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FINAL - Version

# **PROMOTING QUALITY AT WORK**

## **INFORMATION FOR SAFE, HEALTHY AND PRODUCTIVE JOBS**

**Corporate Plan for 2002-2005  
Work Programme for 2002**



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## 1. FOREWORD

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

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

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

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

The Agency's activities are decided by the Administrative Board, based on a four-year rolling programme and a more specific annual work programme. In drafting these, account is taken of the views expressed by European institutions and social partners, as well as other important safety and health organisations and user groups.

This programme for 2002-2005 is an update of the Agency's second four-year rolling programme 2001-2004. It reflects the experience gained through the Agency's establishment phase and its vision and strategy for the future, as well as input from the Focal Points, Board interest groups and Agency units. It also takes into account the findings of the Agency's evaluation that was completed at the end of 2000 and the conclusions of a pre Board seminar that discussed these in March 2001.

The programme provides a framework for the detailed annual work programmes and allows sufficient flexibility in planning to take account of the future European OSH priorities and actions that will be outlined in the new Community Strategy for Safety and Health at Work (2002).

It is based on the following mission, vision and strategic goals:

### 1.1 Mission and vision

The following general mission and vision statements underpin the Agency's strategy:

- The Agency is the European Union organisation responsible for the collection and dissemination of information that can serve the needs of people involved in safety and health at work.
- It is the vision of the Agency, through its information activities, to promote high levels of safety and health and to support the goal of making European workplaces safe, healthy and productive.

## **1.2 Strategic goals**

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

Two general:

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

And two specific:

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

## 2 INTRODUCTION

### 2.1 The rolling work programme 2002-2005

According to its founding Regulation, the Agency is based on a decentralised network and partnership philosophy. This means that it must be:

- Flexible enough to meet the varied information needs of the Agency's many different users, in a variety of activity areas and on different levels, from European institutions to individual workplaces in the Member States.
- Transparent and accountable for its actions to Member State Governments, Social Partners and the European Commission represented on the Administrative Board for the management of its activities and finances. (For financial management issues, also to the European Parliament, to Financial Control and to the Court of Auditors).

In order to achieve this it is important that all of the Agency's key interest groups and partners give input to the development of its Work Programme and contribute as appropriate to its implementation.

With its rolling work programme for 2001-2004, the Agency entered a new era of development. While the first rolling work programme (1997-2000) set out the goals for the establishment phase, the 2001-2004 programme built on the Agency's achievements during its first four years of operation. These include a well-established infrastructure, based on a Europe-wide information network of Focal Points, a strong support system of expert groups and Topic Centres and a range of high quality electronic and paper-based information services and products.

This rolling work programme is based on in-depth discussions about the Agency's strategic goals with all stakeholders represented on the Agency's Administrative Board. On this basis, the Agency has entered the new millennium well prepared and ready to meet Europe's safety and health challenges and related information needs.

These challenges include:

- At *European Union level*, the European Commission<sup>1</sup> will prepare a new Community Strategy on Safety and Health at Work for the next four to five years. The Agency contributed to the preparation of the new strategy through the organisation of a workshop in April 2001 in co-operation with the Swedish Presidency and the European Commission.

The European Parliament has entrusted the Agency with setting up preparatory measures in 2001 for a multiannual action programme to develop and exchange effective good practice examples that reduce accident risks and that meet the relevant legislative requirements established by European Directives and national legislation and guidance. The "Health and Safety for SMEs" preparatory measures are consistent with the objectives of the European Week for Safety and Health at Work.

Also, the enlargement of the European Union will have a considerable impact on Agency business. The first steps towards integration of the Candidate Countries in the network and activities of the Agency have been outlined and full integration can be expected towards the end of the planning period.

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<sup>1</sup> See Communication from Commission to Council, European Parliament, Economic and Social Committee and Committee of the Regions, Social Policy Agenda, COM (2000) 379 final of 28.6.2000

- At *Agency level*, the external evaluation carried out at the end of 2000 has provided detailed information about the Agency's success so far in achieving its objectives. It indicated that the Agency has been reasonably successful in building up its Focal Point network, in creating a state of the art website and in producing quality information products and events. Its major challenge for the future is to communicate better with its users. This issue has been addressed in a user communication needs survey that is to be carried out during the second half of 2001.

The considerations about a new Community OSH-strategy, the results of the Agency evaluation and viewpoints expressed by the interest groups of the Board, the Focal Points and the Agency itself are important contributions to the Commission's review of the Agency Regulation scheduled for 2001/2002.

The Agency's 4-year rolling programme will reflect the outcome of these initiatives when it is revised and rolled forward as part of the annual planning exercise, i.e. in 2002 for the period 2003-2006. More specific goals and priorities will likewise be reflected in the annual work programmes that form an integral part of the rolling programme.

## **2.2 The annual work programme for 2002**

According to the Agency Regulation, an annual work programme shall form part of the four-year rolling programme.

In order to be flexible as regards the forthcoming European strategy, to be more focused in its activities and to ensure a better involvement of its network and improved communication with its targets groups and end users, the Agency has reduced the number of new initiatives in 2002.

In this document, the specific tasks and goals that make up the annual work programme for 2002 are presented in Section 6 (page 19), following the rolling work programme.

In addition, project overviews and detailed project sheets covering all Agency information projects 2002/2003 are presented in annex I (page 27).

### **3 BUILDING THE LINKS**

#### **3.1 Optimising Agency and Network resources and co-operation**

The Focal Point network is central to the Agency's functioning. The Agency evaluation, while recognising the achievements of the network to date, highlighted differences in the Member States' funding and staffing of Focal Points. The network needs to be continuously improved as a whole.

The Agency will strive to improve the organisation of future information activities, ensuring that the tripartite Focal Point network is involved in the most appropriate and cost efficient way. Information activities can represent a considerable burden on the networks and the consultation process with the social partners and other important organisations can be especially time-consuming.

The Agency will achieve further network improvements by:

- Developing a more flexible concept of information projects, with different levels of Focal Point network involvement, according to the feasibility of collecting information via external consultants/Topic Centres (depending on real capacities, efficiency and type of information needed).
- Improving the working relationship between the Board/Bureau, the Agency, the Focal Points, the expert networks and external consultants, including Topic Centres as recommended in the Agency evaluation (based on a revised model for the basic relationship and key functions of the Agency's network). The further involvement of the Focal Point network in Agency planning will ensure that the products of information activities respond to all Member States' OSH priorities.
- Establishing a second generation (2002-2005) of Topic Centres building on the experience of the last three years. These will comprise two major Topic Centres – one covering research on work and health and another dealing with good safety and health practice including systems and programmes. This will provide a flexible source of high quality safety and health expertise in the Member States to assist in the implementation of its work programme. A direct link from the Topic Centres to the national networks will be established via the Focal Points.
- Encouraging ongoing improvement in network relations and organising periodically comprehensive evaluations of the Agency's network structure and co-operation. The results of the user communication needs survey will provide important input for improving communication at national level. The Agency network structure will also be reinforced with a direct link between the national Focal Points and the second-generation Topic Centres.
- Developing the co-funding structures so they fit with the national systems and targeting the strategic information needs related to the maintenance and development of the national Agency websites and improved communication with the end users. Increased co-funding will improve resources available for common European activities, while national activities must, in the future, be fully nationally funded.



### **3.2 Extending network partnership**

The provision of basic safety and health information can only be ensured if the network of the Agency includes the most important national and international information providers. Extension of the network to ensure that all relevant information providers participate effectively in the national networks is an important objective, as is ensuring inclusion of non-governmental safety and health resources, such as professional organisations. It is especially important that social partners and OSH-practitioners contribute to this active information exchange.

The internet and other means of electronic communication are the Agency's principal networking and communication vehicle. Over the programme period, the Agency will:

- encourage and facilitate the active participation of all European and international network partners in the development of the Agency's information network of websites;
- develop the extranet facility to strengthen co-operation and information exchange between itself and its network partners;

### **3.3 EU-level network developments**

Systematic information exchange will continue with the relevant services and committees of the Commission and other Community bodies such as Parliament and ECOSOC. The aim is to provide the Community bodies with the relevant OSH information and assistance they need in order to improve the quality of employment by turning Europe into a safe, healthy and productive place to work.

The Agency will strengthen relations with DG Employment and Social Affairs and its OSH committees. It will assist the Commission in the promotion of the New Community Strategy for Safety and Health at Work (2002) and play an active role in its implementation, including activities to mainstream safety and health into other Community policy areas. In order to ensure proper cohesion between Commission and Agency work, a "memorandum of understanding" may be considered appropriate.

Systematic collaboration will also be established with other Commission services involved in aspects of occupational safety and health, focusing especially on DGs Enterprise, Research, Enlargement, Education and Culture, Health and Consumer Protection, Fisheries, Transport and Energy, Environment, Internal Market, etc.

Exchange of information with the European Parliament and the European Economic and Social Committee will be continued and consolidated.

In addition, stronger links will be sought with the European social partners, as well as in-depth co-operation with the European confederations UNICE and ETUC, already participating in the Agency network. Exchange and provision of information has started and will be systematically developed with the Sectoral Social Dialogue Committees and relevant European organisations such as, CEEP (European Centre of Enterprises with Public Participation), UEAPME-EUROPME (European Association of Craft, Small and Medium-Sized Enterprises), etc.

Stronger relations will be fostered with European networks of OSH professionals/ practitioners and ad hoc networks such as on Workplace Health Promotion (WHP). Also, links will be further developed with other European Agencies, in particular the Dublin Foundation, based on the revised Memorandum of Understanding, in order to increase transparency and to avoid duplication of work.

### **3.4 Beyond the EU**

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

#### **Partnership:**

- *Candidate Countries:* Systematic network co-operation with the intention of involving all 13 countries in the Agency information network. Further develop the tripartite Focal Points and the building of national information networks and national Agency web-sites. The next steps will include participation in relevant Agency information projects and other activities, such as the European Week. It is expected that over the planning period the Candidate Countries will be fully integrated in the Agency's network activities and that their participation at Board level will be clarified as part of a common solution for Agencies with tripartite Boards.
- *EFTA countries:* Continue web-site co-operation and extend their involvement in the Agency's information network, especially in relation to relevant Agency information projects and the European Week. The EFTA countries will also be integrated gradually into the Agency's network activities.
- *USA:* The Agency's relations with DOL-OSHA will be further developed within the framework of EU/US co-operation, especially regarding the common web page that was established in 2000, the development of network-partnership and the information exchange on specific topics of common interest.
- *Other major trade partners,* such as Canada and Australia: continue to develop close network partnership based on joint websites and specific projects of common interest.


















#### **Co-operation:**

- *International Organisations* such as the ILO, the WHO and PAHO: continue to develop co-operation on strategic issues including joint web-sites and co-ordination of activities such as the ILO's SafeWork programme and WHO's workplace health promotion activities.
- *European/International Networks,* such as WHP and APOSHO: develop structural web-links to these organisations and explore the possibility of co-ordinating activities, including regular meetings.

#### **Contacts:**

- *Other countries and OSH organisations:* Link from the Agency web-site to relevant web pages and include on the Agency's mailing list for publications etc.

**Table 1: Promoting global network partnership 2002-2005**

<b>Actions:</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
<b>Optimising Agency and Network resources and co-operation</b>				
Stakeholders give input to and participate in Work Programme				
Review concepts of information projects				
Review working relationship with Board/Bureau and network				
<b>Extending network partnership</b>				
Increase participation in national networks, especially of social partners and OSH-practitioners				
Promote the role and raise awareness of the Agency Web site				
Systematic information exchange with European Community bodies				
Strong links to European social partners				
Establish information exchange and links with OSH-professionals and OSH-networks				
Links to European Standardisation bodies				
Systematic network co-operation with the Candidate Countries				
Further develop the involvement of the EFTA-countries				
Closer co-operation with the US based on the EU/US agreement				
Further develop the strong links to the International Organisations				
Develop specific links to International Networks				
Setting up links to other Non EU countries and OSH organisations				

## **4 COMMUNICATING KNOWLEDGE**

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

It is crucial that the Agency organises its activities in the most appropriate way to meet the needs of its key user groups. Its principal stakeholders (governments, employers, trade unions and the Commission) are represented on the Agency Board and in all network activities, both at European and national level. This gives them the ability to influence directly the tasks and goals of the Agency, as well as to monitor the implementation of its activities. However, it is also important that the Agency is aware of the needs of other user groups, i.e. people involved in safety and health at work, such as OSH-experts and decision-makers at all levels including social partners, safety and health practitioners, employers, workers and their representatives at enterprise level.

This was underlined by the findings of the Agency's evaluation. The report summarises one of the main recommendations as 'communicating decisively better with customers'. The evaluators identify a need to take 'decisive measures to address, assess and meet customer needs'. As well as considering ways of improving dissemination channels and mechanisms, they also stress the need to put in place improved feedback mechanisms.

As part of its follow-up to the evaluation's recommendations, the Agency is undertaking a user communication needs survey (2001) that will inform a revised communications strategy, including the necessary tools for dissemination and for the provision of user feedback on an ongoing basis (2002).

As far as possible user feedback will be incorporated in the internal management procedures. More comprehensive external assessments will be carried out at least every four years in order to review in-depth the Agency's information activities.

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

Continuous development of the Agency's web site as a comprehensive and user-friendly information resource is a key task for the Agency in pursuit of its strategic goal to become Europe's first reference point for information on occupational safety and health. The Agency will continue to develop its network of websites as a portal providing access to national, European and international OSH information. It is supported in this activity by the national Focal Points at Member State level and by external contractors, including Topic Centres, at European and international level. The established network structure based on 10 common categories (news and events; legislation; good practice; research; publications statistics; systems and programmes; training; topics) will be complemented by enhanced navigation tools and search functions (based on search spiders and a multilingual thesaurus of OSH terminology) as well as automated translation tools. The Agency will continue to improve the usability of the sites and accessibility of our on-line information to meet more fully the needs of its different user groups, including practitioners at workplace level.

In addition to generating its own information resources and making them available via its network of web sites, the Agency and its Focal Points aim to provide the most comprehensive set of internet links to validated on-line OSH information resources. These include safety and health related databases, at national, EU and international level made accessible directly from the Agency's web sites without the need for further processing. This information can assist in the

identification of safety and health risks, inform about European and national legislation, guidelines etc. provide examples of good practice, and act as a guide to sources of safety and health expertise. The overall intention is to create the principal portal to occupational safety and health information. Over the planned period, the Agency network will expand to include EU Candidate Countries. In addition, the Agency will continue its strategic co-operation with international partners with the aim of developing a global portal for OSH information.

The Agency intends to reach this goal by ensuring:

- The continuous development of basic safety and health information links through the provision of resources within the framework of its annual work programmes
- Common targets for the information links to be provided by the Agency and its Focal Point network, based on the priority topics agreed by the Board
- Proper maintenance, update and promotion of information on the Agency website, especially on good safety and health practice for users at company level
- That during the first half of the planning period, that basic OSH information under all categories is made available on the Agency's site as well as the national sites, following the agreed system of sub-categories

#### **4.3 Improving Web-facilities, ensuring quality and meeting users' needs**

As the Agency's user groups are broad and have varying information requirements, providing user-friendly access to the information held on the internet is a key issue. The Agency will promote this by:

- Improved targeting of information through, for example, better indexing of the sites, more comprehensive sets of frequently asked questions, and the development of sub-web sites for specific topics, sectors and user groups
- Implementation of its policy of 'continuous improvement' of the web sites through the use of proven technologies in order to provide users with easy access to relevant OSH information and the introduction of news delivery services
- Developing and applying common guidelines on the provision of information, addressing issues such as validity and scientific soundness
- Incorporating the use of the Internet into a regular assessment of user needs that covers all of the Agency's information activities. (See also 4.1)
- Developing "virtual communities" for OSH-experts and professionals and seeking to widen access to its information through co-operation with information networks for citizens, schools, libraries etc.

#### **4.4 Complementary Communication Services**

As part of the Agency's integrated approach to information and communication issues, other communication vehicles and channels will be used both to support and raise awareness of the Agency, its role, and its information services and products. These include publications (such as newsletters, magazines, information reports etc.), CD-ROMs and videos, events and campaigns, conferences, seminars and briefings, and media relations. The Agency will organise annually a major safety and health event and participate, in partnership with national Focal Points, in

congresses and fairs. Priority will also be given to co-operating with EU Presidencies on safety and health events.

An important goal for these activities is to keep the political decision-makers, as well as the general public, informed about OSH developments in Europe and to help ensure a high profile for OSH across the EU. Activities will be closely linked to the New Community Strategy for Safety and Health at Work.

The Agency provides information in response to ad hoc information requests. These will be prioritised according to criteria agreed by the Board taking into account resource implications for the Agency and its network, European added value and relevance to policy setting and implementation.

#### **4.5 Campaign activities**

These include the organisation of European awareness raising events such as the European Week for Safety and Health at Work and other relevant programmes, depending on the availability of resources and evaluation results.

To improve forward planning of future European Weeks, the Agency's Board will be asked to decide on themes two to three years ahead. The 2002 European Week will focus on *psychosocial issues, especially work-related stress*.







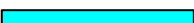





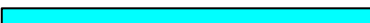
##### **Proposed themes for subsequent campaigns are:**

- *OSH and dangerous substances – 2003<sup>2</sup>*
- The themes for 2004 and onwards should be based on the new Community Strategy.

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<sup>2</sup> Dangerous substances was the theme that received second most support following psychosocial risks when the Board voted on the theme for 2002

**Table 2: The Agency - Your link to safety and health at work 2002-2005**

<b>Actions:</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
<b>User needs: ensuring the Agency is on the right track</b>				
Assessment of user needs/satisfaction with Agency services/products				
<b>Providing OSH information on the Internet</b>				
Development of links to basic OSH information within all categories				
Common maintenance, update and development as well as promotion targets for the Agency and its FP-network				
Basic information provided within all key information categories				
<b>Improving Web-facilities, ensuring quality and meeting users' needs</b>				
Improvement of Web-site user-friendliness, navigation, design etc.				
Widen access to information through "virtual communities" and co-operation with public info-networks				
Review of common guidelines for information provided				
<b>Complementary communication services</b>				
Corporate information on Agency goals and achievements				
Regular news through Agency Newsletter, Magazine and press				
Annual Agency events in Bilbao and participation in key OSH-events				
Information in response to ad-hoc requests				
<b>Campaign activities</b>				
Annual European week for safety and health at work				

## **5 SUPPORTING POLICY MAKING AND IMPLEMENTATION**

To achieve its goal of actively supporting health and safety policy activities at European and at national level, the Agency will provide strategic information to the institutions and organisations involved in the political decision-making process at EU-level. This includes providing information to the Council, the European Parliament, ECOSOC, the European Commission and the Advisory Committee on Safety, Hygiene and Health (ACSHH), for example to enable such bodies to debate the need for action and set a European agenda.

In this respect, the Agency will:

- Process collected data to identify trends and common themes, and to take account of different national contexts. In this way, a European ‘added value’ will be provided.
- Ensure the interests of the key stakeholders are reflected in a balanced way.
- Provide strategic information that can support the successful implementation of safety and health policies at European and national level.

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

Within the Agency’s key task of structural information collection, a core activity has been the project "The State of Occupational Safety and Health in the Member States in the EU – Pilot Study". This study provides an important input to the development of a comprehensive European occupational safety and health monitoring system in close co-operation with the Member States and the European Commission. Furthermore, it may serve as the basis for the identification of common European priorities, e.g. in relation to the new Community Strategy for Safety and Health at Work (2002).

Based on the detailed evaluation of the pilot project on the State of OSH project, a revised concept will be developed. This will take account of the new Community strategy on safety and health of work, as well as current discussions on the development of quality of work indicators in the field of safety and health.

This system should provide the Commission, the Member States, social partners and other groups involved in policy-making, with information about:

- Common trends and challenges in the Member States related to key safety and health developments and indicators;
- Priority areas for preventive action;
- Preventive capacities/infrastructures and their efficiency;
- Successful preventive OSH concepts;
- Efficiency of safety and health policy.

The Agency will, in co-operation with the Member States, Eurostat, and the Dublin Foundation, collect additional information to contribute to:

- Harmonisation of identified quantitative and qualitative data types linked to State of OSH.
- Closing knowledge gaps in the pilot study e.g. related to employability/employment status, company size, age and gender.
- Development and implementation of indicators for key safety and health themes.



- Clarification of schemes and data related to occupational diseases.

This information will also form an important basis for the planning of future work programmes of the Agency.

## 5.2 Collecting strategic information on specific topics

In order to ensure that specific information projects can be used in the development of European and national safety and health policy/actions, the Agency will:

- Provide summaries and assessments of the data collected via the Agency's Focal Point network or via external consultants/Topic Centres.
- Organise the information projects to:
  - Collect and disseminate information about *good safety and health practice* within the priority areas identified. This will support preventive action at workplace level by sharing practical solutions (good practice).
  - Collect information about tools and concepts within *systems and programmes*. This will support the development of modern and efficient OSH-infrastructures and tools in the Member States.
  - Provide *research information* to support policymaking and discussion at national and European level, e.g. in the ACSHH.
  - Collect and disseminate information about the safety and health implications of the *changing world and the new risks* emerging from this development. This will ensure that proactive measures can be taken to prevent possible negative health effects of the rapid changes that take place in the world of work.
  - Collect and disseminate information focused on *sectors* where needs are documented and agreed. As sector-related activities it is *proposed* to give priority to the fisheries sector in 2002, the education sector in 2003 and the agriculture sector in 2004.
  - Collect and disseminate information that can promote *mainstreaming* of safety and health into other policy areas. In 2002 a workshop will be organised to look into experiences as regards mainstreaming of safety and health into education. Based on the outcome of this workshop, as well as the forthcoming Community strategy, a proposal for future Agency work will be prepared
- Seek innovative ways of including the experiences of companies and social partners, as well as preventive services, sector organisations, professional organisations and safety and health practitioners, in the collection and distribution of good practice.
- Organise its information projects in the planning period within the following topics:
  - **Safe and healthy work in SMEs**
  - **Changing world of work/emerging safety and health risks**
  - **Safety and health information for risk sectors**
  - **Promoting a preventive safety and health culture**

These topics will be reviewed in the light of the forthcoming New Community Strategy for Safety and Health at Work 2002.

An overview is given below of expected structural and strategic information project activities. It should be noted that Agency information projects are based on a rolling approach, according to the duration of the individual projects (normally 1-2 years), with new activities not starting before old ones are finalised.

As mentioned earlier, the Agency's future information project activities will be identified and decided in the light of the new Community Strategy on Safety and Health at Work and the Agency evaluation projects. A detailed project overview is presented under the annual work programme goals for 2002 (chapter 6).

**Table 3: Supporting policy making and implementation 2002-2005**

<b>Actions:</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>
<b>Developing a European monitoring system for structural OSH-information</b>				
Inventory and workshop on national OSH monitoring systems	■			
Preparation of OSH monitoring survey model		■		
Organisation of the 2 <sup>nd</sup> State of OSH-survey			■	
<b>Collecting strategic information on specific topics</b>				
Safe and healthy work in SMEs	■	■	■	■
Changing world of work/emerging safety and health risks	■	■	■	■
Safety and health information for risk sectors	■	■	■	■
Promoting a preventive safety and health culture	■	■	■	■



## **6 ANNUAL WORK PROGRAMME 2002**

In this section the specific development goals and activities of the Agency for the year 2002 are presented following the sections of the rolling work programme.

### **6.1 Building the links - Promoting global network partnership**

In 2002, the Agency will focus its network activities on the following goals:

#### **Optimising Agency and network resources and co-operation**

- Further improve Focal Point and national network involvement via new extranet facilities, improved dialogue, and involvement in all phases of the planning and implementation process of the Agency's work programme.
- To this end, organise a structured pre-planning input phase in spring 2002 with a Bureau-Focal Point planning seminar in September 2002 and WP2003-implementation seminar in December 2002.
- Increase funding in 2002 for the annual subsidy of max. 35.000 EUR and 40.000 EUR respectively per Focal Point<sup>3</sup> aimed at further web-site development and improved communication with end-users following the findings of the user survey.
- Use the Focal Point progress reports to monitor development of the network and effectiveness of the co-funding scheme. These reports will be summarised in the Agency's Progress Reports to Board and Bureau and in the Annual Report.
- Establish a second generation of Topic Centres (2002-2005) – one covering research on work and health and another dealing with good safety and health practice including systems and programmes. These will provide the Agency with a flexible source of high quality safety and health expertise in the Member States to assist in the implementation of its work programme. A direct link from the Topic Centres to the national networks will be established via the Focal Points.

#### **Extending network partnership**

- Ensure an appropriate level of network membership in the Member States covering all relevant OSH information providers, with special emphasis on the social partners and OSH-practitioners, and to improve communication and consultation processes.
- During 2002, to promote the Agency Web site and other key information services and outputs at national, European and international level. Special products will be developed, with assistance from the Topic Centre, for the promotion of good practice on the Agency web site.
- Systematic exchange and strategic co-operation in 2002 with the European Commission will focus on DG Employment, and in a co-ordinated way also with DG Enterprise, DG Research, DG Enlargement, DG Education and Culture, DG Health and Consumer Protection, DG Fisheries, DG Internal Market, DG Environment and DG Information Society. Co-operation with EUROSTAT and the Commission's offices, representations and delegations, as well as Info Points and other communication infrastructures.

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<sup>3</sup> Subject to budget availability and Board decision. (€35.000 to A, B, DK, GR, NL, L, P, S, FIN, IRL and €40.000 to D, F, I, E, UK)

- Further develop the links to the European Parliament and its committees (including the organisation of an annual exhibition and presentations), to ECOSOC, the Council and relevant Representations.
- Develop strong links to European social partners and business networks, as well as OSH-professionals, through regular meetings in Brussels, facilitated through the joint meeting facilities with other Agencies.
- Implement the principles for Agency relationship to non-EU countries and international organisations with special focus on:
  - Stepwise inclusion of the Candidate countries in the Agency's network, starting with the establishment of Focal Points, national networks and an Agency web-site as foreseen in the project granted by Phare in 2001. To apply for further support from the Phare programme in 2002 in order to continue the initiatives started in 2001 and to introduce new ones e.g. to organise the planned European Week also in the Candidate countries.
  - Continue the positive co-operation with the EFTA countries within a more structured partnership including observer status at Focal Point meetings.
  - Take further steps in the EU/US co-operation following the conclusions of the joint conference in November 2000 and develop network partnership with a Focal Point arrangement and a network comprising relevant organisations in the US in order to provide easy access to safety and health information.
  - Develop and implement appropriate network partnership models with OSH organisations in Canada and Australia based on the arrangements agreed in 2001. Develop also the co-operation links with New Zealand and South Africa that have shown a strong interest in the Agency.
  - A strategic global co-operation approach re OSH-information activities will be developed further in 2002 based on the arrangements agreed with the international partners including the ILO and WHO as well as contacts established with PAHO, ISSA, ICOH etc.

<b>Table 4: Network activities</b>	<b>Budget 2002</b>
Information requests and other costs	P.M.
Focal Point subsidy	€50,000
Meetings of Focal Points and expert groups	€40,000
Non-EU network meetings	€60,000
Meetings of the Administrative Board and Bureau	€80,000
<b>Total</b>	<b>€330,000</b>

## 6.2 Communicating knowledge – your link to safety and health at work

In 2002, the Agency will focus its information and communication services on the following goals:

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

- One of the central recommendations of the independent evaluation of its performance to date was that the Agency needed to 'communicate decisively better' with its users. The results of a user communication needs survey undertaken in the second half of 2001 will give input to a new communications strategy. This will include the setting up of feedback mechanisms, such

as user panels, to ensure an effective ongoing dialogue between the Agency network and the user groups it serves.

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

- Further develop the links to the European Parliament and its committees (including the organisation of an annual exhibition and presentations), to ECOSOC, the Council and relevant Representations.
- Maintain and update the information on the Agency's site at <http://osha.eu.int> provided through web-features like the European Week and Accident Prevention sites and databases such as those developed by the Topic Centres and the vast amount of links to OSH-related information on web-sites world-wide by:
  - maintenance to ensure that there are no broken links
  - ensuring that the data on the system is current
  - introducing new information to mirror current topics
- To this end develop a maintenance policy for the Agency network, including quality targets and a set of generic tools and electronic schemes for adding and maintaining information at the Agency's web site network.
- Via the information project activities planned for 2002, to add further information and develop sectoral sections on the following topics: psychosocial issues (stress), high-risk sectors (fisheries).
- Promotion of available OSH information, especially regarding good safety and health practices for enterprises.
- Development of the Agency's Internet network to accommodate additional partners, notably Candidate Countries.
- Continue the development of the web site as a global portal by strengthening the Agency's links with the USA (according to the EU/US agreement) and other major partners, including the Candidate countries, Canada and Australia, as well as with international organisations such as ILO and WHO.

### **Improving Web-facilities**

- Redesign the Agency's web site network to improve usability and access for safety and health practitioners at workplace level and to accommodate expansion of the network.
- Develop user-friendly access to company and practitioner-oriented information (with special focus on SMEs) through a dedicated interface on the Agency's web site and to improve access to and information exchange on the Good Practice On-line Forum
- Associated developments will include the improvement of the site's navigability and search functions. To this end the Agency will work with the Translation Centre to develop an OSH keyword thesaurus in 2002.
- Use of the extranet as a collaborative system between the Agency and its partners to support networking (forum, document repository, databases – such as user directories).
- A feasibility study will explore different technical possibilities for end users to locate more easily relevant OSH information on the Agency's network and partner sites.

## Complementary communication services

- **Communication strategy:** A revised communication strategy will be developed, together with the Focal Points, based on the results of a user communication needs survey carried out in the second half of 2001. As well as considering the vehicles and channels of communication to be used, this will include new mechanisms for ensuring effective user feedback from the Agency's key user groups on an ongoing basis.
- **Promotion of web-information:** The promotion of the vast amount of safety and health information that can be accessed on the Agency's web-site will be intensified in 2002. This will be done partly by new promotion initiatives of the web-site as such and partly through the development of new electronic and paper-based information products based on the information available on/via the Agency website. Special attention will be paid to good practice information and sectoral information to practitioners and other end-users at company level, especially SMEs. To this end the outcome of the *healthcare project* will be discussed with relevant European networks and sector organisations for strategic co-operation and development of a sustainable information system at EU and national level.
- **Campaigning / European Week:** The Agency will co-ordinate the European Week 2002, focusing on psychosocial issues, especially work-related stress. Community funding will be used to provide "seed money" (€40 000-€60 000)<sup>4</sup> to Focal Points for stimulation of activities at Member State level following the recommendations of the evaluation of the European Week 2000. A good practice award scheme will take place and the Agency will co-operate with the Spanish and Danish EU Presidencies in the launch and closing event. An external evaluation will be carried out<sup>5</sup>. The European Week 2003 on dangerous substances will be prepared for launch in early 2003.
- **Information delivery:** As part of the Agency's follow-up to the recommendations of its evaluation, it will seek to develop strategic publishing partnerships to facilitate the production of its various publications in additional languages. The Agency will continue to develop its twin-track approach to communication based on electronic and print channels.
- **Project reporting and promotion:** Dissemination and promotion activities will be adapted to the information needs of each project and the characteristics of the main target groups. They will include the production of reports and fact-sheets, forum, internet pages, CD-ROMs etc. as well as the organisation of special promotion events and presentations at European and national level.
- **Media relations:** The Agency will continue to develop its links with the OSH media and to promote safety and health via the mainstream media through campaigns such as the European Week and via strategic co-operation with the key OSH-magazines.
- **Supporting the Focal Point network:** The Agency will, as follow-up of the user needs survey, agree appropriate support to Focal Points as regards communication with stakeholders, media and end users. It will continue to provide core communication tools – campaign material, fact-sheets (in all Community languages) to support the communication work of the national Focal Points.

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<sup>4</sup> For co-financing (max 50%) by Focal Points of projects. Subject to budget availability and Board decision. (€40 000 to A, B, DK, GR,NL, L, P, S, FIN, IRL and €60 000 to D, F, I, E, UK)

<sup>5</sup> Budget for evaluation, maximum €50.000. Subject to budget availability and Board decision.

- **Exhibitions/events:** The Agency will organise an EU-session of workshops at the World Congress on Occupational Safety and Health in Vienna from 26 to 31 May 2002, as well as being present in the linked exhibition. The Agency will also organise an SME-session during the Danish Presidency conference on accident prevention in the second half of 2002. It will assist the Spanish Presidency in the organisation of workshops 2002 in Bilbao on Mainstreaming of OSH in education and on OSH-monitoring systems. The Agency will also assist in the information work related to a New Community OSH-Strategy Conference in Barcelona in April 2002.
- **Research co-operation:** Prepare a guide to EU-research funding and promote the development of a research partnership system with assistance from the Topic Centre and Focal Point/TNG and in co-operation with DG Research.
- **Information requests:** The Agency will in 2002 be able to handle a limited number of ad-hoc information requests within the established procedure.

**Table 5: Information services** **Budget 2002**

Providing OSH information/web facilities	€250,000
Complementary communication activities	€440,000
Translation	€480,000
<b>Total</b>	<b>€1,170,000</b>

### 6.3 Supporting policy making and implementation

In 2002 the Agency will focus its information project activities on the following goals:

- ***Developing a European monitoring system for OSH:***
  - Preparatory study for a possible OSH monitoring system at European level. This will be based on the results and evaluation of the pilot study and on an inventory and assessment of current OSH monitoring systems in the member states, followed by a workshop discussion (March - November 2002)
- ***Safe and healthy work in small and medium sized enterprises (SMEs):***
  - Development and exchange of good practice within the frame of the SME scheme for prevention of work-related accidents (January 2001 - December 2002)
  - Successful safety and health assistance schemes for SMEs (January 2002 – December 2002)
- ***Changing world of work/Emerging safety and health risks:***
  - Development of an information system for new research on changing world of work/emerging OSH risks. (January 2002 – December 2002).
  - Women's safety and health - collection and review of research information (January 2002 - December 2002)
- ***Safety and health information for risk sectors:***
  - Development of an information system on safety and health in the fisheries sector (January 2002 - December 2002)



- **Promoting a preventive safety and health culture:**

- Preparation of documentation for the European Week 2002 on psychosocial issues, especially work-related stress (January 2002 – December 2002)
- Preparation of documentation for the European Week 2003 on dangerous substances (January 2003 – December 2003)
- Mainstreaming occupational safety and health into the education systems – programmes, practices and experiences (January 2002 – December 2002)

**Table 6: Information projects****Budget 2002**

Developing a European monitoring system for OSH	€40,000
Safe and healthy work in SMEs	€40,000
Changing world of work/Emerging safety & health risks	€80,000
Safety and health information for risk sectors	€0,000
Promoting a safety and health culture, inc. EW 2002	€410,000
Maintenance, updating and follow-up	€90,000
<b>Total</b>	<b>€2,050,000</b>

**Table 7: Information projects 2002**

	<b>GOOD PRACTICE</b>	<b>RESEARCH</b>	<b>SYSTEMS</b>	<b>OSH MONITORING</b>	<b>CAMPAIGN</b>
<b>Developing a European monitoring system for OSH</b>					
OSH inventory and workshop					
<b>Safe and healthy work in small and medium sized enterprises (SMEs)</b>					
SME accident prevention scheme					
SME assistance schemes					
<b>Changing world of work/Emerging safety and health risks</b>					
Research information for new OSH risks					
Women's safety and health					
<b>Safety and health information for risk sectors</b>					
Information system on OSH in Fisheries					
<b>Promoting a safety and health culture</b>					
Euro. Week 2002 on psychosocial issues					
Euro. Week 2003 on dangerous substances					
Mainstreaming OSH in education					



## 7 ANNEX I – PROJECT SHEETS

<b>Gantt Chart</b>		i
<b>Developing a European monitoring system for OSH</b>		
IP-MO-FOLLOWUP	Development of a European OSH-Monitoring system in the EU	1
<b>Safe and healthy work in small and medium sized enterprises (SMEs)</b>		
IS-CA-SME2001	SME accident prevention funding scheme 2001-2002	4
IP-GPSP-SME	Successful SME assistance schemes	6
<b>Changing world of work/Emerging safety and health risks</b>		
IP-WH-NEW RISKS	Information system for new research on changing world of work/emerging OSH risks	8
IP-WH-WOMEN	Women's safety and health at work - collection and review of research information	10
<b>Safety and health information for risk sectors</b>		
IP-GPSP-FISHERY	Development of an Information-system on Safety and Health in the Fisheries Sector	12
<b>Promoting a safety and health culture</b>		
EW-2002-STRESS	European Week 2002 on psychosocial issues, especially work-related stress	15
EW-2003-DS	European Week 2003 on dangerous substances	18
IP-GPSP-MAINSTREAMING	Mainstreaming occupational safety and health into the education system – programmes, practices and experiences	21



