: ‘Da la espalda a los trastornos musculoesqueléticos!’. Madrid, 27 October 2000
29. Conference ‘Muskuloskelettale Gesundheitsprobleme am Arbeitsplatz’. Bern, 30 October 2000
30. Conference ‘US–EU joint cooperation: Critical issues in occupational safety and health’. San Francisco, 15–17 November 2000
31. 39<sup>th</sup> meeting of the Senior Labour Inspectors’ Committee. Paris, 23 November 2000
32. CEN OSH Sector Forum Meeting. Brussels, 23 November 2000
33. 1<sup>er</sup> Congreso Internacional de Salud Laboral y Prevención de Riesgos. Madrid, 15 December 2000
34. 61st Plenary Meeting of the Advisory Committee. Luxembourg, 19 December 2000





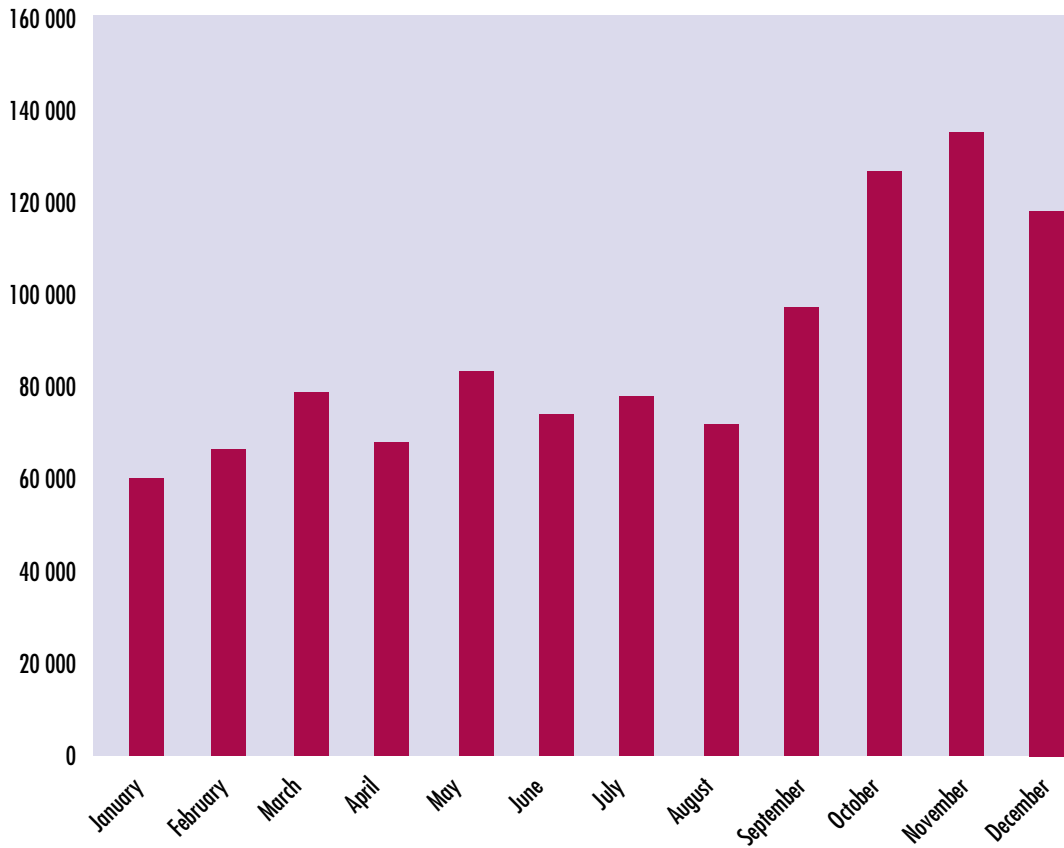
# ANNEX 8.

WEB SITE USAGE AND RECEIVED

INFORMATION REQUESTS IN 2000

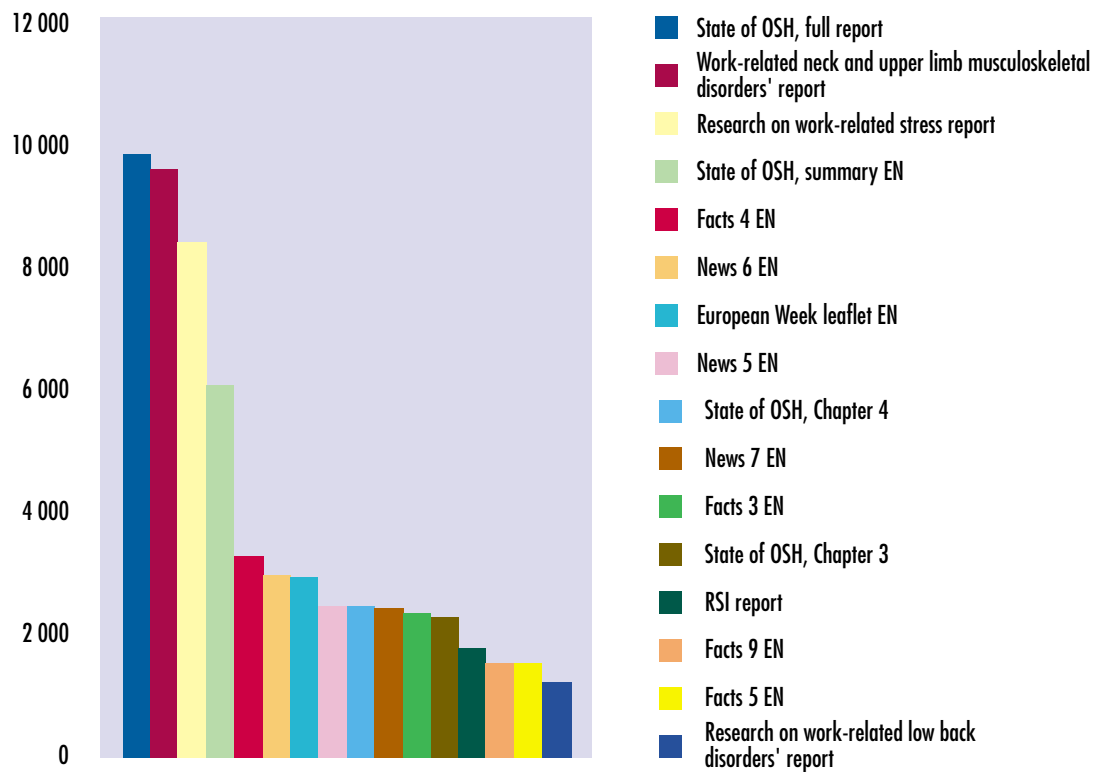
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## WEB SITE USAGE — MONTHLY NUMBER OF USER SESSIONS

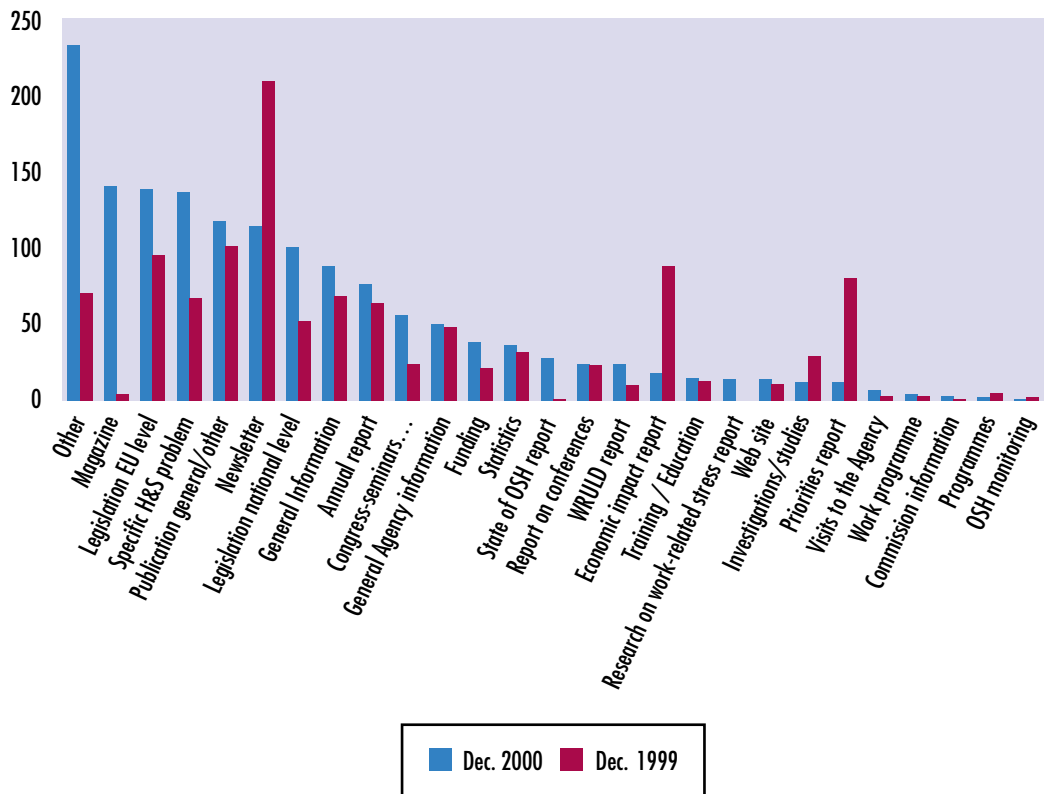


■ Statistics cover the Agency's and the 15 Member States' web sites which make up the OSHA network.

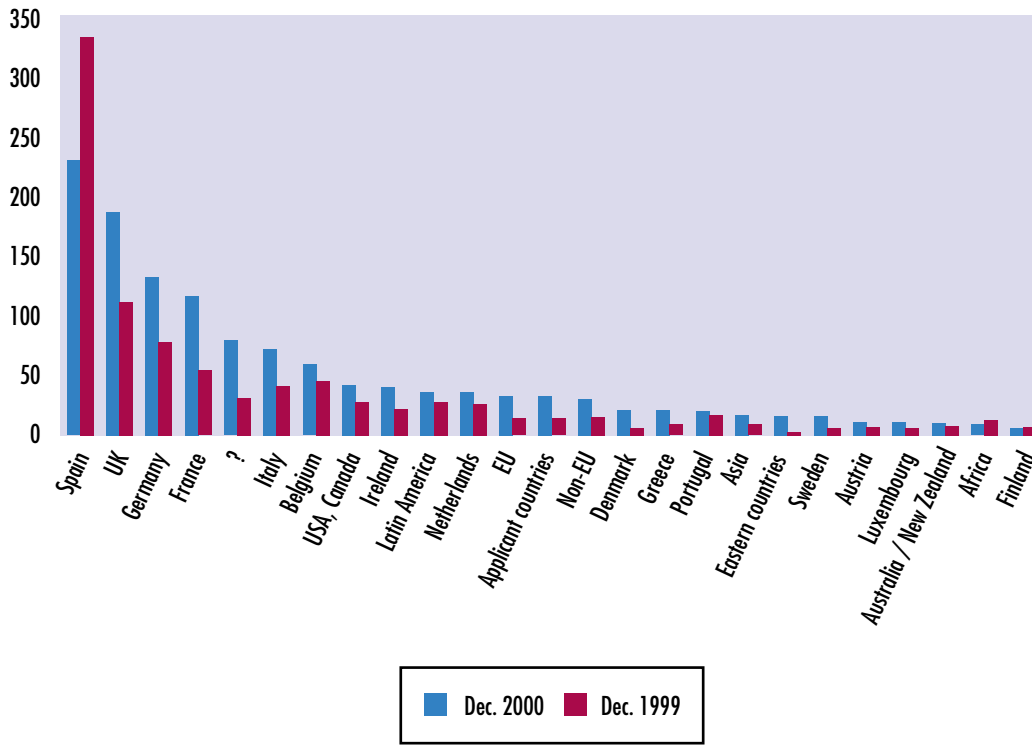
**MOST DOWNLOADED PUBLICATIONS IN PDF FORMAT DURING 2000**



**INFORMATION REQUESTS RECEIVED BY DECEMBER (BY SUBJECT) COMPARISON 1999–2000**

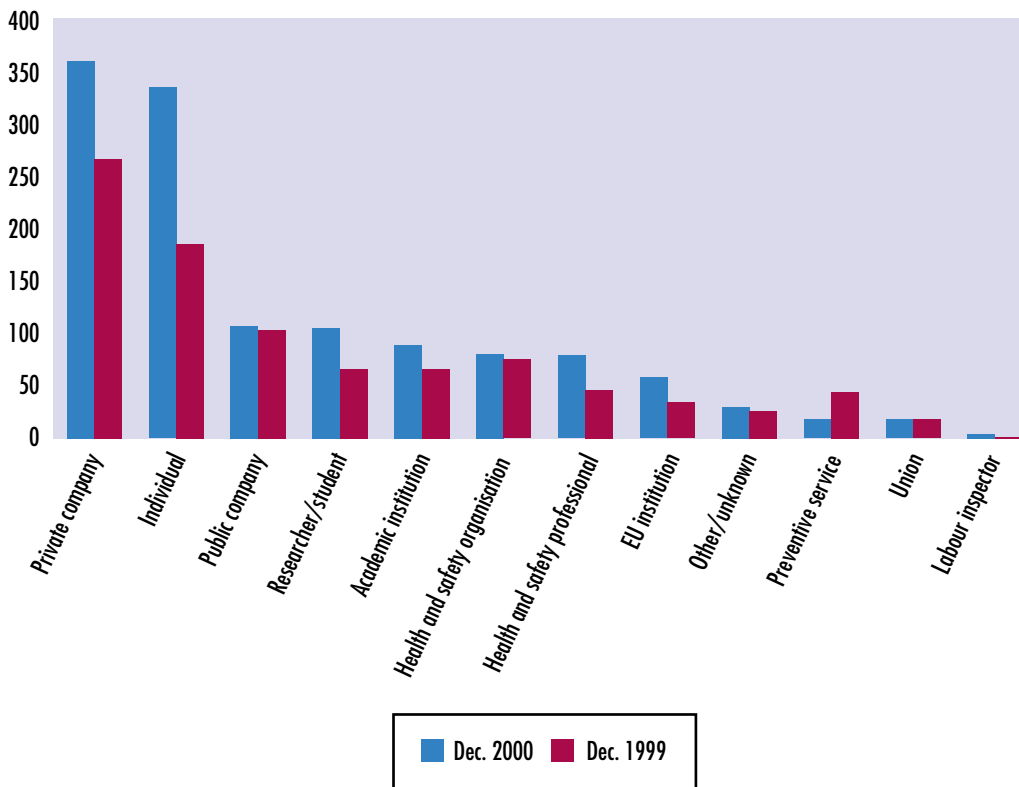


INFORMATION REQUESTS RECEIVED BY DECEMBER (BY COUNTRY) COMPARISON 1999–2000



a n n u n a l r e p o r t

INFORMATION REQUESTS RECEIVED BY DECEMBER (BY KIND OF ORGANISATION) COMPARISON 1999–2000





ANNEX 9.  
PUBLICATIONS FROM JANUARY 2000

## AGENCY PUBLICATIONS

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While the Agency's web site (<http://osha.eu.int>) is its principal means of communication, the Agency also produces a range of reports, newsletters, fact sheets and magazines. All of these are available online at the Agency's web site (<http://agency.osha.eu.int/publications/>) and in a limited number of printed copies from the Office for Official Publications of the European Communities in Luxembourg (<http://eur-op.eu.int>), or from its sales agents listed at the back of this publication (<http://eur-op.eu.int/general/en/s-ad.htm>).

### 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 Spanish, German, English and French

Cat. No: AS-AA-00-008-(ES-DE-EN-FR)-C



#### Annual report

A summary of the activities carried out by the European Agency.

Available in the 11 official Community languages

Cat. No: TE-29-00-141-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-C (1999)

#### 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 2001 is available in all official Community languages on the Agency homepage and as an annex to this report.



#### European Agency Magazine

*European Agency Magazine 2 — The changing world of work*

Available in Spanish, German, English and French

Cat. No: AS-AA-00-002-N-C



*European Agency Magazine 3 — Preventing work-related musculoskeletal disorders*

Available in Spanish, German, English and French

Cat. No: TE-AA-00-003-(ES-DE-EN-FR)-C

**Information reports and fact sheets**

**The state of occupational safety and health in the European Union — Pilot study**

Winner of the European Information Association's 2000 award for excellence in European information provision.



**Full report**

Available in English only

Cat. No: TE-2900-125-EN-C

Price: EUR 30



**Summary report**

Available in all the official languages of the EU

Cat. No: TE-29-00-133-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-C

Free of charge



**State of occupational safety and health in the EFTA countries**

Available in English only

Cat. No: TE-34-01-899-EN-C

Price: EUR 23.50



**Occupational safety and health and employability: programmes, practices and experiences**

Available in English only

Cat. No: TE-33-00-502-EN-C

Price: EUR 13.50



**Occupational safety and health in marketing and procurement**

Available in English and German

Cat. No: TE-30-00-811-(DE-EN)-C

Price: EUR 9.00



**Research on work-related low back disorders**

Available in English only

Cat. No: TE-32-00-273-EN-C

Price: EUR 7.00

### Good practice information



#### **Preventing musculoskeletal disorders in practice**

Available in English only

2000 — 57 pp.

Free of charge

### Agency facts

Agency fact sheets provide concise information on its various activities. These are available in all 11 official Community languages.

#### **No 6 — Repetitive strain injuries in EU Member States — Summary of an Agency report**

Cat. No: TE-29-00-028-(EN)-D

#### **No 7 — Future occupational and health research needs and priorities in the Member States of the EU: Summary of an Agency report**

Cat. No: TE-29-00-036-(EN)-D

#### **No 8 — Research on work-related stress — Summary of an Agency report**

Cat. No: TE-29-00-044-(EN)-D

#### **No 9 — Inventory of socioeconomic information about work-related musculoskeletal disorders in the Member States of the European Union**

Cat. No: TE-29-00-052-(ES, DE, EN, FR)-D

#### **No 10 — Work-related low back disorders — Summary of Agency report**

Cat. No: TE-29-00-060-(EN)-D

#### **No 11 — Occupational safety and health in marketing and procurement — Summary of an Agency report**

Cat. No: TE-29-00-068-(EN)-D

#### **No 12 — Occupational safety and health and employability: programmes, practices and experiences — Summary of an Agency report**

Cat. No: TE-29-00-076-(EN)-D

#### **No 13 — Successful management to prevent accidents**

Cat. No: TE-35-00-271-(EN)-D

#### **No 14 — Preventing work-related slips trips and falls**

Cat. No: TE-35-00-279-(EN)-D

#### **No 15 — Accident prevention in the construction sector**

Cat. No: TE-35-00-287-(EN)-D

#### **No 16 — Preventing vehicle transport accidents at the workplace**

Cat. No: TE-35-00-295-(EN)-D

**Campaign materials**

The Agency’s campaigning activities are focused on the annual European Week for Safety and Health at Work, for which it publishes a range of campaign materials from fact sheets and leaflets to posters and videos. In addition, the Agency also organises conferences and colloquia

**Posters, leaflets, fact sheets, videos**

**Success is no accident**

European Week for Safety and Health at Work 2001  
Available in all the official languages of the EU



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NEWS RELEASES

ANNEX 10.

IN 2000

**European campaign aims to lift the burden of work-related musculoskeletal disorders**

Brussels, 11 February 2000

**Work-related neck and upper limb disorders — a growing problem across Europe**

Bilbao, 25 February 2000

**Occupational safety and health: a question of cost and benefits?**

(Bilbao, March 2000)

**Work-related stress, ergonomic and chemical risks emerge as top priorities for future research in a European survey**

Brussels, 19 June 2000

**Europe under stress**

Brussels, 19 June 2000

**European Parliament and Commission back campaign to prevent work-related musculoskeletal disorders**

Brussels, 22 June 2000

**EU and US cooperate to improve worker safety**

Bilbao, 28 July 2000

**New report highlights safety and health risks facing Europe's workers**

Brussels, 21 September 2000

**European workplaces turn their backs on work-related musculoskeletal disorders**

Bilbao, October 2000

**Europe's back hurts**

Bilbao, 25 October 2000

**Work-related musculoskeletal disorders are fast becoming the greatest health and safety challenge for Europe**

17 November 2000

**European Agency to promote accident prevention in the EU**

1 December 2000

**European colloquium concludes that more action is needed to combat work-related musculoskeletal disorders**

Bilbao, December 2000



FINANCE

ANNEX 11.

1999/2000

Presented below are the summarised comparative budget statements for 1999 and 2000. The sources of the Agency's revenue consist on a European Community subsidy as well as grants from the Spanish Government, the Regional Government of the Basque Country and the County of Bizkaia.

The summarised comparative budget statements for 1999 and 2000 are as follows:

(in EUR)

	1999	2000
<b>REVENUES</b>		
European Community subsidy	7 400 000	7 600 000
Other subsidies	225 227	198 308
<i>Total revenues</i>	<i>7 625 227 <sup>(2)</sup></i>	<i>7 798 308 <sup>(3)</sup></i>

<b>EXPENDITURE</b>	1999	2000
<b>Title I</b>		
Staff costs		
— staff salaries and allowances	2 171 500	2 422 000
— other staff costs	428 500	363 000
<i>Total staff costs</i>	<i>2 600 000</i>	<i>2 785 000</i>
<b>Title II</b>		
Buildings, equipment and miscellaneous operating expenditure	980 202	995 303
<b>Title III <sup>(1)</sup></b>		
<b>Heading 1999</b>		<b>Heading 2000</b>
Establishment of operational documents & information network	500 000	Focal points activities including expert group activities
		400 000
		Establishment and management of the information network on Internet
		270 000

<b>Heading 1999</b>		<b>Heading 2000</b>	
Dissemination of information	810 025	Editing, publication and distribution of information and other activities	605 000
Participation in congresses & public events and contributions for specific network activities	805 000	Conferences, seminars, workshops and public events, promotional activities, etc.	238 005
Studies and pilot schemes	870 000	Studies and pilot schemes / topic centres	850 000
Expenditure for meetings	840 000	Expenditure for meetings	300 000
Translations of study reports and working documents for seminars, coordination meetings, colloquia, etc.	220 000	Meetings of the Board & Bureau	230 000
		Translations of studies, reports and working documents	225 000
		Preparation, organisation and management of a European Week for Safety and Health at Work	900 000
<i>Total Title III</i>	<i>4 045 025</i>		<i>4 018 005</i>
<b>TOTAL</b>	<b>7 625 227</b>		<b>7 798 308</b>

(1) Budget headings for Title III were changed in 2000.

(2) Including EUR 900 000 for 2000 European Week.

(3) Including EUR 900 000 carried over from 1999 Budget to finance 2000 European Week



ANNEX 12.  
ANNUAL WORK PROGRAMME 2001

## BUILDING THE LINKS — PROMOTING GLOBAL NETWORK PARTNERSHIP

In 2001, the Agency will focus its network activities on the following goals:

### Optimising Agency and network resources and cooperation

- Develop focal point and national network involvement via improved extranet facilities, improved dialogue including inter-focal-point communication and structured involvement in all phases of the planning and implementation process of the Agency's work programme.
- To this end, organise a structured pre-planning input phase in spring 2001 with a bureau focal point planning seminar in September 2001 and WP2002 implementation seminar in December 2001.
- Implement a more flexible funding model in 2001 for the annual subsidy of a maximum of EUR 30 000 per focal point with the aim of supporting national web-site development according to the strategic information goals and specific support services.
- Implement in 2001 a structured reporting system as regards national network developments like network partnership, web activities and contribution to Agency information projects. These reports will be summarised in the Agency's progress reports to the board and bureau and in the annual report.

### Extending network partnership

- By the end of 2001, to reach an appropriate level of network membership in the Member States covering all relevant OSH information providers, with special emphasis on the social partners and OSH practitioners, and to develop communication and consultation processes, including the organisation of network meetings according to national practice.
- During 2001, to promote the role and raise awareness of the Agency web site and other key information services and outputs at national, European and international level. A special multimedia package will be developed, with assistance from the topic centres, for the promotion of good practice on the Agency web site.
- Systematic exchange and strategic cooperation in 2001 with the European Commission will focus on the Employment DG, Enterprise DG, Research DG, Enlargement DG, Internal Market DG, Environment DG and Information Society DG. Cooperation with Eurostat and the Commission's offices, representations and delegations, as well as info points and other communication infrastructures, will be given priority.
- Further develop the links to the European Parliament and its committees (including the organisation of an annual exhibition and presentations), to ESC, the Council and relevant representations.

- Develop strong links to European social partners and business networks, as well as OSH professionals, through regular meetings in Brussels, where the Agency will look for appropriate meeting facilities in cooperation with other agencies.
- Implement the principles for Agency relationship to non-EU countries and international organisations as set out in item 3.4 of the 2001–04 programme with special focus on:
  - Stepwise inclusion of the candidate countries in the Agency’s network, starting with the establishment of focal points, national networks and an Agency web site as foreseen in the project granted by Phare in 2000. To apply for further support from the Phare programme in 2001 in order to continue the initiatives started in 2000 and to introduce new ones, for example to also organise the planned European Week against accidents in the candidate countries and to organise a tripartite OSH conference in cooperation with the Commission.
  - Continue the positive cooperation with the EFTA countries and consider a more structured partnership.
  - Take further steps in the EU–US cooperation following the conclusions of the joint conference in November 2000 and develop network partnership with a ‘focal point’ arrangement and a network comprising relevant organisations in the United States in order to provide easy access to safety and health information.
  - Ensure that appropriate network partnership models are developed and implemented with OSH organisations in Canada and Australia.
  - A strategic global cooperation approach regarding OSH information activities should be considered in 2001 with the ILO, WHO, PAHO, ISSA, ICOH, etc.

## COMMUNICATING KNOWLEDGE — YOUR LINK TO SAFETY AND HEALTH AT WORK

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In 2001, the Agency will focus its information services on the following goals:

### **User needs: ensuring the Agency is on the right track**

- Based on the results of the Agency evaluation and the communication strategy survey of user satisfaction and user needs, the Agency will during 2001 take specific steps to improve the quality of its information services and products as part of a new communication strategy.

### **Providing OSH information on the Internet**

- Maintain and update the information on the Agency’s site (<http://osha.eu.int>), so far provided through web features like the European Week 2000 and databases such as those developed by the topic centres for good practice and the vast amount of links to OSH-related information on web sites worldwide.
- Develop new presentation models and collect information via hot-links for information within the 10 information categories of the web site with special focus in 2001 on structural information related to:
  - ‘statistics’ including the state of OSH, occupational diseases, employability;
  - ‘systems’ including preventive capacity, partnership models, OSH management systems, employability;
  - ‘training’ including general information and a case related to OSH training of building site coordinators.

- Via the information projects activities foreseen in 2001, to add further good practice and research information on the following topics: accidents, dangerous substances, stress, MSD and the changing world of work.
- Continue the development of sectoral web sites initiated in 2000 on healthcare and dedicated sub-web sites such as on the European Week 2001 on the Prevention of Work-related Accidents.
- Development of the Agency's Internet network to accommodate additional partners, notably candidate countries.
- Continue the development of the web site as a global portal by strengthening the Agency's links with the United States (according to the EU-US agreement) and other major partners, such as Canada and Australia, and international organisations like the ILO and WHO.

### Improving web facilities

- Technical developments will include the transition of the Agency's web site to a dynamic database-driven site, allowing meta-tagging of information and customised user access to OSH information.
- Associated developments will include the improvement of the site's navigability and search functions. To this end, the Agency aims to conclude a contract with the Translation Centre in 2000 to develop an OSH keyword thesaurus in 2001.
- In addition, a feasibility study will be carried out to ascertain whether OSH information could be made practicably available via new communication technologies.
- A further priority target in 2001 will be to move forward with the development and implementation of the Agency's extranet. This will build on the results of the previous phases (analysis, feasibility and prototyping) carried out in 2000. Key elements will include: the development of a customised service, based on an outsource approach including external hosting; the development of guidelines and the provision of training to the extranet's users.
- To support the Agency in this work, an extranet working group made up of representatives of the Agency's network partners will be set up. The role of this group will be to advise on and support the deployment of the extranet and to promote its use within the Agency's different groups.

### Complementary communication services

- Communication strategy development  
The results of the evaluation of the Agency and of a user-needs survey to be carried out in 2000/2001 will provide the basis for a comprehensive review in 2001 of the Agency's communication strategy. This review will consider all aspects of the Agency's communication and information activities with its stakeholders and key target audiences, including its publications, web site, exhibition work and media relations, and will be used to inform the development of a revised communication strategy for the Agency and its network.
- Campaigning/European Week  
The Agency's work during the year will focus on promoting and supporting preparatory measures for a multi-annual SME action programme. This will develop and exchange effective examples of good practice that reduce accident risks and that meet the relevant legislative requirements established by European directives and national legislation and guidance. These preparatory measures will be consistent with the objectives of the European Week for Safety and Health at Work.
- Information delivery:  
Corporate communications targets will prioritise the delivery of more information on a more timely

basis by making best use of the variety of communications channels open to the Agency. These range from newsletters and magazines, through the Internet and electronic news services, to media relations and targeted distributions. The effectiveness and complementarity of these different channels will be investigated as part of the review of the communications strategy.

- **Project reporting:**  
Up to eight information reports will be published during the year in print and on the Internet. In addition, the Agency plans to communicate its information projects through other vehicles such as CD-ROMs and videos when this is appropriate.
- **Media relations**  
Media relations work will be developed at two levels. First, ensuring that Agency news is effectively reported in the specialised OSH literature. Secondly, promoting safety and health to a wider audience via mainstream European media. A new initiative in 2001 will aim at ensuring that the Agency has adequate support at Member State level to develop its media relations and to communicate its work and activities effectively.
- **Supporting the focal point network**  
The Agency will also continue to provide core communication tools, such as portable exhibitions, fact sheets (in all Community languages) etc., to support the communications' work of the national focal points.
- **Exhibition/events**  
The Agency will cooperate with BASI on the organisation of the international section of the 2001 A + A congress and fair in May in Duesseldorf (Germany). It will also cooperate with the Swedish Presidency on a major OSH event and seek to organise the closing event of the European Week 2001 jointly with the Belgian Presidency. Together with the European Commission it will further contribute to the preparation of the next World Congress for Safety and Health that will be organised by ISSA and ILO in Vienna 2002. On request of the European Commission, the Agency will assist the Commission in organising a major event at the end of 2001 where the draft new Community strategy for safety and health at work will be presented.
- **Information requests**  
The Agency will in 2001 be able to handle a limited number of ad hoc information requests within the procedure established.

## SUPPORTING POLICY-MAKING AND IMPLEMENTATION

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In 2001, the Agency will focus its information project activities on the following goals <sup>(1)</sup>.

### **Developing a European monitoring system for structural OSH information**

- (IP-MO-10) Development of a European occupational safety and health (OSH) monitoring system in the European Union (follow-up of *The state of occupational safety and health in the European Union — Pilot study*) (July 2001 to November 2002).
- (IP-MO-11) Safety and health and employability indicators (follow-up of study about the estimated impact of OSH on the employability of workers 1999–2000) (June 2001 to October 2002).

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<sup>(1)</sup> The individual projects are presented with information about the project code, title and duration. Some projects cover different subject areas and will therefore appear under more than one heading in the list but with the same project code and with an asterisk.

## Collecting strategic information on specific topics

### Dangerous substances

- (IP-GP-13) New tasks in the data collection and Internet development of information on good safety and health practice with respect to dangerous substances (occupational exposure limits, frequently asked questions) (January 2001 to November 2001).
- (IP-GP-10) Ongoing data collection and Internet development of information on good safety and health practice with respect to dangerous substances — topic centre on good practice/dangerous substances (January 2001 to November 2001).
- (IP-WH-12) Development of a data collection and a presentation model for research information on dangerous substances and data collection on occupational exposure limits (OEL) and criteria documents with focus on organic solvents (January 2001 to November 2001).

### Work-related stress

- (IP-GP-14) New tasks in the data collection and Internet development of information on good safety and health practice regarding stress at work ('Changing world of work', 'Workplace health promotion')\* (January 2001 to December 2001).
- (IP-GP-11) Ongoing tasks in the data collection and Internet development of information on good safety and health practice regarding stress at work (January 2001 to December 2001).
- (IP-GP-15) Evaluation and further development of a good practice online forum (January 2001 to November 2001).
- (IP-WH-09) Ongoing data collection and Internet development on OSH research information and specially on work-related stress, on work-related musculoskeletal disorders and on 'Changing world of work'\* (January 2001 to November 2001).

### Musculoskeletal disorders

- (IP-GP-16) New tasks in the data collection and Internet development of information on good safety and health practice regarding musculoskeletal disorders ('Changing world of work', 'Assistance to MSs')\* (January 2001 to November 2001).
- (IP-GP-12) Ongoing tasks in the data collection and Internet development of information on good safety and health practice regarding musculoskeletal disorders (January 2001 to November 2001).
- (IP-WH-09) Ongoing data collection and Internet development on OSH research information and specially on work-related stress, on work-related musculoskeletal disorders and on 'Changing world of work'\* (January 2001 to November 2001).

### Accident prevention (EW2001/SME programme)

- (IS-CA-02) European Week 2001/development and exchange of good practice within the frame of the SME programme for prevention of work-related accidents.
- (IP-GP-18) Follow-up project on data collection and dissemination of information on good safety and health practice about the prevention of work-related accidents (January 2001 to November 2001).
- (IP-WH-11) New tasks in OSH research information support on 'Changing world of work' and 'Accidents at work'\* (January 2001 to November 2001).



- (IP-SP-08) Inventory of accident prevention programmes in the Member States of the European Union) (September 2000 to October 2001).
- (IP-SP-11) Inventory of socioeconomic costs due to work-related accidents (January 2001 to October 2001).

#### **Changing world of work/emerging risks**

- (IP-GP-14) New tasks in the data collection and Internet development of information on good safety and health practice regarding stress at work ('Changing world of work', 'Workplace health promotion')\* (January 2001 to December 2001).
- (IP-GP-16) New tasks in the data collection and Internet development of information on good safety and health practice regarding musculoskeletal disorders ('Changing world of work', 'Assistance to MSs')\* (January 2001 to November 2001).
- (IP-WH-11) New tasks in OSH research information support on 'Changing world of work' and 'Accidents at work'\* (January 2001 to November 2001).
- (IP-WH-09) Ongoing data collection and Internet development on OSH research information and specially on work-related stress, on work-related musculoskeletal disorders and on 'Changing world of work'\* (January 2001 to November 2001).

#### **Sectorial OSH information**

- (IP-WH-10) Development of a sector information-system on the healthcare sector (based on the results of the pre-project) (January 2001 to December 2001).

#### **Good practice promotion**

- (IP-GP-04-B) Good practice recognition (feasibility study) (September 2000 to June 2001).

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