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European Agency for Safety and Health at Work



European Agency
for Safety and Health
at Work

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Den danske udgave af agenturets Årsberetning 2002 er tilgængelig på vedlagte cd-rom.

Beiliegende CD-ROM enthält die deutsche Fassung des Jahresberichts 2002 der Agentur.

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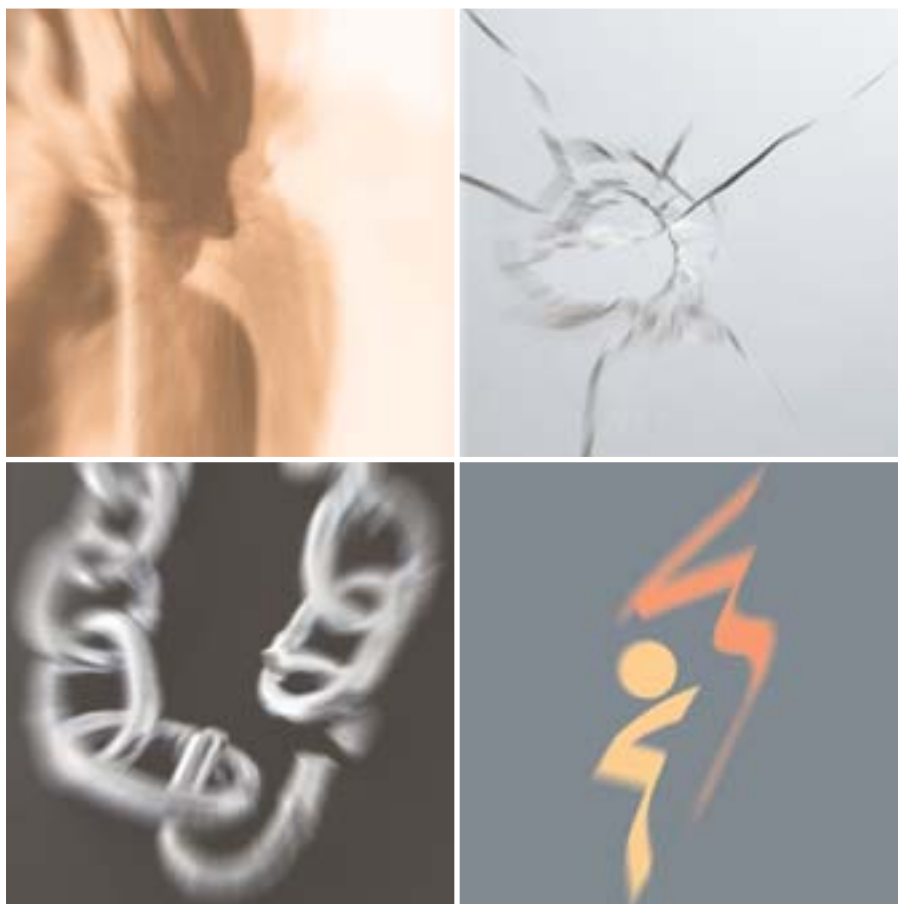
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DEVELOPING PREVENTION IN



A RISK CULTURE EUROPE

FOREWORD BY THE CHAIRPERSON DR BERTIL REMAEUS AND THE DIRECTOR HANS-HORST KONKOLEWSKY

Since the Agency was established in 1996 we have rapidly built up an advanced infrastructure for sharing and disseminating good practice and information about occupational safety and health (OSH) between the EU's Member States, EFTA and candidate countries as well as a growing number of international partners. Our goal, however, has not simply been to create a global portal for OSH-related issues. Based on analysis of OSH trends, together with regular discussions with our expert networks and tripartite focal points, our Administrative Board has focused the Agency's strategy and resources on the most pressing issues facing Europe's changing working environment, including psychosocial risks such as work-related stress. Consequently, the Agency was delighted that the European Commission's communication on a new OSH strategy for Europe, published in March 2002, not only vindicates this vision but also recognises the Agency's important role in nurturing a risk prevention culture in Europe.

The EU's strategy paper, *Adapting to change in work and society: a new Community strategy on health and safety at work 2002–06*, is one of the most important initiatives in European safety and health over the last decade. It provides a framework for a modern OSH policy that is designed to integrate risk prevention into all facets of our working lives and policy thinking. OSH will be 'mainstreamed' into how we think, work and even how our children are educated. It will be a true, 'cradle to grave' approach, spanning all sectors and EU countries.

This holistic approach to OSH is ideally suited to how the Agency works. As Europe's premier OSH information portal and forum for transnational discussions, we are able to provide the necessary breadth of knowledge, as well as act as a catalyst for cooperation to help EU Member States share best practice, for example through our network of national focal points and topic centres. In fact, the EU's new strategy singles out the Agency as a major resource in the drive to develop a true risk prevention culture by anticipating new risks in our rapidly changing world of work and by addressing them in a proactive way through awareness raising campaigns, efficient prevention strategies and good practice solutions.

We have fully aligned our work programme with this strategy. In a number of cases we had already identified and made considerable progress in areas pinpointed in the EU's strategy, for instance the need to concentrate on high-risk sectors such as



healthcare, agriculture and fisheries. Significant advances have also been made in providing the evidence required to tackle emerging risks in Europe's increasingly 'white collar', service-oriented industries, notably stress. More significantly, we demonstrated our ability to raise awareness of issues like these and their solutions in our very successful 2002 European Week on Safety and Health at Work. In 2002, the Week concentrated on psychosocial issues, especially work-related stress, but also emerging issues like bullying and violence at work and generated massive pan-European media coverage, supported by thousands of local events coordinated by our focal points.

Promotional initiatives like these are a central plank of our strategy to mainstream OSH. Incorporating OSH knowledge and awareness in children's and young people's education and training is another key element, reflected in our 'OSH and learning' seminar held in spring together with the Spanish Presidency. To integrate safety and health into other areas, we have also investigated and promoted opportunities for OSH researchers to participate in the EU's sixth framework programme.

Mainstreaming OSH is one thing, keeping abreast of emerging risks and understanding their relative implications for the workforce is another altogether. To do this, the Agency will establish a 'risk observatory', one of the actions identified in the Community strategy. The observatory will act as an early detection centre, enabling policy-makers and practitioners to identify emerging risks much more quickly, reducing the lead time for developing and implementing preventive solutions.

Of course, it's not just the risks that are changing in Europe. The scale of the EU is also poised to increase dramatically, with 10 candidate countries scheduled to join the Community next year and more expected to come on board shortly after. At one level this presents enormous opportunities — economically, socially and in terms of the additional OSH experience and expertise these countries will bring to the EU. But it also creates a number of challenges as for many of the candidate countries, there still lies some work ahead to raise safety and health standards to EU level. To bring them up to speed, the Agency took several key steps during 2002, including the establishment of tripartite focal points in all 13 candidate countries, already integrating eight of them into our web-based EU safety and health information network and putting in place plans to set up a good practice topic centre for candidate countries, funded under the EU's Phare programme. Many of these nations have differing communication needs and this, and working with an additional 10 languages, needs to be reflected in how we communicate and cooperate with them. It is equally vital to ensure that all countries are treated equitably and their priorities reflected in the Agency's overall strategy in order to provide the assistance they need.

All of this is complex and will take time. But, as the Agency has shown in the six short years since it was created, we are more than confident that we will be able to successfully manage this exercise and leverage the collective strengths of the EU Member States to develop a pan-European risk prevention culture. This confidence is echoed by the EU's decision to give the Agency a central role in its new strategy.

The following pages describe our strengths and achievements in 2002 in more detail. But finally, we would like to thank workers' representatives Marcel Wilders and Luis Lopes for their major contributions to the work of the Agency as consecutive chairpersons of the Administrative Board in 2002, the Agency's staff for their commitment and our focal points and other partners for their continued support.

HIGHLIGHTS OF THE YEAR

EUROPEAN WEEK 2002 TACKLES STRESS AT WORK

Recent research has estimated that up to 40 million workers in the EU suffer from work-related stress, costing Member States up to EUR 20 billion in lost time and health costs.



As a result, interest in this year's European week topic 'Preventing psychosocial risks at work' was unparalleled. All over Europe, a huge range of activities under the slogan 'Working on stress' was undertaken to publicise and promote the drive to reduce stress, bullying and violence in the workplace. These included: a Finnish TV advertising campaign to highlight the dangers of stress; a National Inspection Day organised by UK trade unions to encourage debate and involvement on the shop floor; and in Spain, a guide for stress evaluation was published and over a period of two months, specific days were dedicated to particular themes such as burnout, stress or psychosocial risks.

At the closing event for the week in November, the Agency succeeded in securing the commitment of the European social partners to solving stress problems at work. The conference, 'Preventing psychosocial risks at work: European perspectives' which was co-organised with the Danish Presidency of the European Union, offered a platform for more than 300 experts, practitioners and decision-makers to exchange know-how and experiences. All conference delegates welcomed the announcement by the European social partners (UNICE and ETUC) that they will be organising a seminar on stress in 2003 in order to discuss joint action, followed by a similar event in 2004 on harassment.

To support and maintain the momentum of the European Week campaign, the Agency launched: special reports, including *Psychosocial issues and work-related stress — programmes, practices and experiences* — an information report that provides guidance on the development of strategies to help firms reduce stress; six fact sheets on psychosocial risks at work, plus a dedicated web site to help organisations, employees and occupational safety and health (OSH) specialists identify and address the causes of work-related stress.

GOOD PRACTICE AWARDS HIGHLIGHT SUCCESSFUL STRESS PREVENTION EFFORTS

The good practice awards are key elements of the European Week activities and form an integral part of the Agency's strategy to gather and make available information that will support and promote the



prevention of occupational safety and health risks. The 2002 awards scheme recognised and celebrated the efforts of 20 very different organisations that succeeded in reducing psychosocial risks in their workplaces.

Award-winning schemes included: a low-cost project using risk management that prevented potential stress arising from a plant-commissioning project; a scheme to prevent post-traumatic stress for air-traffic controllers; a Dutch hospital's programme for a safer hospital that resulted in a 30 % decrease in physical violence; and the introduction of a healthy and successful work organisation at a call centre in Germany. Also included among the commended schemes was an initiative run by the Athens 2004 Organising Committee, to tackle psychosocial risks in the run-up to the 2004 Olympic and Paralympic Games.

The winners were announced at the European Week closing event in the Guggenheim Museum, Bilbao. Entrants in this, the third year of the competition, were from 13 EU Member States and included small and medium-sized enterprises (SMEs), large companies and intermediary organisations operating in very different sectors. All winning and commended cases have been published in print and online so that their experiences can be shared with others.

CANDIDATE COUNTRIES JOIN EU SAFETY AND HEALTH INFORMATION NETWORK

The launch in July 2002 of new Agency network sites in Bulgaria, Estonia, Hungary, Lithuania, Malta, Poland, Romania and Slovenia marked a milestone in the implementation of the Agency's strategy to integrate all 13 EU candidate countries into its information network. In 2002 the project continued to build on the achievements from the first phase where focal points and tripartite networks were established in all countries, many of which were actively involved in the promotion of the 2002 European Week on work-related stress. These are all important steps towards offering easily accessible information that allows businesses, workers and experts alike to be better informed about regulatory demands, research and good practices.

In relation to this project, one of the key achievements of the year was when the Agency secured Commission approval for a second round of Phare funding for the candidate countries. New activities

in 2003 will include the development of a topic centre for the development and transfer of good safety and health practice to the candidate countries and the full participation of the Phare countries in the 2003 European Week campaign.

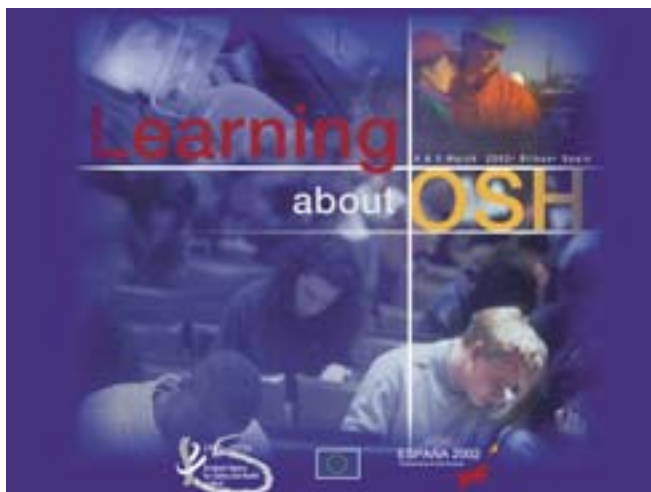
SUPPORTING HIGHER STANDARDS OF HEALTH AND SAFETY IN SMES

Europe's small and medium-sized enterprises (SMEs) employ more than 65 % of the EU's workforce and account for over 99 % of the EU's 18 million enterprises, outside the agricultural sector. However, due to a lack of financial and organisational resources, many SMEs have only limited occupational health and safety knowledge and capacity.

In 2002, the Agency organised a second funding scheme (worth EUR 4 million) to continue to support higher safety and health standards in Europe's SMEs. Out of 350 applications, 52 projects were selected, including 11 transnational and 41 national projects. Ideas for a guide of good practices to avoid musculoskeletal disorders in crèches, and an awareness campaign for the prevention of accidents for workers in the wine industry were just two of the projects to receive awards.

Under the EU-funded scheme, the Agency awarded grants ranging from between EUR 11 000 and EUR 160 000. In 2001, the Agency was able to support over 50 innovative projects targeting accident prevention in SMEs, and the Agency broadened its scope for the 2002 scheme to cover a wider range of safety and health risks, including the prevention of work-related stress. Activities included training, information campaigns and the development of effective health and safety practices, focusing on priority hazards and high-risk sectors. The Agency is publishing detailed project information on its web site.

START YOUNG: STAY SAFE — MAINSTREAMING OSH INTO EDUCATION



We need to teach children to live and work safely. This was the key conclusion of a European seminar on occupational safety and health and education, held in Bilbao on 4 and 5 March 2002. Statistics show that younger workers have a 40 % higher risk of suffering a work-related accident as compared with other workers. Starting young means that children are more likely to be able to tackle safety and health risks in later life, according to experts at the seminar, which was jointly organised by the Agency and the Spanish

Presidency of the European Union in cooperation with the Commission

The seminar findings were one of the chief catalysts behind the launch of a new web feature, 'OSH and education: start young — stay safe'. The web feature includes presentations from a wide range of national experiences; awareness-raising campaigns and conclusions from the ensuing debates and discussion; a list of links with information on integrating OSH into education in Member States, Europe and beyond; the European Commission strategy on OSH; and an online discussion forum.

FOCAL POINTS IN ACTION

Our focal points enable the Agency to gather and disseminate OSH information at EU Member State level. As reported on the previous pages, much of their work in 2002 focused on the European Week campaign. However, the following is an overview of some of their other activities during the year.

A U S T R I A

The main event of the year was the XVI World Congress on Safety and Health at Work, held in Vienna from 26 to 31 May, when the Austrian focal point provided support, staffing and logistics. The programme included a seminar organised by the Agency in association with the European Commission on 'New strategies in safety and health at work in the European Union'. During the year the focal point also cooperated with its German and Swiss equivalents on a project to develop a German-language good practice database.

B E L G I U M

A major priority during the year has been to promote the adoption of the 'UV Protocol' by companies active in the printing trade. The aim of the Protocol is to maximise the environmental benefits of UV printing — an advanced technology that virtually eliminates the use of drying solvents — by encouraging a series of good practices. In November 2002 the Belgian focal point also distributed a questionnaire to determine public preferences regarding the choice of language for OSH documentation, most current material being in English. A further investigation is under way to establish use of, and reactions to, the Belgian web site (<http://be.osha.eu.int>).

D E N M A R K

Two major conferences — one on work accidents, the other on stress — were held in the second half of 2002 during the Danish Presidency of the EU. The first, under the banner 'International network on the prevention of accidents and trauma at work', brought together 250 OSH experts, researchers and others from around the world. A global network of experts has been established as a result. The second conference 'Working on stress', held in support of the theme of European Week 2002, was attended by representatives of all the social partners. Altogether some 50 local conferences, seminars and meetings were organised around Denmark at that time.

F I N L A N D

The Finnish focal point has been active in researching good practice examples for inclusion on the national OSH web site: categories covered include stress at work, MSDs/ergonomic solutions, dangerous substances and dusts, risk assessment and safety management, and OSH in SMEs. User visits to the web site are now close to 20 000 per month and average 12 minutes: key attractions included information on the new OSH law which came into force on 1 January 2003. A national development project, known as the 'Veto 2003–07' programme was also finalised during the year. Foreseeing a 2 to 3-year increase in average active working life, its targets include among others a 15 % reduction in absenteeism through ill-health and a 40 % reduction in the number of occupational accidents and disease.

F R A N C E

Five meetings of the national network committee, which brings together the national OSH administrations, specialised safety organisations, the social partners and OSH experts, were held during the year. The agenda included development and supervision of the 2002 work programme, implementation of the SME funding scheme, and preparations for the 2003 programme. The funding scheme produced high-quality French project proposals. Other French focal point activities included the organisation of workshops and contact groups with the participation of OSH specialists; updating and adding links to the Agency's French web site (<http://fr.osha.eu.int>), with the national site (www.sante-securite.travail.gouv.fr) in support; translation and distribution of Agency material; and answering the many requests received from the social partners and institutions.

G E R M A N Y

The German focal point collaborated with the national OSH network in generating interest in the 2002 theme of 'Stress at work', culminating in a conference in September and the European Week for Safety and Health at Work in October. For the first time a national award was organised, in association with the sponsors of the 'New quality of work initiative' (INQA). Participants submitted excellent examples of strategies to combat stress in the workplace, and more than 20 finalists participated in the September conference in Berlin. Planning is already underway for a similar award in 2003 when the theme will be 'dangerous substances'.

G R E E C E

The Hellenic Institute of Occupational Health and Safety initiated a training programme during the year on health and safety issues for safety engineers, work doctors and employer/employee OSH representatives. The Greek focal point also presented the European Agency's activities and information material at two major events — the Third National Conference on Health Promotion and Health Culture, and the Hellenic Asbestos Conference. The Labour Inspectorate of the Ministry of Labour and Social Affairs has undertaken and presented a study of the working conditions of couriers and delivery cyclists. A book on 'Health at work', by Dr E. Zimalis, occupational physician in Titan SA corporation, was also launched during the year at an event sponsored by this company, aiming to inform all national stakeholders on health and safety issues.

I R E L A N D

The annual conference of the National Irish Safety Organisation (NISO) was held in Dublin in October. The conference, which attracted over 500 delegates, was also attended by Michael Smith, the Irish Minister for Defence, Hans-Horst Konkolewsky, director of the European Agency for Safety and Health at Work, and representatives of Irish Government institutions, safety organisations, employers and employees, and the media.

I T A L Y

Three sectoral workshops were organised during 2002 by the Italian work safety authority, the Istituto Superiore per la Prevenzione e la Sicurezza del Lavoro (ISPESL). The first, on health and safety in the fisheries sector, addressed the issues of statistical analysis, the design and development of on-board risk-assessment tools, safety checks, best practice, information measures and training packages. The second, on safety management in the graphic and cartographic industries, presented the new safety guidelines developed by the Assopesca employers' association and the third, on health and safety in the tanning sector, looked at recent industry achievements in reducing work accidents and environmental pollution.

L U X E M B O U R G

A ceremony on 21 October 2002, in the presence of HRH Grand Duke Henri, marked the centenary of the Luxembourg Labour Inspectorate. Speakers included Paul Weber, Director of the Inspectorate, and Baron Wolfgang von Richthofen of the ILO. Over the following two days a workshop on the theme of health at work examined the future role of the Inspectorate, workplace trends, and health and safety issues. During the year the Inspectorate, in collaboration with the police and customs authorities, undertook a control of construction sites to check on the use of unauthorised labour, in conformity with health and safety norms, and observance of employer obligations.

N E T H E R L A N D S

During 2002 the Dutch focal point distributed over 6 000 questionnaires to OSH professionals and others with the aim of obtaining reactions to the national web site and to the databases of OSH activities/literature and other products developed by the TNO work and employment library. The 20 % response has since been analysed and fed back into the 2003 programme. The Dutch site was the first of the focal point web sites to be subjected to a 'cosmetic' change to improve its user-friendliness: enhancements include a new search facility, a 'Who's Who' database (address: www.arbo.nl/whoiswho) and the increased use of buttons that execute and present the results of pre-programmed searches in one or more of its online databases. During 2002 work also started on an OSH search engine, to be put online in 2003 in two phases.

P O R T U G A L

The Portuguese Assembly has legislated to make 28 April 'National Prevention Day' as an initiative in creating greater public awareness of the need to enhance accident and health safety standards in the workplace. This event provides the Portuguese focal point and the country's OSH authorities with an annual opportunity to intensify information and training activities. The first 'National Prevention Day' on 28 April 2002 was the occasion for OSH-related events nationwide, including the organisation of a seminar on safety management systems in Lisbon and the publication of a special stamp on the prevention theme.

S P A I N

One of the greatest OSH challenges is to keep all those concerned up-to-date with the latest news and developments in the field. The Spanish focal point has introduced a new section to its web site entitled 'Workplace hazards prevention today': this is divided into two parts, 'legislative news' and 'general news', and gives extensive information on developments, events and new standards. The year was significant for the fact that Spanish companies contributed the largest number of national submissions to the 2001/02 SME funding scheme organised by the Agency. Both the volume and the quality of the projects submitted testify to the emergence of a safety culture in Spain.

S W E D E N

The work of the Swedish focal point focused during the year on the subject of negative stress with, as its culmination, a thematic day entitled 'The Work Environment Parliament': members of the Riksdag national assembly debated occupational safety and health issues, with the emphasis on stress and psychosocial problems. The social partners were also active on the OSH front during the year, with the trade unions launching campaigns to encourage systematic work environment management and employers joining them in finding solutions to increasing absenteeism through ill-health. Thanks to these different initiatives, the ranks of safety delegates in Sweden rose to an all-time high of 105 000.

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

Drawing on its close links with the Health and Safety Executive and the social partners, the UK focal point mobilised all parties in support of the Agency's 2002 work programme, with the emphasis on distributing information, addressing OSH issues and integrating its work with the UK Government's 'Revitalising health and safety' strategy (http://www.hse.gov.uk/revitalising/what_is/index.htm). Focal point activities during the year, in addition to a hugely successful European Week campaign, included participation at the SHE Solutions 2002 show in Harrogate and at the EXPO 2002 safety and health exhibition in Birmingham, where over 2 000 information packs were distributed. The latter also provided the occasion for a very successful national network meeting, at which members were updated on Agency developments, including the good practice awards and the SME funding scheme.



1.

OVERVIEW OF HOW AND ITS PARTNERS THE AGENCY OPERATE

The Agency acts as a catalyst for developing, collecting, analysing 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, EFTA and candidate countries — governments, employers and workers' organisations, as well as the European Commission.

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 occupational safety and health 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. Convened 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.

In 2002, as part of a revised network structure, two thematic network groups were in operation, covering: good safety and health practice/systems and programmes; and research on work and health. Expert groups provided advice and support to the Agency on OSH monitoring and on the running of the European Week and SME funding scheme. In addition, two ad hoc contact groups were set up on healthcare and fisheries.

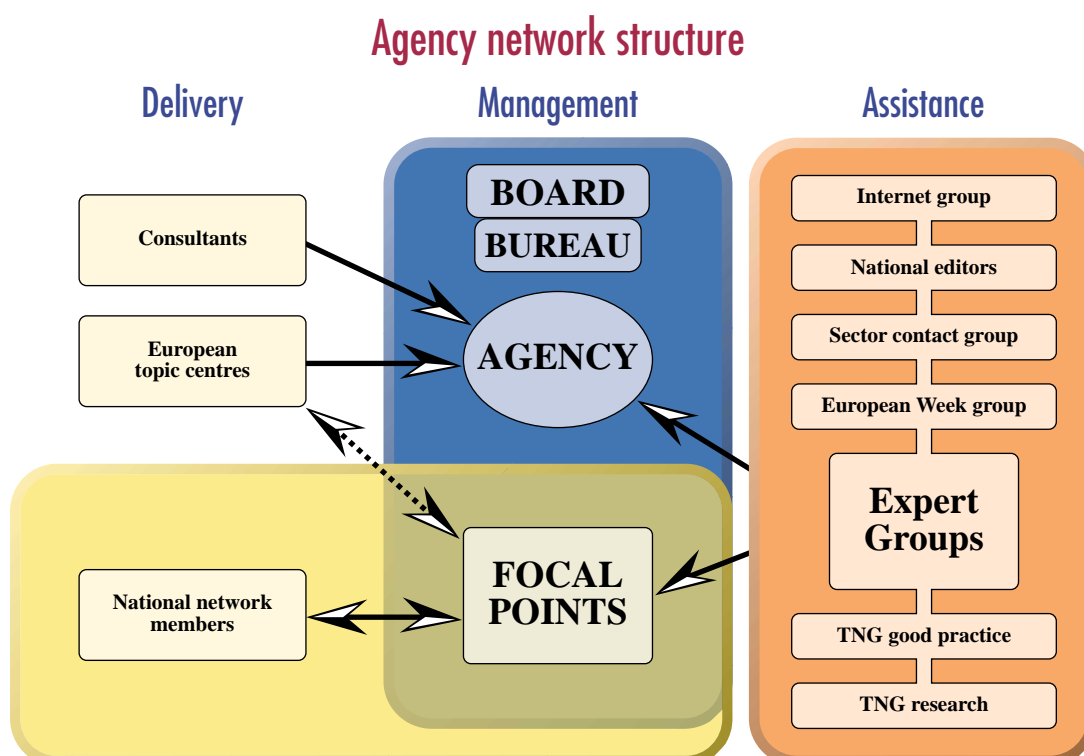
DATA COLLECTION AND ANALYSIS

- **Topic centres** link together consortia of national safety and health institutions to collect and analyse existing European, international and national data to support key areas of our work programme. Contracted for a maximum of three years, two second generation topic centres began work in 2002 on:
 - good safety and health practice/systems and programmes;
 - research on work and health.
- **Ad hoc expert teams** from leading academic and OSH-related institutions are brought in to conduct specific, one-off projects.

COORDINATION AND DISSEMINATION OF INFORMATION

- **Focal points**, in more than 30 countries, 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 national level. They contribute to the development of the Agency's information services and web site, which links together all 32 focal point web sites, plus others. As well as the 15 EU Member States, focal points have also been established in the four EFTA countries of Switzerland, Iceland, Liechtenstein and Norway, and the 13 EU candidate countries.

The **Agency's office**, based in Bilbao, Spain, with a multinational staff of currently around 50, 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.





**BUILDING THE LINKS
INFORMATION**

**—THE AGENCY'S
NETWORK**

Organisations across the EU and the rest of the world hold vast reservoirs of information about occupational safety and health (OSH). One of the Agency's top priorities is to create a global portal for exchanging and disseminating these insights predominantly via the Internet. During 2002, we made further progress towards this goal with the launch of our new global electronic gateway <http://global.osha.eu.int>

OPTIMISING AGENCY AND NETWORK RESOURCES AND COOPERATION

The Agency continued to advance with preparations for enlargement, with funding from the EU's Phare programme. Focal points and tripartite information networks were established in all candidate countries and eight of these joined the Agency's online information network by launching occupational safety and health web sites with the others set to follow soon. The new sites provided instant access to a wealth of information on a wide range of safety and health issues. Having secured Commission approval for a second round of Phare funding, new activities in 2003 will include the development of a topic centre for the development and transfer of good safety and health practice to the candidate countries and the full participation of the Phare countries in the 2003 European Week campaign.

At the same time, the Agency further improved its existing focal point and national network involvement via new extranet facilities, improved dialogue, and involvement in all phases of the planning and implementation process of the Agency's work programme.

The year 2002 also witnessed the start-up of two second-generation topic centres: one covering research on work and health and another dealing with good safety and health practice including systems and programmes. With lead organisations in France (INRS) and Finland (FIOH) respectively, each topic centre brings together safety and health institutions from more than 10 European countries. They provide a flexible source of high-quality safety and health expertise in the Member States to assist in the implementation of the Agency's work programme. Following a review of their first year's work the Agency Board agreed to extend topic centre funding for a second year in 2003.

STRATEGIC COOPERATION WITH THE EUROPEAN INSTITUTIONS

The key event for the EU's OSH community during 2002, was the adoption by the Commission of the new Community strategy for health and safety at work: 'Adapting to change in work and society: a new Community strategy on health and safety at work 2002–06'. The strategy underlined the European Union's commitment to achieving the highest health and safety standards in the workplace. It called upon the Member States, the European social partners and the European safety and health bodies to cooperate and contribute to a wide range of safety and health policy initiatives. Furthermore, the Agency was specifically called upon to assist in the consolidation of a culture of risk prevention

throughout Europe, to establish a 'risk observatory' and to support the Commission in various other information tasks

The Agency set up a special web feature on the strategy which includes the opinions from all EU institutions and the main EU social partners.

During the period following the publication of the strategy, the Agency worked very successfully with the Employment and Social Affairs DG, and Directorate D in particular, in order to align the Agency's draft 2003 work programme with the main priorities of the strategy. One of the major results was the putting into practice of the Commission approach to 'mainstreaming' OSH into other policy areas. Based on collaboration with, and support from, Directorate D of the Employment and Social Affairs DG, the Agency's 2003 information projects on disability, gender and education will now involve the relevant Commission departments and EU social partners and interest groups. In addition, there was a high degree of cooperation on a more general level with the Luxembourg Advisory Committee, the Employment and Social Affairs DG's EU sectoral dialogue committees and several units of the Commission whose activities are related to safety and health, such as social dialogue, work organisation and knowledge society. On a general level, awareness of the Agency's activities has been raised amongst the EU institutions and the Commission has defined an important role for the Agency in its OSH activities in line with the strategy.

The Agency has also continued to work closely with the Employment and Social Affairs Committee of the European Parliament and the social section of the European Economic and Social Committee. The Agency participated in presentations of its 2002 work programme and an EP hearing on the Community strategy, joined with both European Parliament President and Commissioner Diamantopoulou in launching European Week and welcomed a European Parliament delegation to Bilbao to participate in the European Week closing event in November. Support of very committed MEPs of the Employment and Social Affairs Committee has been a key factor in assisting the Agency in its goal of promoting a high level of occupational safety and health standards in Europe.



An Agency information seminar on the sixth EU research framework programme (FP6) brought together representatives of more than 30 OSH research organisations. Organised in cooperation with the Employment and Social Affairs DG, Research DG and Information Society DG, the seminar provided participants with a detailed briefing on the likely funding opportunities for OSH research in the new programme. With over EUR 17.5 billion of funding on offer over the next four years, FP6 accounts for 5.4 % of all public, non-defence related, research spending in Europe. Through information activities such as this seminar and its web site the Agency hopes to stimulate funding applications for research that could improve Europe's working environment and competitiveness.

Looking ahead, the Agency has agreed to work closely with the EU's Senior Labour Inspectors' Committee (SLIC) to promote higher standards of safety and health in Europe's construction industry. Construction will be the theme for the 2004 European Week for Safety and Health at Work, but the foundations will be laid in 2003 when the SLIC carries out a coordinated inspection campaign on construction sites across Europe. The inspection campaign will be supported by an Agency fact sheet in 11 languages and a special web feature on the Agency web site.

GLOBAL NETWORK CONTINUES TO EXPAND

The Agency's drive to pool the knowledge and expertise of OSH-related institutions across the world continued to gather momentum in 2002. In May, the Agency and its international partners including the ILO, WHO, as well as specialist safety and health institutions from across Europe, Australia, Canada and the United States, launched a new global electronic gateway (<http://global.osha.eu.int>) to OSH information and expertise across the world. This included information and links to international legislation and regulations, good safety and health practice, research, statistics and many other types of information.

This development highlights the Agency belief that solutions to the EU's occupational safety and health challenges will be found in Europe and further afield as a result of the changing and increasingly globalised world of work; and that it is necessary to pool expertise, experiences and ideas from around the globe. The web is an unrivalled tool for achieving this. The launch of the joint European Agency-World Health Organisation (WHO) web site in June is another expression of this belief. The site provides links to Internet resources and networks being developed by the WHO and their collaborating centres worldwide. The Agency is preparing with WHO, the ILO and the Canadian Centre for Occupational Health and Safety (CCOHS) further developments of the joint global web-portal.

The EFTA countries participated in the May and September focal point meetings as observers and consolidated their position in the Agency's network by taking part in selected information projects, including the European Week. While further afield, the Agency has agreed with the US Department of Labor Occupational Safety and Health Administration (US DOL OSHA) to intensify cooperation on European and US information, and in addition that the Agency and OSHA will publish a specific web site for the preparation of the next EU/US conference to be held in Greece (autumn 2003) on safety and health issues.

The Agency is also playing an active role in the Swedish work life and EU enlargement project (2001–04), which was initiated during the Swedish Presidency. The aim of the programme is to build and exchange knowledge within the field of working life in the 13 candidate countries in order to facilitate their entry into the EU. In 2002, the Agency, along with the Italian Institute for Occupational Safety and Prevention and the Swedish Work Environment Authority co-hosted a seminar organised by the WLE comprehensive network programme on stress. Representatives from all candidate countries discussed the obstacles and opportunities concerning the handling of stress as a work environment issue. Some participants expressed keen interest in soft law, non-binding guidelines, and all were in favour of encouraging a multidisciplinary approach to the problem of stress.

EXTRANET — INCREASED USAGE

The Agency's extranet, Oshanet, which facilitates access to many of the Agency's key documents and other information, became fully operational in 2002. Oshanet, which is the principal communication tool for the Agency's network now has over 338 subscribers using the service and contains over 3 500 documents. Other developments in 2002 included the provision of European Week artwork in original publishing format, the provision of national web statistics by the Internet group members, posting of newsletter articles by the national editors, and the fostering of collaboration between topic centre research members via the extranet platform.

3.

DEVELOPING INFORMATION KNOWLEDGE — PROJECTS

High-quality information, including examples of good practice, is essential for policy-makers and practitioners to make the right decisions. Drawing on the expertise of our topic centres and other partners in our pan-European network, we provide a conduit for this information focusing on three key areas — good practice systems and programmes, research on work and health, and OSH monitoring.

The collection, evaluation and presentation of existing national data are carried out by topic centres and other external consultants and they are validated by the focal points and thematic network groups. There are two topic centres, each linking together national institutions specialising in different facets of safety and health. They cover good safety and health practice/systems and programmes and research on work and health.

GOOD PRACTICE/SYSTEMS AND PROGRAMMES

- **Psychosocial issues:** The Agency published a new report ‘Psychosocial issues and work-related stress — programmes, practices and experiences’ providing guidance on the development of strategies to help firms reduce stress, including contributory factors such as workplace violence and bullying. Drawing on extensive research from across the EU, it uses case studies to illustrate how different organisations have tackled this issue in a variety of sectors, from retail and manufacturing to public services, such as the police. Key success criteria include: adequate risk analysis, social dialogue, as well as sustained prevention and top management support.
- **Good practice awards:** Eleven companies and organisations from across Europe received awards in recognition of their innovative approaches to preventing workplace psychosocial risks and stress, and a further nine were commended. The 20 examples of good practice, selected from 35 entries into the competition were published in a handbook and the winners received their awards at the closing event of European Week held in the Guggenheim Museum in Bilbao in November.
- **Healthcare sector:** The existing healthcare sector web resources were developed further during 2003 to add more EU Member State resources. Detailed user testing and a survey of people with a health and safety interest in the sector confirmed the general usefulness and usability of the site. The work has resulted in a model and methodology for developing other sector and topic web features. A fact sheet about hazards in the sector completed the work.



- **Fisheries:** In 2002 the Agency set up a new web feature providing links to information on safety and health at work in the fisheries sector, ranging from sea-fishing and aquaculture to the prevention of falls overboard, to safety management on fish farms. The web feature contains good practice information (case studies, guidance, and similar information) on safety and health at work in the fisheries sector. The information provided is intended to assist those practically involved in reducing the risk to workers of death, ill health, and injury in the fisheries sector.
- **Inventory of recognition schemes:** A new publication in the Forum series, 'Recognition schemes in occupational health and safety — Experiences in the Member States of the European Union', looked at different types of these schemes and how to make them more widespread. Three types of schemes are discussed, supported by case studies: one for products, another for contractors and the third for OSH management in general. There is also general background on recognition schemes and their potential advantages. Detailed presentations of 20 different recognition schemes were also published as an online working paper.
- **OSH management systems:** Involving staff in the development and implementation of OSH management systems is an essential ingredient for success, according to an EU-wide study commissioned by the Agency in 2002. The study entitled, *The use of occupational safety and health management systems in the Member States of the European Union*, identified the five building blocks for an effective occupational safety and health (OSH) management system based on an analysis of 11 companies' systems across the EU. These include: obtaining the support and involvement of all stakeholders; setting measurable goals, following a baseline hazard assessment; focusing on staff safety when implementing the system; communicating progress and 'room for improvement' and working towards continual improvement. The report was summarised in an Agency fact sheet (No 26)
- **Seminar on new safety and health strategies:** Over 200 people from across the globe attended a seminar on new strategies on safety and health at work in the EU jointly organised by the Agency and the European Commission at the 16th World Congress on Safety and Health at Work in Vienna. All presentations and further information are available on the Agency's web site.
- **Learning about OSH:** The Agency launched a new web feature to support the integration of health and safety into education and training at all levels. The launch of the web feature followed on from a seminar 'Learning about OSH', held in Bilbao, and organised by the Agency in cooperation with the Spanish Presidency of the EU and the European Commission. The seminar participants agreed on the need for an increased focus at EU and national levels on integrating OSH into education and vocational training at all levels.

RESEARCH ON WORK AND HEALTH



The Agency's Topic Centre on Research — Work and Health, led by the INRS, overhauled the research section on the web site, increasing the volume of information available on topics such as research on work-related accidents and research on dangerous substances. In addition, the centre investigated topics ranging from 'the gender dimension in OSH' to an 'information system for new OSH research findings' Research reports and working papers published during the year included the following.

- **Evaluating the cost of workplace accidents:** In 2002 the Agency launched a new, practical tool to help businesses evaluate the true impact of workplace accidents and conduct cost-benefit analyses of preventive

measures. Presented in a new online publication, *Inventory of socioeconomic costs of work accidents*, and summarised in Agency fact sheet 28, the process involves attributing costs under three main headings, each in a spreadsheet format. This data can then be used to calculate the additional cash flow that would be generated if the firm invested in specific preventive measures — a standard ‘cost-benefit’ analysis.

- **Changing world of work:** Working life in Europe is changing at an ever-increasing speed, which can give rise to new risk areas or change the way that occupational safety and health needs to be managed. This has implications for workplaces themselves and also for the occupational safety and health system. For this reason the ‘changing world of work’ has been a priority topic of the Agency and, in 2002, the Agency carried out a number of activities based on this topic, which included three new publications and a special information section on the Agency’s web site.
 - In *The changing world of work: trends and implications for occupational safety and health in the European Union*, the Agency identifies five key developments in work and their possible OSH impacts, such as the rise of the virtual firm and Europe’s ageing workforce.
 - The second publication, *Research on new forms of contractual relationships and the implications for safety and health*, assesses the impact of the growth in short-term employment contracts. One of the most significant OSH implications is an increased sense of job insecurity, often associated with work-related stress and its potential human and economic costs. This can be amplified by lack of control, reduced access to training and other issues associated with staff on non-permanent contracts.
 - Finally, *New trends in accident prevention due to the changing world of work* follows on from European Week 2002 which had the theme of accident prevention and examines the need for further research in this area, including an increased emphasis on intervention research, improved research methodologies in studies of work organisation and safety and health, and research into how regulations can contribute to safety promotion.
- **European Week 2003:** A seminar entitled ‘Hazardous substances in the workplace — Minimising the risk’ was held in Paris to provide expert input into EW2003 and to look at the ways to translate OSH research on chemical risks into good practice in the workplaces. The conclusions which included reflection on the pros and cons of setting occupational exposure limits for carcinogens; options and models for supporting the substitution of dangerous substances in SMEs; and experiences with the communication of information about dangerous substances at enterprise level; will be published as a Forum publication in early 2003.

OSH MONITORING

In 2002, as part of the follow-up to the pilot study on the state of occupation safety and health in Europe carried out in 2001, the Agency concentrated on drawing up an inventory of existing OSH monitoring systems at Member State level and investigated models for a future European OSH monitoring system.

In order to get an overview of the major OSH monitoring systems currently in use, details of over 80 national OSH monitoring systems were collected via the Agency network introduced into a new Agency web feature that allows access by system type as well as country of origin. The feature contains short descriptions of the major OSH monitoring systems currently in use in Member States and other countries. Typically these systems give an indication of the number of work accidents or occupational diseases, or they might record information about places of work, or about the activities of the organisations involved in ensuring good working conditions.

A further 23 national systems were selected for detailed description and analysis. These systems included labour force and worker surveys, databases, registers of accidents, diseases, and/or absenteeism, policy-directed systems and interventions, and OSH management-oriented systems.

A workshop was organised in close cooperation with the Danish Presidency and the European Commission in Bilbao at the end of September to present the results of the project to date and to identify needs and options for future common approaches to monitoring of occupational safety and health. Examples of national OSH monitoring systems, and some of the currently applied EU approaches as well as the current ILO initiatives were presented and discussed at the workshop. The conclusions of the workshop included: recommendations to reinforce existing initiatives, such as the Eurostat activities; proposals for future OSH monitoring approaches regarding new and emerging risks; an assessment of OSH situations at enterprise level; and resources for the implementation of OSH regulations, will be published as a Forum publication in early 2003.

SME FUNDING SCHEMES

Fifty-two companies and other organisations received grants to develop projects for small to medium-sized enterprises (SMEs). Funded by the European Parliament to the tune of EUR 4 million, this was the second Agency-coordinated scheme to encourage the development and exchange of good practice examples. The projects selected from over 350 entries, with the assistance of a European jury panel and the Agency's tripartite focal point network, included 11 transnational and 41 national activities. These ranged from a dedicated TV channel in farming marts that highlights risks in the agriculture sector, to an awareness campaign for the prevention of burnout for psychiatric staff. Projects awarded in 2001 were presented at a number of events across Europe including the WorkingonSafety.net conference in Elsinore, Denmark in early September.

The Agency also appointed an external contractor to conduct an independent evaluation of the first SME scheme on accident prevention, and the evaluation is expected to be completed by the end of March 2003. Also in 2003, following completion of the first scheme the Agency will publicise and promote the achievements of the awarded projects.



4.

COMMUNICATING INFORMATION — KNOWLEDGE SERVICES

In 2002, the Agency continued to attach high priority to communicating information effectively to its target audiences by undertaking a wide variety of activities and putting in place a new communications strategy. This strategy supports the Agency's objective of becoming Europe's first reference point for quality-assured information on safety and health at work.

CAMPAIGNS AND EVENTS

European Week for Safety and Health at Work

With the support of the Agency's focal points, this annual initiative is now Europe's largest workplace safety and health event with thousands of activities taking place throughout the month of October.

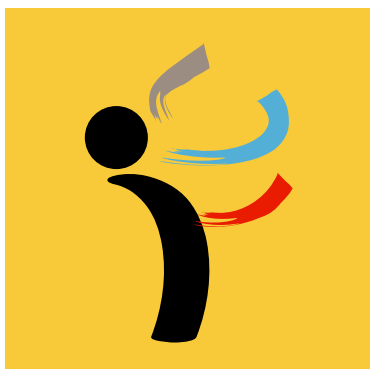
The 2002 Week, focusing on psychosocial risks and stress at work, was launched with the support of the European Commissioner for Employment and Social Affairs, Anna Diamantopoulou, and the President of the European Parliament, Pat Cox, at the European Parliament in Strasbourg on 3 July. As well as more than one million fact sheets, posters and postcards, the Agency produced a comprehensive press pack in 11 languages to promote the launch, which received wide media coverage across Europe. The launch was supported by an exhibition in the Parliament, a number of seminars with 'stress' experts, and the possibility for parliamentarians and staff to test the stress levels in a 'Stress Kammer'. A four-metre inflatable stress ball used for the launch was also used to support a number of Member State promotional activities. A multilingual EW2002 web site went online in June and was regularly updated with news of planned activities and information resources.



The closing event of the Week took place in Bilbao on 25 November 2002. The event, co-hosted by the Danish Presidency, comprised a series of workshops in the morning, a European colloquium in the afternoon, and a good practice award prize-giving ceremony at a dinner in the Guggenheim Museum that evening. Speakers and participants included the Danish and Spanish Ministers for Employment, representatives from the European Commission, European Parliament, the European Economic and Social Committee, UNICE and ETUC, and OSH experts from all over Europe. A broad cross-section of social partners, national experts and interested parties also attended.

Many activities took place throughout the Member States in October, some of which were co-funded with seed money provided by the Agency. An external contractor has been commissioned to conduct an evaluation of European Week 2002.

EUROPEAN WEEK 2003



The Agency, in close cooperation with the focal points, has produced a strategy paper describing the European Week products and activities to be carried out by the Agency to support the European Week on dangerous substances. The slogan for the week will be 'Dangerous substances: handle with care'.

The Agency is currently working on building cooperation with outside bodies and interested organisations, involving candidate countries in the EW activities and the finalisation of the campaign pack.

EXHIBITIONS

The Agency has participated in exhibitions at:

- the 16th World Congress on Safety and Health at Work in Vienna, Austria (May);
- Safety and Health at Work Expo 2002, Birmingham, UK (May);
- the European Week launch in the European Parliament, Strasbourg, France (July);
- the European Business Summit in Brussels, Belgium (June);
- WorkingonSafety.Net: accident prevention conference, Elsinore, Denmark (September);
- International Conference on Safety and Health, Modena, Italy (September);
- the Employment Week exhibition and conference in Brussels, Belgium (November).

In addition, national focal points ensured that the Agency was visible at a wide range of events across the EU.

INTERNET AND OTHER ELECTRONIC MEDIA

OSHmail

OSHmail, our e-mailed newsletter, was relaunched as a biweekly (instead of bimonthly) e-mail update and is now available in five languages (DE, EN, ES, FR, IT). This is part of the Agency's response to the results of a survey of user communication needs, which indicated a strong interest in European OSH news and a wish to receive more regular updates. As well as increasing its frequency, the Agency has redesigned the newsletter which gives updates on European and international news on occupational safety and health to over 14 000 subscribers.

Web-based initiatives: A new Agency corporate web site (<http://agency.osha.eu.int>) went online on 23 May. With an interface in all 11 languages, the site includes a number of new features. These include a regular online news service, one-click shortcuts to key safety and health topics and previews of forthcoming publications.

Additional online launches have included a multilingual EW2002 site, a global gateway page, a joint World Health Organisation/European Agency site; the eight first candidate countries' sites in the Agency network; redesign of the EW2000 and 2001 web sites into web features for musculoskeletal disorders and accident prevention. Additions to the site's content included new publications, a new feature on *the changing world of work*, one on *workplace health promotion*, a new feature on *learning about OSH*, on *the healthcare sector* and an online database of candidate country-EU Member State

OSH partnership projects. The Europe site has been continually updated as part of the Agency's policy of regular maintenance of online information.

The number of user sessions on the Agency EU and focal point web sites increased by 31 % to nearly 3.5 million in 2002. The number of viewed Agency publications has shown a similar increase.

Finally, in November, the Agency organised a joint meeting of Internet group members and national editors to discuss the development of an online news service on the network web sites. The objective of this project is to set up a regular news-service for news from countries and organisations involved in the Agency network.

PRINTED PUBLICATIONS

Although electronic communications channels are at the heart of our long-term communication strategy, printed publications remain important, particularly for target audiences without easy access to the Internet. Publications in 2002 included the following.

Campaign material

Hundreds of thousands of European Week campaign packs in all 11 official Community languages were distributed by the Agency and its focal points in the run-up to October. In addition, a comprehensive press pack was produced to support the launch of the Week and was made available in all 11 languages on the European Week web site.

Information reports: Four information reports have been published in paper and web format. Major topics covered included 'How to tackle psychosocial issues and reduce work-related stress' and 'The use of OSH management systems in the Member States of the European Union'.

Additional language versions of a number of the Agency's most popular publications are now available on the Agency web site. These include:

- 'Health and safety campaigning' (available in DE, EN, EL, ES, FR, I, P);
- 'Accident prevention in practice' (available in DE, EN, ES, FR, I).

In another very encouraging development for the Agency, the Italian focal point has translated and published four Agency reports in Italian. The possibility of putting in place similar licensing arrangements to cover other languages is being actively explored by the Agency with the focal points.

Fact sheets: Six fact sheets were published (22-24 and 30-32) which deal with issues related to the theme of this year's European Week and have formed part of the campaign pack. A further five on a range of safety and health issues were also published.

Forum: Four editions of Forum were published in 2002 including: 'Changing world of work' (5); and 'Learning about occupational safety and health' (8).

Magazines: The fifth issue of the Agency's magazine focused on occupational stress and has been published in four languages (EN, DE, FR, ES).

Newsletters: Issues 11, 12 and 13 of the Agency's newsletter were published in four languages (EN, DE, FR, ES).

Working papers: A series of working papers has been introduced as a cost-effective way of publishing specialist reports of interest to a restricted audience. As with other Agency publications the working papers can be downloaded free of charge from the 'Report' section of the Agency's web site. Seven working papers were published in 2002 including 'Research on new trends in accident prevention' and 'Data to describe the link between OSH and employability'.

Annual report: The 2001 annual report was printed in English and turned into a CD-ROM in 11 languages.

Press releases: Eighteen press releases were sent to journalists across Europe, raising awareness of key OSH risks and solutions, as well as publicising the Agency's events and publications.

COMMUNICATION STRATEGY DEVELOPMENT

To improve its communications, the Agency has put in place a revised communication strategy. The new strategy is designed to support the organisation's overall corporate strategy and to ensure that it can play its full part in the implementation of the new Community strategy on health and safety at work. It was based on the results of a survey of user communication needs and developed by the Agency in consultation with its national focal points.

The findings of the telephone survey, which was carried out across the EU in May 2002, confirmed that the Agency and its focal points are now well established sources of OSH information and that our information products and services are appreciated. It also indicated a high level of support (between 70 and 90 %) from our different stakeholders on the central messages that we wish to communicate to them and to other audiences. However, large parts of the potential market for OSH information remain untapped and while 40 % of respondents said that they were interested in receiving European and international OSH information, the findings underlined the pivotal role of national focal points in ensuring that the Agency's information reaches the end-user.

The communication strategy, which was approved by the Administrative Board in November 2002, has been designed to tackle these and other challenges. It identifies key target audiences and is aimed at establishing the Agency as Europe's first reference point, and its web site the principal portal, for 'quality assured' information on safety and health at work. National communication plans, developed with the Agency's focal points, will help to translate the strategy into action.

5.

ADMINISTRATIVE ACTIVITIES

FINANCIAL MANAGEMENT SYSTEMS

As in previous years, the CUBIC and Sincom 2 systems have been used for general accounts management and financial and budgetary management respectively.

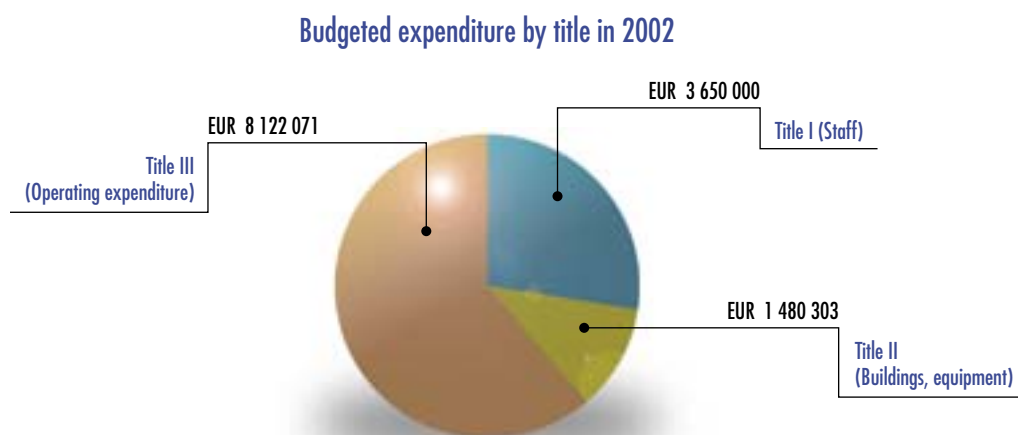
The Agency's 2002 budget was published in the Official Journal (OJ L 178, 9.7.2002). Since the publication of the budget, the Agency has received an additional contribution of EUR 42 071 from the Spanish Government and of EUR 30 000 from the Danish Presidency.

The budget was financed by the following contributions:

Sources of revenue	Amount (EUR)
European Community subsidy	13 000 000 ⁽¹⁾
Spanish Government	102 172
Basque Regional Government	60 101
County of Vizcaya	60 101
Danish Presidency	30 000
TOTAL	13 252 374

⁽¹⁾ Including EUR 4 million SME funding scheme.

and the corresponding expenditure was divided into titles as follows:



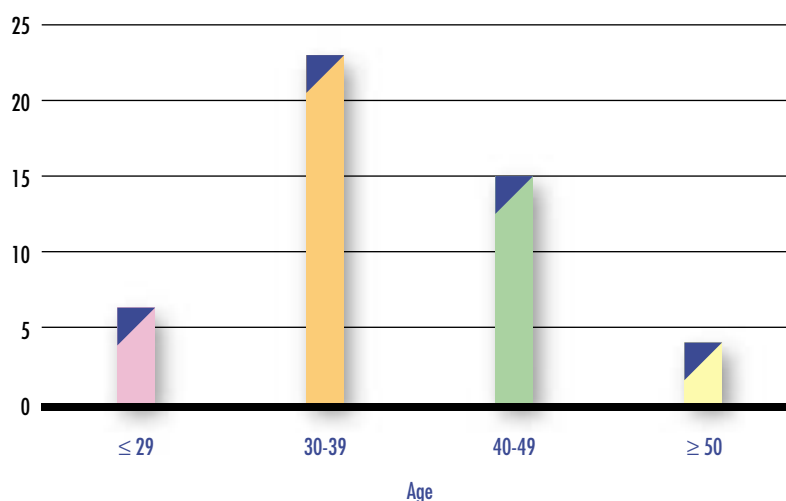
Of the EUR 13.2 million available in 2002, approximately 94 % was committed by the end of the year.

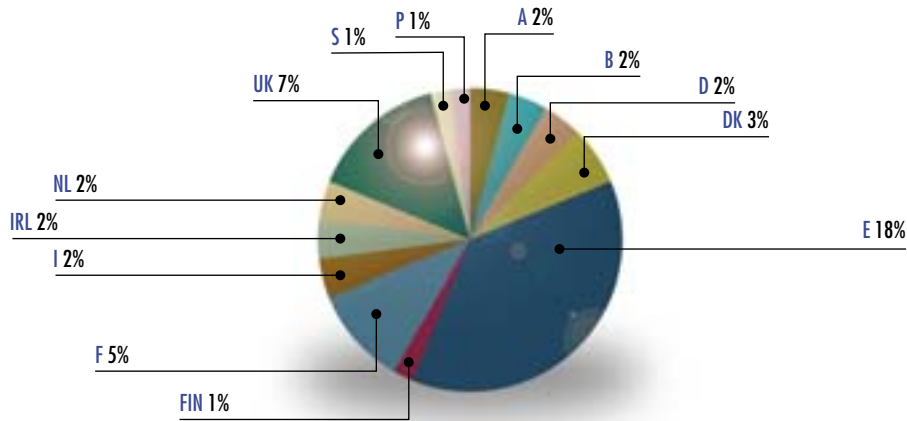
In February 2002, the Agency’s Administrative Board granted to the Director the discharge relating to the implementation of the 2000 budget. In addition, the Court of Auditors performed its annual audit on the Agency’s 2001 financial statements and was able to obtain reasonable assurance that ‘the annual accounts for the financial year ended 31 December 2001 are reliable and that the underlying transactions, taken as a whole, are legal and regular’.

PERSONNEL MANAGEMENT SYSTEM

In 2002, the staff structure evolved: two temporary agents, one local staff member and one auxiliary agent left the Agency and we recruited eight new temporary agents and one local staff member. In addition, one auxiliary agent joined the Agency. By the end of 2002 the staff composition was:

Category	Male	Female	Total
Temporary agents (A)	9	5	14
Temporary agents (B)	3	7	10
Temporary agents (C)	3	2	5
Auxiliary agents (B)	0	1	1
Seconded national experts	0	3	3
Local staff members	3	12	15
TOTAL	18	30	48





The Health and Safety Committee met several times during the year to discuss security and emergency planning as well as measures to improve the working environment. Evacuation exercises of the building were carried out satisfactorily.

Staff received training in 2002, covering primarily IT and languages. Furthermore, several thematic days for staff were organised, covering areas such as knowledge management, occupational health and safety for non-experts, procurements and contracts.

IT MANAGEMENT SYSTEM

IT has continued to supply the infrastructure and services necessary for the work of the Agency and their electronic communications: web, e-mail, electronic newsletter, extranet.

During the year 2002 the following new activities were accomplished.

- A direct connection with the Commission was established using Testa II network infrastructure. This connection was used in 2002 by the following services: the access to the Commission's intranet, access to OPOCE, remote control and electronic visa of our budgetary application Sincom 2. Due to the increasing number of accesses to the Agency's web site the communication broadband has been enlarged to 1 Mbs.
- The seventh floor of the Lagun Aro building, which is next door to the Agency's main premises and used for meetings, has been recabled and connected to the Agency by optical fibre. An IT training room for up to 12 students has been created.
- Migration of PCs and servers from Microsoft NT to Operating System MS-Windows 2000 was completed in 2002. The renewal of obsolete equipment has continued according to the established plan.

Other developments:

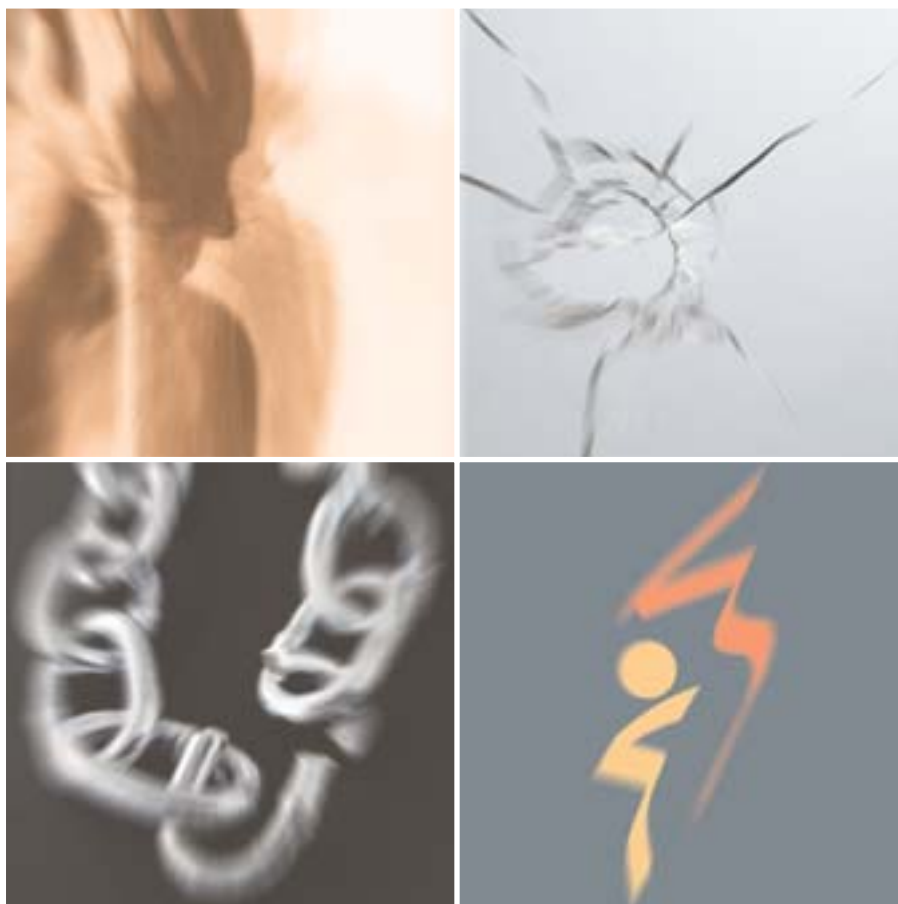
- installation of new versions of SI2, Adonis and BOB;
- over 500 000 e-mails were sent and received.

DOCUMENTATION MANAGEMENT SYSTEM


During 2002, the Agency continued to implement its documentation management system. This included the following.

- Continued development of the Agency's document registration and handling system (Adonis). During the year 13 626 records of incoming and outgoing mail were registered.
- Managing the central archives database with 1 775 records (representing 98 linear metres of paper files).

ANNUAL
REPORT
2002



ANNEXES



ANNEX 1.

MEMBERSHIP OF THE BOARD ADMINISTRATIVE (FEBRUARY 2003)

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 G. Breindl	Austria	Dr E.-E. Szymanski
Mr M. Heselmans	Belgium	Mr J.-M. de Coninck
Mr J. Jensen	Denmark	Mr M. Bergulf
Mr M. Hurmalainen	Finland	Mr E. Yrjänheikki
Mr M. Boisnel	France	Mrs J. Guigen
Mr A. Horst	Germany	Dr K.-H. Grütte
Mr A. Christodoulou	Greece	Ms M. Pissimissi
Mr T. Beegan	Ireland	<i>Awaiting new name</i>
Mr P. Onelli	Italy	Dr G. Rocca-Ercoli
Mr P. Weber	Luxembourg	Mr N. Welter
Mr E.F. Lopes Fernandes	Portugal	Mr E.R. Leandro
Mr L. Fernández Sánchez	Spain	Mr M. Velázquez
Dr B. Remaeus <i>Chairperson</i>	Sweden	Mr B. Barrefelt
Mr H.C.V. Schrama	The Netherlands	Ms N. Kuyper
Mr M. Draper	United Kingdom	Ms S. Mawer <i>Awaiting official appointment</i>

EMPLOYERS

Member	Country	Alternate
Ms C. Schweng <i>Vice-Chairperson</i>	Austria	Mr H. Brauner
Mr A. Pelegrin	Belgium	Mr K. de Meester
Mr A.J. Pedersen	Denmark	Mr T. P. Nielsen
Mr T. Kuikko	Finland	Mr A. Mähönen
Dr P. Levy	France	Ms V. Cazals
Mr R. Lehr	Germany	Mr T. Holtmann
Mr P. Kyriakongonas	Greece	Mr E. Zimalis
Mr T. Briscoe	Ireland	Mr K. Enright
Mr F. Giusti	Italy	Mr M. Fregoso
Mr F. Engels	Luxembourg	Dr F. Metzler
Mr J. Costa Tavares	Portugal	Mr J.L. Barroso
Mr P. Teixidó Campás	Spain	<i>Awaiting new name</i>
Mr E. Jannerfeldt	Sweden	Ms U.B. Fräjdin-Hellqvist
Mr J.J.H. Koning	The Netherlands	Ms C.C. Frenkel
Dr J. Asherson	United Kingdom	Mr M. Platt

WORKERS

Member	Country	Alternate
Ms R. Czeskleba	Austria	Mr A. Heider
Mr F. Philips	Belgium	Mr H. Fonck
Ms L. Jacobsen	Denmark	Mr J.-K. Frederiksen
Ms R. Perimäki-Dietrich	Finland	Ms I. Pahlman
Mr J.-C. Bodard	France	Mr D. Olivier
Ms M. Schröder	Germany	Mr M. Angermaier
Mr I. Adamakis	Greece	Mr S. Drivas
Mr F. Whelan	Ireland	Mr S. Cronin
Ms L. Benedettini	Italy	Ms G. Galli
Mr M. Goerend	Luxembourg	Mr A. Giardin
Mr L.F. Do Nascimento Lopes (<i>Vice-Chairperson</i>)	Portugal	Mr A. Farias
Mr T. López Arias	Spain	Mr A. Carcoba
Mr S. Bergström	Sweden	Mr B. Sjöholm
<i>Awaiting new name</i>	The Netherlands	Mr A. Woltmeijer
Mr O. Tudor	United Kingdom	Mr T. Mellish

EUROPEAN COMMISSION

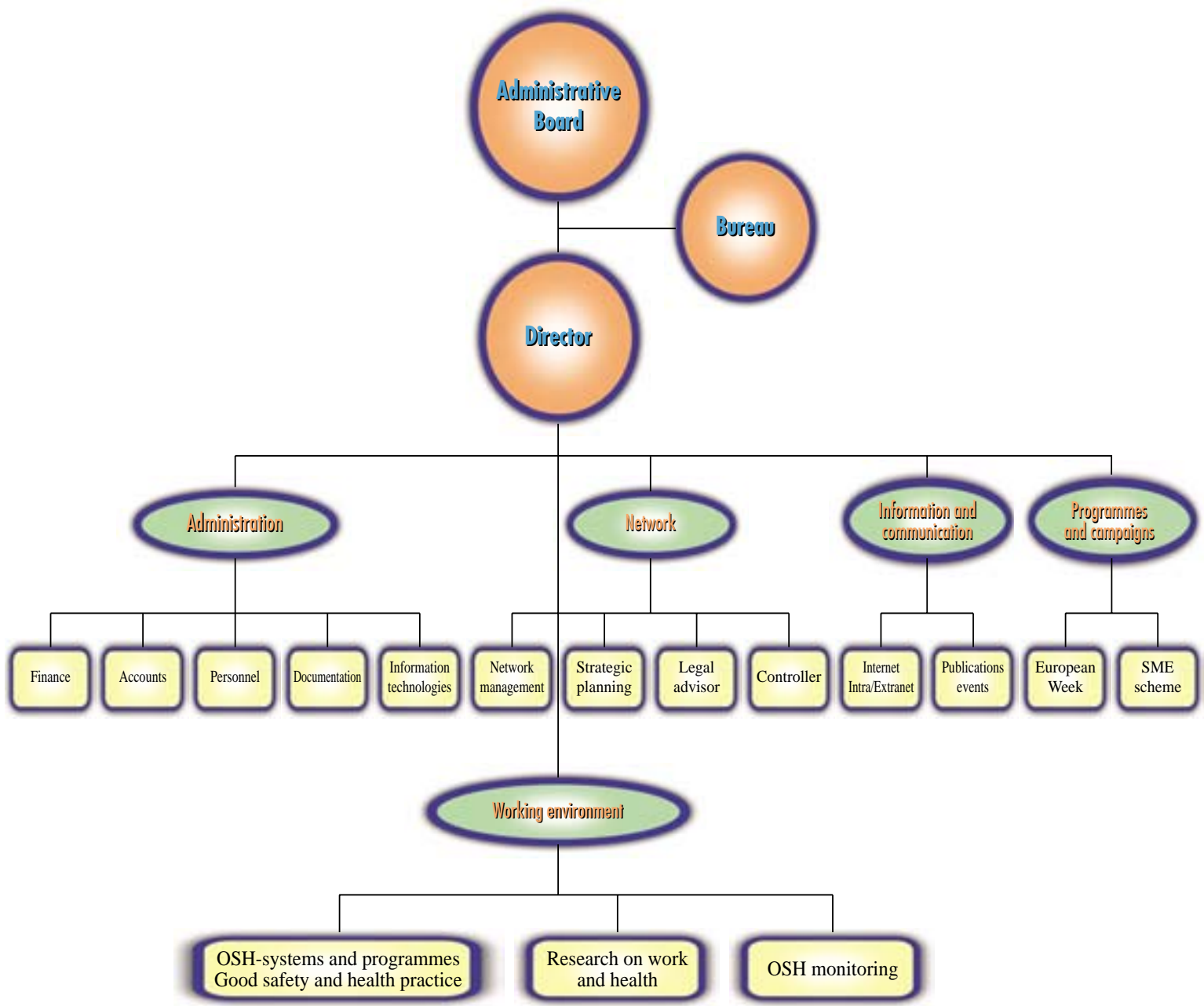
Member	Alternate
Ms O. Quintin Director-General, Employment and Social Affairs DG	<i>Awaiting new name</i>
Mr M. Oostens Employment and Social Affairs DG	Mr J. P. Van Gheluwe Enterprise DG
Mr J. R. Biosca de Sagastuy Employment and Social Affairs DG	Ms C. Alexopoulou Employment and Social Affairs DG <i>Vice-Chairperson</i>

OBSERVERS

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

ANNEX 2.

ORGANISATION PLAN AGENCY FOR SAFETY AND HEALTH AT WORK



ANNEX 3.
STAFF LIST (UPDATED ON 20 MARCH 2003) BY UNIT

DIRECTORATE

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

NETWORK SECRETARIAT

Mr Finn Sheye (DK), Project Manager
Mr Alun Jones (UK), Project Manager
Mr Jose Antonio Carreira (P), Controller
Ms Elena Ortega (E), Legal Adviser
Mr Jesper Bejer (DK), Assistant Network Manager
Mr Ingemar Sternerup (S), Assistant Network Manager
Ms Dagmar Radler (D), Secretary
Ms Beatriz Garcia (E), Secretary

INFORMATION AND COMMUNICATION UNIT

Mr Andrew J.A. Smith (UK), Head of Unit
Mr Anton Verplanke (NL), Information-Electronic Communication Manager
Ms Eke Heetveld (NL), Information Manager
Ms Paola Piccarolo (I), Assistant Information Manager
Ms Siobhan Savage (IRL), Assistant Information Manager
Ms Lila Adib (F), Assistant Internet Manager
Mr Antoine Sierra (F), Clerical
Mr Gorka Moral (E), Webmaster
Ms Maria José Urkidi (E), Secretary
Ms Mónica Azaola (E), Secretary
Ms Estibaliz Martinez (E), Secretary

OSH UNIT


Ms Christa Sedlatschek (A), Head of Unit
Mr Markku Aaltonen (FIN), Project Manager
Ms Ulrike Bollmann (D), Project Manager
Ms Elke Schneider (A), Project Manager
Mr Tim Tregenza (UK), Project Manager
Mr Eusebio Rial-Gonzalez (UK), Project Manager
Mr William Cockburn (UK), Assistant Project Manager
Ms Sarah Copsey (UK), Assistant Project Manager
Ms Monica Vega (E), Secretary
Ms Usua Uribe (E), Secretary
Ms Susana Fernandez (E), Secretary

CAMPAIGNS AND PROGRAMMES TASK FORCE

Ms Françoise Murillo (F), Head of Task Force
Ms Brenda Carmel O'Brien (IRL), Assistant Project Manager
Ms Marta Urrutia (E), Project Manager
Ms Pascale Turlotte (F), Administrative Assistant
Ms Marta De Prado (E), Typist

ADMINISTRATION UNIT

Mr Marc-Olivier Gribomont (B), Head of Unit
Mr Raúl Fresneña (E), Assistant IT Manager
Ms Eva Coria (E), Accountant
Ms Caroline Georges (F), Assistant Human Resources Manager
Ms Ana Dominguez (E), Clerical — Documentalist
Mr Alexandre Herte (B), Clerical — Human Resources
Ms Laura Claudia Romano (I), Clerical — Finance
Ms Mari Carmen de la Cruz (E), Administrative Assistant
Mr Xabier Altube (E), IT Assistant
Mr Jose Ignacio Sanchez (E), IT Assistant
Ms Estibaliz Vidart (E), Secretary
Ms Berta Lejarza (E), Typist



ANNEX 4.

FOCAL POINTS

Focal points, in more than 30 countries, 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 national level. They contribute to the development of the Agency's information services and web site, which links together all 32 focal point web sites, plus others. As well as the 15 EU Member States, focal points have also been established in the four EFTA countries of Switzerland, Iceland, Liechtenstein and Norway and the 13 EU candidate countries.

EU focal points

AUSTRIA

Bundesministerium für Wirtschaft und Arbeit
Sektion IX, Zentral-Arbeitsinspektorat
Abt. IX/6
Favoritenstrasse 7
A-1040 Vienna

Contact person: Ms Martina Häckel-Bucher
Fax: (43-1) 711 00 21 94
E-mail: martina.haeckel-bucher@bmwa.gv.at

BELGIUM

Ministère de l'Emploi et du Travail
c/o Service Public Fédéral Emploi, Travail et
Concertation sociale
Rue Belliard 51
B-1040 Brussels

Contact person: Mr Willy Imbrechts
Fax: (32-2) 233 42 31
E-mail: willy.imbrechts@meta.fgov.be

DENMARK

Direktoratet for Arbejdstilsynet
Landskronagade 33
DK-2100 Copenhagen Ø

Contact person: Mrs Tove Loft
Fax: (45) 39 27 40 02
E-mail: tol@arbejdstilsynet.dk

FINLAND

Department for Occupational Safety and Health
Ministry of Social Affairs 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

FRANCE

Ministère de l'Emploi et de la Solidarité
DRT/CT
39-43 quai André-Citroën
F-75739 Paris Cedex 15

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

GERMANY

Bundesministerium für Wirtschaft und Arbeit
 Referat IIIb2
 Scharnhorststrasse 34-37
 D-10115 Berlin

Contact person: Mr Reinhard Gerber
 Fax: (49-30) 20 14 52 48
 E-mail: reinhard.gerber@bmwa.bund.de

LUXEMBOURG

Inspection du Travail et des Mines
 Boîte Postal 27
 26, Rue Zithe
 L-2510 Luxembourg

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

GREECE

General Directorate of Working Conditions
 and Health
 Ministry of Labour and Social Affairs
 Pireos 40
 GR-10182 Athens

Contact person: Dr Elizabeth Galanopoulou
 Fax: (30-2) 103 21 41 97
 E-mail: kyae@otenet.gr

PORTUGAL

Direcção de Serviços de Prevenção de Riscos
 Profissionais
 Instituto de Desenvolvimento e Inspeção das
 Condições de Trabalho
 Avenida da República No 84,5º Andar
 P-1600-105 Lisbon

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

IRELAND

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

SPAIN

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

Contact person: Ms Margarita Lezcano
 Núñez
 Fax: (34) 913 63 43 27
 E-mail: subdireccioninsht@mtas.es

ITALY

Istituto Superiore per la Prevenzione e la
 Sicurezza del Lavoro
 Via Alessandria 220 E
 I-00198 Rome

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

SWEDEN

Arbetsmiljöverket
 S-171 84 Solna

Contact person: Ms Elisabet Delang
 Fax: (46-8) 730 91 19
 E-mail: elisabet.delang@av.se

THE NETHERLANDS

Working Conditions Division
 Ministry of Social Affairs and Employment
 Postbus 90801
 NL-2509 LV Den Haag

Contact person: Ms. Nora Kuyper
 Fax: (31-70) 333 40 62
 E-mail: NKuyper@minszw.nl

UNITED KINGDOM

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

Contact person: Mr Chris Mawdsley
 Fax: (44-151) 951 34 67
 E-mail: uk.focalpoint@hse.gsi.gov.uk

Focal points in the candidate countries

BULGARIA

State Expert
 Department 'Safety and Health at Work'
 Ministry of Labour and Social Policy
 2 Triaditza Street
 BG-1051 Sofia

Contact person: Mr Vladimir Baroutchiev,
 Fax: (359-2) 981 53 76
 E-mail: safety@mlsp.government.bg

CYPRUS

Director, Department of Labour Inspection
 Ministry of Labour and Social Insurance
 12 Apellis str.
 CY-1480 Nicosia

Contact person: Mr G.M. Sideras
 Fax: (357-2) 266 37 88
 E-mail: roc.dli@cytanet.com.cy

CZECH REPUBLIC

Department of Occupational Safety, Labour
 Conditions and Labour Environment
 Ministry of Labour and Social Affairs
 Na Poricnim pravu 1,
 128 01 Prague 2

Contact person: Ms Daniela Kubickova,
 Fax: (42-02) 21 92 24 32
 E-mail: kubickovad@mpsv.cz

ESTONIA

Labour Department
 Ministry of Social Affairs
 St. Gonsiori 29
 EE-0100 Tallinn 150 27

Contact person: Mr Tiit Kaadu
 Fax: (372) 626 99 54
 E-mail: tiit.kaadu@sm.ee

HUNGARY

OMMF-Hungarian Labour Inspectorate
 Margit krt. 85
 H-1024 Budapest

Contact person: Mr András Békés
 Fax: (36-1) 346 94 17/-94 15
 E-mail: ommf@ommf.hu

LATVIA

Director of State Labour Inspectorate of the
 Republic of Latvia
 Kr.Valdemara Street 38
 LV-1010 Riga

Contact person: Mr Janis Berzins
 Fax: (371) 702 15 69
 E-mail: Janis.Berzins@vdi.lv

LITHUANIA

International Relations Officer
 State Labour Inspectorate of the Republic of
 Lithuania
 Algirdo Street 19
 LT-2006 Vilnius

Contact person: Ms Nerita Sot
 Fax: (370) 52 13 97 51
 E-mail: nerita@vdi.lt

MALTA

Ministry of Social Policy
 Occupational Health and Safety Authority
 118/1222 St Ursula Street
 MT-Valletta

Contact person: Dr Mark Gauci
 Fax: (356) 21 23 29 09
 E-mail: mark.gauci@gov.mt

POLAND

Deputy Director for Technology and
 Implementation
 Central Institute for Labour Protection in
 Warsaw
 ul. Czerniakowska 16
 PL-00-701 Warsaw

Contact person: Dr Wiktor Marek Zawieska
 Fax: (48-22) 623 36 95, (48-22) 40 24 62
 E-mail: wikli@ciop.pl or oinip@ciop.pl

ROMANIA

National Research Institute for Labour
 Protection,
 General Budisteanu str. Nr. 15, sect. 1,
 RO-79 629 Bucharest

Contact person: Mrs Mihaela Soviani
 Tripcovici
 Fax: (40-21) 315 78 22
 E-mail: mihaela.tripcovici@fx.ro

SLOVAK REPUBLIC

Ministry of Labour, Social Affairs and Family
 Department Phare and other Foreign
 Assistance
 Spitalska 4-6
 SK-816 43 Bratislava

Contact person: Dipl. Ing. Elena Globanová
 Fax: (421-2) 52 96 15 70
 E-mail: globanov@employment.gov.sk

SLOVENIA

Councillor to the Government
 Ministry of Labour, Family and Social Affairs
 Department for Health and Safety at Work
 Kotnikova 5
 SLO-1000 Ljubljana

Contact person: Mrs Tatjana Petricek
 Fax: (386) (01) 478 33 55
 E-mail: Tatjana.Petricek@gov.si

TURKEY

Ministry of Labour and Social Security,
 General Directorate of Occupational Health
 and Safety
 İnönü Bulvanı, I Blok, No 42, Kat. 4
 TR-Emek Ankara

Contact person: Mr Vedat Reha Mert
 Fax: (90-312) 215 50 28
 Direct e-mail: vrmert@csgb.gov.tr

Focal points in the countries of the European Free Trade Association (EFTA)

ICELAND

Administration of Occupational Safety and
 Health
 Bildshofdi 16
 IS-110 Reykjavik

Contact person: Ms Asa Asgeirsdottir
 Fax: (354) 550 46 10
 E-mail: asa@ver.is

LIECHTENSTEIN

Amt für Volkswirtschaft
Gerberweg 5
FL-9490 Vaduz

Contact person: Mr Robert Hassler
Fax: (423) 236 69 02
E-mail: robert.hassler@avw.llv.li

NORWAY

Directorate of Labour Inspection
Fridtjof Nansens vei 14
N-0032 Oslo

Contact person: Mr Nils-Petter Wedege
Fax: (47) 221 76 370
E-mail:
nils-petter.wedege@arbeidstilsynet.dep.no

SWITZERLAND

SECO-Staatssekretariat für Wirtschaft
Ressort Arbeit und Gesundheit
Stauffacherstrasse 101
CH-8004 Zürich

Contact person: Ms Maggie Graf
Fax: (41) (1) 433 22 21 19
E-mail: Maggie.Graf@seco.admin.ch

EFTA SECRETARIAT

74, rue de Trèves
B-1150 Brussels

Contact person: Ms Katrín Sverrisdóttir
Fax: (32-2) 286 17 50
E-mail: katrin.sverrisdottir@secrbru.efta.be

International partners**AUSTRALIA**

National Occupational Health and Safety
Commission (NOHSC)
GPO Box 1577,
AU-Canberra ACT 2601

Contact Person: Mr Robin Steward Crompton
Fax: (61) 295 77 92 06
E-mail: rsc@nohsc.gov.au

CANADA

Canadian Centre for Occupational Health and
Safety (CCOHS)
250, Main Street East
Hamilton ON L8N 1H6
Canada

Contact person: Mr J.K. Abeyunga
Fax: (1-905) 572 29 81 22 06
E-mail: abey@ccohs.ca

USA

The Occupational Safety and Health
Administration (OSHA)
Policy Directorate, Room N 34611
200, Constitution Avenue
20210 Washington DC
United States

Contact person: Ms Jacquelyn DeMesme-Gray
E-mail: Jacquelyn.Gray@osha-no.osha.gov

INTERNATIONAL LABOUR OFFICE

Safe Work Programme
4, rue du Morillons
CH-1211 Geneva 22

Contact person: Jukka Takala
Fax: (41-22) 799 85 16
E-mail: takala@ilo.org

WORLD HEALTH ORGANISATION

Avenue Appia 20
CH-1211 Geneva 27

Contact person: Mr Carlos Corvalan
Fax: (41-22) 791 41 23
E-mail: corvalan@who.int



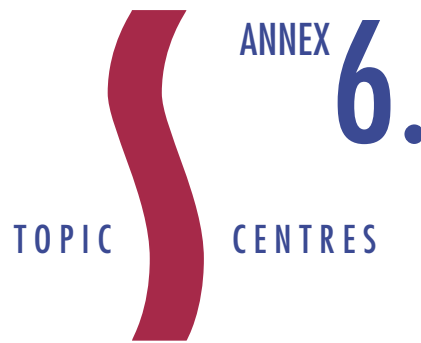
ANNEX 5.

**OVERVIEW OF THE FOCAL
ACTIVITIES**

**POINT NETWORK
IN 2002**

Member State	Network partners	Social partners in network	Network meetings
Austria	22	4	3
Belgium	5	4 ⁽¹⁾	3
Denmark	28	8	3
Finland	21	6	6
France	19	9	5
Germany	13	2	1
Greece	19	1	6
Ireland	18	9	2
Italy	104	20	4
Luxembourg	6	4	2
The Netherlands	21	3	4
Portugal	35	5	5
Spain	43	8	0
Sweden	16	7	6
United Kingdom	182	3	1
TOTAL	552	93	51

⁽¹⁾ The social partners as such (as an organisation) do not belong to the national network as a partner. Nevertheless they attend the meetings of the Bureau of the Belgium focal point and are also present in the tripartite jury regarding the GP AWARD and the SME funding scheme. They are also involved in the procedure concerning the EW seed money.



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. Two second-generation topic centres were operational in 2002 and focused on:

- research on work and health;
- good safety and health practice/systems and programmes.

TOPIC CENTRE ON RESEARCH — WORK AND HEALTH

Lead organisation:

Institut National de Recherche et de Sécurité (INRS)

National Research and Safety Institute
30, rue Olivier-Noyer
F-75680 Paris Cédex 14

Partner organisations:

Allgemeine Unfallversicherungsanstalt (AUVA)

Adalbert-Stifterstraße 65
A-1200 Vienna

Arbejdsmiljøinstituttet—AMI

National Institute of Occupational Health (NIOH)
Lerso Parkallé 105
DK-2100 Copenhagen

Berufsgenossenschaftliches Institut für Arbeitssicherheit (BIA)

Institute for Occupational Safety of the German Institutions for Statutory Accident Insurance and Prevention
Alte Heerstraße 111
D-53754 Sankt Augustin

Bundesanstalt für Arbeitsschutz und Arbeitsmedizin (BAuA)

Federal Institute for Occupational Safety and Health
Friedrich Henkel Weg 1-25
D-44149 Dortmund Germany

Health and Safety Laboratory (HSL)

Broad Lane
Sheffield S3 7HQ
United Kingdom

Institut pour la Prévention, la Protection et le Bien-être au Travail – PREVENT

Rue Gachard, 88 BTE 4
B-1050 Brussels

Instituto Nacional de Seguridad e Higiene en el Trabajo (INSHT)

c/Torrelaguna 73
E-28027 Madrid

Istituto Superiore per la Prevenzione e la Sicurezza del Lavoro (ISPESL)

Via Alessandria 220 E
I-00198 Rome

Occupational Safety and Health Institute of Ireland (OSHII)

Block S, NUI Galway Campus
Galway
Ireland

TNO Work and Employment

Polarisavenue 151 – PO Box 718
2130 As Hoofddorp
The Netherlands

Työterveyslaitos

Finnish Institute of Occupational Health (FIOH)
Topeliuksenkatu 41a A
FIN-00250 Helsinki

TOPIC CENTRE ON GOOD SAFETY AND HEALTH PRACTICE — SYSTEMS AND PROGRAMMES

Lead organisation:

Finnish Institute of Occupational Health (FIOH)

Työterveyslaitos
Topeliuksenkatu 41a A
FIN-00250 Helsinki

Partner organisations:

Arbejdsmiljøinstituttet—AMI

National Institute of Occupational Health (NIOH)
Lerso Parkallé 105
DK-2100 Copenhagen

Bundesanstalt für Arbeitsschutz und Arbeitsmedizin (BAuA)

Federal Institute of Occupational Safety and Health
Friedrich Henkel Weg 1–25
D-44149 Dortmund

EUROGIP

55, rue de la Fédération
F-75015 Paris

Faculdade de Ciencias e Tecnologia da Universidade Nova de Lisboa/Seccao de Ergonomia do DEMI (Dep. En. Mecanica e Industrial) (FCT/UNL)

Quinta da Torre
P-2825-114 Caparica

Health and Safety Laboratory (HSL)

Broad Lane
Sheffield S3 7HQ
United Kingdom

Hellenic Institute for Health and Safety at Work (ELINYAE)

Liosion Str. 143 & Theirsiou Str. 6
GR-104 45 Athens

Institut pour la Prévention, la Protection et le Bien-être au Travail – PREVENT

Rue Gachard, 88 BTE 4
B-1050 Brussels

Institute of Work, Health, and Organisations – University of Nottingham (I-WHO)

University of Nottingham
William Lee buildings, 8
Science and Technology Park
University Boulevard
Nottingham NG7 2RQ
United Kingdom

Instituto Sindical de Trabajo, Ambiente y Salud (ISTAS)

c/ Almirante, 3º pta. 4
E-46003 Valencia

Istituto Superiore per la Prevenzione e la Sicurezza del Lavoro (ISPESL)

Via Alessandria 220 E
I-00198 Rome

Kooperationsstelle Hamburg


Besenbinderhof 60
D-20097 Hamburg

Robens Institute

University of Surrey
EIHMS
Guildford
Surrey GU2 5XH
United Kingdom

TNO Work and Employment

Polarisavenue 151
PO Box 718
2130 As Hoofddorp
The Netherlands



ANNEX 7.

LIST OF ATTENDED CONFERENCES 2002

1. Workshop on Mobbing, Bilbao (Spain), 17 January 2002
2. Employment DG meeting on the costs of non-social policy, Brussels (Belgium), 30 January 2002
3. Employment DG meeting of the Sectoral Social Dialogue Committee for Fisheries, Brussels (Belgium), 30 January 2002
4. Ecosoc meeting, Brussels (Belgium), 30 January 2002
5. Closing conference for the participants in the occupational risk prevention courses organised by ADEGI, San Sebastián (Spain), 31 January 2002
6. Conference 'Fremtidens arbejdsmiljø', Copenhagen (Denmark), 2 February 2002
7. Erstes Dresdner Forum Prävention, Dresden (Germany), 15 February 2002
8. II International Conference on Occupational Risk Prevention, Las Palmas de Gran Canaria (Spain), 20-22 February 2002
9. Joint Spanish EU Presidency and European Agency seminar on occupational safety and health and education, Bilbao (Spain), 4-5 March 2002
10. Master on European integration conference, Bilbao (Spain), 6 March 2002
11. III technical workshop on the prevention of work-related risks, Zaragoza (Spain), 9 March 2002
12. European Week presentation event, Edinburgh (UK), 21 March 2002
13. International chemical agents conference (ICAC2002), Hillerød (Denmark), 4 April 2002
14. Ecosoc meeting, Brussels (Belgium), 16 April 2002
15. Meeting of the Advisory Committee on Safety, Hygiene and Health Protection at Work, Luxembourg, 18 April 2002
16. Legislation of occupational risks prevention: transnational application, Sociedad de salvamento y seguridad marítima Gijón (Spain), 18 April 2002
17. Spanish Presidency international conference to present the Community strategy for occupational safety and health 2002-06, Barcelona (Spain), 22-23 April 2002
18. Prevent conference 'Prevention dans les PME's', Brussels, 26 April 2002
19. Work-related accidents in the EU, APEC (Asociación de Empresarios de la Construcción), Pontevedra (Spain), 26 April 2002
20. European Week 2002 and SME Accident Prevention Programme Conference, Lisbon (Portugal), 30 April 2002

21. Conference on occupational safety and health risk prevention in ports, Bilbao (Spain), 10 May 2002
22. Spanish Presidency seminar 'Working for OSH in the European research area: future and new chances', Sevilla (Spain), 16-17 May 2002
23. Conference on health and safety, 'Together we'll make it better', Armagh (Northern Ireland), 16 May 2002
24. XVI Work Congress on Safety and Health at Work, Vienna (Austria), 26-31 May 2002
25. Third International Congress on Women, Health and Work, Stockholm (Sweden) 2-5 June 2002
26. Conference on substitution, Hamburg (Germany), 13 June 2002
27. International conference of the European Forum: 'The contribution of the insurance against accidents at work and occupational diseases to the modernisation of the social protection systems in Europe', Madrid (Spain), 14 June 2002
28. European Parliament's hearing on the new Community strategy, Brussels (Belgium), 19 June 2002
29. International conference: occupational safety and health, a stake for Poland the day before accession to European Union, Krakow (Poland), 25 June 2002
30. UEAPME preventisme seminar, Brussels (Belgium), 26 June 2002
31. European examples on how to reduce work-related accidents, INSHT, Barcelona (Spain), 27 June 2002
32. International symposium 'Enterprise and prevention management systems in the European framework', Madrid (Spain), 28 June 2002
33. European Week 2002 launch and exhibition, Strasbourg (France), 2-4 July 2002
34. Meeting of the national information network of the Polish focal point, Warsaw (Poland), 9 July 2002
35. Workshop 'New perspectives in the prevention of occupational risks in Europe', Barcelona (Spain), 17 July 2002
36. 'WorkingonSafety.Net' conference, Elsinore (Denmark), 3-6 September 2002
37. Safety and health conference organised by Unión de Mutuas, Castellón (Spain), 16 September 2002
38. Safety and health conference organised by FEMEVAL, Valencia (Spain), 16 September 2002
39. Agency's funding scheme for small and medium enterprises, UGT Mar and KPMG, Madrid (Spain), 19 September 2002
40. Conference 'I Fattori Psicosociali in Ambiente di Lavoro', Modena (Italy), 25 September 2002
41. OSH monitoring workshop, Bilbao (Spain), 30 September-1 October 2002
42. European Week 2002, Luxembourg, 4 October 2002
43. V Forum San Prudencio on risk prevention, Vitoria (Spain), 16 October 2002
44. Prevençat 2002 Conference, Barcelona (Spain), 17 October 2002
45. Bullying at work, Basque Government Bilbao (Spain), 18 October 2002
46. WLE enlargement seminar, Fiuggi (Italy), 21-22 October 2002
47. National congress on psychosocial risks at work — Bern (Switzerland), 22 October 2002

48. Forum 'Work-related stress and mobbing', Madrid (Spain), 23 October 2002
49. Closing conference of the European Week campaign in Spain, Madrid (Spain), 24 October 2002
50. European Week conference on stress, Sopot (Poland), 28 and 29 October, 2002
51. Baltic tripartite conference on modern labour inspection in the 21st century, Riga (Latvia), 28-30 October
52. The influence of stress and other psychosocial issues on productivity, APD (Asociación para el Progreso de la Dirección), 31 October 2002
53. European policy for prevention of work-related accidents in ports, ESTIBARNA, Barcelona (Spain), 6 November 2002
54. Bullying at work, CCOO, 8 November 2002
55. Employment Week conference, Brussels (Belgium), 20 November 2002
56. Closing event of the European Week 2002, Bilbao (Spain), 25 November 2002
57. Closing conference of the European Week in Portugal, Figueira da Foz (Portugal), 6 December 2002
58. Basque Parliament hearing on psychosocial risks, Vitoria (Spain), 9 December 2002



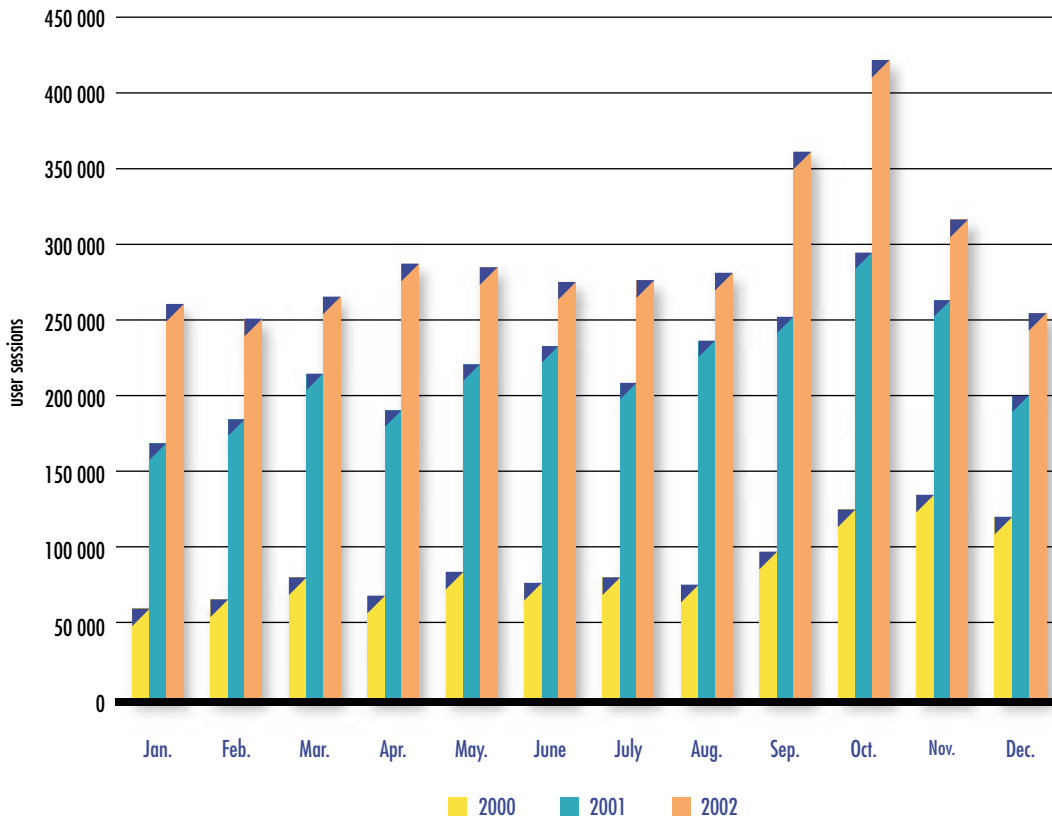
ANNEX 8.

WEB SITE USAGE AND RECEIVED

INFORMATION REQUESTS IN 2002

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

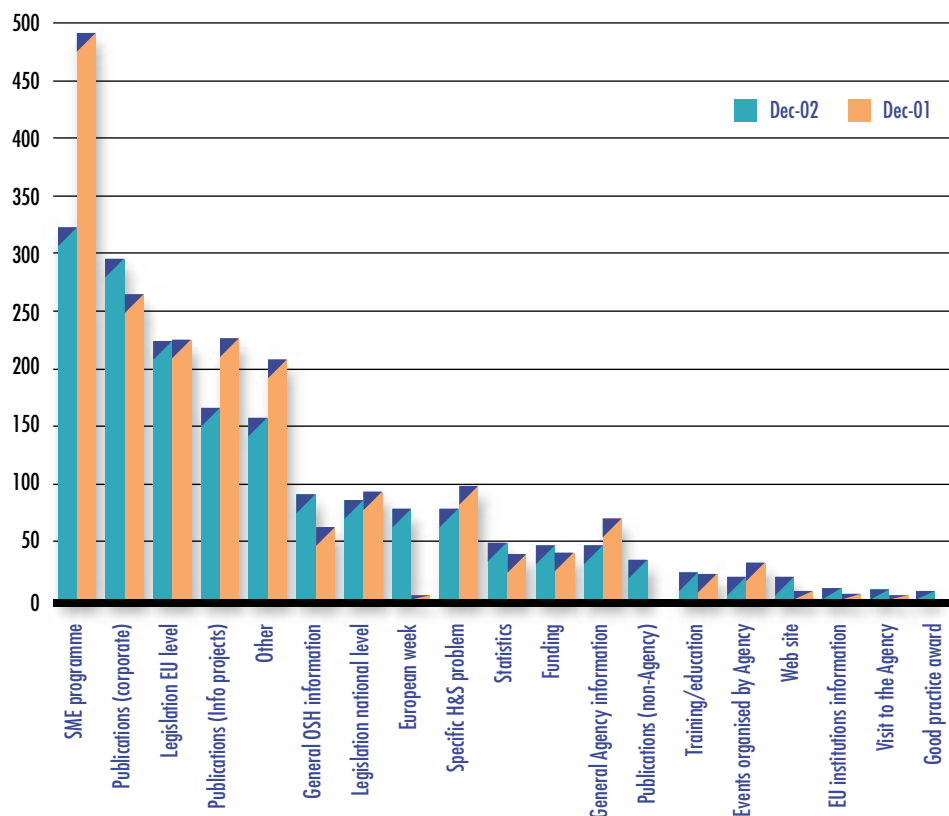
WEB SITE USAGE — MONTHLY NUMBER OF USER SESSIONS
Statistics cover the Agency's and the 15 Member States and EFTA web sites



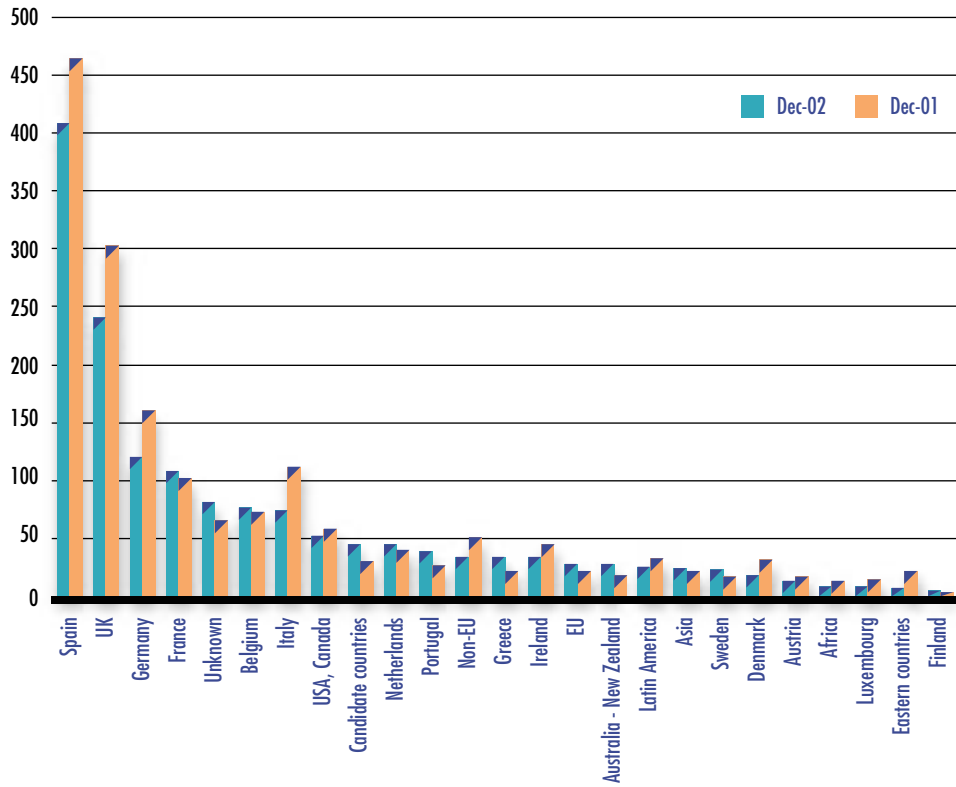
TOP 20 MOST VIEWED PUBLICATIONS IN PDF FORMAT 2002



INFORMATION REQUESTS RECEIVED BY DECEMBER – BY SUBJECT – COMPARISON 2001–02

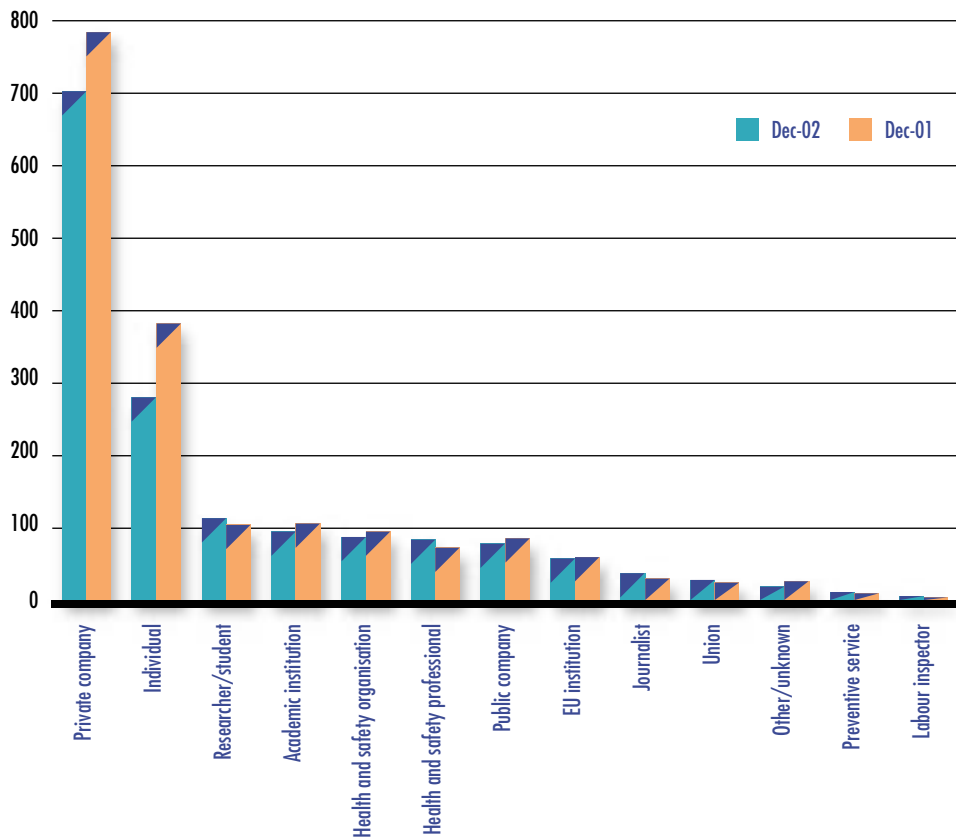


INFORMATION REQUESTS RECEIVED BY DECEMBER – BY COUNTRY – COMPARISON 2001–02



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

INFORMATION REQUESTS RECEIVED BY DECEMBER – BY ORGANISATION – COMPARISON 2001–02





ANNEX 9.

PUBLICATIONS FROM JANUARY 2002 TO MARCH 2003

AGENCY PUBLICATIONS

While the Agency's web site at <http://agency.osha.eu.int> is its principal means of communication, the Agency also produces a range of reports, newsletters, forums, 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 EU's Publications Office EUR-OP in Luxembourg (<http://eur-op.eu.int>), or from its sales agents listed at the back of this publication (http://publications.eu.int/general/en/salesagents_en.htm)

Corporate publications



European Agency News (10 – 11 – 12 – 13)

Newsletter of the European Agency for Safety and Health at Work. Contains information on Agency, EU, International and Member State activities in the occupational safety and health field. Published up to four times a year. 16-20 pages, A4. Available in the 11 official Community languages on the Agency web site and in print in English, French, German and Spanish.

Cat. No: TEAC02013(ES/DE/EN/FR)-C

http://agency.osha.eu.int/publications/newsletter/index_en.htm



Annual report

A summary of the activities carried out by the European Agency. Available in the 11 official Community languages, 66 pages, A4.

Cat. No: TEAB02001ENC (2001)

http://agency.osha.eu.int/publications/annual_report/index_en.htm

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 2003 is available in all official Community languages on the Agency homepage and as an annex to this report.

http://agency.osha.eu.int/publications/work_programmes/index_en.htm



European Agency magazine

European Agency magazine 5 — Working on stress

Available in German, English, French and Spanish

Cat. No: TEAA01005(ES/DE/EN/FR)-C

http://agency.osha.eu.int/publications/magazine/index_en.htm

Catalogue of publications



Five years of promoting quality of work in Europe

The publications of the European Agency, 1996–2001
Cat. No: TE-38-01-536-EN-C

CD ROM catalogue for publications

Cat. No: TE4302155ENZ

Information reports, forums and fact sheets

Good practice/systems and programmes



Accident prevention in practice — Success is no accident

Print in English and available online in Spanish, German, French and Italian

Cat. No: TE3701615ENC

Free of charge

<http://agency.osha.eu.int/publications/reports/103/en/index.htm>



How to tackle psychosocial issues and reduce work-related stress

Available in English

Summary fact sheet available in all official languages of the EU

Cat. No: TE4502967ENC

Price: EUR 23.50

<http://agency.osha.eu.int/publications/reports/309/en/index.htm>



Learning about occupational safety and health

(working paper)

Available in English

Cat. No: TE4602452ENS

Price: EUR 8.50

<http://agency.osha.eu.int/publications/reports/310/en/index.htm>



Prevention of psychosocial risks and stress at work in practice — Working on stress

Print in English and available online in all official languages of the EU

2002 – 79 pp.

Free of charge

<http://agency.osha.eu.int/publications/reports/104/en/index.htm>



Recognition schemes in occupational safety and health

(working paper)

Available in English

Cat. No: TE4602872ENS

Price: EUR 13.00

<http://agency.osha.eu.int/publications/reports/308/en/index.htm>



The use of occupational safety and health management systems in the Member States of the European Union

Available in English only

Summary fact sheet available in all official languages of the EU

Cat. No: TE4202480ENC

Price: EUR 7

<http://agency.osha.eu.int/publications/reports/307/en/index.htm>

OSH monitoring



Data to describe the link between OSH and employability

(working paper)

Available in English only

Cat. No: TE4302915ENS

Price: EUR 17.50

<http://agency.osha.eu.int/publications/reports/401/en/index.htm>



Evaluation of the state of OSH in the EU-pilot study

(working paper)

Available in English only

Cat. No: TE4402634ENS

Price: EUR 14.50

<http://agency.osha.eu.int/publications/reports/402/en/index.htm>

Research on work and health



Inventory of socioeconomic costs of work accidents

(working paper)

Available in English only

Cat. No: TE3701623ENS

Price: EUR 7

<http://agency.osha.eu.int/publications/reports/207/en/index.htm>



New forms of contractual relationships and the implications for occupational safety and health

Available in English only

Summary fact sheet available in all official languages of the EU

Cat. No: TE4302123ENC

Price: EUR 7.00

<http://agency.osha.eu.int/publications/reports/206/en/index.htm>



New trends in accident prevention due to the changing world of work

(working paper)

Available in English only

Cat. No: TE4402650ENS

Price: EUR 7.00

<http://agency.osha.eu.int/publications/reports/208/en/index.htm>



Research on the changing world of work

(working paper)

Available in English only

Cat. No: TE4302907ENS

Price: EUR 14.50

<http://agency.osha.eu.int/publications/reports/205/en/index.htm>

Forum

The Forum series addresses selected OSH issues of concern to our network and the wide OSH community



Forum 8 — Learning about occupational safety and health

2002, TEAD02008-(ES/DE/EN/FR)-C

Free of charge

<http://agency.osha.eu.int/publications/forum/8/en/index.htm>

Forum 7 — Prevention of work-related accidents: a different strategy in a changing world of work?

2002, TEAD01007-(ES/DE/EN/FR)-C

Free of charge

<http://agency.osha.eu.int/publications/forum/7/en/index.htm>



Forum 6 — Recognition schemes in occupational safety and health

2002, TEAD01006-(ES/DE/EN/FR)-C

Free of charge

<http://agency.osha.eu.int/publications/forum/6/en/index.htm>

Forum 5 — The changing world of work

2002, TEAD01005-(ES/DE/EN/FR)-C

Free of charge

<http://agency.osha.eu.int/publications/forum/5/en/index.htm>



Forum 4 — Accidents at work and employability

2002, TEAD01004-(ES/DE/EN/FR)-C

Free of charge

<http://agency.osha.eu.int/publications/forum/4/en/index.htm>

Facts

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



Facts 35 — Communicating information about dangerous substances

2003, Cat. No: TEAE03S35-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D

<http://agency.osha.eu.int/publications/factsheets/35/en/index.htm>

Facts 34 — Elimination and substitution of dangerous substances

2003, Cat. No: TEAE03S34-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D

<http://agency.osha.eu.int/publications/factsheets/34/en/index.htm>



Facts 33 — An introduction to dangerous substances in the workplace

2003, Cat. No: TEAE03S33-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D

<http://agency.osha.eu.int/publications/factsheets/33/en/index.htm>

Facts 32 — How to tackle psychosocial issues and reduce work-related stress

2002, Cat. No: TE0202012-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D

<http://agency.osha.eu.int/publications/factsheets/32/en/index.htm>



Facts 31 — Practical advice for workers on tackling work-related stress and its causes

2002, Cat. No: TE0202011-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/31/en/index.htm>

Facts 30 — Accessing information on stress at work from <http://osha.eu.int/ew2002/>

2002, Cat. No: TE0202010-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/30/en/index.htm>



Facts 29 — Safety and health good practice online for the healthcare sector

2002, Cat. No: TE0202009-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/29/en/index.htm>

Facts 28 — Economic appraisal of preventing work accidents at company level

2002, Cat. No: TE0202008-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/28/en/index.htm>



Facts 27 — Inventory of socioeconomic costs of work accidents

2002, Cat. No: TE0202007-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/27/en/index.htm>

Facts 26 — The use of occupational safety and health management systems in the Member States of the European Union

2002, Cat. No: TE0202006-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/26/en/index.htm>



Facts 25 — New forms of contractual relationships and the implications for occupational safety and health

2002, Cat. No: TE0202005-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-D
<http://agency.osha.eu.int/publications/factsheets/25/en/index.htm>

Facts 24 — Violence at work

2002, Cat. No: TE0202N24-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-C
<http://agency.osha.eu.int/publications/factsheets/24/en/index.htm>



Facts 23 — Bullying at work

2002, Cat. No: TE0202N23-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-C
<http://agency.osha.eu.int/publications/factsheets/23/en/index.htm>

Facts 22 — Work-related stress

2002, Cat. No: TE0202N22-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-C
<http://agency.osha.eu.int/publications/factsheets/22/en/index.htm>

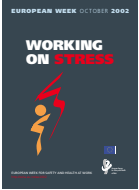
Facts 21 — Safety and health good practice online

2002, Cat. No: TE0202001-(ES/DA/DE/EL/EN/FR/IT/NL/PT/FI/SV)-C
<http://agency.osha.eu.int/publications/factsheets/21/en/index.htm>

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



Working on stress

European Week for Safety and Health at Work 2002

Available in all the official languages of the EU

<http://osha.eu.int/ew2002/>

Dangerous substances: Handle with care!

European Week for Safety and Health at Work 2003

Available in all the official languages of the EU

<http://osha.eu.int/ew2003/>



ANNEX 10.
NEWS RELEASES IN 2002

http://agency.osha.eu.int/news/press_releases/index_en.htm

ILO and EU cooperate in creating a web-based information system on occupational health and safety (6 February 2002)

Start young — stay safe. Safety and health education needs to begin at school (5 March 2002)

EU funding scheme targets safety and health risks in small and medium-sized enterprises (SMEs) (15 March 2002)

EUR 4 000 000 to improve safety and health in small businesses (18 April 2002)

Occupational safety and health online (23 May 2002)

Agency launches global gateway to safety and health at work (28 May 2002)

First pan-European campaign to combat work-related stress (2 July 2002)

Candidate countries join EU safety and health information network (9 July 2002)

Two new publications highlight occupational safety and health threats posed by the ‘changing world of work’ (30 July 2002)

Study identifies key ingredients for successful OSH management systems (5 August 2002)

New tools to improve occupational safety and health and to increase the competitiveness of your business (10 September 2002)

Start young — stay safe (13 September 2002)

OSHmail — Occupational safety and health news online (25 September 2002)

First European Week on work-related stress lifts off with new tools to tackle problem (16 October 2002)

European conference to tackle stress at work (13 November 2002)

Stress at work must and can be prevented (25 November 2002)

European social partners committed to solving stress problems at work (29 November 2002)

New chairperson announces Agency plans to target ‘dangerous substances’ (30 November 2002)



FINANCE **ANNEX 11.**
2001/02

Presented below are the summarised comparative budget statements for 2001 and 2002. The sources of the Agency's revenue consist of a European Community subsidy as well as grants from the Spanish Government, the Regional Government of the Basque Country and the County of Bizkaia.

The summarised comparative budget statements for 2001 and 2002 are as follows (in EUR):

	2001	2002
REVENUES		
European Community subsidy	12 580 000	14 050 000 (*)
Other subsidies	180 303	252 374
<i>Total revenues</i>	<i>12 760 303</i>	<i>14 302 374</i>

(*) Including Phare programme 2002–04

EXPENDITURE	2001	2002
Title I		
Staff costs		
— staff salaries and allowances	3 111 500	3 384 500
— other staff costs	283 000	6 000
<i>Total staff costs</i>	<i>3 394 500</i>	<i>3 390 500</i>
Title II		
Buildings, equipment and miscellaneous operating expenditure	1 118 803	1 476 374 (*)
Title III		
Focal points activities including expert group activities	400 000	590 000
Establishment and management of the information network on Internet	200 000	250 000
Editing, publication and distribution of information and other activities	355 000	335 000

Title III (Cont.)

Conferences, seminars, workshops and public events, promotional activities, etc.	220 000	Conferences, seminars, workshops and public events, promotional activities, etc.	180 000
Studies and pilot schemes / topic centres	530 000	Studies and pilot schemes / topic centres	750 000
Expenditure for meetings	240 000	Expenditure for meetings	—
Mission, entertainment and representation expenses	—	Mission, entertainment and representation expenses	258 500
Meetings of the Board & Bureau	190 000	Meetings of the Board & Bureau	180 000
Translations of studies, reports and working documents	480 000	Translations of studies, reports and working documents	512 000
Preparation, organisation and management of a European Week for Safety and Health at Work	—	Preparation, organisation and management of a European Week for Safety and Health at Work	1 280 000
Health and safety for small and medium-sized enterprises	5 000 000	Health and safety for small and medium-sized enterprises	4 050 000
Phare programme	632 000	Phare programme	1 050 000
<i>Total Title III</i>	<i>8 247 000</i>		<i>9 435 500</i>
Total	12 760 303		14 302 374

(*) The additional grant of EUR 42 071 by the Spanish Government has been added



ANNEX 12.
ANNUAL WORK PROGRAMME 2003

The Administrative Board approved the Agency's four-year corporate plan 2003–06 and its annual work programme for 2003 on 27 November 2002. The work programme presented here is aligned with the new EU strategy on health and safety at work and provides a road map for the Agency's activities in the coming year. It sets out the specific development goals and activities of the Agency for 2003 following the sections of the four-year rolling corporate plan. The work programme and corporate plan are both published on the Agency's web site at http://agency.osha.eu.int/publications/work_programmes/index_en.htm.

BUILDING THE LINKS — PROMOTING GLOBAL NETWORK PARTNERSHIP

In 2003, the Agency will focus its network activities on the following goals:

Optimising Agency and network resources and cooperation

- Ensure efficient functioning of the tripartite focal points as the Agency's principal network involved in planning, management and execution of the work programme.
- Assess the impact of enlargement on the Agency and its key networks and developing a plan for the effective stepwise integration of the candidate and EFTA countries.
- Take the next steps in the improvement of the working relationship between the Board/Bureau, the Agency, the focal points, the expert networks and external consultants, including topic centres, as recommended in the Agency evaluation. This will include a review of the 'focal points basic requirements' document.

Extending network partnership

Ensuring 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 improve communication and consultation processes.

- Systematic cooperation in 2003 with the European Commission will focus on Employment and Social Affairs DG. Through joint OSH seminar activities (e.g. on gender and on education), the Agency will provide support and input to the Commission in its policy development, with a special focus on mainstreaming safety and health into other policy areas. The Agency will also develop its cooperation, in line with its activities, with Enterprise DG, Research DG, Eurostat, Enlargement DG, Education and Culture DG, Health and Consumer Protection DG, Fisheries DG, Internal Market DG, Environment DG and Information Society DG. Cooperation will also continue with the Commission's offices, representations and delegations, as well as information points and other communication infrastructures.

- Develop cooperation with the Advisory Committee, particularly with ad hoc groups where the Agency has carried out or is planning relevant work, and with SLIC on the construction campaign/European Week.
- Further develop the links and information support to the European Parliament and its committees (including the organisation of an annual exhibition and presentations), to Ecosoc, the Council and relevant representations.
- Develop strong links to European social partners and business networks, as well as OSH-professionals, through regular meetings in Brussels, facilitated through the joint meeting facilities with other Agencies.
- Implement the plan for relations with non-EU countries and international organisations.
 - Candidate countries: systematic cooperation based on the Phare II programme (October 2002–May 2004) with the aim of involving all 13 countries in the Agency information network; further develop the tripartite focal points and the building of national information networks and national Agency web sites; involve the candidate countries in projects such as the European Week 2003 based on the Phare funding and build up a topic centre on good practice information with participation of both EU institutions and candidate countries' institutions.
 - The EFTA countries: to be fully integrated into the Agency's network activities (as observers) based on agreements between the Agency and the EEA States and the Agency and Switzerland and subject to their contributing the necessary funds.
 - The Agency's relations with DOL-OSHA in the United States will be further developed within the framework of the EU/US cooperation, especially regarding the web page for the EU/US conferences. This page will be used for information on the topics for the next conference in Greece in June 2003. The Agency will also work closely with DOL-OSHA in further developing the EU/US network-partnership to be presented at the next EU/US conference.
 - Further develop appropriate network partnership models with the global partner organisations in Canada, Australia and Japan, based on existing arrangements.
 - The global web site on OSH-information will be developed further in 2003 based on the updated arrangements with the international partners, including the ILO and WHO as well as contacts established with PAHO, ICOH, etc.
 - Other countries and OSH organisations, under the 'contact' model will have links from the Agency web site to relevant web pages and be included on the Agency's mailing list for publications, etc.

COMMUNICATING KNOWLEDGE — YOUR LINK TO SAFETY AND HEALTH AT WORK

In 2003, the Agency will focus its information and communication services on the following goals.

Implementing the revised communication strategy

- Development and implementation of an annual communications plan in accordance with the annual work programme.
- Coordination of the development of annual communication plans for each focal point outlining actions on a country basis — facilitating the sharing of good communications practice and ensuring that, as appropriate, certain information tools and messages should be localised as much as possible (subsidiarity principle).
- Ongoing promotion of key messages from previous work programmes.

- Define and implement a user feedback strategy as an integral part of the communications strategy and communication plans.

Providing OSH information on the Internet

- Maintain and update the information on the Agency's site at <http://osha.eu.int> and databases such as those developed by the topic centres and the vast amount of links to OSH-related information on web sites worldwide by:
 - maintenance to ensure site meets quality standards;
 - ensuring that the data on the system are current;
 - introducing new information to mirror current topics.
- Development and implementation of a comprehensive OSH news service as continuation of the pilot system launched in 2002.
- In support of the information project activities planned for 2003, to add further information and develop sectoral sections on the following topics:
 - dangerous substances (European Week 2003);
 - disability at work;
 - good practice in the education sector;
 - corporate social responsibility;
 - workers' safety and health, productivity and quality;
 - safe and healthy SMEs.
- Promotion of available OSH information, especially regarding good safety and health practices for enterprises.
- Continue the development of the web site as a global portal.

Improving web facilities

- Development of a database-driven portal web site (third generation) to allow better indexing of the available information, better navigation facilities, and easier development of sub-web sites for specific topics, sectors, user groups, etc.
- Implementation of a thesaurus into the Agency and network web sites for easier navigation and improvement of search engine by spider technology.
- Redesign the Agency's web site network to improve usability and access for safety and health practitioners at workplace level and to accommodate expansion of the network.
- Development of news-syndication by building and providing tools for network partners and other OSH web sites.
- Develop use of the extranet as a collaborative system between the Agency and its partners to support networking. Further development of the extranet, including extension into project management and communication training and further promotion of extranet for end-user.
- Integrating news dissemination on intranet, extranet and Internet.

Complementary communication services

- Promotion of OSH information: promotion activities will be developed during the year to communicate the results of information activities in the following areas:
 - SME programme — accident prevention;

- good practice provision;
 - fisheries (possible joint event with Greek Presidency);
 - education sector;
 - mainstreaming OSH into education;
 - construction;
 - disability at work;
 - gender dimension in safety and health at work;
 - corporate social responsibility;
 - workers' safety and health, productivity and quality.
- Corporate communications: the Agency will continue to develop its corporate communications in line with the revised communications strategy. In addition to the production of its annual report, newsletters, publications catalogue and CD-ROM, and other promotion and exhibition material, a particular focus in 2003 will be to develop further the content of the Agency's corporate web site (see above).
 - Information delivery: as part of the Agency's follow-up to the recommendations of its evaluation, it will seek to develop strategic publishing partnerships to facilitate the production of its various publications in additional languages.
 - Project reporting and promotion: dissemination and promotion activities will be adapted to the information needs of each project and the characteristics of the main target groups. They will include the production of reports and fact sheets, forum, Internet pages, CD-ROMs, etc. as well as the organisation of special promotion events and presentations at European and national levels.
 - Media relations: the Agency will continue to develop its links with the OSH media and to promote safety and health via the mainstream media through campaigns such as the European Week and via strategic cooperation with the key OSH magazines.
 - Supporting the focal point network: the Agency will develop annual communication plans and agree appropriate support to focal points as regards communication with stakeholders, media and end users. It will continue to provide core communication tools — campaign material, fact sheets (in all Community languages) to support the communication work of the national focal points.
 - Exhibitions/events: the Agency will participate in the Annual A+A Congress in Dusseldorf and the Work Congress in Rome.
 - Information requests: the Agency will in 2003 be able to handle a limited number of ad-hoc information requests within the established procedure.

Campaigning/European Week:

- The Agency will coordinate the European Week 2003, focusing on dangerous substances, in accordance with the plan agreed as part of the Agency's work programme in 2002.
- Subject to a positive evaluation of the funding exercise carried out in 2002, Community funding will be used to provide 'seed money' to focal points for stimulation of activities at Member State level ⁽¹⁾.
- A good practice award scheme will take place and the Agency will cooperate with the Greek and Italian EU Presidencies in the launch and closing event.
- The European Week 2004 on construction will be prepared for launch in early 2004.

⁽¹⁾ For co-financing (max 50 %) by focal points of projects. EUR 30 000 to A, B, DK, GR,NL, L, P, S, FIN, IRL and EUR 40 000 to D, F, I, E, UK.

Supporting policy-making and implementation

In 2003 the Agency will focus its information project activities on the following goals:

New prevention strategies and policies — need and impact

- Follow-up to inventory of OSH monitoring systems
Developing a suitable methodology for OSH monitoring within the framework of the new risk observatory.
- Workers' safety and health, productivity and quality
Promote that good safety and health is good business by focusing on the contribution of safety and health to productivity and quality at company level.

Promoting a preventive safety and health culture

- European Week 2003 (ongoing)
Preparing information material for the campaign on dangerous substances.
- European Week 2004
Preparing information material for the campaign on the construction sector.
- OSH and corporate social responsibility (CSR)
Contributing to the new Community strategy by supporting the European Commission initiative on corporate social responsibility in particular by providing good practice information on CSR and OSH at company level.
- Developing mainstreaming OSH into education
To develop and consolidate activities on mainstreaming OSH into education from the initial work carried out in 2002, focusing on practical actions.

Safety and health information for risk sectors

- Communication of information to the fisheries sector
Developing effective communication of the Agency's good practice and systems and programmes information for the fisheries sector
- Good practice information: education sector
To make available practical information on how to reduce risks to the safety and health of workers and others in the education sector.

Anticipating risks in a changing world of work

- Information system on new research findings
Continue development of information (alert) system on new research findings related to occupational safety and health, initiated in 2002.
- Good practice information: disability at work
Improvement of access to practical information on OSH issues related to disabled workers.
- Workshop on 'Including the gender dimension in OSH activities'
Follow-up Agency report on gender and OSH in the context of the Community strategy.
- Preparatory steps for a risk observatory
To prepare for the establishment of an observatory of new and emerging OSH risks.

Safe and healthy work in SMEs

- OSH information for SMEs
Effective presentation and communication of the Agency's SME-related information.
- SME funding scheme, 2003–04
Provision and dissemination of effective good practice examples that reduce safety and health risks within the frame of the SME funding scheme 2003–04 (February 2003–December 2004).

European Agency for Safety and Health at Work

Annual report 2002

Luxembourg: Office for Official Publications of the European Communities

2003 — 68 pp. — 21 x 29.7 cm

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