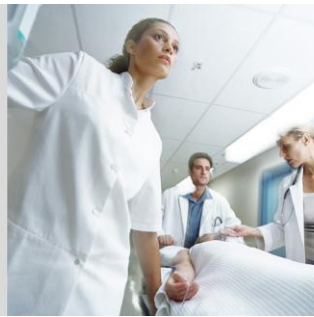


## SLIC 2012 - Campaign on psychosocial risks – Country report I (Denmark)

*See instructions!*

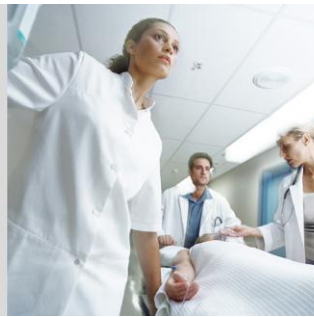
General description





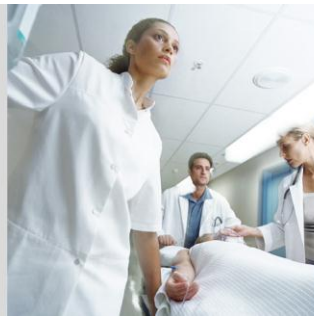
<p>National legislation</p>	<p>Working Environment Act; Consolidated Act No. 57 of 27 January 2011 as subsequently amended issued by the Danish Ministry of Employment</p> <p>The aim of the Act is to create a safe and healthy working environment, which at all times is in accordance with technical and social developments in society. Furthermore, the Act is intended to create the basis for enterprises themselves to solve problems related to safety and health issues with guidance from the social partners and guidance and inspections from the Working Environment Authority. The main areas of the legislation are performance of work, the design of the workplace, technical equipment, substances and materials, rest periods and young persons under the age of 18. The Act is supplemented by Executive Orders which further describe how the object of the Act can be achieved.</p> <p>The psychological working environment is regulated by section 38 of the Working Environment Act:</p> <p><i>"Work shall be planned, organised and carried out in such a way as to ensure health and safety."</i></p> <p>The psychological working environment is also regulated by the Executive Order on the Performance of Work. Primarily section 4, which states: <i>"All aspects related to work shall be planned and organised so as to ensure safe and healthy working conditions....."</i></p> <p>Moreover section 7 states: <i>"All aspects related to work shall be performed so as to ensure health and safety, both in the light of an individual assessment and in the light of an overall assessment of the physical, ergonomic and psychosocial conditions of the working environment which in the short or the longer term may affect the physical or mental health of the employees"</i>.</p> <p>Bullying and sexual harassment are regulated by section 9a of the same Executive Order, which states: <i>"In connection with the performance of work, it shall be ensured that the work does not involve a risk of physical or mental impairment to health as a result of bullying, including sexual harassment"</i>.</p> <p>There is also an agreement between the social partners and the Working Environment Authority with a number of recommendations as to the type of psychological working environment cases on which the Working Environment Authority can make a decision. The agreement is called <i>"Metodeudvalget"</i> (Methods committee). In general, the agreement states that the Working Environment Authority can determine cases in which problems in the psychological working environment are directly or indirectly caused by the work function of the individual.</p> <p>An Executive Order limiting the scope of supervision by the Working Environment Authority of compliance with certain health and safety regulations, allows employer and employee organisations to establish agreements which limit supervision by the Working Environment Authority. There are two agreements between specific employer and employee organisations which limit supervision and inspection by the Working Environment Authority regarding bullying.</p>
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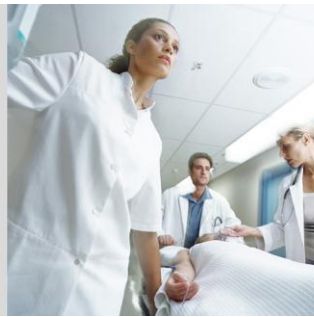


<p>Campaign goals or indicators</p>	<p>The objective of the campaign is to help improve the psychological working environment. The campaign has been organised such that there is special focus on dialogue with enterprises and guidance for enterprises. All enterprises receive two inspection visits. Ten hours have been allocated for each visit to the largest enterprises with 25 or more employees, while five hours have been allocated for each visit to enterprises with less than 25 employees. The first visit focuses on dialogue and guidance. This dialogue continues in the second visit, but during this visit the Working Environment Authority also conducts inspection and checks that the psychological working environment is as it should be.</p> <p>The campaign has the following success criteria:</p> <ul style="list-style-type: none"> <li>• At least 50% of the enterprises visited have stated, on the second visit, that they have worked further with at least one of topics on which the Working Environment Authority has advised during the first visit.</li> <li>• At least 50% of the enterprises believe that the advice from the inspector has helped the enterprise further with health and safety work.</li> <li>• At least 50% of the enterprises believe that they are able to take action on the basis of the knowledge about health and safety they have received.</li> </ul> <p>Unfortunately the campaign has not yet been completed. At the moment inspections have been made at 247 enterprises out of a total of 268. Therefore 21 enterprises have yet to receive a visit and 29 enterprises have only received one visit of the two visits in the campaign. Therefore Denmark is only reporting on part of the campaign.</p>
<p>Sectors inspected</p>	<p>The inspections by the Working Environment Authority are in the passenger transport sector, that includes amongst other things buses and taxis.</p>
<p>SLIC inspection tools and methods</p>	<p>The Working Environment Authority has used question guides as a tool in connection with the inspections. The question guides offered by SLIC were originally developed by the Danish Working Environment Authority. Therefore the Working Environment Authority has used the Danish version of the question guide in its inspections at enterprises.</p>





<p>National tools (existing tools, development of new national tools or adjustment of campaign tools)</p>	<p>As described above, in Denmark the Working Environment Authority has used the question-guide tool developed by the Danish Working Environment Authority itself. The tool was not developed for this inspection campaign, but it has been developed ongoing since 2007. The question guide is a tool used to uncover the psychological working environment in specific sectors or with regard to specific job groups. A question guide contains a series of questions to help the inspector to identify the most widespread risk factors in the psychological working environment, which are characteristic for a sector or job group. Moreover, the question guide focuses on questions to identify prevention by the enterprise of the various risk factors, as well as identify whether there are organisational/occupational consequences of a poor psychological working environment.</p> <p>Using the question guide, the inspector should therefore identify whether there are problems in the psychological working environment at the enterprise which constitute a breach of the working environment legislation. The question guide forms the basis for an assessment of the psychological working environment at the enterprise.</p>
<p>Number of labour inspectors</p>	<p>There are about 400 inspectors at the Danish Working Environment Authority. Around 30 inspectors from all of Denmark have taken part in the campaign. All the inspectors have competences in psychosocial risks as all inspectors at the Danish Working Environment Authority have received training in the psychological working environment and have practical experience in assessing the psychological working environment at enterprises.</p>
<p>Training</p>	<p>This campaign is similar to campaigns conducted within other sectors, and the tools used are well known and tested.</p> <p>The 30 inspectors have all taken part in a one-day training course based on materials developed for the campaign and the sector.</p>
<p>National evaluation or follow-up</p>	<p>An evaluation of the campaign has not been planned, but similar campaigns have been evaluated previously by external evaluators.</p>



Development of national information materials	The campaign has been described on the Danish Working Environment Authority website ( <a href="http://www.at.dk">www.at.dk</a> ) and the tools used to assess the psychological working environment are available from the same site.
Development of a national campaign website	A national campaign website has not been set up, but information about the campaign is on the Danish Working Environment Authority website ( <a href="http://www.at.dk">www.at.dk</a> ) as well as the tools used to assess the psychological working environment at enterprises.

### Assessment of the campaign

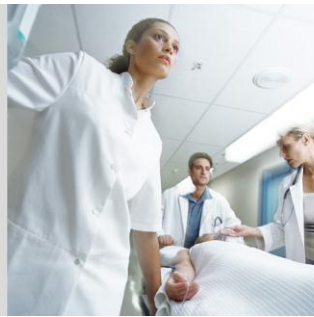
Usefulness of background material	The background material has been useful. In that for a long period Denmark has already had focus on the psychological working environment in connection with its supervision of enterprises in Denmark, in many ways the background material was already well known by the Danish Working Environment Authority.
Usefulness of the inspection tools (toolkit)	The Danish Working Environment Authority used the question guides as an inspection tool and considers this an extremely useful tool. The Danish Working Environment Authority has developed question guides itself as an inspection tool. Since 2007, 25 question guides have been developed, aiming at different sectors and job groups.
Usefulness of the project flyer	The project flyer for the campaign has been useful, but the Danish inspectors have primarily used the Danish materials/tools.
Usefulness of the project website	The project website for the campaign has been useful, but as stated above, the Danish Working Environment Authority already has well developed inspection of the psychological working environment and therefore it also has tools to support inspection. Therefore the project website has not been used to a very great extent.





Description of good examples, in attachment if needed	
The inspectors' overall experiences of the campaign	No evaluation of the inspectors' experiences of this specific campaign has been made, but experience from similar inspections shows that inspectors find it meaningful to conduct inspections focussing on the psychological working environment. Compared with other inspections, in which the inspectors inspect all occupational health and safety aspects, the inspectors have good experience with inspections focusing on fewer health and safety aspects, as there is more time to go into detail on specific issues.
The employers' experiences of the campaign	On the second visit to the individual enterprises, the inspectors noted the health and safety aspects the enterprise had worked on further, on the basis of the guidance received from the inspector on the first visit. 208 enterprises have worked further on their psychological working environment, and of these 129 have answered yes to working further on "violence and traumatic incidents". 21 enterprises answered that they are working further on "high emotional demands" and 14 have worked on "heavy work load and time pressure". This indicates that enterprises and their management are listening to the advice from the inspectors and working further on the basis of this.





## Evaluation

Please, scale the following aspects of the event on a 1-5 basis, where 5 signifies “very much”, 4-“somewhat”, 3 – “undecided”, 2 – “not really” and 1 - “not at all”.

	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Did the campaign influence the national priorities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Did the campaign induce measures in the enterprises?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to the OSH management and prevention culture in enterprises?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign contribute to inform employers and workers?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign induce an increase in adequate risk assessments?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the campaign improve the national OSH infrastructure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Did the campaign stimulate enforcement in SME:s and high risk sectors?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did the exchange of information with other member states stimulate national development?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

