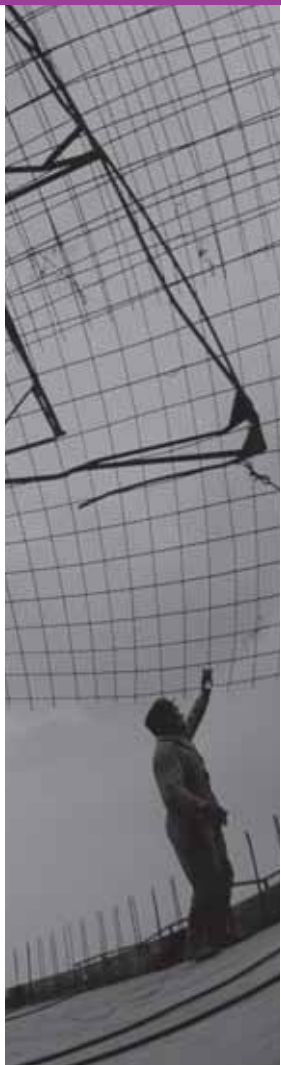


# Annual Report 2009

European Agency for Safety and Health at Work



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EU-OSHA photo competition 2009 *"What's your image of safety & health at work?"*

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*Jukka Takala, Director, and  
Bertil Remaeus, Chairperson*

**WE ARE WORKING FOR SAFER, HEALTHIER AND MORE PRODUCTIVE  
WORKPLACES IN THE EUROPEAN UNION**

# Foreword

Throughout Europe, 2009 was a year of economic crisis, with many economies struggling to emerge from recession, and with unemployment rates rising. In these difficult times, the European Agency for Safety and Health at Work (hereafter, EU-OSHA or the Agency) continued to emphasise the importance of health and safety for successful organisations.

In a global economic downturn the number of reported accidents tends to go down. Largely, though, this is just because, with very little new construction work or major investment and renovation projects, the more dangerous jobs are currently not being done, but will start again as the European economies recover.

At the same time, in a recession the more experienced employees tend to be those that organisations keep on, while they may impose a freeze on employing young workers. These more experienced workers, who are more familiar with the work environment, tend to suffer fewer accidents. But again, this increase in safety is hardly a cause for celebration.

From our point of view, the economic downturn may well mean that the strategic five-year EU target of reducing accident rates by 25 % could be reached more easily — it's not really down to real improvements. At the same time, though, most other health and safety problems that affect European workers are increasing due to the crisis. In particular, workers face the growing risk that long-term absence from work will result in them never getting back into employment: we saw this after the last major recession in the early 1990s. Those people who are still employed, meanwhile, have more to do, as they have to absorb the work previously done by workers who have been made redundant. They are under more stress, and so health problems such as work-related cardiovascular diseases and even deaths tend to go up.

In Europe, we are seeing an encouraging number of employers introducing more training, part-time work and job rotation, to try to avoid redundancies among their workforce while still reducing their wage bills — they realise that retaining their experienced staff is an investment for the next upturn.

There is a danger though that, in times of recession, businesses do not invest their time and money in health and safety — that they will abandon long-term benefits for short-term gains. This is all a question of priorities: some things — repainting factory buildings, for example —

can wait. Addressing problems that could affect the well-being of employees — that can't wait.

Looking back at 2009, the highlights for the Agency include the Healthy Workplaces Campaign on Risk Assessment, the cornerstone of health and safety management, which was brought to a close with a two-day summit in Bilbao. The Agency's two-year health and safety campaigns are now the largest of their kind in the world, covering the EFTA and pre-accession and candidate countries as well as the EU Member States, and their importance is shown by the fact that the closing summit was attended by ministers from the Swedish EU Council Presidency, from the Spanish government and from the Basque regional government.

It was particularly encouraging to hear the ministers making many of the same arguments that we have been making at the Agency — about the shocking number of workplace fatalities in Europe, but also about how serious it is that such a large proportion of European workers find themselves permanently unable to work because of work-related disabilities, such as musculoskeletal disorders (MSDs). Workplace schemes can help employees by making sure that they keep active and keep their skills up, so that eventually they are able to return to work, but government policies, strategies and action programmes need to support them.

Many members of the press also attended the summit, and many of our partner organisations made excellent contributions to the discussions concerning the importance of risk assessment and good practice in carrying it out.

For the first time, the summit was preceded by a Network Day, organised by the Agency, in which our partners throughout Europe (and especially the focal points — the national health and safety bodies in the EU Member States, which the Agency works with closely) were able to come together to share ideas and expertise. Working through our network of partner organisations is essential for us if we are to reach Europe's 220 million workers.

Something that we were able to see clearly over the course of the Risk Assessment Campaign is the need for interactive tools that small and medium-sized enterprises (SMEs) throughout Europe can access to

make the risk assessment process easier. The online tool that we have developed will be a fitting legacy of the campaign. By building on the efforts of the Dutch government and social partners developing a tool for the Netherlands, our '*Online interactive Risk Assessment tool*' (OiRA) should encourage and help many thousands of SMEs across the EU to carry out risk assessments.

We are working in partnership with social partners and relevant national bodies to develop sector-specific versions that will make the process even simpler for organisations working in particular areas. There have been proposals to exempt SMEs from the legal requirements to make a written risk assessment to reduce the administrative burden, but that would mean that employees in smaller organisations were not being given the same levels of protection as those in bigger ones. Risk assessment is an investment into workers' health and the OiRA tool offers a simple and cost-effective way for SMEs to carry out risk assessments, resulting also in a printed output at the press of a button.

Another highlight of the last year was the completion of fieldwork on the European Survey of Enterprises on New and Emerging Risks (ESENER), which provides real-time data from enterprises around Europe on what they are doing to tackle occupational risks and, specifically, the psychosocial ones.

The survey's focus is not so much on the scale of the problem of stress, violence and harassment and other psychosocial problems, as on what is currently being done, in both private and public sector workplaces, to deal with them. Our aim is to identify what works. We can then have more confidence in suggesting certain solutions to organisations across Europe. The year 2009 saw certain preliminary results being announced at the closing event of the Risk Assessment Campaign. This will be followed up in 2010 with a briefing to Members of the European Parliament in March and a full launch in June 2010.

Looking ahead to 2010, much of the Agency's work will be focused on organising the Healthy Workplaces Campaign on Safe Maintenance, which will continue into 2011. The choice of subject is appropriate for a Europe-wide campaign — maintenance jobs are well-defined. While maintenance is not a sector by itself, such jobs are found in most sectors of the economy

including the service sector. Maintenance jobs are comparable to other dangerous occupations, such as those in construction, but maintenance work must be also well-planned — often it is highly periodical — while the need for maintenance may arise unexpectedly, with pressure to carry it out quickly as normal operations are suspended.

A key task for the Agency with the Safe Maintenance Campaign will be to identify appropriate partners, and expand our network beyond the organisations who we have worked with in the past. These new partners could include maintenance companies and associations themselves, which have already expressed a great deal of interest in the campaign.

Our emphasis in the campaign will be to raise awareness of the importance of maintenance for workers' safety and health, to highlight the risks associated with maintenance and the need to carry it out safely.

Also in 2010, it will be the Agency's turn to act as chair and representative for all of the 27 EU regulatory agencies. This gives us an excellent opportunity to develop new synergies with these other organisations. By comparison to some of the other EU agencies, we are very small, and our work fits very well with the principle of subsidiarity — of being decentralised as far as possible, and working as closely as possible with

our stakeholders. The Agency's work, after all, is not about making big changes in the law at the EU level, but rather about helping to implement current legislation by getting close to the thousands of different workplaces in Europe, and making available practical advice. During the year we will have an increased level of access to people in the Commission and Parliament, and a rare opportunity to bring issues around occupational safety and health (OSH) to their attention.

Over the next year or so it is also our aim to create better mechanisms to coordinate our work with other important organisations in the health and safety field, such as the World Health Organization (WHO), and the International Labour Organization (ILO). There is more that we can do to work together better, and to share ideas. Perhaps we can initiate international mechanisms to place health and safety higher on the agenda at all levels.

We would like to thank the focal points, stakeholders and our many other partners who play such an important part in our success. We would also like to thank our staff, for the excellent work that they have carried out during the year.

*Bertil Remaesus, Chairperson,  
and Jukka Takala, Director*





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**WE BRING OCCUPATIONAL SAFETY  
AND HEALTH CLOSER TO EUROPEAN CITIZENS**



# Summary

## THE EUROPEAN RISK OBSERVATORY

In 2009, the Agency's European Risk Observatory (ERO) began its 'Foresight' project, which goes beyond looking at risks that are already apparent. With a 10-year time horizon, 'Foresight' will present policymakers with possible future scenarios, helping them take action to minimise new workplace risks. The first 'Foresight' study looks at new and emerging risks in 'green' jobs.

A report was published on chemicals — the last of the ERO's four flagship reports on emerging risks (joining others on psychosocial, physical and biological risks). The reports establish the current state of knowledge in these fast-changing areas. The chemicals report identifies particular concerns over certain types of substances and certain types of exposure. As with the other reports, it forms the starting point for further studies and discussion.

A literature review was produced on workplace exposure to nanoparticles, which are not fully understood in terms of the occupational safety and health (OSH) risks that they pose.

A report on maintenance and OSH was prepared, to support the Agency's Healthy Workplaces Campaign for 2010–11, on the subject of maintenance. The report gives the first comprehensive picture of the working conditions of maintenance workers.

As part of the Agency's ongoing 'OSH in figures' project, a report was produced on stress at work, bringing together statistics and research from across Europe.

A literature review was also initiated as part of the 'Women at work' project, looking at the OSH implications of the increasing numbers of women in the European workforce.

The year 2009 saw the completion of the fieldwork for a major Agency project, the European Survey of Enterprises on New and Emerging Risks (ESENER). The survey will provide real-time information from organisations across Europe, showing how they are dealing with OSH risks (especially psychosocial risks). That information will then contribute towards the advice on OSH issues that the Agency provides.

The 'New OSH ERA' project, which aims to coordinate OSH research in Europe, saw its first common call by participating organisations (including the Agency), on the subject of work-related stress.

A literature review on the human–machine interface, which follows on from the ERO report on emerging physical risks, emphasises the importance of

ergonomic design, while another literature review on the OSH of cleaning workers looks at the risks that they face.



The new Exploratory Survey of Occupational Exposure Limits gives an overview of the systems used in different EU Member States to set workplace exposure limits for hazardous substances, and a report on labour inspectorates' strategic planning looks at the OSH subjects that labour inspectorates see as priorities in terms of research and awareness-raising.

## WORKING ENVIRONMENT INFORMATION UNIT

The Working Environment Information Unit's forthcoming report on economic incentives to improve OSH gives an overview of the enticements (such as lower insurance premiums) used across Europe to motivate organisations to improve their OSH. Two expert workshops organised on the subject made use of the project's findings.

A number of studies were also carried out under the 'Workplace health promotion' project, which looks at employers' attempts to encourage their employees to adopt healthy lifestyles.

Two reports were produced in 2009 on integrating or 'mainstreaming' OSH into education. The first dealt with the ways that EU Member States include OSH and risk education in school curricula. The second gives examples of good practice in preventing risks to young workers.

One of the legacies of the Healthy Workplaces Campaign on Risk Assessment, which ended in 2009, was the creation of an 'Online interactive Risk Assessment tool' (OiRA) to make it easier for organisations (especially SMEs) to meet their legal obligations in this area. Besides, a comprehensive database is accessible via the website and brings together checklists, handbooks and other tools from across Europe.

The *Prevention of risk in practice* report gave examples of initiatives adopted by the winners of the Good Practice Awards for the 2008–09 Healthy Workplaces Campaign. Further reports that supported the campaign gave examples of risk assessment that have led to the elimination of risks, and focused on the need for risk assessment to take account of diversity in the workforce.

A series of case studies was finalised on the prevention of musculoskeletal disorders in agriculture, and a project was begun in 2009 to identify good practice in managing OSH risks in road transport.



## COMMUNICATION, CAMPAIGNING AND PROMOTION

The year 2009 was the second and final year of the Agency's highly successful Healthy Workplaces Campaign on Risk Assessment, which is the cornerstone of health and safety management. The Healthy Workplaces Campaign is now the biggest of its kind in the world.



Activities around the campaign included the involvement of 43 prominent European organisations as official campaign partners, the Good Practice Awards in the framework of a major OSH event organised by the Czech Presidency of the EU Council, which recognised organisations that had made outstanding contributions in promoting risk assessment in the workplace, and an evaluation of the effectiveness of campaign activities and of the campaign model.

The European Week in October 2009 was the focus of campaign events, with a wide range of conferences, seminars and training sessions being organised. The campaign closing event in November was supported by the Swedish EU Council Presidency, the Spanish government and the Basque regional government, and for the first time included a Network Day, bringing together the Agency's many partners across Europe, to share experiences.

A wide range of material has been prepared for the next Healthy Workplaces Campaign, which will run from 2010 to 2011 and focus on maintenance.

The Agency's awareness-raising activities in 2009 included a pan-European OSH opinion poll, aimed at finding out what Europeans think of their working conditions. An OSH photo competition received hundreds of entries, while for the first time the Agency also supported the Healthy Workplaces Film Award at the International Leipzig Film Festival for Documentary and Animated Film.

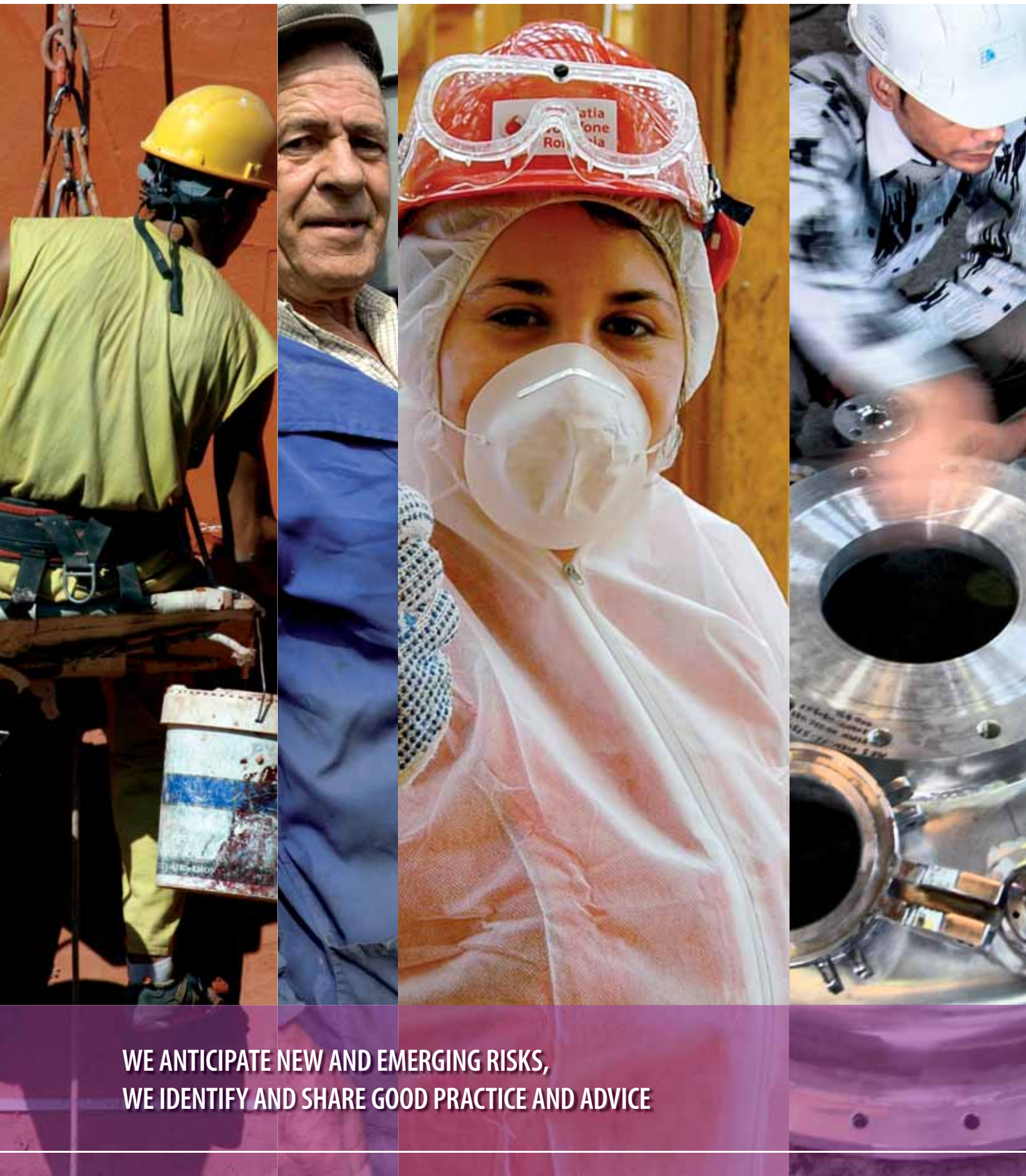
Promotional activities also included organising journalists' visits to the winning companies of the Good Practice Awards, the preparation of Agency videos, and the organisation of a number of OSH events. Media monitoring over the year shows considerable press interest in the Agency's work.

The year 2009 saw the first steps taken on a new communications partnership, which will see the Agency working with the European Commission's Enterprise and Industry Directorate-General (DG) and its Enterprise Europe Network to reach SMEs, especially, with OSH information.

Web developments in 2009 included a new Agency blog, a user survey, an exercise benchmarking the Agency website against those of similar organisations, and the third year of the Agency's Google AdWords promotional campaign. The section of the Agency website dealing with OSH legislation is now more user-friendly.

## DEVELOPING THE NETWORK

The Agency has continued its work coordinating its strategy with those of other OSH organisations. It has also been collecting data to enable it to measure the impact of its activities, and continues to strengthen its collaboration with international partners (including, for the first time, some European neighbourhood policy countries).



**WE ANTICIPATE NEW AND EMERGING RISKS,  
WE IDENTIFY AND SHARE GOOD PRACTICE AND ADVICE**

# Key activities in 2009

## Collecting and analysing information

### 1.1. THE EUROPEAN RISK OBSERVATORY

The overall aim of the European Risk Observatory (ERO) is to anticipate change, so that Europe is better equipped to prevent new and emerging risks. It involves identifying priorities for research on little-understood areas, as well as identifying the action that policymakers and researchers need to take now. The aim is to gather the best available scientific evidence on (sometimes controversial) subjects, and to stimulate policy debate around them.

#### **'Foresight' project**

With the publication of the last of its four flagship reports on new and emerging risks — dealing with chemicals (see below) — the ERO will be moving beyond the forecasting of emerging risks. The 'Foresight' project does more than just looking at risks which are already present: it aims to present decision-makers with a range of scenarios in order to stimulate debate and action about how to shape the future to avoid potential future risks.

The first 'Foresight' study will look at new and emerging risks associated with new technologies in 'green' jobs. The subject was chosen as a timely one — the economic crisis has led to the decision to invest in technology and processes that are designed to protect the environment; indeed, this is one of the few industry sectors in recent times to have significant amounts of new investment going into it.

The first two-year 'Foresight' project began at the end of 2009 with the finalisation of a call for tender. The first phase will explore the contextual factors that will shape the future over the next 10 years — such as changes in demographics, economics or policies that will be

the key drivers of change. The second stage will look at the key technological innovations in 'green' jobs by 2020. The final and crucial phase will combine these two elements, to identify policy-relevant scenarios that can help shape future decision-making.

### Emerging chemical risks

The last of the series of four flagship ERO reports dedicated to emerging risks was published in March 2009. The report on chemical risks follows others on psychosocial, physical and biological risks: together, the four reports aim to establish the state of knowledge in these key OSH areas.

It is estimated that about 74 000 work-related deaths may be linked to hazardous substances at work each year in the EU — about 10 times more than workplace accidents. The 49 experts from 21 European countries who participated in this forecast highlighted ultra-fine particles, dust and aerosol gases, for example diesel exhaust fumes and man-made mineral fibres, as major emerging concerns, and put nanoparticles at the top of the list of emerging chemical risks. Other main groups of emerging risks that the report identified were carcinogenic, mutagenic and reprotoxic substances.

The increasing use of allergenic and sensitising substances was identified as being a concern, while specific occupations where workers face particular risks include the growing waste management

industry, construction, and service activities such as cleaning or home nursing. In addition, there is a growing number of workers at risk in SMEs and sub-contracted jobs, where the management of chemical risks is generally poorer.

Last but not least, concern about multiple and combined exposures is increasing. The results of the survey, as with the previous three, are intended to form a basis for discussion among stakeholders, enabling them to set priorities for further research and actions. Therefore, the publication of the report was followed by a workshop in Brussels, which provided an opportunity for experts and the social partners, as well as policymakers from a number of European Commission directorates-general, to share knowledge in this important area.

### Workplace exposure to nanoparticles

The literature review on workplace exposure to nanoparticles, which the Agency produced in 2009, follows the publication of the above forecast of emerging chemical risks, which identified nanomaterials and ultrafine particles as a particular cause for concern.

Nanomaterials possess various new properties and their industrial use creates new opportunities, but they also present new risks and uncertainties. This review is a response to the need for better information on the possible health effects of nanomaterials, and the action that could be taken to manage the risk that they pose.

The review brings together information from different sources, including scientific literature, policy documents and legislation. It highlights the importance of classification and labelling and looks at the feasibility of setting occupational exposure limits, which are derived from toxicological data, as appropriate instruments for managing the risks resulting from exposure to nanomaterials, though these depend on the availability of studies on toxicity.

While several handling guidelines are available for nanomaterials, further work is needed to establish standards, close data gaps and reduce uncertainties. European and global collaboration is recognised as an important aspect in achieving these goals.





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### **Safe maintenance: the Healthy Workplaces Campaign 2010–11**

As part of the supporting material for the campaign, a report on maintenance and OSH will be published in 2010. The report looks at the working conditions of maintenance workers in different European countries.

For the first time, the report identifies the high proportion of accidents in European workplaces that are related to maintenance. Figures from several European countries indicate that in 2006 around 10–15 % of all fatal accidents were related to maintenance, and 15–20 % of all accidents were connected with it.

In some sectors, over half of all accidents are maintenance-related. The report shows that maintenance workers are much more likely than other employees to be exposed to a wide variety of hazards — chemical, physical, biological and psychosocial. The effects on their health can be acute or chronic, and can include occupational diseases, serious injury or death.

### **OSH in figures: Stress at work — Facts and figures**

The Agency's ongoing 'OSH in figures' project aims to provide an evidence base for the prevention of workplace accidents and disease in Europe. Since 2004, the Agency has combined statistics and other data from national and European sources to describe major OSH issues and trends, work-related health

effects or exposures, and the situation of specific groups of workers, as well as providing an OSH profile of selected sectors.

The report *OSH in figures: Stress at work — Facts and figures* looks at one of the most serious psychosocial risks faced by European workers. Stress is the second most reported occupational health problem, after musculoskeletal diseases. The report brings together statistics and findings from across Europe, to give a picture of stress among European workers.

In the EU-15, the prevalence of stress actually diminished slightly in 2000–05, though it rose in the then 12 candidate countries. In the EU-25 countries, in 2005 slightly fewer people were forced to work long hours (a working week of 48 hours or more) than in previous years, but at the same time workers were being asked to work faster and to tighter deadlines. In 2005 about 5 % of all workers in the EU-25 said that they were subject to some form of violence or harassment, and about 2 % reported experiencing unwanted sexual attention. In the EU-15, the level of reported violence increased slightly during the 1995–2005 period. There are, however, significant differences in the prevalence of violence and harassment in different European countries.



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## 'Women at work'

'Women at work' is a two-year project that the Agency is undertaking in line with the Community Strategy for Health and Safety at Work (2007–12). It aims to update existing Agency research on the OSH of women workers, and looks at the implications of the increasing employment of women in a more and more service-oriented European economy for their occupational safety and health.

As women tend to work in different jobs than men, and are underrepresented in traditional 'male jobs', the risks they are exposed to at work tend to be overlooked. The 2009 exploratory literature review includes the analysis of occupational accidents involving women, and it focuses on specific topics, including the situation of migrant women, women and informal work, combined risks, and women's access to rehabilitation and disability benefits.

The report will be complemented by an in-depth analysis of some of the case studies gathered in 2009 from the Agency's network of focal points, and an overview of employment trends and their implication for women's OSH. It will be published in 2010, followed by a seminar to discuss its implications and give further recommendations for research and prevention.



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## European Survey of Enterprises on New and Emerging Risks

The European Survey of Enterprises on New and Emerging Risks (ESENER) aims to build up a picture of the current situation in Europe's workplaces, by asking managers and workers' health and safety representatives about how they deal with health and safety risks, with a particular focus on psychosocial risks such as work-related stress, violence and harassment. The survey aims primarily to provide policymakers with internationally comparable information to help them design and implement new policies, and to help enterprises tackle risks in this important area.

The most intensive part of the survey took place in 2009, with over 36 000 interviews being carried out, covering 31 countries. This is the first time that a Europe-wide survey on this subject has been carried out at enterprise level, and it has involved the Agency working closely with governments and social partners in the development of the questionnaires. In total, 41 different versions of the ESENER questionnaires have been developed to include all the countries and languages covered by the survey. These take account not only of the languages spoken in each country, but also of differences in work-related practices such as worker representation.

In asking questions directly to managers and workers about the way that OSH is managed, ESENER aims to identify important success factors and to highlight the principal obstacles to effective prevention. The survey investigates: what enterprises do in practice to manage health and safety; what their main reasons for taking action are; and what support they need.

The involvement of workers is a further aspect of the management of safety and health at work that is described by ESENER. With a separate interview directed at health and safety representatives, the results paint a comprehensive picture of the nature and extent of worker involvement in OSH management.

It is one of the Agency's most important initiatives to date, and is expected to provide valuable information for use over several years. Researchers will play a key role in making use of ESENER. The data from the interviews will be available to them free of charge,



and calls for tender for secondary analyses were already published in 2009.

The Agency will use the results of ESENER to focus its campaigns more effectively on the key issues for enterprises. It will also be a useful way of benchmarking enterprises' awareness of the Agency's activities, to help evaluate its work in communicating and promoting what it does.



Preliminary results of the survey were announced at the closing event of the Agency's Healthy Workplaces Campaign on Risk Assessment, in November 2009. The results provide an insight into the numbers of organisations of various sizes that carry out risk assessments. The survey shows that, despite the legal obligation to carry them out regularly, between 10 and 15 % of enterprises with between 10 and 50 employees still do not carry out a risk assessment, or even a more informal 'workplace check'. The survey also indicates that the smaller the organisation, the more likely it is to outsource risk assessment.

The preliminary results of ESENER will be presented in March 2010 at a briefing at the European Parliament, with the full launch taking place mid-2010.

### **'New OSH ERA'**

The Agency is a participant in this ERA-NET consortium in order to foster coordination of OSH research. The project's full title provides a good summary of its objectives: 'New and emerging risks in occupational safety and health — Anticipating and dealing with change in the workplace through coordination of OSH risk research'. The consortium aims at doing this by rationalising and pooling resources, and by encouraging organisations to liaise with each other over their respective programmes.

The year 2009 saw the first common call being issued by the participating institutes, on the subject of work-related stress. Two workshops in Budapest were

organised, to compare evaluation procedures and to clarify call management procedures. A computer-based application system (EPSS) was set up, making the application procedure straightforward and equally accessible to all members of European research consortia. Fifteen applications were submitted, and at the beginning of the year 2010, the first projects funded by the 'New OSH ERA' institutes will begin.

### **The human-machine interface as an emerging risk**

The literature review on the human-machine interface follows up the findings from the Agency's expert forecast on physical risks, which identified as an area of concern poor ergonomic design in the workplace, with the interaction between employees and new technologies and work processes leading to increased mental and emotional strain. The review aims to raise awareness of the importance of proper design of equipment and work stations as a vital factor for ensuring workers' OSH.



### **The occupational safety and health of cleaning workers**

In October 2009 the Agency published a literature review that provides an overview of the most important issues related to the health and safety of cleaning workers. The review focused on research data — looking at labour markets, workplace characteristics and risks, and prevalence of exposures and health outcomes. Finding data in this area is difficult — cleaning includes a broad range of activities performed in different work environments across all sectors and it is therefore difficult to put monitoring systems in place. In addition, a significant part of the cleaning workforce is undeclared,



especially in private households, which also complicates data collection. Nevertheless, studies suggest a higher prevalence of health problems in cleaning workers than in other occupational groups, with MSDs, respiratory diseases including asthma, skin diseases and mental ill-health the most common work-related health effects. This is the first study of its kind to have been carried out at EU level, trying to bring together data from the different Member States. The review was followed up with a workshop in December 2009.

### **Exploratory Survey of Occupational Exposure Limits**

The report *Exploratory Survey of Occupational Exposure Limits (OELs) for Carcinogens, Mutagens and Reprotoxic Substances (CMRs) at EU Member States level* is based on a one-off survey carried out by the Agency, at the request of the European Commission. It provides a general overview of the systems that are used in 21 Member States for setting occupational exposure limits (OELs) for carcinogenic, mutagenic and reprotoxic substances and an overview of the OELs. The intention is that this information will feed into discussions on workplace legislation at the EU level.

### **Labour inspectorates' strategic planning**

The report *Labour inspectorates' strategic planning on safety and health at work* presents an overview of the principal OSH-related priorities established by national labour inspectorates, and provides information on how these priorities are set. The information was provided by the Agency's network of national focal points in response to a questionnaire survey.

Labour inspectorates play an important role in promoting safety and health at work, and are increasingly focusing their attention on the anticipation, definition and prevention of emerging risks. They vary a great deal, however, in the subject areas that they see as priorities in terms of research and awareness-raising. The plan is for the review to be updated regularly.

## **1.2. WORKING ENVIRONMENT INFORMATION UNIT**

The objective of the Working Environment Information Unit is to promote Member State cooperation on information collection and research, and the sharing of knowledge on good practice at the workplace level.

### **Economic incentives**

The Agency's *Economic incentives to improve occupational safety and health: A review from the European perspective* provides an up-to-date view of the various enticements that countries in Europe offer to encourage good OSH performance, including lower accident insurance premiums or tax rates, better banking terms such as lower interest rates, and state subsidies. There is growing interest in such economic incentives as ways of motivating organisations to invest in OSH, alongside regulatory enforcement.

The Agency's work around economic incentives is due to the fact that there is a need for quality-assured information for organisations in this area — many governments and insurers would like to put in place better incentive schemes, but they need more information on how to do it, and which models have proved effective.

The *Economic incentives* report is due for publication in 2010 and includes a literature review on economic incentives, an overview of the way that incentives are applied, and a collection of case studies giving details of the successful implementation of such incentives in various European countries and across a wide range of economic sectors. The focus is on incentives that come from outside the organisation, provided by governments or other external organisations such as insurers. The report provides a wealth of information that will be of value especially to those governments that are looking to set up a framework in which

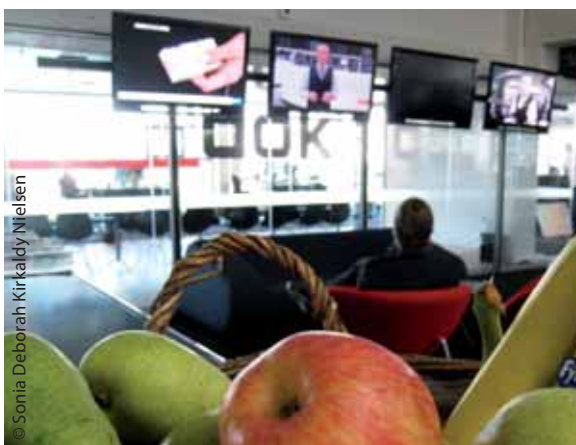


economic incentives can operate. It also contains information on good practice and guidance to insurers and other organisations, to help in the development and provision of economic incentive schemes in OSH.

Two expert workshops were held in 2009, in February and November, bringing together a number of economic incentives' experts, with the aim of exchanging knowledge between the Member States, and developing guidelines for the promotion of economic incentives at a national level. The workshops saw the development of an action plan for the exchange of experience. They show that experts are already taking on ideas from the report, pre-publication: this positive effect will grow if insurance companies start applying principles from the report. These companies have a huge multiplier effect, influencing the health and safety of millions of workers by rewarding good practice.

### Workplace health promotion

An individual's state of health can have a tremendous impact on their work. Companies are affected by disease through workers' absenteeism or reduced productivity, irrespective of the cause. Common illnesses place a major sickness burden on European workers, companies, economies and social security systems: data show that in the EU-27 nearly a quarter



of all workers (23 %) were absent due to health problems in the past year, and on average health-related absence lasted 4.6 days.

Mental ill-health, cardiovascular diseases, cancer and injuries are the major causes of absence. However, these conditions could, to a great extent, be prevented if more of us adopted healthy lifestyles, eating a balanced diet and taking regular exercise, as well as avoiding the use of tobacco, alcohol and drugs, and abandoning risk-taking behaviours.

Workplace health promotion (WHP) encompasses everything done by employers, their employees and society to improve the health and well-being of people at work. It includes enabling employees to work flexibly, offering healthy canteen food, providing sports classes, offering courses on dealing with stress, and helping people to give up smoking. WHP means more than simply meeting the legal requirements on health and safety; it means employers actively helping their staff improve their own general health and well-being. Research indicates that every euro invested in WHP leads to a return on investment (ROI) of between EUR 2.5 and 4.8 due to reduced absenteeism costs.

WHP information published by the Agency during 2009 includes studies on the effect of health promotion in the transport sector and studies on the effect of mental health promotion in the healthcare sector as well as collections of case studies on mental health promotion and WHP among young workers. In addition, factsheets on workplace health promotion for employers and employees were prepared.

### Mainstreaming OSH into education

Two reports were published in 2009, with accompanying factsheets, on the subject of integrating or 'mainstreaming' OSH into education.

The report *OSH in the school curriculum — Member State activities* looks at how the Member States have been including OSH and risk education in their national curricula. OSH is generally not treated as a stand-alone subject; instead opportunities are being taken to incorporate it into the learning objectives

of other relevant subjects in school curricula, such as science, physical education, health education and citizenship. Some initiatives are supporting risk education in schools while at the same time providing support to schools to improve safety in school buildings.

Pupils may be actively involved in school safety issues, for example through the designation of pupil safety representatives — which is a legal requirement in some Member States — and pupil participation in hazard spotting in schools. The aim of this first true comprehensive review of the subject is to provide policymakers and individual education authorities with concrete examples, showing how risk education can be made sustainable by embedding it in school curricula.

While there are some excellent resources available for teachers in mainstreaming OSH, much less attention has been paid to the preparation of teachers themselves. Teachers need training in how to deliver risk education, if they are to be confident. The Agency has therefore been involved in collecting case studies of teacher training in OSH, to be published in 2010–11.

The second report that the Agency published on the subject of mainstreaming, *Preventing risks to young workers: Policy, programmes and workplace practices*, gives examples of good practice in preventing risks to young workers. Education in this context is largely a matter of training and mentoring young workers. Young people are more at risk of harm from work — they lack experience and maturity, awareness of risks, and skills and training; they may be unaware of their rights and employers' duties regarding health and safety, and they may be reluctant to speak out about problems.

The report presents examples of successful action to prevent risks to young workers. Many of the cases involve training and mentoring initiatives. The commitment to the project of other staff in the workplace is seen as vital, as well as cooperation with stakeholders such as educational institutions, labour inspectorates and labour unions. Case studies from the workplace also indicate a potential payback on investment in young workers: OSH training not only develops the young workers themselves but

may also enhance the perception of OSH risks among the entire workforce.

### **Risk assessment: the Healthy Workplaces Campaign 2008–09**

#### ***Risk assessment tools***

One of the most important legacies of the Healthy Workplaces Campaign on Risk Assessment 2008–09 is the creation of an online tool, which makes risk assessment easier for organisations across Europe.

Building on a successful Dutch initiative, the Agency is now developing a free, web-based interactive risk assessment tool that can help micro- and small enterprises, especially, to follow the process of assessing risks, and (if possible) eliminating them, or (if not) managing them safely. The focus now shifts to testing and roll-out of the tool and diffusing it across sectors and Member States (see communication).

As well as the '*Online interactive Risk Assessment tool*' (OiRA) in 2009 the Agency developed a number of other products to help make the risk assessment process easier, especially for smaller organisations. A new risk assessment tools database brings together checklists, guidance documents, handbooks, brochures, questionnaires and interactive tools from across Europe, and makes them freely available. The database is regularly updated, and 2010 will see additions continuing to be made to it. Risk assessment tools can be searched for in various ways, including by the topic covered and by sector.

#### ***Reports on risk assessment***

The report *Prevention of risk in practice: Good practice related to risk assessment* collected the examples awarded and commended in the Good Practice Awards of the 2008–09 campaign, and identified effective approaches to risk assessment in workplaces across Europe.

The report *Assessment, elimination and substantial reduction of occupational risks* features cases from a variety of workplaces that demonstrate how a risk assessment process has led to a risk being identified and successfully eliminated or substantially reduced.

The report *Workforce diversity and risk assessment: Ensuring everyone is covered*, meanwhile, highlights the need to carry out inclusive risk assessment to take into account the diversity of the workforce when assessing and managing risks. It provides interesting examples of prevention of risks for vulnerable workers, such as migrant workers, disabled workers, young and old workers, women and temporary workers.

## Agriculture

In 2009, the Agency finalised a series of case studies on the prevention of musculoskeletal disorders (MSDs) in the agriculture sector.

Agriculture is one of the areas where MSDs are most common. More than half (51 %) of all agricultural workers complain of back pain, and the same proportion suffer from muscular pain. The majority of employees say that their work involves repetitive hand and arm movements, tiring or painful positions, or the carrying or moving of heavy loads. The examples of good practice collected as part of this project will provide practical information on interventions to prevent MSDs in agriculture. The examples that were collected in 2009 will be added to the Agency's case studies database.



## Road transport

In 2009 the Agency worked to identify examples of good practice in road transport, and especially in passenger transport and road haulage/freight. The project involved building links with road safety organisations, including the European Transport Safety Council. It focused not just on accidents, but on loading and unloading, slips and trips, vibration, back injuries and lifestyle health promotion, looking at ways of reaching the approximately six million transport workers in Europe.

Road transport is one of the sectors identified in the Community Strategy for Health and Safety at Work (2007–12) as being particularly dangerous. For example, transport workers report particularly high levels of physical violence (and threats of physical violence) and bullying/harassment. They have a much higher accident rate than average (almost five-fold for fatal accidents, and 1.7 times higher for serious accidents).

## Legislation

The Community Strategy aims to support SMEs in the implementation of the legislation in force. To help achieve that aim, the Agency continued its ongoing work to improve the overall user-friendliness of the legislation section of its website by putting a new structure for the directive section in place. Moreover, new abstracts of the directives were drafted and links to the full text of the latest versions of directives in all languages were added, as well as links to the national laws implementing the EU directives.



# Communication, campaigning and promotion

Two principal objectives underpin the Agency's communication strategy. First, it aims at strengthening the Agency's role as the European reference point for information on OSH issues. Second, it focuses on ensuring that the Agency and its network are in a position to deliver timely information to the people that need it, taking into account existing infrastructure and its limitations at European and national levels.

## HEALTHY WORKPLACES CAMPAIGN ON RISK ASSESSMENT 2008–09

A major part of the Agency's communications work in 2009 focused on promoting the second year of the highly successful Healthy Workplaces Campaign on Risk Assessment. The campaign has helped to raise awareness of risk assessment as the cornerstone of good health and safety management in the workplace, as well as identifying good practice in carrying it out. Thorough, regular assessment of workplace risks, the campaign has made clear, is something that organisations of all sizes can carry out simply and efficiently. Indeed, good occupational safety management should be seen as an investment, not a cost — it pays dividends in terms of increased productivity, and so makes sound business sense.

The campaign, which is now the largest of its kind in the world, saw record levels of involvement across all the EU Member States and



*The European Commission's Berlaymont building in Brussels*

beyond — hundreds of events were organised around the theme of risk assessment and its importance; over two million information sheets, DVDs and other pieces of campaign material were distributed across the EU, supported by a multilingual campaign website (<http://hw.osha.europa.eu>).

### **European campaign assistance package and evaluation**

The Agency, together with all focal points, organised the following European Campaign Assistance Package (ECAP) supported campaign activities at national level: 101 national partnership and stakeholder meetings, 14 media events (press conferences, journalist/expert round tables), three radio call-ins, 21 national news releases and 20 professional articles.

As part of the Agency's ongoing efforts to measure the effectiveness of its work, an evaluation of the Healthy Workplaces Campaign on Risk Assessment is being carried out by the Centre for Strategy and Evaluation Services (CSES). The aim of this evaluation is to assess the effectiveness and impact of the campaign activities at national and EU levels, to assess the appropriateness of the ECAP management model and to provide conclusions and recommendations to help develop and optimise future European campaigns.

Overall, the 2008–09 Healthy Workplaces Campaign was one of the most successful campaigns, with a considerable amount of evidence pointing to raised awareness of the importance of risk assessment (and ways of doing this) and other positive outcomes.

The two-year campaigning period, ECAP and the associated campaign support delivery mechanisms, the strengthening of partnership working (especially at the European level) and the introduction of new campaigning tools, were all features of the Healthy Workplaces Campaign that made an important contribution to its success. The theme of risk assessment was also well-suited to ensuring a broad and inclusive approach to the campaign.

Looking ahead, the evaluation suggests that, with some further refinement, the current campaign model provides a strong basis on which to build in future campaigns.

### *Campaign activities at national level*



*Poland*



*Belgium*



*Cyprus*

### **European official campaign partners**

For the first time, 43 prominent European organisations got involved in the campaign as official partners. The participating organisations are European employers' and workers' federations, multinational companies from various industry sectors, research organisations, non-profit organisations and NGOs. These official partners



organised events on risk assessment and disseminated campaign messages and material, for example by producing workplace safety and health videos, photo competitions and training sessions with clients, partners and contractors. The high level of participation in the campaign over the past months reflects the importance of risk assessment for healthy workplaces.

The last two waves of partners received their partners' certificates on two different occasions, firstly in March during a specific event with the Commissioner in Brussels to thank the partners for their support and to give them the possibility of networking and sharing their experiences. The last wave received their certificates in Bilbao at the campaign closing event in the presence of the Swedish Minister for Employment and Social Affairs, representing the Swedish Presidency of the EU Council and the Spanish Minister for Employment and Immigration.



*European campaign partners at the closing event*

### **Good Practice Awards ceremony**

In April, presentations were made to the winners of the campaign's Good Practice Awards, in the framework of a major OSH event organised by the Czech Presidency of the EU Council. The awards recognise companies and organisations that have made outstanding contributions in promoting risk assessment in the workplace. Eight companies and organisations (out of the hundreds who entered) were honoured for their work in promoting good safety and health practices in workplace risk assessment: a booklet published in 2009 showcases the good practice initiatives that they implemented. These companies and organisations had



*European Good Practice Award winners, 2009*

been visited in advance to produce short videos to present and promote their examples at the ceremony and on future occasions.

### **European Week for Safety and Health at Work**

Campaign events were focused particularly around the European Week for Safety and Health at Work 2009 in October (calendar week 43), which saw hundreds of conferences and exhibitions, training sessions and other activities, many of them organised by the Agency's focal points, taking place all over Europe. The European Weeks are annual series of events that take place in all EU Member States, promoting improved safety and health in the workplace.

### **Closing of the Risk Assessment Campaign**

The Healthy Workplaces Campaign on Risk Assessment 2008–09, the biggest OSH campaign in the world, ended with a European Summit on Risk Assessment and SMEs. The event took place in Bilbao, Spain, on 17 November 2009 and attracted over 500 participants. EU policymakers, social partners and leading safety and health experts came together to discuss the issues raised by the campaign, and the event gained considerable media attention.

For the first time, the event was preceded by a Network Day which brought together more than 250 people in 10 diverse networks to discuss common themes, exchange ideas and share information.

The message of the closing event was that, with over 450 Europeans dying every day from work-related causes, and with 6 % of European GDP being lost because of work accidents and ill-health, workplace

health and safety cannot be seen as a luxury that can be dispensed with in these times of economic crisis.

The high-level support that the campaign has received was made clear with the presence of Sven Otto Littorin, Swedish Minister for Employment (representing the Swedish Presidency of the EU Council), Celestino Corbacho, Spanish Minister for Employment and Immigration, Gemma Zabaleta, Minister for Employment in the Basque Government, and Armindo Silva, Acting Director of Social Dialogue in the Employment, Social Affairs and Equal Opportunities DG of the European Commission.



*S. O. Littorin, C. Corbacho, J. Takala, G. Zabaleta and NAPO*

The event provided an opportunity to hear presentations from OSH specialists, researchers and workers' and employers' representatives, on the challenges involved in integrating risk assessment into the day-to-day business of Europe's SMEs. Presentations focused in particular on risk assessments in micro-businesses, on the challenges of chemical risk assessment in small companies, especially in the light of the 'Registration, evaluation, authorisation and restriction of chemicals' regulation (REACH), and on ways of promoting psychosocial risk assessments in smaller organisations.

Summit attendees also heard about the lessons and successes of the Healthy Workplaces Campaign. The campaign has helped to raise awareness of risk assessment as a vital component of good health and safety management in the workplace, as well as identify good practice in carrying it out.

As one of the smaller European agencies, EU-OSHA has relied more than ever in this campaign on the active involvement of the network of employer and



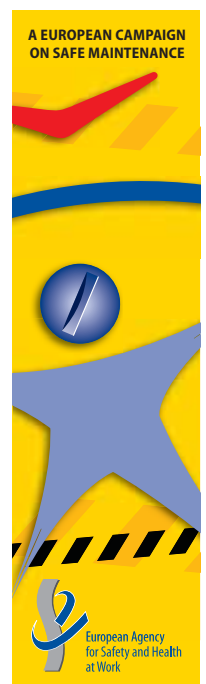
*Exhibition hall in the Euskalduna Conference Centre*

worker groups, health and safety institutions, and professional organisations with which it works throughout Europe including the Senior Labour Inspectors Committee (SLIC), which continues with its own spin-off campaign on chemical risk assessment and prevention in SMEs.

## HEALTHY WORKPLACES CAMPAIGN ON SAFE MAINTENANCE 2010–11

With the end of the Risk Assessment Campaign, attention now shifts to the next Healthy Workplaces Campaign, which aims to raise awareness of the importance of maintenance for safe and healthy workplaces, and the need to protect workers that carry it out. The campaign will take place between 2010 and 2011, and will be officially launched on 28 April 2010, the World Day for Safety and Health at Work. It is coordinated by the Agency and its partners in the 27 EU Member States and supports activities at national and European levels that promote safe maintenance. The Agency's focal points have already invited nominations for the European Good Practice Awards for 2010–11, which will recognise companies or organisations that have found innovative ways to support safe maintenance.

A wide range of different material was prepared during 2009, publicising the campaign and providing individuals and organisations with useful information. Much of this material, which includes a campaign guide, factsheets, PowerPoint presentations, posters and leaflets, case studies of good practice, and a cartoon video featuring the



popular animated character NAPO, is available to download from the Healthy Workplaces Campaign website (<http://hw.osha.europa.eu>). The material is available in all of the 22 official EU languages, and is free for organisations to use and distribute among their stakeholders and partners.

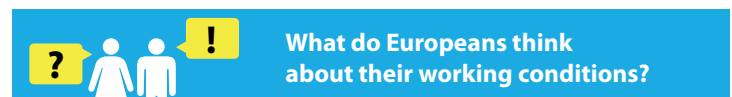
## AWARENESS-RAISING ACTIVITIES

### OSH opinion poll: What do Europeans think about their working conditions?

The Agency carried out a pan-European opinion poll on OSH, aiming to find out what Europeans think about their working conditions. The poll provides current and reliable data on people's perception of their working environment, such as the deciding factors when looking for a new job, the impact of the economic crisis on working conditions, and information levels regarding OSH risks. The Member States' outcomes can be accessed on the Agency website in the corresponding language, or in English for the EU-27 results.

According to the findings, there is widespread concern among European citizens that the current economic crisis could adversely affect health and

safety at work, putting at risk the improvements that they report having seen over the last five years. In fact, 6 out of 10 Europeans expect the global economic downturn to deteriorate working conditions, especially regarding health and safety. And a significant majority of respondents (75 %) across Member States believe that ill-health is caused at least to some extent by the job that people have. Many Europeans also feel well-informed about OSH and consider it an important factor when choosing a new job.



### Photo competition

The Europe-wide photography competition that the Agency organised in 2009 under the slogan 'What's your image of safety and health at work?' was won by Christopher Azzopardi from Malta, for his photograph entitled 'Beekeeper'. Prizes were awarded during the closing event of the Healthy Workplaces Campaign and a photo exhibition with the 12 best pictures was shown at the summit venue.



First prize: Beekeeper — Christopher Azzopardi, Malta



*Second prize: Welder — Eric Despujols, France*



*Third prize: Hard and complicated life — Rodrigo Cabrita, Portugal*

Photographers were asked to give their interpretation of 'an image of health and safety at work': over 1 600 entries were received from 800 participants, and the competition website received 95 000 visitors. The competition was open to professional and amateur photographers alike, and enabled the Agency to reach new audiences with messages about the importance of OSH.

The pictures were selected by a professional jury made up of international photographers and an expert in OSH: Mertxe Alarcón, Clemente Bernad, Miguel Ángel Gaüeca, Ambroise Tézenas and Peter Rimmer.

Looking beyond the Healthy Workplaces Campaign, these photographs are a legacy for years to come: they embody both the challenges and the benefits of better working conditions in the Europe that we are building together.



*Winners of the European photo competition*

### Healthy Workplaces Film Award

For the first time, in 2009 the Agency supported the Healthy Workplaces Film Award for the best documentary on work-related topics at the International Leipzig Festival for Documentary and Animated Film. The winner was a film entitled *A Blooming Business*, by Dutch Director Ton Van Zantvoort, which shows the hazardous working conditions in a globalised flower industry.

Again, supporting the award is an efficient way of raising awareness of OSH among new audiences, and it is hoped that it will become an annual event. The 10 award entries were all films that explored the physical and psychosocial outcomes of economic transition and what happens to those people who are not able to keep pace with the working world. They looked at job loss, migrant workers, poverty, outsourcing, modern slavery and how workers' rights can be affected.

Within the official programme of the festival, the Agency organised a media event to bring OSH closer to journalists, film-makers and other industry professionals. The event also provided an opportunity



*Festival Director C. Danielsen, EU-OSHA Director J. Takala, jury members R. Diskin, U. Schröder and V. Aubert-Jacquín*

to talk to the Agency's Director and to know more about the Healthy Workplaces Campaign and other projects.

## PRESS OFFICE AND PROMOTION

### Visits by journalists

Among the activities which the Agency organised in 2009 were a series of trips by journalists to visit the companies that won the Agency's Good Practice Awards in the current Risk Assessment Campaign and in previous campaigns — 18 of these visits, in 15 Member States, took place.



*Journalists' excursion in Austria*

### Audiovisual material

A series of short videos was also developed, illustrating specific issues in risk assessment in particular sectors (including hotels, restaurants and catering, construction and cleaning).

An interview was recorded with Agency Director Jukka Takala and made available to journalists, based on frequently asked questions by journalists. Articles highlighting the Agency's work have been written for a number of magazines.

A corporate video teaser was produced, featuring an introduction to the Agency, which was afterwards used as the basis for a longer video summarising images from the Healthy Workplaces Campaign; it was broadcast at the closing event in Bilbao in the exhibition area.

Additional tailored media actions were implemented to promote the chemical risks information project by the European Risk Observatory, the Horeca report and related information by the Working Environment Information Unit (WEIU) and the cleaning workers

information project (involving both ERO and WEIU products).

### Events

In 2009, the Agency actively promoted its presence and the participation of its staff in external OSH events, providing the necessary media support thorough press conferences and producing press releases adapted for use in the local media.

Apart from campaign events, other events that the Agency was involved in 2009 include:

- >> USE2009 conference (Elsinore, Denmark), which focused on the challenges that small enterprises are faced with in keeping employees safe;
- >> 'Working safely in the hotels, restaurants and catering sector (Horeca)' conference (Cyprus); representatives from the European Commission and the Agency, the Cypriot Minister for Labour, social partners and local experts came together to discuss issues identified in a recent Agency report, *Protecting workers in hotels, restaurants and catering*, which describes the unfavourable working conditions often found in this sector, and showcases examples of good practice;
- >> 'Economic crisis and safety and health at work' conference (Düsseldorf, Germany), which looked at the implications for OSH of the global financial crisis and other changes;
- >> 'Health and safety coordination in the construction industry' conference (Barcelona, Spain);
- >> Frankfurt Book Fair.

Finally, the Agency produced an events strategy, aiming to better coordinate its participation in events throughout the year, which will be piloted in 2010.

### Public affairs and cooperation with EU Council Presidencies

The Good Practice Awards ceremony of the Healthy Workplace Campaign 2008–09, which took place on 27 April in Prague, was a joint event of EU-OSHA and the Czech EU Council Presidency.

Apart from the ceremony itself, other important topics were discussed within the framework of the conference on 'Safety and health at work in Europe in the 21st century', at which Commissioner Vladimír

Špidla and the Czech Minister for Labour and Social Affairs, Mr Petr Nečas, were present.

EU-OSHA Director Jukka Takala made a presentation about the 'Effectiveness of economic incentives to improve OSH — "Soft law" initiatives and non-regulatory instruments (such as economic incentives)'.

In addition, Dr Takala spoke at a high-level conference in Sweden in October, on labour market inclusion under the Swedish Presidency of the EU Council. In an Agency-organised workshop, Dr Takala explored the link between OSH, productivity, business competitiveness and reintegration management, as a key contributor to labour market inclusion. The conference focused on finding the best ways to fight the exclusion of vulnerable workers, such as migrant workers, disabled workers, young and old workers, women and temporary workers, and to make it possible for them to stay in work despite the worldwide economic crisis. Among the participants were policymakers, experts, scientists and representatives from trade unions and employer organisations from all over Europe.

### Media monitoring

Media monitoring for 2009 shows that the Agency featured in 2 300 press clippings across the EU. The EU poll was EU-OSHA's promotion action which generated the highest number of press clippings, amounting to 547 in the EU, followed by the Risk Assessment Campaign with 486 clippings. More than 225 clippings were identified in the EU for the photo competition and more than 100 press cuttings were collected regarding the film award. See Annex 8 for a detailed overview.

## COMMUNICATION PARTNERSHIPS: AGREEMENT WITH THE ENTERPRISE AND INDUSTRY DG

The new communication partnership which the Agency has agreed with the Enterprise Europe Network (EEN) of the Commission's Enterprise and Industry DG reflects the Agency's new campaigning model, which puts greater emphasis on working with partners to get OSH messages across. The EEN has more than 570 partner organisations in 45 countries and has provided services to three million SMEs since 2007. A new partnership working group was set up in 2009, involving the focal points and the Directorate-General of the European

Commission, as well as the Executive Agency for Competitiveness and Innovation (EACI) and the EEN. The group explored the possibility of organising joint activities, which will help the Agency disseminate OSH information more effectively, especially to SMEs. The year 2009 also saw a survey being carried out of EEN members, to gauge the level of interest among SMEs in receiving OSH information. Over 90 % of respondents were in favour of the idea.

## ONLINE INTERACTIVE RISK ASSESSMENT — A NEW DIFFUSION MODEL

The diffusion strategy for the Agency's new 'Online interactive Risk Assessment tool' (OiRA) aims at harnessing the power of social partnership to improve OSH in micro- and small enterprises.

As reported earlier in this report, the tool itself is a web-based interactive risk assessment tool that can help organisations to put in place a risk assessment process.

Technically speaking, the tool can be described as state of the art. However, of itself it remains just a tool. Its real potential to make a significant contribution to improving OSH in Europe's workplaces lies as much in its development and diffusion model as in its technical characteristics.

The tool is designed to be developed and 'owned' by the sectoral social partners at EU and national levels. In terms of the content of the tool, social partner collaboration ensures that the tool responds to the real needs of small organisations in a particular sector. Social partner 'ownership' of the tool is also crucial in encouraging widespread take-up and use of the tool at enterprise level. While other incentives can be introduced into the diffusion model, it is this 'peer to peer' communication that is central to bridging the gap between distant public authorities (whether at EU or national level) and Europe's 25 million SMEs and encouraging its use.

After the technical development of the tool in 2009, in 2010 the Agency will pilot the development and diffusion model at both EU level (working with the sectoral social dialogue committees) and at Member State level (with several Member States) as part of the testing of the tool and the development of appropriate support and guidance services.

## WEB DEVELOPMENTS

New sections have been added to the Agency website on the health and safety of cleaning workers, as well as a 'practical solutions' section offering useful links, risk assessment tools and case studies.

In 2009 the Agency developed a number of policies to improve management of the website, including those on the quality of website information, on training content editors and on the way that the site is structured.

Promotion of the website has involved search engine optimisation and targeted awareness-raising campaigns, including the use of Google AdWords.

A new tracking software that the Agency is introducing on its website will make it possible to analyse in even greater detail the behaviour of visitors once they reach the website.

### Agency blog

The Agency has started to blog — a new way to exchange information with its online audience about OSH issues. The Agency plans to use the blog and other social media as a more direct communication tool to ensure that its work is relevant to the information needs of the website users.

### User survey

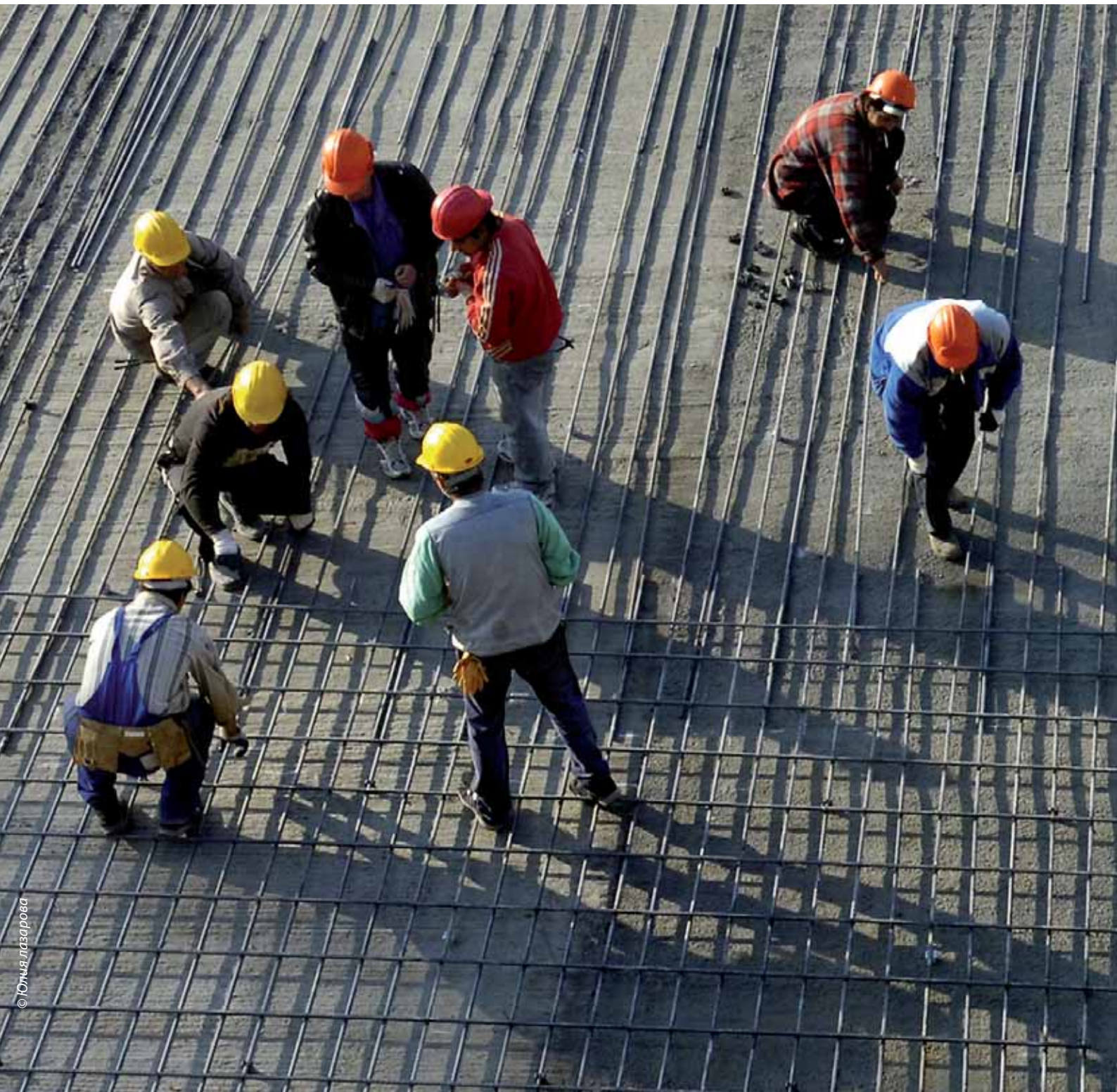
A web user survey was carried out (as it is every other year), with 5 000 online responses received from all over the EU. The responses provide detailed information on the industry sectors that site users work in, the types of organisation that they work for, and which sections of the site they find most useful. The overall level of satisfaction among respondents was 3.57 out of 5, which compares favourably with other websites.

## Benchmarking

A website benchmarking exercise was also carried out, comparing the Agency site with 11 comparable ones (including those of the World Health Organization, and the Health and Safety Executive in the UK). Sites were assessed against 16 different criteria, including usability, functionality and accessibility, and the Agency site was found to have progressed in each area since 2007, being rated as third best overall among the 12. Please consult Annex 8 for more comprehensive web statistics.

## PUBLISHING

In 2009 the Agency continued with its programme of publishing, helping to bring in-depth and topical OSH information to a wide range of audiences across Europe. Twelve new Agency reports and five literature reviews were published during the year, as well as five factsheets in 22 languages and materials for the Safe Maintenance Campaign. See Annex 9 for a detailed overview of all publications.



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**THE MORE PARTNERSHIPS WE BUILD  
THE STRONGER WE ARE**



# Developing the network

The Agency aims to have an effective and efficient network structure to support it in achieving its mission. Networks that the Agency works with particularly closely involve the focal points in the 27 EU Member States, the four EFTA countries and the countries involved in the pre-accession programmes, the European network partners and a number of international partners.

## STRATEGIES AND PLANNING

### OSH strategies

The Agency has been involved in ongoing work on the development of OSH strategies, liaising in particular with the World Health Organization and the International Labour Organization, to ensure that the OSH strategies of these different bodies (including the Agency's own 2009–13 strategy) are compatible with each other. In 2009 the Agency also supported a conference on the development of OSH strategies in Dresden, Germany.

### Impact assessment

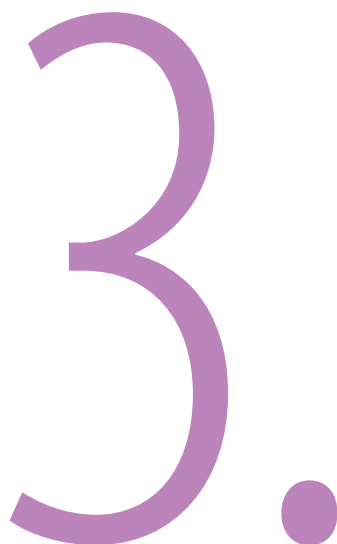
Over the course of the year, the Agency produced data that allow it better to measure the impact it has had. These data are produced against an agreed set of indicators which parallel the Agency's strategy for 2009–13 — it gives an idea of the number of people who have been affected by the Agency's activities, and how useful they have found what the Agency has provided. The data are included in the Agency's annual activity report for 2009.

## EU AND MEMBER STATE NETWORKING

### EU networking

The Brussels Liaison Office continues to act as a one-stop shop for relations between the Agency and its key institutional, political and social partners at EU level.

For all of the events demanding EU representation organised by the Agency in both Brussels and Bilbao, the coordination and contact point lay in the Brussels office, with tasks ranging from determining key messages to organising preparatory meetings and agreeing schedules. The proximity of the office to the EU institutions facilitates close contacts and furthers networking. This was particularly important for



the events involving the Agency's EU campaign partners, many of whom have Brussels-based headquarters and who were new to the work of the Agency.

Links with the Employment, Social Affairs and Equal Opportunities DG, the Agency's parent DG, continued to deepen with colleagues in Brussels and Luxembourg. The Brussels office provided support to the Advisory Committee on Safety and Health at Work and there was collaboration on a wide number of topics such as the preparation of a mid-term review of the Community health and safety strategy and the Commission's work on promoting relations with the United States of America.

The election of a new European Parliament in June 2009 transformed the political landscape. More than half of the MEPs elected were newcomers, requiring a steady introductory and awareness-raising phase which is still ongoing. Several presentations were made to the various working committees of the European Parliament and a programme of collaboration for 2010 was agreed by the end of 2009.

Outside of the stream of events, the Brussels office deals with a constant flow of enquiries and requests for information and participation from the public and

the press. In providing this information, the Brussels office reinforces the work of the different units and the different projects in the head office in Bilbao.

The existence of a strong EU network is essential not only for the promotion of the Agency's activities at EU level but also for ensuring that the Agency is consistent within the wider political and economic context of EU social policy. The work of the Brussels office also seeks to ensure that networking at EU level reflects the tripartite heart of the Agency and enshrines social partnership at both interprofessional and sectoral level wherever possible.

### **Chairing the EU agencies**

In 2010, the Agency takes on the coordinating role of the heads of different regulatory EU agencies, and will speak on behalf of all of them in discussions with the Parliament and Commission, at a time of ongoing debate about the future of the Agency system as a whole. In 2009, in anticipation of taking over the presidency, the Agency was involved in a number of debates, including with the European Food Safety Authority, the grouping's coordinator in 2009.

Together with its Governing Board, the Agency also explored ways of involving its many stakeholders



more directly in the development of its activities. A pilot project of stakeholder consultation is being developed for 2010.

### Network Day

Working through its networks of partners, in Europe and around the world, is a key aspect of what the Agency does. As part of its efforts to strengthen this cooperation, the Agency organised a Network Day in Bilbao in November 2009, as part of the closing event for the Risk Assessment Campaign. The Network Day allowed representatives of the focal points, and the Agency's many other partners throughout Europe, to come together to share ideas and good practice. The discussion focused on: ways in which networks of research institutions can contribute to the assessment of workplace risks; how risk assessment can be improved particularly among SMEs; the economic incentives that might be used to encourage more businesses to carry out risk assessments.

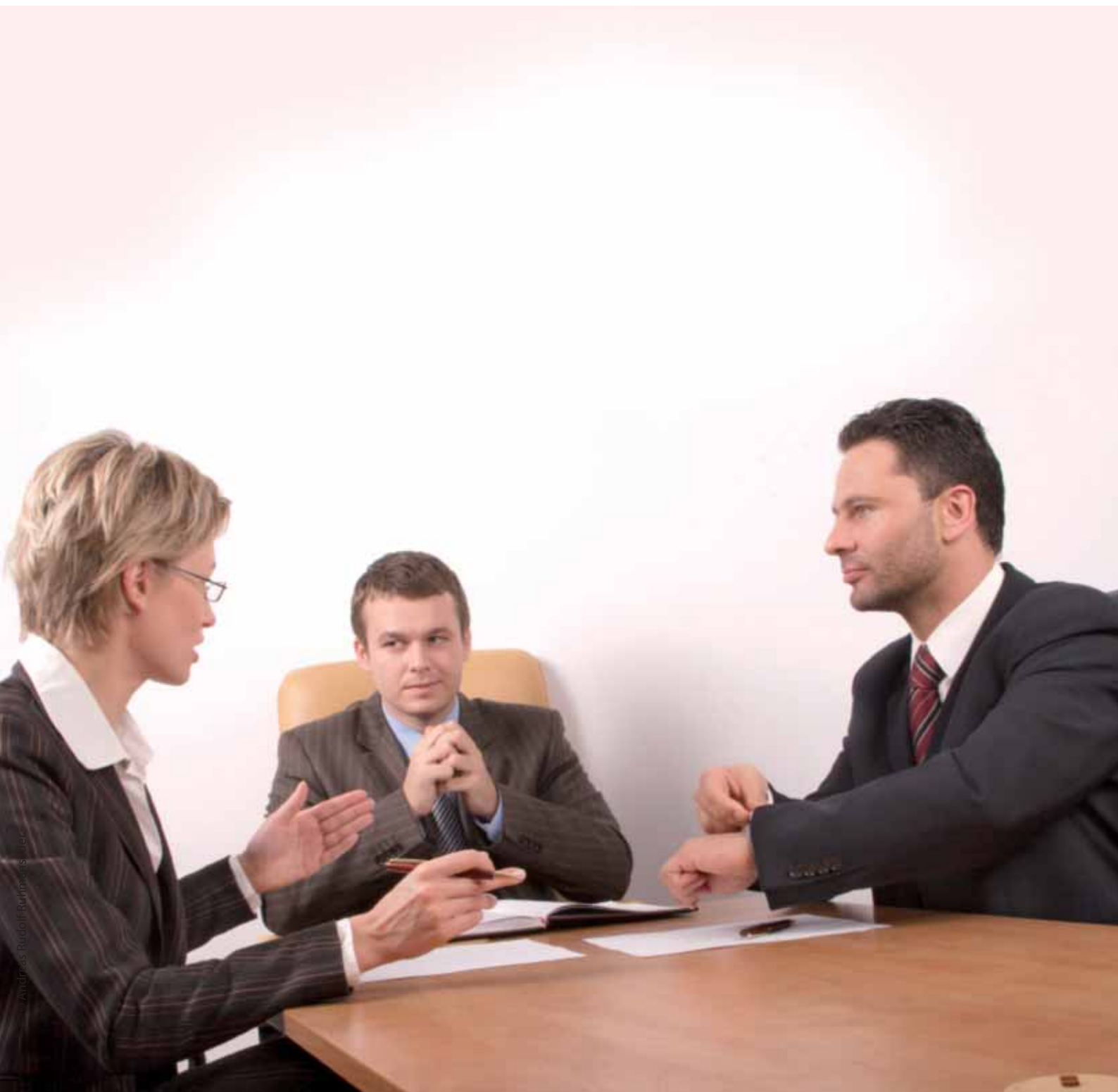
The groups included the Agency's own focal point and economic incentive networks, the European Technical Platform on Industrial Safety (ETPIS), the International Safety and Health Construction Coordinators Organisation (ISHCCO), CEC International, the Partnership for European Research in Occupational Safety and Health (PEROSH), the 'New OSH ERA' network, the European Network of Safety and Health Professional Organisations (ENSHPO), the Federation of European Ergonomics Societies (FEES), and the Economic Dimension of Occupational Safety and Health (ECOSH).



*Plenary session at the Network Day*

## INTERNATIONAL NETWORKING

The Agency has continued its work to strengthen collaboration with its international partners. The year 2009 saw the Agency beginning to develop working partnerships with a number of European neighbourhood policy countries, including Azerbaijan, Ukraine and Russia, as well as with South Korea and Singapore. The Agency continues to see EFTA and candidate countries also as being very important to its work — Norway and Switzerland are both closely involved in Agency activities, for example through their own focal points.



**WE HELP EMPLOYERS AND WORKERS ADDRESS SAFETY  
AND HEALTH ISSUES EFFECTIVELY**

# Administrative activities

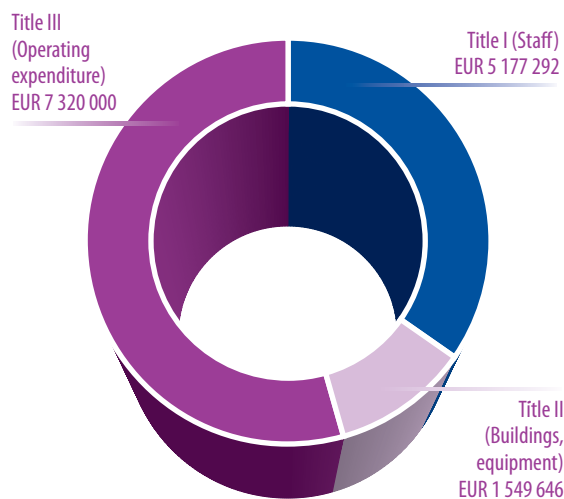
## FINANCIAL MANAGEMENT SYSTEMS

The Agency's total budget for 2009 was approved and financed from the following contributions (actual amounts are shown in comparison) (all amounts in EUR).

(EUR)

Sources of revenue	Budgeted	Actual revenue
European Community subsidy	13 920 000	12 517 169
European Commission earmarked funds (CARDS, IPA I, IPA II)	979 447	759 550
Other subsidies	126 938	126 937
Other revenues		19 484
<b>Total revenue</b>	<b>15 026 385</b>	<b>13 423 140</b>

Budgeted expenditure by title in 2009 (in EUR)  
was allocated as follows:



Title I (staff)	5 177 292
Title II (buildings, equipment)	1 549 646
Title III (operating expenditure)	7 320 000
<b>Subtotal</b>	<b>14 046 938</b>
Earmarked activities	979 447
<b>Total</b>	<b>15 026 385</b>

Of the EUR 14 046 938 not earmarked and available in 2009, approximately 94 % was committed by the end of the year.

With regards to the earmarked activities, EUR 259 200 was paid.

The Court of Auditors' report for 2008 (OJ C 304, 15.12.2009) acknowledged the reliability of the 2008 accounts as well as the legality and regularity of the transactions underlying the accounts.

The European Parliament voted the discharge to the Agency for its 2007 budget at its meeting on 23 April 2009 (C6-0433/2008-2008/2260(DEC)).

## INTERNAL CONTROL SYSTEMS

The Internal Audit Service (IAS) audit report on management of stakeholders including recommendations was received in January 2009 and the subsequent action plan proposed by the Agency was considered adequate by the IAS.

## PERSONNEL MANAGEMENT

### Recruitment and staffing

In 2009, four temporary agents left the Agency and six new temporary agents were recruited.

As of 31 December 2009, the staff composition was as follows:

Category	Male	Female	Total
Temporary agents (AD)	11	11	22
Temporary agents (AST)	5	15	20
Contractual staff agents	3	20	23 <sup>(1)</sup>
Local staff agents	0	1	1
<b>Total <sup>(2)</sup></b>	<b>19</b>	<b>47</b>	<b>66</b>

The distribution by nationality as at 31 December 2009 was as follows:

Austria	3
Belgium	3
Denmark	1
Finland	2
France	7

Germany	3
Hungary	1
Ireland	2
Italy	4
Latvia	1
Netherlands	1
Poland	2
Spain	28
United Kingdom	8
<b>Total</b>	<b>66</b>

<sup>(1)</sup> Including one agent whose post is funded outside the Agency's ordinary budget.

<sup>(2)</sup> The Agency also employed one seconded national expert and one trainee; they are not included in the statistics.

### Staff policy and regulations

- >> Staff implementing rules were adopted by the Governing Board, covering criteria applicable to classification in grade and step on engagement of temporary agents; procedures governing the engagement and use of temporary agents; middle management staff; guide to missions (pending approval by the Commission).
- >> Staff implementing rules are under development: seconded national experts; Staff Committee.
- >> Guidelines outlining the responsibilities of the selection committees and the Human Resources section in the recruitment procedures were developed.

## HEALTH AND SAFETY

Main achievements in 2009 include:

- >> adoption of a comprehensive EU-OSHA health and safety policy and the Director's statement on the Agency website;
- >> adoption of an Agency action plan against work-related stress following results of the EU-OSHA stress survey and close cooperation with the health and safety representatives;
- >> continuous information of staff on the H1N1 flu and organisation of vaccinations on a voluntary basis of Agency staff;

- >> provision of ergonomic IT equipment and ergonomic furniture to staff having reported MSDs.

## INFORMATION AND COMMUNICATION TECHNOLOGY

During 2009 the Agency gradually upgraded its information technology infrastructure to take advantage of the latest techniques suitable to support the Agency's operations. The Agency puts strong emphasis on employing automation and electronic communications in ensuring effective delivery of quality OSH information to its business partners as well as to the general audience.

Main developments include:

- >> new EU-OSHA Extranet service (OSHANET);
- >> modern automated contacts and relationship management system;
- >> contract procedure launched to cover hosting and maintenance of the Internet server and content management;
- >> virtual private network (VPN) providing secure external access to the resources of the Agency's data network;
- >> providing travelling staff with modern, lightweight portable computers and personal digital assistant devices (PDAs);
- >> electronic mail services: in 2009 the Agency's electronic mail system underwent a major redesign to improve the flow of data and filtering of malicious content; the upcoming upgrade in 2010 will further improve processing and archiving of ever-increasing volumes of business correspondence;
- >> the security of Agency's data repositories were upgraded through the installation of a new Internet firewall and a general data backup system;

- >> to maintain the established performance standard, the status of user workstations was reviewed and where appropriate the equipment was renewed and/or supplemented by applicable ergonomic devices; the use of Commission framework contracts for acquisition of high-quality ICT goods and services was confirmed during 2009 as an effective strategy to achieve this goal and will continue in 2010.

## DOCUMENTATION

- >> Registration of 10 105 incoming and outgoing mail records in Adonis.
- >> Implementation of a revised document management plan securing management of documents held and/or received by the Agency, in line with EU regulations on transparency, public access to internal documents and data protection.
- >> Organisation of the archives to ensure the reliability and integrity of the Agency's documents over time.

## OTHER ISSUES

### Seat agreement/building

There were positive developments during 2009 in the negotiations with the Spanish national authorities and the Basque government regarding an increase in the subsidy provided to the Agency, the provision of new office facilities in Bilbao and the eventual negotiation of a seat agreement.

### Corporate social responsibility policy

A corporate social responsibility policy was developed in close cooperation with the staff representatives and was approved by the management.





# Annexes

## Annual Report 2009



# ANNEX 1

## Membership of the Governing Board

The Agency's Governing Board is made up of representatives of each of the 27 Member State governments, employers' and employees' 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 European Trade Union Confederation and Business Europe.

### GOVERNMENTS

Members	Country	Alternates
Mr Willy IMBRECHTS	Belgium	Mr Christian DENEVE
Mr Atanas KOLCHAKOV	Bulgaria	Ms Darina KONOVA
Ms Daniela KUBÍČKOVÁ	Czech Republic	Ms Martina KAJÁNKOVÁ
Ms Charlotte SKJOLDAGER	Denmark	Ms Tove LOFT
Mr Ulrich RIESE	Germany	Mr Kai SCHÄFER
Mr Tiit KAADU	Estonia	Ms Egle KÄÄRATS
Mr Daniel KELLY	Ireland	Ms Mary DORGAN
Mr Trifon GINALAS	Greece	Mr Konstantinos PETINIS
Ms Concepción PASCUAL	Spain	Mr Mario GRAU-RIOS
Ms Mireille JARRY	France	Mr Pierre PAOLINI (awaiting official appointment)
Mr Michele LEPORE	Italy	Mr Mario ALVINO
Mr Leandros NICOLAIDES	Cyprus	Mr Marios KOURTELLIS
Mr Renārs LŪSIS	Latvia	Ms Jolanta GEDUSA
Ms Aldona SABAITIENĖ	Lithuania	Ms Aušra STANKIUVIENĖ
Mr Paul WEBER	Luxembourg	Mr Robert HUBERTY
Mr András BÉKÉS	Hungary	Ms Mária GROSZMANN

Members	Country	Alternates
Mr Mark GAUCI	Malta	Mr Vincent ATTARD
Mr Martin FLIER	Netherlands	Mr Martin DEN HELD
Ms Gertrud BREINDL	Austria	Ms Eva-Elisabeth SZYMANSKI
Ms Danuta KORADECKA	Poland	Mr Daniel PODGÓRSKI
Mr Luis LOPES (awaiting official appointment)	Portugal	Mr José Manuel SANTOS (awaiting official appointment)
Ms Daniela MARINESCU	Romania	Mr Dan Ion OPREA
Ms Tatjana PETRIČEK	Slovenia	Mr Jože HAUKO
Ms Laurencia JANCUROVA	Slovakia	Ms Elena PALIKOVÁ
Mr Leo SUOMAA (awaiting official appointment)	Finland	Mr Erkki YRJÄNHEIKKI (awaiting official appointment)
Mr Bertil REMAEUS	Sweden	Mr Stefan HULT
Ms Elizabeth HODKINSON	United Kingdom	Mr Stuart BRISTOW

## EMPLOYERS

Members	Country	Alternates
Mr André PELEGRIN	Belgium	Mr Ir. Kris DE MEESTER
Awaiting new name	Bulgaria	Awaiting new name
Mr Karel PETRŽELKA	Czech Republic	Mr Miroslav BURIŠIN
Mr Thomas PHILBERT NIELSEN	Denmark	Ms Anne-Marie RØGE KRAG
Mr Eckhard METZE	Germany	Mr Herbert BENDER
Ms Heddi LUTTERUS	Estonia	Mr Ilmar LINK
Ms Theresa DOYLE	Ireland	Mr Kevin ENRIGHT
Mr Pavlos KYRIAKONGONAS	Greece	Ms Natascha AVLONITOU
Ms Pilar IGLESIAS VALCARCE	Spain	Mr Pere TEIXIDÓ CAMPÁS
Ms Nathalie BUET	France	Mr Patrick LÉVY
Ms Fabiola LEUZZI	Italy	Mr Marco FREGOSO
Mr Lefteris KARYDIS	Cyprus	Ms Christina VASILA
Ms Liene VANCĀNE	Latvia	Mr Aleksandrs GRIGORJEVS
Mr Vaidotas LEVICKIS	Lithuania	Mr Jonas GUZAVICIUS
Mr François ENGELS	Luxembourg	Mr Robert KANZ
Mr Géza BOMBERA	Hungary	Mr Dezső SZEIFERT
Mr Joe DELIA	Malta	Mr John SCICLUNA
Mr Bob KONING	Netherlands	Mr Mario VAN MIERLO
Ms Christa SCHWENG	Austria	Mr Heinrich BRAUNER
Mr Jacek MECINA	Poland	Awaiting new name

Members	Country	Alternates
Mr Marcelino PENA COSTA	Portugal	Mr José COSTA TAVARES
Mr Ovidiu NICOLESCU	Romania	Mr Adrian IZVORANU
Mr Igor ANTAUER	Slovenia	Ms Maja SKORUPAN
Mr Boris MICHALÍK	Slovakia	Mr Stefan PETKANIC
Mr Jyrki HOLLMÉN	Finland	Mr Rauno TOIVONEN
Ms Bodil MELLBLOM	Sweden	Awaiting new name
Mr Neil CARBERRY (awaiting official appointment)	United Kingdom	Mr Keith SEXTON

## WORKERS

Members	Country	Alternates
Mr François PHILIPS	Belgium	Mr Herman FONCK
Mr Aleksandar ZAGOROV	Bulgaria	Mr Ivan KOKALOV
Mr Miroslav KOSINA	Czech Republic	Mr Jaroslav ZAVADIL
Mr Jan KAHR FREDERIKSEN	Denmark	Ms Lone JACOBSEN
Ms Marina SCHROEDER	Germany	Mr Maximilian ANGERMAIER
Mr Argo SOON	Estonia	Mr Ülo KRISTJUHAN
Mr Sylvester CRONIN	Ireland	Mr Fergus WHELAN
Mr Ioannis ADAMAKIS	Greece	Mr Ioannis KONSTANTINIDIS
Mr Pedro J. LINARES	Spain	Mr Dionís OÑA
Mr Gilles SEITZ	France	Mr Henri FOREST
Ms Cinzia FRASCHERI	Italy	Mr Diego ALHAIQUE
Mr Nicos ANDREOU	Cyprus	Ms Maria THEOCHARIDOU
Mr Ziedonis ANTAPSONS	Latvia	Mr Mārtiņš PUŽULS
Mr Gediminas MOZURA	Lithuania	Mr Rimantas KUMPIS
Mr Claude FORGET	Luxembourg	Mr Marcel GOEREND
Mr Károly GYÖRGY	Hungary	Mr Pál GERGELY
Mr Anthony CASARU	Malta	Mr Joe CARABOTT (awaiting official appointment)
Mr Willem VAN VEELLEN	Netherlands	Mr Arie WOLTMEIJER
Ms Julia NEDJELIK-LISCHKA	Austria	Mr Alexander HEIDER (awaiting official appointment)
Ms Anita NOWAKOWSKA	Poland	Ms Iwona PAWLACZYK
Mr Fernando GOMES (awaiting official appointment)	Portugal	Awaiting new name
Mr Adrian COJOCARU	Romania	Ms Maria GHIMPĂU
Ms Lučka BÖHM	Slovenia	Ms Spomenka GERZELJ

Members	Country	Alternates
Mr Bohuslav BENDÍK	Slovakia	Mr Jaroslav BOBELA
Ms Raili PERIMÄKI	Finland	Mr Erkki AUVINEN
Ms Christina JÄRNSTEDT (awaiting official appointment)	Sweden	Mr Börje SJÖHOLM
Mr Hugh ROBERTSON	United Kingdom	Ms Liz SNAPE

## EUROPEAN COMMISSION

Member	Alternate
Mr Armindo SILVA Employment, Social Affairs and Equal Opportunities DG	Mr Costas CONSTANTINOU Employment, Social Affairs and Equal Opportunities DG
Mr Jesús ALVAREZ Vice-Chairperson Employment, Social Affairs and Equal Opportunities DG	Ms Malgorzata STADNIK Employment, Social Affairs and Equal Opportunities DG
Mr Norbert ANSELMANN Enterprise and Industry DG	Mr Elöd DUDAS Enterprise and Industry DG

## OBSERVERS

Member	Alternate
Mr Jorma KARPPINEN European Foundation for the Improvement of Living and Working Conditions	Ms Agnès PARENT-THIRION European Foundation for the Improvement of Living and Working Conditions
Mr Herman FONCK Chairperson of the Board of the European Foundation for the Improvement of Living and Working Conditions	
Ms Rebekah SMITH, Coordinator Business Europe	Ms Valerie CORMAN Conseil National du Patronat Français (CNPF)
Mr Walter CERFEDA, Coordinator European Trade Union Confederation (ETUC)	

# ANNEX 2

## Overview of how the Agency and its partners operate

Every year in the European Union there are 5 720 fatal work-related accidents and millions of people are injured or have their health seriously harmed in the workplace. Workers and employers need to be made aware of the risks that they face and how to manage them.

Sometimes, information is all that is required for an employer or worker to address safety and health issues effectively. We at EU-OSHA aim to be the central provider of that information and ensure that it is relevant to every user, regardless of size of enterprise or sector of activity. Set up in 1996 by the European Union and located in Bilbao, Spain, EU-OSHA is the main EU reference point for safety and health at work.

### OUR CENTRAL ROLE IS TO CONTRIBUTE TO THE IMPROVEMENT OF WORKING LIFE IN THE EUROPEAN UNION

- >> We work with governments, employers and workers to promote a risk prevention culture.
- >> We analyse new scientific research and statistics on workplace risks.
- >> We anticipate new and emerging risks through our European Risk Observatory.
- >> We identify and share information, good practice and advice with a wide range of audiences, such

as social partners, employers' federations and trade unions.

Our main awareness-raising activity is the Healthy Workplaces Campaign, which focuses on a different theme every two years.

EU-OSHA is a key player in the Community strategy for health and safety at work, 2007–12, which aims to cut work-related accidents by a quarter across the EU and to reduce occupational illnesses.

### HOW WE ARE ORGANISED

#### Director

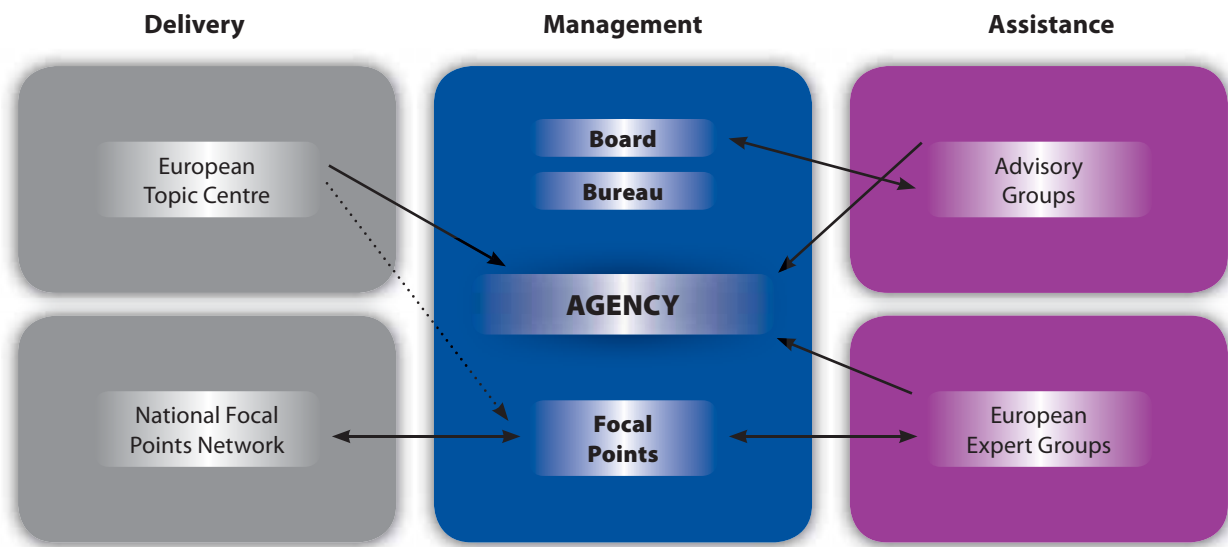
Finnish health and safety expert Jukka Takala was appointed Director of the European Agency for Safety and Health at Work in 2006.

The Director is the legal representative and is responsible for the management and day-to-day running of the Agency, including all financial, administrative and personnel matters. The post is for a term of five years, renewable once, and the Director is accountable to the Governing Board.

#### Governing Board

The Governing Board sets the goals and strategies and identifies priority issues where further information or activity is required. It appoints the Director and adopts the annual management plan

## AGENCY NETWORK STRUCTURE



and Work Programme, the Agency's strategy, Annual report and budget.

The Board is made up of representatives of governments, employers and workers from EU Member States, representatives of the European Commission and other observers.

### Advisory groups

Advisory groups, covering the Agency's European Risk Observatory, Working Environment Information Unit, and Communication and Promotion Unit activities, provide us with strategic guidance and feedback on our work. Their members are appointed by EU-OSHA and its Board and include individuals from workers' and employers' groups and government.

### Bureau

The Bureau works as a steering group, overseeing operational performance, and meets four times a year. It is made up of 11 members from the Governing Board.

### Focal points

Our main safety and health information network is made up of focal points in Member State, Candidate and EFTA countries. Focal points are nominated by each government as the official representative and

are usually the national authority for safety and health at work.

They support our initiatives with information and feedback and work with national networks including government, workers' and employers' representatives. The focal points contribute to the Healthy Workplaces Campaign, manage national websites and nominate representatives to our expert groups.

### Expert groups

Several expert groups contribute to our work and provide advice in their field of expertise, e.g. Internet, European Risk Observatory, Working Environment Information Unit. They are nominated by national focal points, together with observers representing workers, employers and the Commission.

### Topic centre

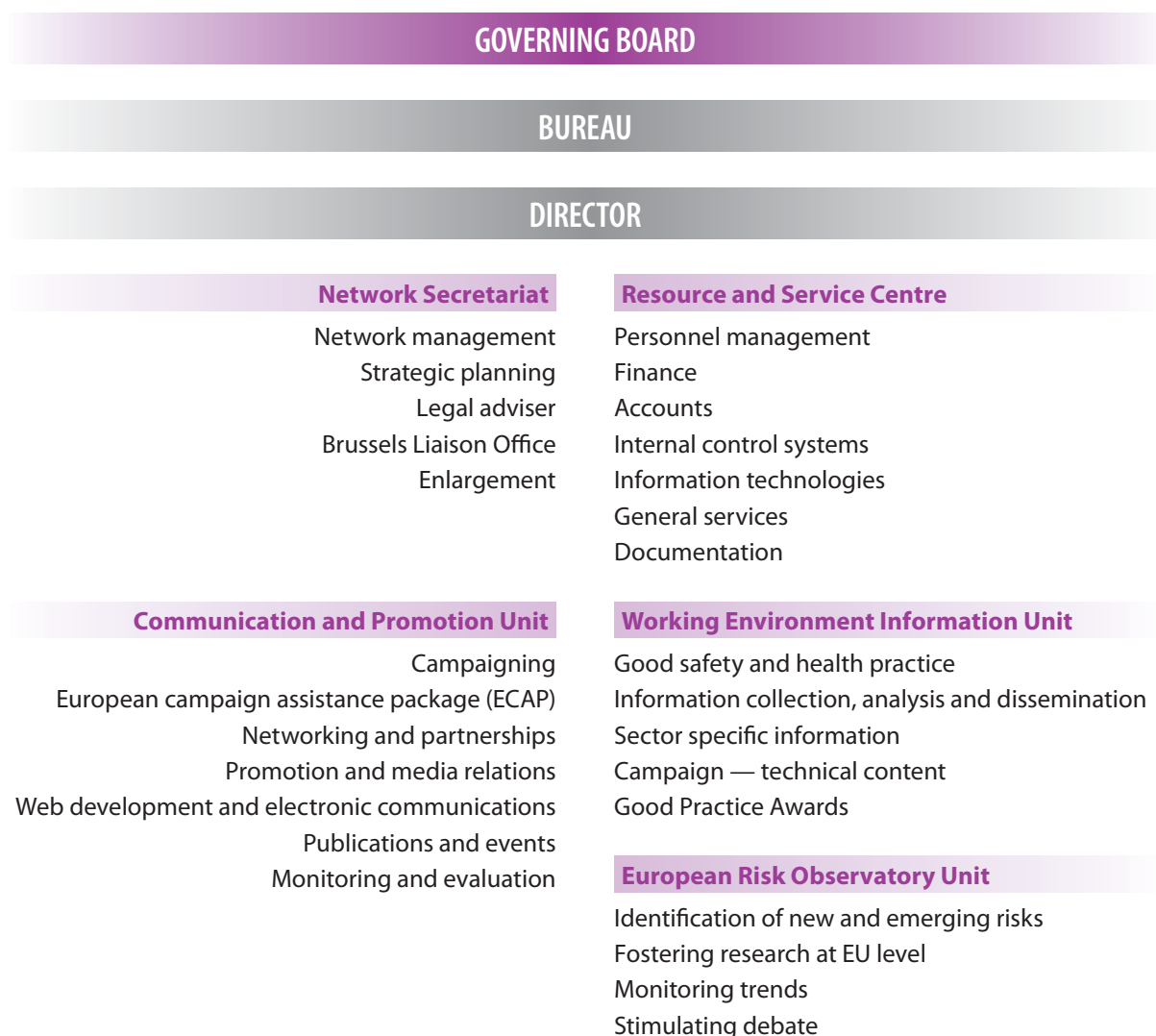
Our topic centre is a consortium of national safety and health institutions under contract to collect and analyse existing national data to support key areas of our work.

### Staff

A dedicated staff of specialists in occupational safety and health, communication and public administration bring with them a wealth of knowledge from around Europe.

# ANNEX 3

## Organisation chart of the Agency





# ANNEX 4

## Agency staff (as of 31 December 2009)

### DIRECTORATE

Dr Jukka Takala (FI), Director  
Ms Irune Zabala (ES), Personal Assistant

### RISK OBSERVATORY UNIT

Mr Eusebio Rial González (UK), Head of Unit  
Ms Emmanuelle Brun (FR), Project Manager  
Mr William Cockburn (UK), Senior Project Manager  
Mr Alexandre Herte (BE), Finance Assistant  
Mr Xabier Irastorza (ES), Project Officer  
Ms Berta Lejarza (ES), Administrative Assistant  
Ms Malgorzata Milczarek (PL), Project Manager  
Ms Kate Veronica Palmer (UK), Administrative Agent — OSH Projects and Networking  
Ms Katalin Sas (FI), Project Manager  
Ms Elke Schneider (AT), Project Manager  
Ms Mónica Vega (ES), Personal Assistant

### WORKING ENVIRONMENT INFORMATION UNIT

Mr Terry Nigel Taylor (UK), Head of Unit  
Ms Teresa Cardás (ES), Administrative Assistant  
Ms Sarah Copsey (UK), Project Manager  
Mr Dietmar Elsler (DE), Project Manager  
Ms Julia Flintrop (DE), Project Officer — Seconded National Expert  
Mr Lorenzo Munar (ES), Project Manager  
Ms Zinta Podniece (LV), Project Manager  
Ms Michaela Seifert (AT), Project Officer  
Ms Estibaliz Vidart (ES), Administrative Assistant

## COMMUNICATION AND PROMOTION UNIT

Mr Andrew Smith (UK), Head of Unit  
Ms Mónica Azaola (ES), Personal Assistant  
Ms Angela Barrau (NL), Communications Assistant  
Ms Heike Klempa (AT), Campaigns Manager  
Ms Miren Larrinaga (ES), Administrative Assistant  
Ms Estibaliz Martínez (ES), Administrative Agent — Finance  
Ms Sharon Monti Bonafede (IT), Electronic Communications Administrative Agent  
Mr Gorka Moral (ES), Administrative Agent — Webmaster  
Ms Birgit Müller (DE), Communications Officer  
Ms Manuela Pegoraro (IT), Communications Officer — Web Editor  
Ms Paola Piccarolo (IT), Communications Officer  
Ms Violaine Roggeri (FR), Communications Assistant  
Mr Bruno Thiébaud (FR), Communications Manager  
Mr David Tijero (ES), Administrative Assistant  
Ms Pascale Turlotte (FR), Finance Assistant  
Ms Maria José Urkidi (ES), Administrative Agent  
Ms Marta Urrutia (ES), Corporate Promotions Manager

## NETWORK SECRETARIAT

Mr Jesper Bejer (DK), Network Manager  
Ms Boglarka Bola (HU), Network Manager — Pre-accession  
Ms Marta de Prado (ES), Administrative Agent — OSH Projects and Networking  
Ms Eleni Kanelli (GR), Trainee — Brussels Liaison Office  
Ms Maria Micaela Kristof (UK), Administrative Agent — OSH Projects and Networking  
Ms Brenda O'Brien (IE), Manager — Brussels Liaison Office  
Ms Aisling O'Neill (IE), Finance Officer  
Ms Elena Ortega (ES), Legal Advisor  
Ms Dagmar Radler (DE), Administrative Assistant  
Mr Tim Tregenza (UK), Network Manager  
Ms Usua Uribe (ES), Administrative Assistant

## RESOURCE AND SERVICE CENTRE

Ms Françoise Murillo (FR), Head of Unit  
Mr Xabier Altube (ES), ICT Officer  
Mr Philippe Baillet (BE), Finance Officer  
Mr Marek Bienko (PL), ICT Manager  
Ms Susana Bilbao (ES), Administrative Assistant  
Ms Laurence Bonhomme-Pasqua (BE), Human Resources Officer  
Ms Mari Carmen de la Cruz (ES), Administrative Agent — Finance  
Mr Juan Carlos Del Campo (ES), Accountant  
Ms Iraide Estrataetxe (ES), Administrative Agent — Documentation  
Ms Silvia Grados (ES), Administrative Agent — General Services  
Ms Begoña S. Graña (ES), Administrative Assistant  
Ms Nadia Gropelli (IT), Administrative Agent — ICT  
Ms Ana Izaguirre (ES), ICT Officer  
Mr Novica Jenic (FR), Administrative Agent — ICT  
Ms Yolanda Ortega (ES), Finance Assistant  
Ms Fabienne Rousseille, (FR) Administrative Assistant  
Ms Noelia Ruiz, (ES), Administrative Assistant  
Ms Azucena Urtasun (ES), Finance Assistant

# ANNEX 5

## Focal points (as of December 2009)

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 website, which links together all 32 focal point websites, plus others. As well as the 27 EU Member States, focal points have also been established in the EFTA countries and EU candidate countries.



### FOCAL POINTS OF THE EU MEMBER STATES

#### AUSTRIA

**Bundesministerium für Arbeit, Soziales  
und Konsumentenschutz**

Sektion IX/6 — Zentral-Arbeitsinspektorat  
Favoritenstrasse 7

1040 Vienna

AUSTRIA

Contact person: Mag. Martina HÄCKEL-BUCHER

Tel. +43 1711002274

E-mail: [martina.haeckel-bucher@bmask.gv.at](mailto:martina.haeckel-bucher@bmask.gv.at)

#### BELGIUM

**Federal Public Service Employment, Labour  
and Social Dialogue**

Federale Overheidsdienst Werkgelegenheid,  
Arbeid en Sociaal Overleg

Ernest Blerotstraat 1

1070 Brussels

BELGIUM

Contact person: Mr Willy IMBRECHTS

Tel. +32 22334111

E-mail: [willy.imbrechts@meta.fgov.be](mailto:willy.imbrechts@meta.fgov.be)

## BULGARIA

**Ministry of Labour and Social Policy**  
Department of Safety and Health at Work  
2 Triaditza Street  
1051 Sofia  
BULGARIA  
Contact person: Mr Atanas KOLCHAKOV  
Tel. +359 29872780  
E-mail: kolchakov@mlsp.government.bg

## CYPRUS

**Ministry of Labour and Social Insurance**  
Department of Labour Inspection  
12, Apellis Street  
1493 Nicosia  
CYPRUS  
Contact person: Mr Leandros NICOLAIDES  
Tel. +357 22405623  
E-mail: director@dli.mlsi.gov.cy

## CZECH REPUBLIC

**Ministry of Labour and Social Affairs**  
Na Porácním právu 1  
128 01 Prague 2  
CZECH REPUBLIC  
Contact person: Ms Daniela KUBÍČKOVÁ  
Tel. +420 221922344  
E-mail: daniela.kubickova@mpsv.cz

## DENMARK

**Arbejdstilsynet**  
Landskronagade 33, Postboks 1228  
0900 Copenhagen Ø  
DENMARK  
Contact person: Ms Tove LOFT  
Tel. +45 70121288  
E-mail: tol@at.dk

## ESTONIA

**Ministry of Social Affairs**  
Labour Department  
Gonsiori 29  
15027 Tallinn  
ESTONIA  
Contact person: Mr Tiit KAADU  
Tel. +372 6269780  
E-mail: tiit.kaadu@sm.ee

## FINLAND

**Ministry of Social Affairs and Health**  
Department for Occupational Safety and Health  
PO Box 536  
FI-33101 Tampere  
FINLAND  
Contact person: Dr Erkki YRJÄNHEIKKI  
Tel. +358 326272479  
E-mail: erkki.yrjanheikki@stm.fi

## FRANCE

**Ministère de l'Emploi et de la Solidarité**  
Direction des relations du travail (DRT/CT)  
39–43 quai André Citroën  
75739 Paris Cedex 15  
FRANCE  
Awaiting new name  
Tel. +33 144382641

## GERMANY

**Bundesministerium für Arbeit und Soziales**  
Referat IIIb2 — Grundsatzfragen  
des Arbeitsschutzes  
Wilhelmstrasse 49  
10117 Berlin  
GERMANY  
Contact person: Mr Reinhard GERBER  
Tel. +49 30185276766  
E-mail: reinhard.gerber@bmas.bund.de

## GREECE

**Ministry of Labour and Social Affairs**  
General Directorate of Working Conditions  
and Health  
40, Pireos Str.  
101 82 Athens  
GREECE  
Contact person: Mr Antonios CHRISTODOULOU  
Tel. +30 2103214310  
E-mail: christodoulou.osh@yeka.gr

## HUNGARY

**OMMF — Hungarian Labour Inspectorate**  
Margit krt. 85.  
1024 Budapest  
HUNGARY  
Contact person: Mr János GÁDOR  
Tel. +36 13469454  
E-mail: gadorj@ommf.gov.hu

## IRELAND

**Health and Safety Authority**  
Metropolitan Building  
James Joyce Street  
Dublin 1  
IRELAND  
Contact person: Ms Annette SLATER  
Tel. +353 161470 00  
E-mail: focalpoint@hsa.ie

## ITALY

**Istituto Superiore per la Prevenzione e la Sicurezza del Lavoro**  
Documentation, Information and Education Department  
Via Alessandria 220 E  
00198 Rome RM  
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**State Labour Inspectorate of the Republic of Latvia**  
Kr. Valdemara, 38  
Riga, LV-1010  
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## LITHUANIA

**State Labour Inspectorate of the Republic of Lithuania**  
Algirdo, 19  
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E-mail: nerita@vdi.lt

## LUXEMBOURG

**Inspection du Travail et des Mines**  
3, rue des Primeurs  
2361 Luxembourg  
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**Occupational Health and Safety Authority**  
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Postbus 718  
2130 AS Hoofddorp  
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## POLAND

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### Instituto Nacional de Seguridad e Higiene en el Trabajo

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## SWEDEN

### Arbetsmiljöverket

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Lindhagensgatan 133

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SWEDEN

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## UNITED KINGDOM

### Health and Safety Executive

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London

SW1P 3BT

UNITED KINGDOM

Contact person: Mr Stuart BRISTOW

Tel. +44 8453450055

E-mail: uk.focalpoint@hse.gsi.gov.uk

## OBSERVERS

### European Commission — Employment, Social Affairs and Equal Opportunities DG

Rue de la Loi 200

1049 Brussels

BELGIUM

Awaiting new name

### European Trade Union Confederation

ETUC Secretariat

Bld du Roi Albert II, 5, bte 7

1210 Brussels

BELGIUM

Contact person: Mr Walter CERFEDA

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E-mail: wcerfeda@etuc.org

### Fédération des Entreprises de Belgique — Verbond van Belgische Ondernemingen

Ravensteinstraat 4

1000 Brussels

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E-mail: kdm@vbo-feb.be

## FOCAL POINTS OF THE EFTA COUNTRIES

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#### Administration for Occupational Safety and Health

Bildshofdi 16  
IS-110 Reykjavik  
ICELAND  
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Tel. +354 5504600  
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### LIECHTENSTEIN

#### Amt für Volkswirtschaft

Health and Safety at Work  
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Tel. +423 2366871  
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### NORWAY

#### Norwegian Labour Inspection Authority

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### SWITZERLAND

#### SECO — Staatssekretariat für Wirtschaft

Ressort Arbeit und Gesundheit  
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## FOCAL POINTS OF THE CANDIDATE COUNTRIES AND POTENTIAL CANDIDATE COUNTRIES

### ALBANIA

#### State Inspectorate of Labour

Rr. Kavajes No 53  
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### CROATIA

#### Ministry of Economy, Labour and Entrepreneurship

Directorate for Labour and Labour Market  
Ulica grada Vukovara 78  
HR-10 000 Zagreb  
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Tel. +358 16106111  
E-mail: zdravko.muratti@mingorp.hr

### FORMER YUGOSLAV REPUBLIC OF MACEDONIA

#### Ministry of Labour and Social Policy

State Labour Inspectorate  
Partizanski Odredi 48a  
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FORMER YUGOSLAV REPUBLIC OF MACEDONIA  
Contact person: Mr Goran JOVANOVSKI  
Tel: + 389 23116110  
E-mail: gjovanovski@mtsp.gov.mk

### MONTENEGRO

#### Ministry of Labour and Social Welfare

Labour Inspection for Safety at Work  
Rimski trg 46  
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E-mail: zlatkopuznr@t-com.me

## FOCAL POINTS OF THE CANDIDATE COUNTRIES AND POTENTIAL CANDIDATE COUNTRIES

### SERBIA

**Ministry of Labour, Employment and Social Policy**  
Occupational Safety and Health Directorate  
Nemanjina 22–26  
SR-11000 Belgrade  
SERBIA  
Contact person: Mr Nenad VLADIC  
Tel. +381 113061738  
E-mail: nenad.vladic@minrzs.gov.rs

### TURKEY

**Ministry of Labour and Social Security**  
General Directorate of Occupational Health and Safety  
Inönü Bulvarı, I Blok, No 42, Kat. 4  
TR-06100 Emek Ankara  
TURKEY  
Contact person: Mr Kasim ÖZER  
Tel. +90 3122155021  
E-mail: kozer@csgb.gov.tr

## INTERNATIONAL PARTNERS

### PARTNERS WITH WHOM THE AGENCY HAS FORMALISED LINKS

**Canadian Centre for Occupational Health and Safety (CCOHS)**  
135 Hunter Street East  
Hamilton ON L8N 1M5  
CANADA  
Mr Len Hong, President  
<http://www.ccohs.ca/>

**European Union of Medical Specialists (UEMS)**  
Section of Occupational Medicine  
Dr Aiguader, 80  
08003 Barcelona  
SPAIN  
Dr Consol Serra,  
President of the UEMS Section of OM  
<http://www.uems.net/>

**International Commission on Occupational Health (ICOH)**  
ISPESL, National Institute for Occupational Safety and Prevention  
Via Fontana Candida 1  
00040 Monteporzio Catone (Rome)  
ITALY  
Dr Kazutaka Kogi, President  
Dr Sergio Iavicoli, Secretary-General  
<http://www.icohweb.org/>

**International Occupational Hygiene Association (IOHA)**  
5/6 Melbourne Business Court, Millennium Way  
Pride Park, Derby  
DE24 8LZ  
UNITED KINGDOM  
Mr Danilo Cottica, President  
<http://www.ioha.net>

**International Social Security Association (ISSA)**  
4, route des Morillons  
Case Postale 1  
CH-1211 Geneva 22  
SWITZERLAND  
Mr Hans-Horst Konkolewsky, Secretary-General  
<http://www.issa.int>

**Institution of Occupational Safety and Health (IOSH)**  
The Grange, Highfield Drive  
Wigston, Leicestershire  
LE18 1NN  
UNITED KINGDOM  
Mr Rob Strange, Chief Executive  
<http://www.iosh.co.uk/>

**Japan Industrial Safety and Health Association (JISHA)**  
1-4-6 Umezono, Kiyose-shi  
Tokyo 204-0024  
JAPAN  
Mr Yotaro Sawada, President  
<http://www.jisha.or.jp/>



**Korea Occupational Safety and Health Agency (KOSHA)**

34-4 Gusan-dong, Bupyeong-gu, Incheon  
403-711  
SOUTH KOREA  
Mr Noh, Min Ki, President  
<http://www.kosha.or.kr>

**National Institute for Occupational Safety and Health (NIOSH)**

395 E. Street SW  
Patriots Plaza Building  
Washington, DC 20201  
UNITED STATES OF AMERICA  
Mr John Howard, Director  
<http://www.cdc.gov/niosh>

**Occupational Safety and Health Administration (OSHA)**

200 Constitution Avenue  
Washington, DC 20210  
UNITED STATES OF AMERICA  
Mr David Michaels,  
Assistant Secretary of Labor for OSH  
<http://www.osha.gov>

**Pan American Health Organization (PAHO)**

525 23rd St., NW  
Washington, DC 20037  
UNITED STATES OF AMERICA  
Dr Mirta Roses Periago, Director  
<http://www.paho.org/>

**Serviço Social da Indústria — SESI**

SBN, Quadra 1, Bloco C, Ed. Roberto Simonsen  
Brasilia — DF  
CEP: 70040-903  
BRAZIL  
Mr Antonio Carlos Brinto Maciel, Director  
<http://www.sesi.org.br/>

**FURTHER INTERNATIONAL PARTNERS WITH WHOM THE AGENCY HAS ONGOING WORK**

**International Labour Organization**

4, route des Morillons  
CH-1211 Geneva 22  
SWITZERLAND  
Dr Sameera Al-Tuwajri,  
Director of Safework programme  
<http://www.ilo.org/>

**World Health Organization (WHO)**

Avenue Appia 20  
CH-1211 Geneva 27  
SWITZERLAND  
Dr Margaret Chan, Director-General  
<http://www.who.int/>

# ANNEX 6

## Overview of focal point network activities in 2009

	Network partners	Social partners	Meetings	Comments
Albania	—	—	—	
Austria	37	4	2	
Belgium	7	4	2	
Bulgaria	13	8	1	
Croatia	—	—	—	
Cyprus	17	10	2	
Czech Republic	16	2	2	Network members no change.
Denmark	18	10	0	
Estonia	16	2	3	Due to reforms in Estonia the list of partners is shortened.
Finland	18	8	5	
Former Yugoslav Republic of Macedonia	—	—	—	
France	36	19	2	
Germany	15	6	0 (*)	(*) Many bi- or multilateral contacts on several occasions, such as meetings, workshops, seminars, trade fairs and phone/e-mail contacts all through the year.
Greece	37	1 (*)	4	(*) Umbrella organisation, named Hellenic Institute for Occupational Health and Safety (ELINYAE), founded by and representing the most significant employees' organisation (GSEE) and employers' organisation (SEV) at national level.
Hungary	13	15	2	

	Network partners	Social partners	Meetings	Comments
Iceland	—	—	—	
Ireland	17	15	3	
Italy	98	22	2	
Latvia	1	3	2	
Liechtenstein	1 (*)	—	—	(*) One observer included in Swiss national network.
Lithuania	28	7	2	
Luxembourg				
Malta	29	29	0	
Montenegro	—	—	—	
Netherlands	17	4	3	
Norway	14	10	3	Network members no change.
Poland	36	16	1	
Portugal				
Romania				
Serbia	24	3	1	
Slovakia	38	10	2	
Slovenia	24	9	1 (*)	(*) Regular communication between the Slovenian focal point and the Slovenian national network existed throughout the year.
Spain	67	8	1	
Sweden				
Switzerland	13 (*)	2	1	(*) Including one observer for Liechtenstein.
Turkey	12	7		
United Kingdom	19	5	2	

# ANNEX 7

## Topic centre

Our topic centre is a consortium of national safety and health institutions under contract to collect and

analyse existing national data to support key areas of the Agency's work.

### TOPIC CENTRES

#### LEAD ORGANISATION

**Työterveyslaitos (FIOH)**  
Topeliuksenkatu 41 a A  
FI-00250 Helsinki  
FINLAND

**Hellenic Institute for Occupational Health and Safety (ELINYAE)**  
Liosion 143 & Theirsiou 6  
104 45 Athens  
GREECE

#### PARTNER ORGANISATIONS

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

**Health and Safety Executive (HSE.HSL)**  
2 Southwark Bridge  
London  
SE1 9HS  
UNITED KINGDOM

**Centralny Instytut Ochrony Pracy — Państwowy Instytut Badawczy (CIOP-PIB)**  
Czerniakowska 16  
00-701 Warsaw  
POLAND

**Institut national de recherche et de sécurité (INRS)**  
30 rue Olivier Noyer  
75680 Paris Cedex 14  
FRANCE

**Deutsche Gesetzliche Unfallversicherung (DGUV)**  
Alte Heerstraße 111  
53754 Sankt Augustin  
GERMANY

**Instituto Nacional de Seguridad e Higiene en el Trabajo (INSHT)**  
Torrelaguna 73  
28027 Madrid  
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**Istituto Superiore per la Prevenzione e la  
Sicurezza del Lavoro (ISPESL)**  
Via Urbana 167  
00184 Rome RM  
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**National Research Centre for the Working  
Environment (NRCWE)**  
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2100 Copenhagen  
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**Országos Munkahigiénés és Foglalkozás-  
egészségügyi Intézet (OMFI)**  
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Nagyvárad ter 2  
1096  
HUNGARY

**Prevent**  
Rue Gachard 88, boîte 4  
1050 Brussels  
BELGIUM

**Nederlandse Organisatie voor toegepast-  
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Schoemakerstraat 97  
2826 VK Delft  
NETHERLANDS

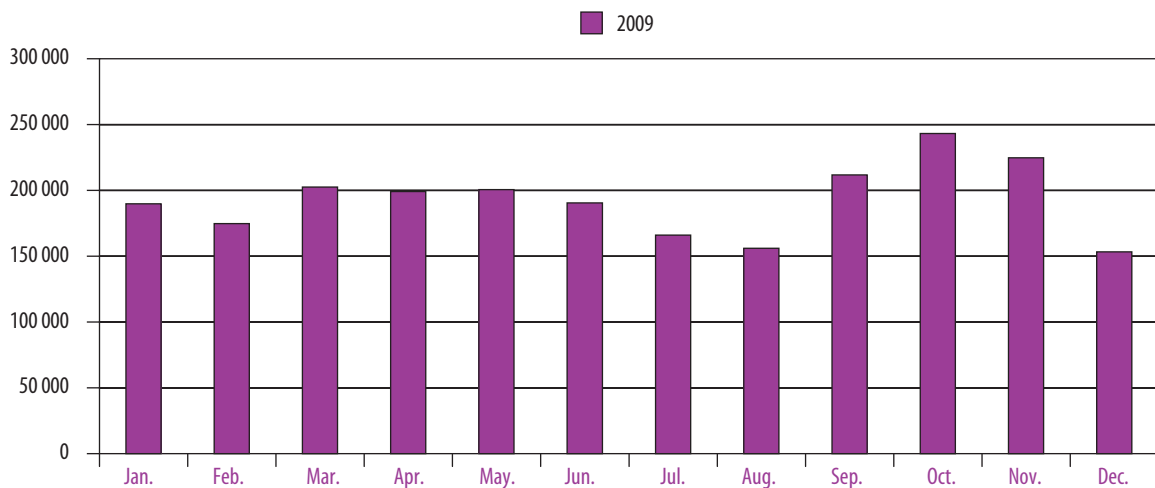
# ANNEX 8

## Website usage and media coverage

### Visitors to the Agency's website (<http://osha.europa.eu>)

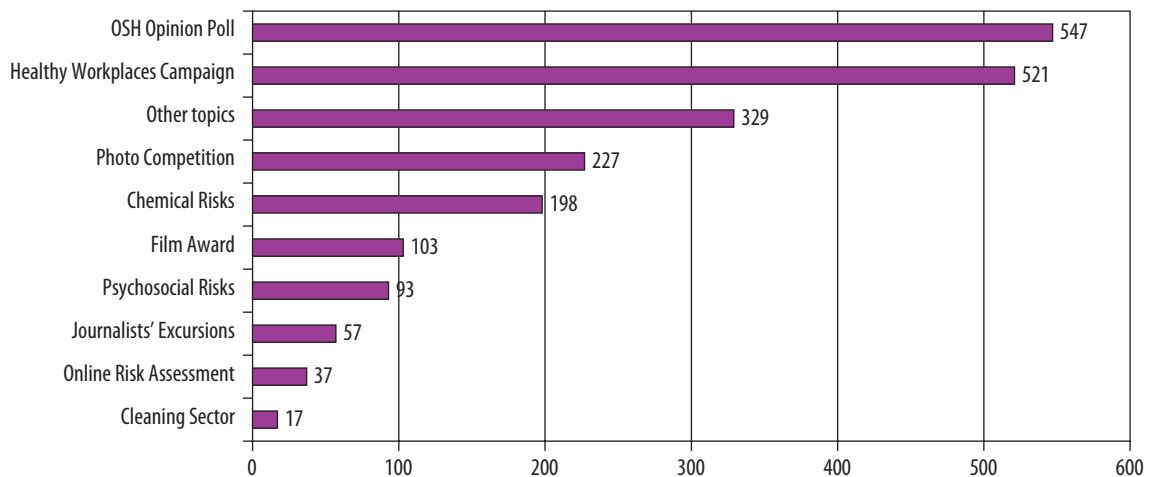
In total, more than 2.3 million unique visitors accessed the site.

OSHmail subscriptions increased by 9 %, reaching more than 43 000 people.



### Media coverage by topics (top 10)

Total media coverage in 2009: 2 162 press cuttings



# ANNEX 9

## Publications 2009

Print copies of reports, factsheets and other publications can be ordered via the Publications Office (<http://publications.europa.eu>). All publications

can be downloaded free of charge from the Agency's website (<http://osha.europa.eu/publications>).

### CORPORATE PUBLICATIONS



#### **EU-OSHA Annual Report 2008: Health and safety in hard times**

Available in English —  
62 pages  
ISBN: 978-92-9191-266-7  
doi:10.2802/11313  
Catalogue No:  
TE-AB-09-001-EN-C

#### **Health and safety in hard times (a summary of the 2008 annual report)**

Available in the 22 official Community languages —  
4 pages

[http://osha.europa.eu/en/publications/annual\\_report/AR\\_summary\\_2008/view](http://osha.europa.eu/en/publications/annual_report/AR_summary_2008/view)

#### **EU-OSHA strategy 2009–13**

Available in English — 50 pages

[http://osha.europa.eu/en/publications/work\\_programmes/strategy2009-2013/view](http://osha.europa.eu/en/publications/work_programmes/strategy2009-2013/view)

#### **Annual work programme**

Annual management plans and work programmes are available on the Agency homepage:

[http://osha.europa.eu/publications/work\\_programmes](http://osha.europa.eu/publications/work_programmes)

### INFORMATION REPORTS

<http://osha.europa.eu/en/publications/reports>

#### **Workforce diversity and risk assessment: Ensuring everyone is covered**

Available in English — 115 pages  
ISBN-13: 978-92-9191-267-4  
doi:10.2802/11532  
Catalogue No: TE-78-09-894-EN-C

#### **Preventing harm to cleaning workers**

Available in English — 225 pages  
ISBN: 978-92-9191-259-9  
doi:10.2802/10668  
Catalogue No: TE-WE-09-006-EN-C

#### **Assessment, elimination and substantial reduction of occupational risks**

Available in English —  
140 pages  
ISBN: 978-92-9191-227-8  
Catalogue No:  
TE-WE-09-001-EN-C



### **OSH in the school curriculum: Requirements and activities in the EU Member States**

Available in English — 180 pages  
ISBN: 978-92-9191-215-5  
Catalogue No: TE-30-08-521-EN-C

### **Preventing risks to young workers: policy, programmes and workplace practices**

Available in English — 139 pages  
ISBN: 978-92-9191-226-1  
doi:10.2802/97843  
Catalogue No: TE-30-08-760-EN-C

### **Exploratory Survey of Occupational Exposure Limits (OELs) for Carcinogens, Mutagens and Reprotoxic Substances (CMRs) at EU Member States level**

Available in English — 420 pages

### **OSH in figures: Stress at work — Facts and figures**

Available in English — 139 pages  
ISBN: 978-92-9191-224-7  
Catalogue No: TE-81-08-478-EN-C

### **Occupational safety and health and economic performance in small and medium-sized enterprises: A review**

Available in English — 42 pages  
ISBN: 978-92-9191-228-5  
Catalogue No: TE-80-09-640-EN-N

### **Labour inspectorates' strategic planning on safety and health at work**

Available in English — 98 pages  
ISBN: 978-92-9191-257-5  
Catalogue No: TE-80-09-641-EN-N

### **Prevention of risk in practice: Good practice related to risk assessment**

Available in English — 26 pages  
ISBN: 978-92-9191-225-4  
Catalogue No: TE-78-09-580-EN-C

### **Expert forecast on emerging chemical risks related to occupational safety and health**

Available in English — 198 pages  
ISBN: 978-92-9191-171-4  
Catalogue No: TE-30-08-390-EN-C



## LITERATURE REVIEWS

### **Combined exposure to noise and ototoxic substances**

Available in English — 60 pages  
Catalogue No: TE-80-09-996-EN-N



### **The occupational safety and health of cleaning workers**

Available in English — 80 pages  
Catalogue No: TE-80-10-197-EN-N

### **The human-machine interface as an emerging risk**

Available in English — 380 pages  
Catalogue No: TE-80-10-196-EN-N

### **Workplace exposure to nanoparticles**

Available in English — 89 pages

## FACTS

Agency factsheets provide concise information on its various activities. These are available in all 22 official Community languages (<http://osha.europa.eu/publications/factsheets/>).

### **Factsheet 94 — Workplace health promotion for employees**

Catalogue No: TE-AE-09-094-EN-C





**Factsheet 93 —  
Workplace health  
promotion for  
employers**

Catalogue No:  
TE-AE-09-093-EN-C

**Factsheet 86 — Preventing harm to cleaning  
workers**

Catalogue No: TE-AE-09-086-EN-C

**Factsheet 85 — Assessment, elimination and  
substantial reduction of occupational risks —  
Summary of an Agency report**

Catalogue No: TE-AE-09-085-EN-C

**Factsheet 84 — Expert forecast on emerging  
chemical risks related to occupational safety  
and health**

Catalogue No: TE-AE-08-084-EN-C

**Factsheet 83 — Good practice in preventing  
risks to young workers — A summary**

Catalogue No: TE-AE-08-083-EN-C

**Factsheet 82 — OSH in the school curriculum —  
Member State activities — A summary**

Catalogue No: TE-AE-08-082-EN-C

## E-FACTS

E-facts are publications that are only available online (<http://osha.europa.eu/en/publications/e-facts>).

**E-fact 47 — Health  
promotion in the  
transport sector**



**E-fact 46 — Mental health promotion  
in the healthcare sector**

# ANNEX 10

## Finance 2008/09

### Actual financial implementation

The table includes payments and carry-over generated on the year (figures in EUR).

(EUR)

	Final budget 2009	Actual implementation 2009	Final implementation 2008
<b>Revenues</b>			
European Community subsidy	13 920 000	12 517 169	13 785 045
European Commission earmarked funds (Phare, CARDS, IPA)	979 447	759 550	198 740
Other subsidies	126 938	126 937	169 490
Other revenues		19 484	39 826
<b>Total revenue</b>			
<b>Expenditure</b>	<b>15 026 385</b>	<b>13 423 140</b>	<b>14 193 101</b>
<b>Title I</b>			
Staff costs (salaries, allowances and other staff costs)	5 177 292	4 613 611	4 519 750
<b>Title II</b>			
Buildings, equipment and miscellaneous operating expenditure	1 549 646	1 481 474	1 506 324
<b>Title III</b>			
European Risk Observatory	1 987 000	1 902 132	1 031 420
Working Environment Information	799 000	778 061	1 020 866
Communication, campaign and promotion	3 278 909	3 249 248	3 948 948
Networking and coordination	1 255 091	1 160 195	1 035 867
<b>Subtotal expenditure</b>	<b>14 046 938</b>	<b>13 184 721</b>	<b>13 063 175</b>
Earmarked activities	979 447	259 200	204 549
<b>Grand total</b>	<b>15 026 385</b>	<b>13 443 921</b>	<b>13 267 724</b>

NB: Figures related to actual implementation for year N refer to definitive payments and provisional carry-overs to be paid during N + 1. Final implementation for year N-1 takes into account the definitive carry-overs paid in 2009. For earmarked expenses, the actual implementation of activities only reflects payments.

# ANNEX 11

## Board assessment and analysis of the Authorising Officer's Annual Activity Report for the financial year 2009

The Governing Board of the European Agency for Safety and Health at Work has received the Authorising Officer's Annual Activity Report for the year 2009 and is, on the basis of the information provided, of the opinion that the Agency's work programme for 2009 has been implemented in a satisfactory manner and that the resources provided have been spent in a reasonable way.



Bertil Remaeus  
Chairperson of the Governing Board  
12 March 2010

# ANNEX 12

## Outlook for 2010

The Agency's activities in 2010 will continue to follow closely the objectives set out in the EU-OSHA 2009–13 strategy.

### EUROPEAN RISK OBSERVATORY

#### 'Foresight 2020'

Now that its methodology has been developed, 2010 will see the implementation of the 'Foresight' project, focusing on 'green jobs'. The first phase will explore key socioeconomic, technical and environmental drivers of change, to be followed by the development of a list of key technological innovations that may affect workplaces and workers in 'green jobs' over the next 10 years.

#### Literature reviews and overview reports

The ERO will address in the following topic areas:

- >> nanotechnologies: a review of projects and research on risk perception and risk communication in this fast-changing area;
- >> a review of the legislation and practice for the involvement of workers in the management of OSH, to support the preparation of the Healthy Workplaces Campaign 2012–13;
- >> combined exposure to musculoskeletal disorders and psychosocial risks;
- >> violence and harassment at work
- >> health and safety risks faced by self-employed workers;

- >> maintenance and OSH: a statistical picture;
- >> the OSH of workers dealing with accidents and emergencies;
- >> exposure to ultra-violet radiation.

#### OSH in figures

The 'OSH in figures' project will be focusing in 2010 on the safety and health of women at work (with a literature review being produced, and a seminar organised to stimulate debate around its findings), on musculoskeletal disorders, and on the road transport and waste management sectors.

Work will also be carried out to identify and review the existing methodologies for estimating the occupational burden of disease and injury.

#### ESENER

The European Survey of Enterprises on New and Emerging Risks (ESENER) will receive its official media launch with the involvement of the Spanish EU Council Presidency in June 2010, following a briefing at the European Parliament in March. A report giving initial results will be published in June, and an online mapping tool will be developed to help with the analysis of survey data. Four reports will be commissioned to analyse the data in more depth; they will look at the effective management of OSH, the effective involvement of workers in OSH, the effective management of psychosocial risks, and the drivers, obstacles and measures that need to be taken when managing psychosocial risks.

## Research coordination

In 2010 the Observatory will lead the organisation of the second forum on new and emerging risks, which aims to help coordinate the research on new and emerging OSH risks carried out by a number of key OSH research institutions.

## WORKING ENVIRONMENT

### Follow-up to Risk Assessment Campaign

Following on from the Healthy Workplaces Campaign on Risk Assessment 2008–09, further tools will be added to the Agency's risk assessment database.

### Safe Maintenance Campaign 2010–11

Products to be developed to support the Healthy Workplaces Campaign on Safe Maintenance 2010–11 include a web feature on OSH and maintenance, a case-study report and a report on Legionella, both with associated factsheets.

For the 2010–11 campaign, the 10th edition of the Good Practice Awards competition will be organised, to honour organisations that have found innovative ways of promoting safe maintenance.

### Preparation of the 2012–13 Campaign on Prevention

Work will begin to define the scope of, and prepare content for, the 2012–13 campaign, which will address one of the overarching themes of the Community strategy: the promotion of risk prevention as the cornerstone of the European approach to improve OSH.

### Online interactive risk assessment (OiRA)

The Agency will carry out pilot projects to validate the diffusion strategy for its OiRA tool, working with partners to develop sector-specific and national tools.

### Economic incentives

Work will continue to stimulate debate around the use of economic incentives to promote good OSH practice. In particular, discussions will be organised

around the *Economic incentives* report and factsheet which are due to be published in 2010.

### Workplace health promotion

Products for 2010 deriving from the 'Workplace health promotion' project include case-study reports on occupational health promotion among young workers, and on the promotion of mental health at work.

### Mainstreaming OSH into education

Debate will be stimulated on the results of the reports that have so far been published on the subject of mainstreaming OSH into education.

## COMMUNICATION, CAMPAIGNING AND PROMOTION

### Awareness-raising activities

The year 2010 will see another edition of the Healthy Workplaces Film Award within the International Leipzig Film Festival for Documentary and Animated Film, which honours the best documentary on work-related topics. The Agency will also follow up its photography competition with an exhibition of the winning photos at Member State level.

### Communication partnerships

The Agency will continue to develop communication partnerships to help it reach Europe's workplaces. This will include consolidating and developing the Agency's partnership with the Enterprise Europe Network (EEN), and developing a shared communications platform for the Agency's key partners.

### Healthy Workplaces Campaign on Safe Maintenance

Efforts to promote the 2010–11 Campaign on Safe Maintenance will focus on the EU partnership meeting on 16 March, which will present the campaign to potential partners, the campaign's official launch on 28 April by Commissioner László Andor and the European Week for Safety and Health at Work, in October. A wide range of material will be disseminated to support the campaign, raising awareness of the OSH risks to workers carrying out or affected by

maintenance operations. A dedicated campaign website will be made available, containing all material for free download.

### **Events**

A new strategy will also be put in place, to better manage and coordinate the Agency's involvement in major OSH events. The Agency will be cooperating particularly with the EU Council Presidencies around OSH events in Barcelona in June and Brussels in November.

### **NAPO**

In 2010, a new NAPO film on safe maintenance will be launched and the Agency will work with the NAPO Consortium to produce new films on leadership and worker involvement in OSH for the 2012/13 campaign, and on the work-related risks linked to environmental tobacco smoke.

### **Promotion and press office**

The Agency will continue to promote its campaigns and information projects implemented by the European Risk Observatory and the Working Environment Information Unit, including through the media, with a special focus on ESENER results. Besides, a diffusion and communication strategy for the online risk assessment tool will be fine-tuned based on the results of the pilot projects.

### **Web developments**

Alongside a revamped campaign website for the Safe Maintenance Campaign, new single entry points to OSH information on key topics, and a web platform for OiRA, will be developed. In addition, the Agency will further develop its use of social media (such as Twitter) to communicate its information offer.

## **DEVELOPING THE NETWORK**

### **Focal point network development**

The Agency will continue to involve the national focal points in the programming, implementation and dissemination of its activities and products, and will work to enhance communication with them.

### **Coordination of the Heads of Regulatory Agencies Network**

As coordinator of the Heads of Regulatory Agencies Network in 2010, the Agency will be representing all of the regulatory EU agencies, at a time when the future place of agencies in EU governance is being debated.

### **Community OSH strategy**

The Agency will continue to support the implementation of the EU Community OSH strategy. It will also take part in the European conference for the mid-term review of the Community strategy 2007–12 co-organised by the European Commission in cooperation with the Spanish EU Council Presidency in June.

### **EU-OSHA strategy**

The Agency will begin its mid-term evaluation of its 2009–13 strategy.

### **Monitoring and evaluation**

The year 2010 will see the implementation of a new monitoring and evaluation policy, to provide better information on the Agency's outputs and impact for decision-makers.

### **Candidate and potential candidate countries**

The Agency will continue to prepare for EU enlargement by developing focal points in candidate and potential candidate countries, and working to raise awareness of OSH across Europe.

## **ADMINISTRATIVE ACTIVITIES**

Finally, in addition to recurrent activities in the areas of human resources, financial and budget management and office and ICT management, administrative activities for 2010 will include the finalisation of negotiations with the Spanish authorities to reach a formal seat agreement for the Agency, the implementation of a new ICT security policy, and the implementation of the corporate social responsibility policy for the Agency that was developed in 2009.







European Agency for Safety and Health at Work

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Photographs

EU-OSHA photo competition 2009 “What’s your image of safety & health at work?”

Cover page: Baptiste Lignel, Albert Kozak, Richard van Vliet, John O’Neill, Luigi Lauria, Ioannis Chatziantoniou, Sandra Cunningham/Fotolia

Page 10: Carmen Diaz Medina, Miguel Pereira, Petruta Pacuraru, Maciej Raczynski

Pages 38/39: Maciej Raczynski, Wlodek Staszczyk, Mauro Toniolo, Martina Teislerova, Gyula Csender, Baptiste Lignel, Garneata Adrian



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

European Agency for Safety and Health at Work  
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European Agency  
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