

European code of good practice

in inspection and non-inspection work
of labour inspectorates

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The material contained in this publication has been compiled by a group of Polish labour inspectors and a SLIC Working Group on the basis of replies to a questionnaire provided by 25 Member States of the European Union.

The publication contains drawings from transparencies used for occupational safety and health training of miners in the first half of the 20th century. The transparencies printed on glass were made in Germany, Great Britain and Poland.

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I. INTRODUCTION

1. Aim of the project

The aim of the project entitled *European code of good practice in inspection and non-inspection work of labour inspectorates* was to create a document which describes the best and most effective activities undertaken by EU labour inspectorates within the framework of their inspection and non-inspection work. The Code is a source of information about the best experience of labour inspectorates in all Member States related to organisation of effective activities aimed at improving working conditions. This document, which is a summary of experiences of national inspection and non-inspection campaigns, also complements the initiative adopted at the plenary meeting of the Senior Labour Inspectors' Committee (SLIC) in Bilbao concerning the assessment of previous European campaigns carried out under the aegis of the Committee. Moreover, the Code may be a source of inspiration for taking effective actions aimed at lowering accident rates by 25% in line with the adopted Community strategy on safety and health at work 2007-2012.

European code of good practice in inspection and non-inspection work of labour inspectorates describes several dozen best national inspection and non-inspection campaigns conducted by labour inspectorates represented in SLIC. It may be a manual of good practice related to planning, organisation, implementation and assessment of inspection and non-inspection campaigns. This document contains a collection of detailed information about the most effective inspection methods and non-inspection actions which are aimed at ensuring safe and healthy working conditions in enterprises operating in the European Union.

2. Definitions

The basic division of campaigns carried out by EU labour inspectorates adopted in the Code is into projects of inspection and non-inspection nature. Labour inspectorates' inspection activities should be understood as activities of inspective and supervisory nature which are carried out by labour inspection services with a view to reducing the number of accidents and occupational diseases, eliminating irregularities in labour relations and reducing or eliminating occupational hazards in the workplace. On the other hand, labour inspectorates' non-inspection activities include activities of other than inspective nature carried out with a view to reducing the number of accidents and occupational diseases, and eliminating irregularities in labour relations by, e.g. undertaking actions to encourage employers to reduce or eliminate occupational hazards, popularizing awareness of occupational hazards, legal provisions and good practice, conducting cooperation with stakeholders to establish and implement standards of safety and labour protection, organizing competitions for employers and workers, etc.

3. Project methodology

Inspection campaigns and non-inspection projects carried out by EU Member States' labour inspectorates presented in *European code of good practice in inspection and non-inspection work of labour inspectorates* were described on the basis of a questionnaire developed by the project team appointed in the National Labour Inspectorate of Poland in cooperation with partners from other EU Member States – members of SLIC Working Group Thematic Day Poland 2011. The working group was composed of representatives of labour inspectorates in Cyprus, Denmark, Germany, Portugal, Spain and the United Kingdom, as well as a representative of OSHA in Bilbao. Questionnaires covered the major issues concerning organization, implementation and evaluation of effectiveness of inspection and non-inspection activities, illustrated by concrete examples.

In April 2011, questionnaires were sent to labour inspectorates in the European Union through the SLIC Secretariat. Responses to the questionnaire flowed to the NLI's code of good practice team in June and July 2011 from 25

countries: Austria, Bulgaria, Belgium, Cyprus, the Czech Republic, Denmark, Finland, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom. Collected materials allowed to present 55 initiatives undertaken in recent years by the EU Member States' labour inspectorates: 31 inspection campaigns and 24 non-inspection projects.

Based on information obtained from replies to the questionnaire the NLI's project team prepared a short description of each campaign and initiative. These studies were then reviewed by labour inspectorates represented in Senior Labour Inspectors' Committee to ensure that the information contained in the studies corresponds to the intentions of the authors of the replies prepared by labour inspectorates in the European Union. Descriptions of inspection campaigns and non-inspection projects verified in this way became the basis for the creation of the *European code of good practice in inspection and non-inspection work of labour inspectorates*.

4. Overview of the document

The final document – *European code of good practice in inspection and non-inspection work of labour inspectorates* – consists of five parts.

The first part, Introduction, is dedicated to the overall presentation of the objectives of the document, the basic definitions used in the document, as well as a brief description of the methodology of the project.

The second part, *Inspection activities*, is dedicated to the inspection campaigns carried out by EU Member States' labour inspectorates and contains a brief overview of all campaigns described in the code. An outline of each inspection campaign includes information on: the campaign's aim, scope and duration, sectors covered by inspection activity, selecting priority areas for inspection, determining the timeline of the campaign, selecting establishments for inspection, provision of staff for carrying out inspections, involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process, supporting inspection activities with training provided for employers or workers, monitoring the implementation of inspection activities, communicating the information

about inspection campaign and its results, evaluating the results of the inspection activities, especially evaluation methods and tools, short summary of the outcome of the campaign.

The third part, *Non-inspection activities*, is dedicated to the non-inspection projects presented by EU Member States' labour inspectorates and contains a brief description of all projects presented in the code. An outline of each non-inspection project includes information on: the project's aim, scope, duration, background and budget, sectors covered by non-inspection activity, stakeholders cooperating with the labour inspectorate in non-inspection activity, sources of financing the project, preparation of the project and types of tasks undertaken during implementation of the non-inspection activity, methods of disseminating information about undertaken project, evaluating the results of the non-inspection activities, especially evaluation methods and tools, short summary of the outcome of the project.

The fourth part, *Summary*, contains examples of good practice for preparation, implementation and evaluation of inspection campaigns and for preparation, implementation and evaluation of non-inspection projects. This part ends with a presentation of recommendations for the future.

Index, the last part of the publication, is a summary of all the examples of inspection campaigns and non-inspection projects described in the code.

II. INSPECTION ACTIVITY

Overview of the analysed inspection campaigns

The part of the Code devoted to inspection activities includes descriptions of 31 inspection campaigns conducted by labour inspectorates in 24 Member States of the European Union. The presented inspection campaigns related to many various issues. The scope of some campaigns covered both OSH and legal protection of labour relations, including legality of employment (e.g. the Bulgarian campaign on observance of the law in labour relations, the Portuguese inspection campaign in security companies). Other campaigns were devoted solely to occupational safety and health issues (e.g. the Maltese campaign „Forklifts”, the British campaign in construction – refurbishment inspection initiative). Certain campaigns addressed all OSH aspects (for example: the Italian campaign „Health and safety in the workplace”, the Danish campaign „Special effort: Special intense inspections”), while others were devoted to selected hazards connected with the performed work (e.g. the Austrian campaign „Risk assessment of psychosocial hazards – developing and testing a guidance tool for the inspection”, the Slovenian inspection campaign in construction – preventing falls from heights). Some campaigns described in the Code were targeted at employers operating in various sectors of economy (examples may include the German inspection campaign „Temporary work” and the Hungarian campaign „Inspections with previous announcement”), while other campaigns focused on selected sectors (e.g. the Cypriot inspection campaign at hospitals and clinics, the Czech inspection campaign in transport). Several campaigns comprised many-year activities (e.g. „Screening and adapted inspection method” in

Denmark, the inspection campaign in educational units in Romania), and others were one-year projects (e.g. the Lithuanian campaign „Risk assessment in the use of dangerous substances in the workplace”, the Polish campaign „Safety management in small companies /employing up to 50 workers/ with a poor accident record”). The scope of activities during some campaigns included only inspection tasks (e.g. „Project on occupational safety and health in the health care sector” in Finland, the inspection campaign in the tyre service sector in Sweden), while others comprised both inspection and non-inspection actions (e.g. the Greek campaign „Risk assessment in the use of dangerous substances”, the Irish „Work Related Vehicle Inspection” campaign). The Code describes campaigns implemented independently by labour inspectorates (e.g. the Maltese inspection campaign in hotels, the Czech campaign on safety at timber harvesting), and those conducted in cooperation with other authorities for supervision of working conditions (e.g. the inspection campaign in construction in Luxembourg, the SEGUMAR campaign in Spain).

1. Campaign „Work safety and health in industrial cleaning enterprises”, Arbeitsinspektion (Austria)

a) Overview of the campaign.

The campaign concerning work safety and health in industrial cleaning enterprises was conducted in two phases. The first one – completed in 2008 – covered larger entities, such as hospitals, industrial and office buildings. The second phase – in 2010 – was a continuation of the subject in small and medium-sized enterprises (SMEs). In the first campaign the emphasis was placed on organisational aspects of securing work safety and health to workers of cleaning companies, such as communication and coordination between a cleaning company and its client, occupational risk assessment, work of experts responsible for safety, occupational medicine physicians, and safety representatives of workers. The second campaign was a continuation of the same activities with regard to small and medium-sized enterprises with the use of experiences gained during the first phase and with the application of more detailed checklists, broadened, in particular, by issues connected with psychosocial risk factors. One of the important objectives of the campaign was

to develop a guide for employers conducting cleaning companies. It was placed on the labour inspectorate's Internet website.

During the first phase, inspections covered 412 entities, and during the second one – 97 companies. 30 inspectors were involved in the campaign, and 8 persons worked on its preparation, supervision and summing up.

b) Selecting priority areas for inspection.

The campaign was targeted at a specific sector – cleaning companies, and in particular at cases of incompliance with the existing legal provisions for that sector. Decisive criteria in the selection of the sector included, first and foremost, expectations of social partners, recommendations of international institutions, and a large number of complaints. Additionally, account was taken of external databases of work accidents and occupational diseases, held by the Austrian Accident Social Insurance, proposals from trade unions, Fact Sheets of the European Agency for Safety and Health at Work in Bilbao, and registers of complaints.

The major objectives of visits carried out during the campaign was to identify problems, inform the inspected entities about existing legal provisions and the ways to comply with them, and to enforce observance of the legislation. The number of entities to be inspected was determined on the basis of statistically significant data. The number of visits to be conducted by individual regional inspectorates was decided by reference to the number of inspectors carrying out inspections in a given region.

c) Determining the time span of inspection activities.

While planning inspections, Arbeitsinspektion had decided that at least 20 inspection visits had to be conducted in each region (in total no fewer than 380) in the first campaign, and a total of 90 visits during the second one. The average duration of an inspection (in a place of performing work by an inspected entity), ranged from 2 to 4 hours during the first campaign and from 4 to 8 hours during the second one. The amount of time spent on other inspection activities was similar.

d) Selecting establishments for inspection.

In the selection of individual enterprises for inspection, account was taken of the overall number of employees, the number of persons performing work

activities on which the campaign was focused, location of workplaces, and especially expected or foreseen involvement of a cleaning company. Additionally, use was made of the labour inspectorate's own database and labour inspectors' knowledge of places where work was performed.

e) Provision of staff for carrying out inspections.

Inspections were conducted by a selected team of labour inspectors; their number did not exceed 10% of the total staff. Inspectors involved in the first campaign did not attend additional training. On the other hand, in the second phase, central training was arranged for leaders, who afterwards trained inspectors in regions.

Inspectors were equipped with a description of the campaign's objectives, checklists, description of requirements for reports, specialist materials about the campaign's subject, manuals of good practice in the area covered by the campaign, as well as promotional and information materials for employers.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

During preparations for the campaign (at the stages of planning and communication before the commencement of inspection activities), Arbeitsinspektion cooperated with employees' organisations (trade unions) and the Accident Social Insurance. The cooperation consisted in engaging experts from those institutions to conduct training for inspectors during the second campaign.

Moreover, statistical data on work accidents and occupational diseases was utilised. The duty to give the labour inspectorate access to information on the number of work accidents and diseases is specified by the existing legislation.

g) Supporting inspection activities with training provided for employers or workers.

The campaign was not connected with a training offer addressed to employers or employees. Nonetheless, after completion of inspection activities, employers received written recommendations on corrective actions. Additionally, during visits to workplaces, inspectors provided advice to employers.

h) Monitoring the implementation of inspection activities.

Implementation of the inspection campaign was monitored and coordinated by a 3-person team managing the project (Project Management) at the Central Labour Inspectorate. The team members provided subject-related assistance in solving problems identified during visits, via electronic e-mail and over the phone, as well as formally – in official letters. They also coordinated the process of selecting enterprises for inspection visits and they helped clarify doubts concerning issues related with inspections and reported by regional inspectorates.

i) Communicating the information about inspection campaign and its results.

Information about the campaign was placed on the labour inspectorate's Internet website. It included explanations about the necessity to make improvements, in particular to raise awareness of new hazards, such as psychosocial risks, chemical risks, the risk of musculoskeletal disorders (MSD). Moreover, partners of the campaign received a report on its implementation.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The campaign's results were evaluated on the basis of checklists with straightforward „yes” or „no” answers to detailed questions, as well as written information concerning certain issues (mentioned also in the checklists).

Evaluation of the campaign's effects was included in the final report. The scope of evaluation comprised the number of demands issued by labour inspectors – in total 162 demands were addressed during the first campaign.

k) Summing up of the campaign's results.

As a result of the first campaign in 2008, Arbeitsinspektion identified areas, which required improvement: adequate attention to specific gender aspects during occupational risk assessment, preparation by OSH advisors and occupational medicine physicians of proper documents concerning recommended measures, e.g. in workplaces of clients using the services of cleaning companies, coordination and communication between a cleaning

company and its client to ensure work safety and health, risk assessment with due consideration of all existing hazards, provision of appropriate personal protective equipment and instructing employees on its use, appointment of OSH representatives, as well as training in work safety and health and competence of lecturers/instructors.

The second campaign of 2010 was based on the above-mentioned results.

2. Campaign „Risk assessment of psychosocial hazards – developing and testing a guidance tool for the inspection”, Arbeitsinspektion (Austria)

a) Overview of the campaign.

The campaign was conducted within the framework of the Austrian Occupational Safety and Health Strategy 2007 – 2012. One of the essential objectives of that strategy is to reduce the risks from psychosocial factors and to improve provision of assistance to victims of harassment at work (internal and external violence). As part of such activities, a new tool has been developed – a guide to occupational risk assessment connected with the occurrence of psychosocial factors. It was originally designed for labour inspectors, but it can also be equally well used by employers.

The campaign comprised the following stages: specifying the labour inspectorate’s achievements, tasks and objectives in that area, developing standards for the assessment of risks related with the existence of psychosocial factors at work, developing ideas for training of labour inspectors, including upgrading training, along with accompanying documents, motivating employers and experts in the area of prevention to assess risks from psychosocial factors in the working environment, as well as reducing hazards connected with the existence of psychosocial factors in the working environment and reducing the number of ill-health resulting from them.

The campaign has been underway from June 2010 and it will last until February 2012. During the campaign 59 entities were covered by inspections, which were carried out by 27 labour inspectors, trained and equipped with a special tool developed specifically for the campaign: a guide to assessment of occupational risks connected with the occurrence of psychosocial factors. 8 labour inspectors and 3 external experts –

occupational psychologists, participated in preparations, implementation and supervision of the campaign.

b) Selecting priority areas for inspection.

The campaign was targeted at one hazard existing in the working environment – psychosocial factors. It was selected owing to high rates of morbidity and inability to work caused by the existence of that hazard. Account was also taken of social partners' expectations. While specifying the priority area for the campaign, Arbeitsinspektion used its own database of work accidents and work-related diseases (*Statistik Austria Report 2007*), analyses of causes of temporary inability to work made by social insurance institutions (including morbidity rates and early retirements), proposals from social partners, mainly employees' organisations, reports and scientific papers on activities undertaken in other countries, complaints lodged with the labour inspectorate and the ESENER Report of the European Agency for Safety and Health at Work.

In the framework of the campaign, inspections were conducted, first and foremost, with a view to identifying problems and providing inspected entities with information on how to achieve compliance with existing regulations. During selection of companies to be inspected, efforts were made to secure large variety of sectors covered by the campaign, and the programme was targeted mainly at small and medium-sized enterprises (with up to 50 employees). The number of inspections was limited by limited resources of the inspectorate. It was assumed that every labour inspector would conduct two visits as part of the campaign.

c) Determining the time span of inspection activities.

Inspection visits were carried out in a two-month period, between two training meetings for labour inspectors – the first one held before the commencement of visits and the second – already after their completion. An inspection visit lasted 2 to 4 hours and labour inspectors spent similar amount of time on drafting post-inspection documents.

d) Selecting establishments for inspection.

During selection of a specific enterprise for an inspection, account was taken of the overall number of employees, number of complaints against the

particular employer, practical knowledge of labour inspectors supervising a given area, as well as sector criteria. Use was made of the labour inspectorate's own database and knowledge of labour inspectors.

e) Provision of staff for carrying out inspections.

Inspection visits were carried out by a selected group of labour inspectors, which included 10 to 30% of all staff members. They were prepared for the campaign's implementation through participation in special, additional training, conducted by one team of lecturers. Inspectors were equipped with a description of the campaign's objectives and the method of implementing tasks, checklists, information about the rules of evaluating the programme, specialist materials on topics covered by the campaign, as well as manuals of good practice concerning relevant issues.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

The Austrian Occupational Safety and Health Strategy 2007 – 2012 covers all entities connected with occupational safety and health, both at national and regional levels. During regular meetings of working groups, the said entities can submit their proposals of issues which should be tackled by Arbeitsinspektion. The described campaign, among others, implemented such a proposal, submitted at a meeting of a working group active within the framework of the Austrian OSH Strategy.

The campaign was conducted jointly with the road transport inspectorate and agricultural inspectorate. Those institutions were partners at the stage of training inspectors, preparing additional materials and conducting inspection visits.

g) Supporting inspection activities with training provided for employers or workers.

The campaign did not comprise any training programme for employers or employees.

h) Monitoring the implementation of inspection activities.

Implementation of the inspection campaign was monitored by a group of 11 persons, including 8 labour inspectors and external experts – occupational psychologists. They provided subject-related assistance in solving problems

which occurred during visits. This was done via electronic mail and over the phone.

i) Communicating the information about inspection campaign and its results.

Information about activities implemented during the campaign was disseminated during working meetings held within the framework of the Austrian OSH Strategy, conferences, working workshops with the participation of managers and experts in the area of prevention, as well as social partners. News about the campaign was also placed on the labour inspectorate's Internet website. Additionally, articles about Arbeitsinspektion's activities in the framework of the campaign were published in specialist periodicals.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

Effects of the campaign were evaluated on the basis of checklists, as well as the number and types of issued legal measures. Information about the campaign's effects was provided, first of all, by labour inspectors. The major criterion for evaluation was an increase in the number of properly conducted, good quality assessments of risk related with the existence of psychosocial hazards. Partial summing up of the campaign took place during a workshop attended by all labour inspectors involved in the campaign.

k) Summing up of the campaign's results.

59 enterprises from various branches were covered by visits conducted with the help of a guide to inspection of the assessment of occupational risks arising from psychosocial hazards. In February 2011 the guide was published on the labour inspectorate's Internet website.

3. Inspection campaign in the car repair sector, FPS Employment, Labour and Social Dialogue (Belgium)

a) Overview of the campaign.

The campaign in the car repair sector was conducted during the period 15th September till the 15th November 2010. This campaign took also on board

the objectives of the campaign dangerous substances proposed by SLIC for the year 2010.

Since 2008 Belgian labour inspectorate is running 3 to 4 campaigns every year. Always one specific for the construction sector and 2 either dedicated to a specific risk or a sector. The goals to reach for every campaign is to contribute at the maximum to the objectives of our national strategy 2007 – 2012: reducing the occupational accidents at work with 25%, substantial reduction of occupational diseases, creating a preventive culture and promoting a continuous increase of the well-being at work.

For the campaign in the car repair sector the objectives of creating a preventive culture and the promotion of the well-being were translated as followed: increasing the knowledge regarding risk assessment in PME's, convincing the employers about the importance of a proper risk assessment, convincing the employees about the importance of the application of safe working methods, improving the effectiveness of national legislation regarding well-being at work, with a specific emphasis on safety and health issues at work and education and training of labour inspectors.

b) Selecting priority areas for inspection.

The selection of a campaign (appointment of a sector or a specific risk) is part of a long procedure in which the following actors are involved: staff of the labour inspectorate, committee of directors of the 8 provincial units of our inspection body and the High Council for prevention and protection at work (bipartite advisory body for the Minister of Labour composed by social partners and experts in OSH matters; the Administration assumes the secretariat of this council). Criteria for the selection of a campaign are: campaigns imposed by SLIC, campaigns organised by the European Agency for Safety and Health at work in the Bilbao, running information projects of the Bilbao Agency regarding sectors, risks or target audience, priorities of the Minister of Labour, accident rates and occupational diseases and outcome of the inspections by the labour inspection. At the end of the process a short list of campaigns (sector or risks) is proposed to the committee of directors. The committee takes the final decision about the number of campaigns that will be organised in the following years (normally two years) and it also appoints the provincial units in charge of the coordination and co-ordination (different linguistic part of our country) for each of the selected campaigns. It is their

duty to establish a so called quality plan for the campaign. This plan describes almost every item mentioned in this document. This plan is part of the General and Technical Procedures of our quality system. In 2006 we started the process to obtain gradually (step by step) the ISO 9001 certificate for the division regional surveillance of the well-being (i.e. labour inspectorate). Every year one or two provincial units were added to the list. In 2010 we finally obtained the above mentioned certificate.

The campaign for the car repair sector was, as mentioned before under item a) of this document, linked to the SLIC campaign „dangerous substances”. In addition to the topics imposed by the SIC campaign the following priority areas were selected by the coordinators of the campaign: painting of cars (in a separate workplace, ventilation, use of the right respiratory PPE, use of protective clothes), exhaust gases, polishing operations (exposure to dust, etc.) – use of dust masks, contact of the skin with oil, solvents, fuels, glue – use of gloves, medical surveillance and protection against fire and explosion.

c) Determining the time span of activities.

The proposed period for the campaign was 15th September 2010 till 15th November 2010. The time for an inspection depends of the size of the company: half a day for small enterprise up to one day for large companies.

d) Selecting establishments for inspection.

The selection of establishments for inspection is done by the local inspection unit. Every unit has to do at minimum 15 to 20 inspections. A statistical representative sample according the size of the enterprise must be ensured by every unit.

One month before the start of the campaign a meeting was organised with the employers’ federation for the sector. They informed labour inspectorate about a kind of quality label developed by the sector. Two of the criteria used to obtain the label are more or less related to safety and health at work. For that reason labour inspectorate decided also to compare the results of companies with the label and the other ones and to use it as a criterion for the selection of the companies to visit.

e) Provision of staff for carrying out inspection.

To guarantee a harmonised approach and evaluation of the checklist used for the campaign only two inspectors were appointed in every provincial unit. The inspectors received an information pack and a specific training for the campaign.

The preparation of the information pack and the training program is also part of the responsibilities of the coordinators in cooperation with the Communities of practice for the criteria's belonging to their competence. A kind of „help line” has been put in place by the coordinators. The Communities of practice and the staff of the inspection were also involved in the help line.

f) Involvement of other regulators, institutions, authorities.

For this campaign no other external partners were especially involved. The checklist used by the inspectors has been forwarded to the external services for prevention and protection at work.

g) Supporting inspection activities with training provided for employers.

No training was provided to the employers. The information pack and the criteria used by the inspection during the campaign were forwarded to the workers federation with specific attention for the kind of respiratory PPE to use whilst painting cars with paints containing isocyanides. The same information was available at the website of the Ministry.

h) Monitoring the implementation of inspection activities.

In each unit a contact person for the campaign is appointed. The results of the inspection are introduced in labour inspectorate's registration system. This system enables the local coordinator and the director of the local unit if their unit meets the forwarded targets.

Every important shortcoming regarding the imposed number of inspections and the timetable has to be reported to the national coordinator.

i) Communicating the info about inspection campaign and results.

A press release precedes the launch of the campaign two or three months before the first inspection. The content of the press release and the information pack were forwarded to the employers' federation for the sector

and the external services for prevention and protection at work. The same information was published at the same time on the website of the Ministry; this website was regularly updated with the latest information.

One month after the press release a meeting was organised with the employers' federation for the sector. The campaign and the selected priorities for inspection were presented to the social partners of the sector two weeks before the start of the campaign and published on the above mentioned website.

The results of the campaign were presented first to the employers federation, on the occasion of an international fair regarding safety and health at work in Brussels, on the 28th of April – international day to remember the victims of occupational accidents at work, at a meeting of the platform created between the Flemish Ministry for education and the Federal Ministry of Labour and in the annual report of the Labour inspection.

j) Evaluating the result of inspection activities. Evaluation methods and tools.

Number of inspections and the respect of the time table were evaluated as foreseen in the quality plan. Due to the small amount of companies to be visited (197) and the short period of the campaign (two months) no specific tool had been developed.

h) Summing up the campaign results.

The main shortcomings as a result of the inspection activities (direct outcome) are: no instructions for the use, the inspection and the maintenance of respiratory PPE, no written risk assessment, no actual list of dangerous substances, not the right respiratory PPE used whilst painting cars, not an efficient evacuation system for vapours, not the right gloves during the manipulation of oil, fuels, solvents, glue and lack of protection against fire and explosion.

197 companies were inspected; 100 with a label of the sector and 97 without a label. The results for companies with a label were better than those without a label. In total 156 received a writing warning regarding their shortcomings; for only 16 companies no remarks were reported. No significant difference observed between very small companies (occupying 1 to 9 employees) and the SME (10 to 49 employees).

There was also indirect (additional) outcome of the campaign. Informed about the results of our campaign the sector decided to add several additional criteria regarding safety and health at the list covered by the label. Technical schools and organisations for vocational training have invited the inspection to obtain more information regarding safety and health issues in order to introduce it in their curricula. Seminars and workshops are organised together with the provincial committees for prevention and protection at work for the attention of the companies belonging to this particular sector. External services for prevention and protection at work are using the checklist elaborated by the labour inspectorate. A working group was installed to set up guidelines especially for SME's to help them make the appropriate choice of PPE.

4. Campaigns concerning various aspects of labour protection in construction, Labour Inspectorate (Bulgaria)

a) Overview of the campaign.

In the period from 2005 to 2010 the Bulgarian labour inspectorate conducted 5 intensive inspection campaigns in the construction sector. The individual campaigns concerned the following issues:

1. „Inspection of the implementation of the enacted new European requirements for securing OSH – during construction and installation work”;
2. „Securing work safety and legality of labour relationships – during construction and installation work”;
3. „Unplanned inspections on construction sites nationwide, in relation with increased frequency of fatal accidents, disabling injuries and accidents resulting from breakdowns – during construction and installation work”;
4. „Inspections of securing safety and health at work and legality of concluding employment relationships in construction”;
5. „Unplanned inspections on construction sites nationwide, in relation with raised frequency of fatal accidents, disabling injuries and accidents resulting from breakdowns – during construction and installation work”.

Duration of the campaign ranged from several days (in 2010) to one year (in 2009). Most often, however, inspections were conducted in spring and summer due to intensification of general construction works. Individual

campaigns implemented each year differed slightly from one another in their objectives and scope. They referred, first of all, to the improvement of work organisation and other actions aimed at securing work safety during construction work, as well as verification of compliance with the requirements of the implemented Directive 92/57/EEC, as well as detailed safety requirements for asbestos removal. In 2008, quick inspections were conducted on existing construction sites throughout the country. The quick visits were aimed at reducing the number of work accidents in the construction sector. Actions based on a limited scope of inspected aspects, with the use of simplified procedures, yet focused on specific problems, were repeated in the year 2010. The longest, one-year campaign in that sector, was to prevent accidents caused by falls of persons from heights and by falling objects, as well as safe work in excavations. During the five-year initiative, labour inspectors visited more than 6 700 construction sites, where already in the first year of its implementation their actions covered about 62% of the workers officially registered as employed in the construction sector. The inspection activities were supervised by 32 managers and a group of 2 - 4 experts at the national level.

b) Selecting priority areas for inspection.

In the case of the five-year campaign in construction, the priority area was construction and specific hazards in that sector, such as e.g. work at heights and in excavations. Such choice was based, first of all, on high rates of accidents in construction, in particular the ones resulting in death or major bodily injuries, singled out from the labour inspectorate's database concerning accidents in the sector, databases of work accidents kept by external institutions, and annual analyses of compliance with requirements of labour law provisions in various sectors in economy.

The principal objective of inspections conducted in the framework of the campaign was to enforce observance of the law by those inspected and to take actions to reduce accident rates. Selection of construction sites to be visited was made on the basis of relevant permits issued by municipal administration and reconnaissance by labour inspectors who spotted places where construction work was underway. While specifying the number of inspections to be conducted by individual regional units, account was taken of the proportion between the number of entities typical of the programme in

a given region and the number of inspectors performing inspection tasks in the territory of that region. When in one region the number of construction sites exceeded the inspection capacity of the regional labour inspectorate, help was provided by labour inspectors from other regions.

c) Determining the time span of inspection activities.

The campaign was conducted in the subsequent years for about one month on average, in the form of blitz visits, excluding the year 2009, when it was planned for the whole calendar year. Inspection activities on a construction site lasted between 2 and 4 hours on one day. A similar amount of time was spent on other activities connected with the inspection, performed in the labour inspectorate's office, with the exception of application of penal or administrative sanctions.

d) Selecting establishments for inspection.

Selection of construction sites for inspection visits was made on the basis of individual knowledge of inspectors supervising the sites in question and of the branch criterion combined with the regional one (that is construction sites in a specific region). The sources of helpful information for that task included: the labour inspectorate's own database, databases of authorities for registration of economic activity and practical knowledge of labour inspectors.

e) Provision of staff for carrying out inspections.

The inspection campaign involved labour inspectors singled out due to their education and professional experience. The group in question comprised from 50 to 80% of all staff members of the labour inspectorate. That numerous pool of labour inspectors was prepared gradually for implementing the campaign, which meant, in the first place, training at the central level for a group of trainers whose task was then to train their colleagues in regions. The persons inspecting the issues were equipped with: a description of the programme's objectives, methods of its implementation (tasks planned for execution), requirements for collective information about the programme implementation, and subject-related materials about topics covered by the programme (applied technologies, machines, equipment and tools, existing hazards, legal provisions in force, etc.), promotional and information materials prepared by



the labour inspectorate and designed for employers, as well as materials developed by other organisations, such as „Guide for Risk Assessment in Small and Medium Enterprises: Slipping and Falling from Height”, drafted by the International Social Security Association.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

During development of the Bulgarian labour inspectorate’s plan of activities, suggestions of topics for inspection tasks may be presented by the National Working Conditions Council, which is composed of representatives of the Ministry of Labour and Social Policy and representatives of national organisations of employers and employees. The described inspection campaign was not, however, a result of the proposal from the Council. In the phase of planning and implementation, there was cooperation with another external body – National Construction Control Directorate. The cooperation consisted in, among others, joint visits with representatives of authority for construction supervision. An important element to ensure effectiveness of actions during inspections of compliance with the requirements of legal protection of labour and legality of employment was cooperation with revenue administration – National Revenue Agency. The cooperation was based on a duty, stipulated in the Bulgarian legislation, to provide the labour inspectorate with information about registered employment contracts, in this case in the construction sector.

g) Supporting inspection activities with training provided for employers or workers.

Inspection activities were preceded with announcement of the campaign’s objectives and priorities in the national and local mass media. That initiative, however, was not taken into account during the assessment of effectiveness of inspection activities. After completion of inspections, all the inspected were issued with mandatory prescriptions concerning identified shortcomings and infringements of the labour law provisions.

h) Monitoring the implementation of inspection activities.

Implementation of the campaign was supervised by directors in the Regional Directorates at the local level, and by a director from the

Specialized Directorate and a team of experts dealing with methodology – at the national level. Their activities included: participation in inspections, providing consultations over the phone, via e-mail and in official correspondence.

i) Communicating the information about inspection campaign and its results.

Information about the campaign was disseminated at a press conference during its launch, and in a series of articles in specialised press, targeted at both social partners and the general public. Information provided to both of those groups of recipients included the same contents concerning the objectives and timeline of the campaign. Social partners from the sector covered by inspections were additionally informed about the scope of the campaign.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

Results of the inspection campaign were evaluated on the basis of checklists, as well as the number and types of issued legal measures. Information about the effects of the campaign was obtained during its continuation (during subsequent inspection visits) and from information about execution of orders issued by labour inspectors. Information from labour inspectors carrying out subsequent visits made up about 13-18% of data in the overall summary of the campaign's effects. Evaluation of the effects was prepared at the end of the campaign by the labour inspectorate, without the involvement of external institutions and it was compiled in an official document, which included e.g. statistical data and recommendations. Conclusions from the official report were shared with regional units of the labour inspectorate and placed on the Internet website. They were used in the following year to plan inspections in the sector and to take account of the key problems identified in the previous year.

k) Summing up of the campaign's results.

In the first year of the campaign (2005), 1646 construction sites were inspected, and 5 000 pieces of advice were provided. Such data attest to the low level of awareness among employers and persons responsible for securing work safety and health concerning new legal provisions introducing

the Directive 92/57/EEC to the Bulgarian legislation. The difference in approach and the time it takes to learn new provisions depends on the size of the enterprise, which is typical of developing countries. Unlike medium-sized and small enterprises, large companies pay more attention and put more effort to ensure a high level of work safety.

5. Campaign concerning observance of the law in labour relations, Labour Inspectorate (Bulgaria)

a) Overview of the campaign.

The campaign, conducted by the Bulgarian labour inspectorate in 2010, had as its objective to verify whether employers observe provisions on the legal protection of labour. Its scope covered all sectors throughout the country. The number of inspected enterprises was almost 32,5 thousand. The project involved 370 labour inspectors in territorial units and 30 persons supervising and summing up performance of relevant activities (not to mention the Directors of the Regional Labour Inspection Directorates).

b) Selecting priority areas for inspection.

The area of interest to labour inspectors included issues related to infringements of the requirements on legal protection of labour. That priority resulted from a large number of complaints and guidelines developed by authorities at the national level. The aim of activities was to enforce observance of the law by inspected employers, in particular that they conclude employment relations in a lawful manner and in accordance with legal provisions. The number of inspected enterprises was a percentage of the overall number of inspections planned by the labour inspectorate for the year in question, whereas the essential information for establishing the requirements for territorial units was the number of entities typical of the programme in a given region combined with the number of labour inspectors performing inspection tasks in that region.

c) Determining the time span of inspection activities.

The campaign was carried out periodically – within three periods of intensified inspection activities during a one-year campaign in 2010. Labour

inspectors spent 2 to 4 hours on performing their activities in the inspected entity. Inspectors' work tasks in the territorial units did not last longer than 2 hours, excluding the application of penal or administrative sanctions.

d) Selecting establishments for inspection.

During selection of enterprises for inspections, account was taken of the number complaints from a particular entity, and the number of persons working in conditions which were of interest to the labour inspectorate during the campaign – observance of the law in employment relationships. The supporting sources of information were: the labour inspectorate's database, databases of other supervisory authorities and the social insurance institution.

e) Provision of staff for carrying out inspections.

In view of the fact that conclusion of employment contracts is the basis of stability in employment relationships, both from the perspective of the employee's comfort, and also consequences of a work accident or after termination of the employment (e.g. benefits), almost all labour inspectors were involved in the campaign. There was no need to additionally train labour inspectors for conducting inspections of such issues. Nonetheless, they were provided with: a description of the campaign's objectives, checklists, information on the principles of summing up the campaign and description of requirements for reporting on the campaign's implementation.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

In the case of the Bulgarian labour inspectorate, trade unions have the possibility to suggest proposals to its programme of activities. The described campaign, however, was the labour inspectorate's own topic. During implementation of the campaign, there was cooperation with two institutions: the National Revenue Agency and the National Social Security Institute, by virtue of the agreement on cooperation of September 2010. The above-mentioned institutions played a special role in the phase of the campaign's implementation by participation of their representatives in teams conducting inspection visits, which was one of the objectives of the concluded agreement.

g) Supporting inspection activities with training provided for employers or workers.

Such activities were not pursued during the campaign.

h) Monitoring the implementation of inspection activities.

Inspection activities were coordinated by 26 persons, whose tasks comprised, among others: supporting labour inspectors in special situations, e.g. through advice or cooperation in solving encountered problems by communicating over the phone, and by participation in inspections.

i) Communicating the information about inspection campaign and its results.

Dissemination of information about the results of the campaign took the form of weekly reporting to the Minister of Labour and Social Policy, and afterwards the Minister provided the general public with summary information during press conferences.

Social partners were not informed about the conducted campaign.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The basis for evaluating the campaign's results was the number of executed legal measures and the types of executed legal measures. For the evaluation of the campaign's results, information from labour inspectors conducting follow-up visits to entities was also helpful. Towards the end of 2010, the labour inspectorate summarized data on the type and nature of identified infringements of labour law provisions. All reports about the campaign's progress were prepared on a weekly basis throughout the period of its implementation.

k) Summing up of the campaign's results.

As a result of the campaign conducted in 2010 to verify observance of provisions on legal protection of labour, with special emphasis on concluding employment relations, labour inspectors enforced written confirmation of employment contracts for 2048 persons performing work in the inspected entities.

6. Inspection campaign at hospitals and clinics, Department of Labour Inspection (Cyprus)

a) Overview of the campaign.

The main objectives of the campaign, conducted at public and private hospitals and private clinics were as follows: to improve conditions of occupational safety and health, to collect data at a national level so as to enable the Department of Labour Inspection to assess working conditions in that branch of economy, to prepare information materials for labour inspectors, employers and employees on safety and health, and to disseminate information among employers, trade unions and professional associations about the results of the campaign. During the campaign, the basic area of interest for labour inspectors was the existence of a written occupational risk assessment, as well as the implementation of a risk management system in the health care sector – hospitals and private clinics. The campaign was implemented by 7 labour inspectors in 50 entities, whereas 2 persons supervised its progress and summed up its results. The numerical target for this monthly campaign was 8 inspections per inspector. This target was quite high, considering inspectors duty to conduct an average of 18 inspections per month.

b) Selecting priority areas for inspection.

Priorities for labour inspectors during implementation of the campaign were expressed as follows: verifying the existence of a written assessment of occupational risks in relation to the actual working conditions and verifying the implementation of a risk management system at the inspected entities. Expectations of stakeholders and 2 reported cases of infection with *Legionella pneumophila* in a private clinic had essential influence on selecting such issues. Information about the infections was found in the labour inspectorate's own database of work accidents. Additionally, a request to conduct inspections was addressed by the Ministry of Health, which exactly specified the entities in question.

The basic aims of such inspections were: to examine the issue of occupational risk assessment and the implementation of a risk management system, to inform employers about existing legal provisions in that area and to oblige them to implement the law. The number of entities selected for

inspection was specified on the basis of the percentage of all enterprises to be inspected in 2010, with due consideration to the number of entities typical of the campaign in each region and the number of inspectors in each region.

c) Determining the time span of inspection activities.

The inspection campaign was conducted within 1 month in 2010. Each labour inspector had his own plan of inspections of the assigned entities. Inspection activities in a hospital or clinic lasted from 2 to 4 hours within one day, and administrative activities in the office took no more than 2 hours.

d) Selecting establishments for inspection.

Selection of entities for inspection was made according to the sector criterion and on the basis of information from the database of the Ministry of Health, which delivered a list of 80 hospitals and clinics, from which 50 entities were selected for inspection by referring to data from the labour inspectorate's database and to labour inspectors' practical knowledge.

e) Provision of staff for carrying out inspections.

Almost 40% of labour inspectors were involved in the campaign. These inspectors were selected due to their education and professional experience. Additionally, the selected group of inspectors was trained by an occupational physician and an industrial hygienist, working at the Department of Labour Inspection. To implement the campaign, labour inspectors had access to a number of auxiliary materials, including: rationale of the campaign's objectives, description of its aims, methods of implementing individual tasks, checklists, description of requirements concerning collective information about the campaign's implementation, examples of reactive measures which inspectors should take if during the campaign they encounter typical cases of non-compliance, and also a guide prepared by the Department of Labour Inspection on safety management, main hazards and preventive measures for safety and health at work in hospitals and clinics.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Legal provisions do not stipulate that other authorities, institutions and offices dealing with labour protection may submit proposals of inspection

tasks. In the case of the described campaign, the Department of Labour Inspection initiated cooperation with the Ministry of Health, which provided it with a list of 80 entities (names and addresses of hospitals and clinics) which met the campaign's criteria. 50 entities from that group were inspected.

g) Supporting inspection activities with training provided for employers or workers.

Before the commencement of the campaign, the labour inspectorate initiated cooperation with entities interested in the relevant subject and, among others, it sent checklists (which were subsequently used by labour inspectors) to stakeholders and professional organisations. Organisations of employers forwarded those materials to their members – owners of private clinics so as to make it possible for them to familiarize themselves with the scope of inspections. Besides, after completion of inspection activities labour inspectors issued employers with verbal or written recommendations and proposals of corrective measures.

h) Monitoring the implementation of inspection activities.

The campaign was coordinated by 2 persons: occupational physician and industrial hygienist, employed at the Department of Labour Inspection Headquarters. The said persons were responsible for preparation of materials used by labour inspectors in the course of inspections, that is checklists and information about main hazards and preventive measures which can be applied in hospitals and clinics.

i) Communicating the information about inspection campaign and its results.

Results of the campaign, together with information about the most serious irregularities concerning work safety and health in public hospitals (e.g. lack of occupational risk assessment or risk management system), were sent to the Permanent Secretary at the Ministry of Health. The information was provided so as to make the authority supervising of public hospitals in the country aware of the necessity to take corrective measures as regard to occupational risk assessment and risk management system in the subordinate entities. Such actions will improve safety standards for employees and other persons present in hospitals and clinics.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

Several methods were used to evaluate the campaign's results. One of them was interpretation of data obtained on the basis of checklists concerning, among others: existence of written risk assessments, implementation of risk management system, involvement of employees' representatives in relevant actions and establishment of Safety Committees. Moreover, the evaluation was made on the basis of the number and types of issued legal measures, other correspondence between labour inspectors and employers, e.g. documents specifying identified irregularities (letters of contraventions), improvement and prohibition notices and the number of cases when an employer was penalised. The most important indicator taken into account during assessment of the campaign's results was the number of cases when employers, as a result of an inspection visit by labour inspectors, conducted occupational risk assessment and implemented a system to manage the risks. When the labour inspector determined that such documents were missing, he obliged the employer to prepare them no later than within two months. After that deadline, the inspector re-inspected the entity so as to check the adequacy and completeness of the prepared material. The labour inspector carrying out a repeated visit was also obliged to verify the issues related to safety and health at work which had been inspected previously.

The final report included quantitative and qualitative analyses of the campaign's results, and in particular it presented: the number of inspectors participating in the campaign, entities which had a written occupational risk assessment and implemented a risk management system, as well as entities which engaged employees in that process and established Safety Committees. Additionally, the report included information about activities undertaken by labour inspectors during and after the visits, a commentary about the progress of the campaign and conclusions which can be used during next campaigns. The report was utilised to determine the scope of an inspection campaign for the following year, and to specify the types of activities which should be undertaken in order to improve standards of work safety and health in the inspected sector. Labour inspectors were informed about the results of the campaign during interdepartmental meetings.

k) Summing up of the campaign's results.

The campaign proved that the situation in the inspected sector was quite good, considering the issues of occupational risk assessment and risk management system. The relevant facts in numbers were as follows: 46 out of 50 inspected entities fulfilled the duty to assess occupational risk in writing (92%), and a risk management system was implemented by 39 out of 50 entities (78%). In two cases during the inspection project, labour inspectors sent letters to employers with information about identified infringements of provisions of occupational safety and health, and with regard to 3 employers labour inspectors filed indictments due to their failure to comply with relevant labour law provisions.

The tangible effect of the campaign was direct and close cooperation of the Department of Labour Inspection with the Ministry of Health, and the resulting proposal to amend the law provisions concerning private hospitals. On the basis of adopted legislative amendment, a representative of the Department of Labour Inspection will take part in the work of a commission granting permits for operation of private hospitals. Additionally, based on that amendment, a person responsible for managing a private hospital is obliged to obtain a statement from the Chief Inspector of the Department of Labour Inspection stating that the private hospital has an adequate risk management system in place. In order to implement that stipulation, in each territorial unit 2 labour inspectors were trained and they are competent to suggest the issue of such statements to the Chief Inspector. The Department of Labour Inspection also developed a special checklist, which is to help labour inspectors inspecting private hospitals.

The next campaign in that sector shall be focused on detailed verification of the quality of the occupational risk assessment document in each entity and preventive measures applied so as to improve working conditions.

7. Campaign on work safety at timber harvesting, State Labour Inspectorate (the Czech Republic)

a) Overview of the campaign.

In the period from April to June 2011, labour inspectors of the State Labour Inspectorate in the Czech Republic carried out inspections aimed at reducing the number of work accidents during manual harvesting of trees.

The campaign concerning self-employed persons in the forestry sector is still in progress. It has been planned that 14 labour inspectors from each district labour inspectorate will conduct 5-10 inspection visits. Their work has been coordinated and will be summed up by 2 persons.

b) Selecting priority areas for inspection.

After analysis of information from the labour inspectorate's own database of work accidents, showing a high rate of accidents resulting in fatal and serious injuries, the selected priority area included specific hazards in forestry, during manual harvesting of trees, and failure to meet requirements of the law on legal protection of labour and work safety and health.

The basic aims of inspections in the framework of the campaign were as follows: examination of the problem, provision to inspected entities of up-to-date information about requirements specified in the labour law, methods to comply with duties specified in it, as well as enforcement of the fulfilment of such duties. The group of companies selected for inspections included between 30 and 50% of all the registered entities of that type. In order to specify the number of inspections for a district labour inspectorate, account was taken of the number of inspectors performing inspection activities in the region and the level of hazards measured by the accident rate.

c) Determining the time span of inspection activities.

The campaign was planned for the period of intensive work activities in forests (April-June). Inspection procedures in the place of performing work by an inspected entity lasted almost one working day (from 4 to 8 hours). Activities at the seat of the territorial labour inspectorate lasted longer than one working day, that is more than 8 hours.

d) Selecting establishments for inspection.

Particular entities to be inspected were selected on the basis of the accident rate calculated in accordance with information coming from the inspectorate's own database.

e) Provision of staff for carrying out inspections.

Labour inspectors conducting inspections as part of the campaign were selected on the basis of their education and experience. Moreover, leaders of

that group were provided training at the central level and afterwards it was their task to train other labour inspectors who were to implement the campaign. In the process of preparations, they were equipped with auxiliary materials, including: rationale for the campaign, description of its aims, checklists, content-related materials on topics covered by the inspection campaign (used machines, equipment and tools, existing hazards, legal provisions in force, etc.), examples of reactive actions which inspectors should take if during the campaign they encounter typical cases of non-compliance, as well as promotional and informational materials designed for employers.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

During implementation of the described inspection campaign, the labour inspectorate did not cooperate with any other authority, institution or body responsible for labour protection, nor did it cooperate with social partners.

g) Supporting inspection activities with training provided for employers or workers.

Inspection activities were not supported with any training programmes designed for the inspected entities.

h) Monitoring the implementation of inspection activities.

Implementation of the campaign was monitored by leaders prepared for supervising activities carried out during the project. Their tasks included active participation in at least half of the visits. Moreover, they helped labour inspectors involved in the campaign to solve problems by communicating with them over the phone or via e-mail. Additionally, they made detailed analyses of checklists filled in by labour inspectors.

i) Communicating the information about inspection campaign and its results.

The inspected entities received an inspection report after finalised procedures, as well as an information leaflet about the campaign.

The general public was informed about the campaign in brochures, press releases prepared by the labour inspectorate and 3 articles in branch magazines on work accidents from the year 2010.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The campaign is still in progress. Assessment of its results will be based on the number of issued legal measures and information obtained from the checklists. Dissemination of the effects is to take place during a conference (seminar) for inspectors involved in its implementation, scheduled to take place in September 2011.

8. Campaign in transport, State Labour Inspectorate (the Czech Republic)

a) Overview of the campaign.

The objective of the campaign organised during summer holidays (in July and August 2010) by the State Labour Inspectorate of the Czech Republic was to verify observance by employers of OSH provisions during repairs and driving of vehicles. Inspections covered enterprises operating in the sector of HGV transport, with the aim to gradually reduce the accident rates in that sector. Activities within the campaign were focused on several topics, such as: medical preventative examinations of drivers, their professional qualifications, organisation of working time, information for employees about hazards connected with work, internal company regulations on safety, technical condition of used equipment, and lawful payment of remuneration for work and other financial benefits. The target group comprised 67 entities from the transport sector, in which inspections were conducted by 14 labour inspectors. One person coordinated their work and summed up the results of activities.

b) Selecting priority areas for inspection.

The priority area was a particular sector of economy – transport, which was selected due to high rates of accidents (including fatal and those with serious consequences for health of the victims). Complaints were an important source of information used for the selection of the priority area. For that reason, during inspection visits the basic objective was to inform inspected entities about methods to meet the requirements specified in existing provisions and to enforce observance of those provisions. The

number of enterprises to be inspected was specified in relation to the number of inspectors involved in the campaign. The number of involved inspectors was decided on the basis of the overall number of inspectors performing inspection activities in a given region.

c) Determining the time span of inspection activities.

Labour inspectors carried out their activities in one enterprise during at least two days, but not exceeding 4 hours. Activities in the office were performed during several days, for more than 8 hours.

d) Selecting establishments for inspection.

During selection of enterprises for inspection, knowledge of labour inspectors supervising particular enterprises and the sectoral criterion were decisive. The entities to be inspected were selected based on knowledge of labour inspectors and on details from business catalogues (e.g. yellow pages).

e) Provision of staff for carrying out inspections.

Inspections were conducted by a group of labour inspectors selected due to their education and experience. Inspectors conducted visits without additional training, yet they used a description of objectives of inspection activities and a checklist.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

During implementation of the described inspection campaign, the labour inspectorate did not cooperate with any other authority, institution or office for labour protection, nor with social partners.

g) Supporting inspection activities with training provided for employers or workers.

Inspection activities were not supported by training activity targeted at the inspected entities before or during the campaign. However, after completion of the inspection campaign, the inspected entities were provided with information, in the form of consultations, about the most frequently issued recommendations and proposals of preventive measures to reduce accident risk and eliminate or reduce occupational hazards.

h) Monitoring the implementation of inspection activities.

The implementation of inspection activities was monitored by one person. The monitoring consisted in solving problems identified by labour inspectors who conducted visits in the framework of the campaign. It was carried out over the phone, via e-mail and through formal correspondence.

i) Communicating the information about inspection campaign and its results.

Information about the campaign was disseminated in the form of short notes published in the press, containing summary of the campaign and its results.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of the campaign were evaluated on the basis of the checklist, which all labour inspectors had and filled out in all inspected entities. The results were not summed up on the basis of the number or type of issued legal measures.

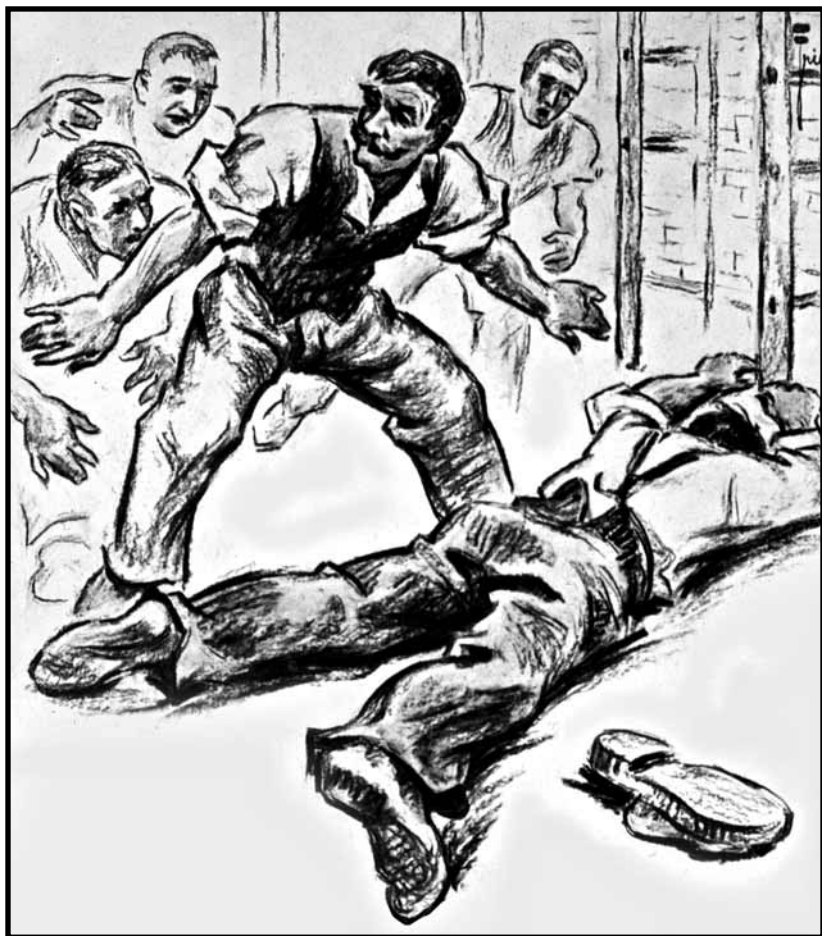
k) Summing up of the campaign's results.

Irregularities in the transport sector concerning registers of working time were recurrently identified over a long period of time. As a result of the inspection campaign, the inspectorate enforced observance of provisions concerning registers of working time at 43% of the inspected entities.

9. Campaign titled „Special effort: Special intense inspections”, the Danish Working Environment Authority - WEA (Denmark)

a) Overview of the campaign.

Since 2007, the Danish Working Environment Authority has carried out a programme of special intensified inspections which politically has been prioritized with special funds. The programme covers campaigns in different sectors. The campaigns are to be implemented in the period of 2007 to 2014. In 2006 the Government decided in cooperation with a number of other parties



in parliament that the WEA should implement intensified inspections in the form of a special effort in trades, where the workforce is at risk of being worn out. The special effort targets enterprises which potentially have significant health and safety challenges. The inspection procedures use more time than standard inspections and focus on the ergonomic and psychological working environment of the workers. Funding of the campaign is provided for the period 2007-2014. Each year 50 million DKK (7 million EUR) is spent for implementation of the campaign and some 1000 to 1100 companies (2007-2010) are visited on annual basis. The criteria used in selecting industrial sectors for inspections include above-average rates of sick absence, granted disability pensions and early retirement benefit. A group of 55 full-time inspectors are involved in implementing the campaign each year.

b) Selecting priority areas for inspection.

Selected branches of industry were classified as priority areas. The selection of specific areas was made owing to a high rate of work disability and was in line with guidelines of state authorities (implementation of political objectives). The selection was based upon the analysis of cases of temporary or permanent disability for work that was carried out by the National Institute of Occupational Health. The most important aims of workplace inspections are to: examine the problem, provide the inspected entities with information about the existing legal requirements, the ways to fulfil them and to enforce compliance with these requirements in order to achieve a measurable effect in the form of improved working environment. The companies selected for inspection were classified according to a particular sector. The number of workplaces selected for inspection is also dependent on the number of sectors covered by the campaign in a 4-year period. In the first phase of the project (2007-2010) the programme of intensified inspections covered fewer sectors than in the second one (2011-2014). The number of inspections to be carried out by individual inspectors are determined by the local inspection offices based on the number of inspectors involved in a particular campaign and the staff available at a given local office of the WEA.

c) Determining the time span of inspection activities.

The inspections carried out in the first phase of the programme (2007-2010) were two-day visits per inspection. The inspection campaign in a

given sector can take up to one and a half years to complete. Inspections in the second phase (2011-2014) of the programme are conducted in the form of two separate visits with a several month interval between them. The visits are planned in the framework of the general schedule of the campaign, which normally takes about a year to complete. The duration of an inspection (2007-2010) may last up to two days and is conducted by two inspection officers. The allotted office time is a maximum of two days (2 persons x 2 days). Additionally, one day was allotted for other activities (1 day x 2 persons). In the period 2011-2014 the Authority is visiting a large number of small workplaces. The inspection time is also shorter.

d) Selecting establishments for inspection.

The following selection criteria apply: overall number of workers, the number of workers employed in conditions being the subject of the campaign, the number of complaints about a given company, personal knowledge of inspectors supervising particular workplaces (groups of workplaces) and the sector-related approach. The Authority's own databases and inspectors' knowledge were used as the main sources of information when selecting companies for inspection.

e) Provision of staff for carrying out inspections.

A team of inspectors was selected based on their knowledge and experience. The appropriate number of inspectors was chosen locally at the local office of the Working Environment Authority depending on how the campaign was organized. Inspectors readied themselves for workplace visits by attending a special training provided by the WEA itself. Local offices were also involved in conducting training activity. Auxiliary materials available to labour inspectors included: description of the programme's objectives, and the ways of their implementation, checklists, information on the rules of evaluation, subject-related specialist materials concerning issues covered by the programme, communication and awareness-raising materials for employers.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

The campaign involved participation of trade unions and employers' organizations as the members of Sectoral Working Environment Councils.

Inspection activities took account of political priorities. The Working Environment Authority initiated meetings with social partners – trade unions, employers’ organizations and Sectoral Working Environment Councils. Social partners can voice their opinions and recommendations with regard to specific branches which they think should be inspected within a particular sector of economy. The Authority takes account of its partners’ opinions when selecting branches for inspection. The cooperation with social partners was conducted at the planning and execution stage of the campaign and also while disseminating information about the campaign’s results.

In some cases the National Institute of Occupational Health was involved in developing materials for the campaign. Principally, external partners of the WEA are not involved in development of auxiliary materials to be used by the Authority. However, while communicating with companies covered by the campaign, the WEA advises them on materials prepared by social partners (e.g. by means of letters forwarded to companies in which the aim and date of the visit are announced).

g) Supporting inspection activities with training provided for employers or workers.

The WEA has in the period of 2007 until 2010 provided process guidance to enterprises that have received improvement notices concerning the psychosocial working environment.

h) Monitoring the implementation of inspection activities.

Monitoring is conducted at the Working Environment Advisory Centre. Two persons are tasked with managing the different campaigns in various sectors. In addition to that the campaigns are coordinated locally. The monitoring process includes the following aspects: monitoring the implementation level of a complex quantitative plan, monitoring the implementation level of a complex qualitative plan.

i) Communicating the information about inspection campaign and its results.

With regard to certain sectors a special plan for communicating information was devised. The plan concerned, among others, cooperation with the mass media (mainly press) and the public opinion via the internet

etc. Information about the campaign's results was communicated to interested social partners in a particular branch. No special procedure for communicating with the general public was devised, however information about inspection activities and their results is available on the WEA's internet site. The information is also presented in the media when possible, on the internet and during meetings with social partners. The Authority also reports on the results of its actions to those political parties which had decided on the implementation of the programme: „Special effort: Special intense inspections”.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

Information regarding the results of the campaign is reported to a parliamentary committee three times a year. Indicators related to the number of inspections and the number of applied administrative measures are presented to the parliamentary committee. The number of issued improvement notices is used as the basic indicator of the campaign's effectiveness of the different campaigns. An evaluation is carried out by an external consultant. This project consists of 5 industry-specific investigations plus an overall evaluation report. The evaluation method is qualitative analysis, based on data and information provided by employers and verified by labour inspectors. 35 cases studies have been conducted. Furthermore, the Working Environment Authority draws up a special report on the final outcome of a campaign for each sector covered with the programme which is published on the website in the middle of a given campaign and after its completion. The external evaluation is also available on the website.

k) Summing up of the results of the programme.

The intense inspection programme is implemented by means of two different methods. The inspections in the period 2007-2010 were carried out by means of a different method than the ones whose implementation began in 2011. The aim of inspections conducted in the first phase of the programme has been achieved. The aim was to issue a considerably larger number of improvement notices than the number issued during standard inspections outside the scope of the programme. The number of notices was

adopted as the indicator of improvement of the working environment in companies. It is impossible to formulate any conclusions regarding the second phase of the programme as it is still underway.

10. Campaign titled „Screening and adapted inspection method”, the Danish Working Environment Authority - WEA (Denmark)

a) Overview of the campaign.

In the period 2005-2011 the Danish Working Environment Authority conducted screening inspections of all establishments with employees. That was made possible by the working environment reform.. The reform enables the WEA to conduct screening visits to all companies with employees. In this way, WEA can contribute to improving workplace health and safety at all establishments with employees, where the previous inspections before 2005 only prioritized certain selected industries and some individual companies, mainly based on industry-level documentation of risks. The screening inspections are not pre-announced to the individual company, and any company can be re-screened at a later time. In this way, no company can feel free from inspection and control. Therefore, the method contained a general incentive for all companies to improve workplace health and safety.

If the screening indicates that there are or may be significant working environment problems, is followed up by an in-depth, adapted inspection. Approximately 50% of all establishments are selected for an adapted inspection. Those establishments are informed of the issue that has motivated the adapted inspection, which means that they can start to solve the problems. Adapted inspections are based on the working environment problems identified during the screening. This means that adapted inspections are tailored for the working environment problems that the individual enterprise has or may have. The aim of adapted inspections is to check whether establishments comply with the working environment regulations and to respond in the case of a violation of the Health and Safety Legislation. Companies that are not in compliance with the regulations at the time of the adapted inspection will receive a further follow-up inspection within 2 years.

The aim of the programme is to inspect all establishments with employees registered in the national company database and in this way obtain an overview of the health and safety standard of those. At the same time the program allows WEA efforts to allocate increased inspection time for individual establishments that have or may have working environment problems. WEA is subsequently able to contribute to OSH improvements in all establishments with employees. Until May 2011 the WEA has visited some 175 000 establishments with employees and the remainder of establishments is to be inspected by the end of 2011. All labour inspectors are involved in the campaign. Following the introduction of the reform there were 240 inspectors and currently the number has been reduced to 180 when calculated as full time-positions. The number of persons involved in supervision and administrative back-up of the campaign is equivalent to 50 full-time positions.

b) Selecting priority areas for inspection.

Screening inspections are conducted at all establishments with employees. Information about such entities for inspection purposes is retrieved from the national Central Business Register (CVR), where all Danish companies and worksites are registered. Because all establishments with employees are covered, the Working Environment Authority is able to make an overall assessment of the state of occupational safety and health based on a large body of evidence from Danish companies.

c) Determining the time spent on inspection activities.

The inspection procedure is laid down in quality procedures for screening and adapted inspections. Principally, the screening visits take about 2 hours to complete on average. However, the actual duration of a particular inspection depends on the safety and health level and the size of the company. Adapted inspections last 3 to 4 hours on average, but again, their actual length in each case depended upon the size of the company. The time it took to complete other tasks related with the inspection and carried out in the office both in the case of screening and adapted inspections, with the exclusion of penal or administrative sanctions, is usually up to 2 hours, within one day.

d) Selecting establishments for inspection.

All establishments with employees are covered by the programme.

e) Provision of staff for carrying out inspections.

All labour inspectors were involved in screening and adapted inspections. A group of inspectors from each local inspection center were educated to enable them to train their colleagues at their local center. Regardless of those arrangements, all other inspectors are offered ongoing training, through an internal program for development of competencies. Local inspection centres also conduct courses and thematic sessions at which inspectors could gain or update their knowledge regarding a particular issue. Auxiliary materials available to inspectors included the following: description of the programme's objectives and the methods of their implementation, checklists, information on the rules of evaluation of the programme, specialist materials concerning issues covered by the programme, guides on good practice, as well as communication and awareness-raising materials for employers.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

External partners are not involved in development of quality procedures on inspection used by the WEA. The Authority refers to various guidance materials prepared by social partners when giving advice to companies.

g) Supporting inspection activities with training provided for employers or workers.

WEA organized information meetings with the social partners as a part of the implementation process. The industry sector organisations and unions were informed if they were selected for screenings during the forthcoming year. Specific information on the inspection method in the enterprise plus industry-specific, on-line guides to workplace assessment was available on the WEA's website.

The evaluation project included questions regarding effectiveness of communication and training initiatives - whether the companies were aware that they would be screened by the WEA; which sources their information came from (e.g. WEA, the trade press, general media, other companies) and

whether the company sought information in other sources, e.g. on the Authority's internet website.

Furthermore, the evaluation investigated whether the companies prepared for the screening. More than 50% of the establishments did or intended to do some preparations before the anticipated screening. This applies naturally only to the part of the establishments that knew that they were about to be screened. The most widespread activity was to revise the workplace assessment.

h) Monitoring the implementation of inspection activities.

Monitoring and coordination of the programme is conducted by the Working Environment Advisory Centre and reported to the board of the Danish Working Environment Authority. Monitoring covers comparative analysis and ongoing data analysis. The campaign's results were monitored on the basis of the number and type of legal measures issued by labour inspectors. Comparative analysis was carried out at the Authority's regional level four times a year (benchmarking).

If the results deviate from the expectations or considerable deviations between individual local offices can be noticed, the possible causes are investigated locally and corrective decisions, either written or oral, are taken.

Moreover, three times a year the WEA reports to a relevant parliamentary committee on the progress made with regard to screening and adapted inspections.

i) Communicating the information about inspection campaign and its results.

In line with the communication plan, information about the campaign was provided to the concerned social partners as well as the general public. The information included: new approach to running the campaign (screening visits followed by adapted inspections in companies experiencing OSH problems) and which branches of industry will be the first ones to be inspected. Information about the screening and adapted inspection was also available to the general public on the WEA's website. The parties concerned were informed that the WEA will screen all establishments with employees and that they should undertake actions aimed at improving their working conditions. They were also informed that establishments with working

environment problems will be followed closely with follow-up inspections until all problems were solved. The above information was disseminated via the internet, mass media, and during meetings with social partners.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

An evaluation was conducted by an external consultant, starting in 2006 and concluded in 2010. The main topics were: the two-steps inspection procedure, the mandatory use of authorised consultants to solve selected problems and the „smiley” system. The evaluation used both quantitative and qualitative methods, and was based on consultants’ visits and interviews with approximately 100 workplaces, and several targeted telephone polls in which 1600 company respondents were surveyed. The key results were presented to the social partners in the Working Environment Council still before the report was completed in 2010. All reports concerning the evaluation are available in the Danish language on the website of the Authority.

Preliminary results from the evaluation project, together with experience gained by local inspection offices, were used to adjust the inspection methodology, with effects from April 2007. The most important legal change was that the inspectorate was given the power to give certain compliance notices, notably on workplace assessment, already on the screening visit. This had the aim to reduce the number of companies where two visits were needed.

A parliamentary agreement of March 2011 which reformed the Danish strategy on health and safety in the workplace will enter into force in 2012. The agreement includes a thorough adjustment of inspection methods. The experience from screening all companies and the evaluation above were used in the design of the future inspection method. There are, therefore, no plans to carry out a final evaluation of the whole programme at the end of 2011, because the new inspection methods will already be implemented by January 2012.

k) Summing up of the campaign’s results.

The working environment reform and the inspection methods lead to general improvements in workplaces health and safety in Danish establishments with employees. The reform is implemented by means of a number of mechanisms. Screening inspections of all establishments with

employees in the period 2005-2011 has worked as an incentive for all the employers to increase the activity level on the workplace health and safety and motivated them to pay more attention and become more committed to ensuring safe and healthy working conditions. At the same time information collected during inspections made it possible for the Danish Working Environment Authority to prioritise the companies that needs in-depth inspections based on their individual risks. The Authority is also in a position to focus on individual companies where OSH problems have been identified and re-inspect them until the problems have been solved. The experience which the Authority gained while inspecting all the companies, regardless of their size, is taken advantage of in the further development of the inspection strategy. In the framework of the labour market reform the Authority introduced the so-called „smiley scheme” in order to motivate employers to pay more attention to maintaining safe and healthy working environment by awarding a positive, green smiley to those companies where screening or adapted inspections did not find any shortcomings in the working conditions. The additional positive effect is that companies avoid getting negative yellow or red smileys. Information concerning the awarded smileys is placed on the WEA’s website and, thus, the general public can obtain up-to-date data on working conditions in every inspected company.

11. Project on occupational safety and health in the health care sector, Ministry of Social Affairs and Health, Department for Occupational Safety and Health (Finland)

a) Overview of the campaign.

The project on occupational safety and health in the health care sector was implemented in the period 2004-2007. The underlying and strategic, long-term aim of the project was to improve the level of health and safety in companies. The operational aim was to ensure effective supervision in the health care sector. Some 300 entities were covered with inspections, with 25 labour inspectors assigned for the project and 10 persons supervising its implementation.

b) Selecting priority areas for inspection.

The main sources of information used in selecting priority areas were proposals received from social partners (employers' organizations and trade unions), complaints and mass media. The factors which helped give priority to the selected areas were high rates of inability for work and social partners' expectations. The specific branch labelled as priority area had its specific hazards. The principal objectives of the inspection visits were to enforce legal compliance and achieve a measurable effect. Inspections covered all employers in the public health care sector.

c) Determining the time span of inspection activities.

The campaign was divided into three phases. The time it took to complete inspection proceedings at a given entity ranged from 2 to 4 hours in one day. Similar time span was scheduled for office work following the inspection.

d) Selecting establishments for inspection.

The basic selection criteria were as follows: the branch criterion combined with the territorial criterion; however the assumption was that all workers should be covered with the inspection programme. Labour inspectorate's own databases and those of social insurance institutions were used as the sources of information about companies. Labour inspectors' pool of knowledge and personal experience were also taken advantage of.

e) Provision of staff for carrying out inspections.

The inspections were conducted by a team of inspectors selected for their education and professional experience. Central training was organized for a group of leaders who subsequently trained regional labour inspectors taking part in the inspection programme. Inspectors were provided with the following auxiliary materials to help them carry out inspection activities: rationale of the programme, information about the rules of its evaluation, description of requirements concerning collective feedback on the programme.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Proposals concerning the activity of labour inspectorate can be submitted by another department within the Ministry of Social Affairs and Health, although it was not the case with regard to the campaign in question.

Cooperation in the framework of the campaign concerned the following phases of its implementation: disseminating information about undertaking the inspection task, its execution and evaluation. The cooperation consisted in participation of a department dealing with health matters in training for inspectors while the Centre for Occupational Safety helped the Inspectorate prepare auxiliary materials for inspection visits.

g) Supporting inspection activities with training provided for employers or workers.

Prior to commencement of inspections approximately 80% of companies received information concerning the programme, however the effectiveness of this initiative has never been assessed.

h) Monitoring the implementation of inspection activities.

Staff from the headquarters and 8 inspectors (national coordinators) were involved in monitoring the implementation of the campaign.

i) Communicating the information about inspection campaign and its results.

Social partners were notified of the campaign's progress by means of periodic reports and the general public could get information from the press.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

Results of the campaign were evaluated on the basis of checklists, legal decisions taken by inspectors, and development trends. Information on the outcome was obtained from employers in the form of data concerning work-related accident and morbidity rates, and from inspectors who carried out subsequent inspections with the aid of the assessment form. The final evaluation taking account of the above indicators was included in the final report drawn up by the Ministry of Social Affairs and Health. Information contained in the report was published as a ministerial document and was also disseminated by labour inspectors and presented at a summing-up seminar.

k) Summing up of the campaign's results.

Actions aimed at improving occupational safety and health in the public health care sector brought tangible results thus it might be concluded that the

campaign's strategic objective was achieved. Senior management seems to have a better understanding of their responsibility for workers' wellbeing and the possibility to improve working conditions. During implementation of the operational objective many changes were introduced in health care entities to prevent the problem of customer violence and the threat of violence. In order to eliminate harassment and unfair treatment, models for proper action and dealing with problems have been created. Employers know now better how to plan the workloads, but there is still much to do in the attitudes toward adverse mental load. Technical solutions and aids have been taken into use, which make manual handling and lifting easier. 127 000 persons in the health care sector were covered by the project.

12. Campaign on „Temporary Work”, labour inspectorates of German Lands (Germany)

a) Overview of the campaign.

The duration of the campaign was planned for 27 months. Its objective was to reduce the number of work accidents and to improve organisation of occupational safety and health. The range of activities included: improving communication between a temporary employer and an employment agency in matters of risk assessment, raising OSH standards for workers in temporary workplaces, and reasonably optimising safety measures and procedures in temporary workplaces, with a particular focus on cooperation with a relevant employment agency. Inspections covered all types of activity where temporary workers were employed, with emphasis on enterprises with up to 500 engaged individuals in the sectors of: metallurgy, construction, food industry, healthcare, logistics, and large warehouses. The number of enterprises to be inspected within the framework of the campaign was 10 thousand. The number of inspectors to implement the task was not specified precisely; the minimum number was 80, but the estimate was about 500.

b) Selecting priority areas for inspection.

The number of establishments to be inspected was within the range of 1-10% of all registered entities. In deciding on the number of enterprises to be

visited per each territorial unit, account was taken of the number of temporary workers.

c) Determining the time span of inspection activities.

Within the framework of the campaign two inspection visits were to be conducted; the second one was necessary when significant irregularities had been identified during the first visit. According to plans, inspections had to be conducted within one day, from 2 to 4 hours (one visit per one day). The same applied to necessary activities conducted in the office – within one day, between 2 and 4 hours.

d) Selecting establishments for inspection.

The basic criterion for selection of enterprises to be inspected was labour inspectors' practical knowledge. Information about enterprises was available in the labour inspectorate's own databases.

e) Provision of staff for carrying out inspections.

A group of labour inspectors selected on the basis of their background and professional experience was involved in the inspection campaign – from 30 to 50% of inspectors. Preparation of staff was organised as training for a group of leaders at the central level; subsequently the leaders conducted training at the regional level. To implement the campaign, labour inspectors had materials with: justification of purposefulness of inspection activities, a description of the project objectives, checklists, a description of requirements for compiling information about the project implementation, content-related materials concerning issues covered by the project, and examples of steps to be taken in typical incorrect situations.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Comments and suggestions about implementation of the project could be presented by interested institutions and social partners, including parties to the Joint German Occupational Safety and Health Strategy (*Gemeinsame Deutsche Arbeitsschutzstrategie*), German Government, represented by the Federal Ministry of Labour and Social Affairs, German Federal States – higher OSH authorities, Statutory Accident Insurance Funds. Cooperation

with partners took place during all phases of the campaign implementation: planning, informing about its launch, implementing inspection tasks, making final assessment, and disseminating information about its results. Representatives of parties to the Joint German Occupational Safety and Health Strategy were involved in drafting supplementary materials for labour inspectors, and representatives of Statutory Accident Insurance Funds – in training for labour inspectors, and in inspection activities.

g) Supporting inspection activities with training provided for employers or workers.

General information for all enterprises was disseminated via the Internet and during information events.

h) Monitoring the implementation of inspection activities.

Inspection activities were coordinated and monitored. To this end, specifically tailored software interface had been developed.

i) Communicating the information about inspection campaign and its results.

Information about the campaign was provided to cooperating institutions, social partners and additionally to expert communities. General information was provided to all concerned and the general public via the Internet, in press releases and during information events.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of the campaign were summed up on the basis of checklists. For assessment purposes, use was made of information provided by labour inspectors about the level of improvement noticeable during second visits. The evaluation comprised an overall rating and classification of enterprises according to the quality of risk assessment procedures and organisation of work safety. It was commissioned to an external entity: National Safety and Health Conference (NAK).

k) Summing up of the campaign's results.

After conducting 50% of all planned inspections, the labour inspectorate collected partial information about the campaign results. The actual results



allowed the inspectorate to notice a significant percentage of positive assessments (70 – 90%). The assessment covered both compliance with legal requirements stipulated in the Work Safety Act (*Arbeitssicherheits-gesetz*), as well as the quality of risk assessments and the overall organisation of work safety. The risk for work safety and health was properly identified with the use of relevant procedures in about 80% of inspected enterprises. With regard to selected aspects of work safety, such as e.g. giving accurate and regular instructions or availability of personal protective equipment for staff, inspection findings proved that requirements were met in 100% of cases. Issues related to organisational measures ensuring work safety to temporary workers also add to this very positive overall picture. All basic requirements were met in approx. 75% of cases. Lower percentage was noted only when the question referred to the preparation by an employing entity of a relevant set of requirements for temporary workers and presenting it in a proper way, in the written form. Oral or written (documented) assessment was made only in 50% of cases. In general, the situation can be assessed positively, which is evident from the summary of the results. Two thirds of all inspected enterprises achieved excellent overall rating (7 - 9 points). About 20% of inspected entities were at the opposite end of the scale, because it was necessary to issue them with additional administrative advice and measures in order to improve work safety standards with regard to temporary workers.

13. Risk assessment in the use of dangerous substances, European campaign, SEPE – Labour Inspectorate (Greece)

a) Overview of the campaign.

The principal aim of the campaign was to enforce compliance with workplace health and safety provisions on dangerous substances and to raise employers' and workers' awareness of this issue. The campaign focused on work activities related to wood processing and furniture production and the hazards associated therewith like wood dust (at the processing, machining and assembly stages) and organic solvents. Exposure to the above hazards can create risk to workers' health connected with possible inhalation or absorption of harmful substances.

The campaign was implemented in the period from 15 September to 30 November 2010. Inspections covered the total of 458 of workplaces from wood and furniture industry. Some 200 inspectors were involved in carrying out the inspection task. 11 people participated in supervising the inspection activities (7 Directors of Centres for the Prevention of Occupational Risk and 4 inspectors from the Directorate of Planning and Coordination of OSH Inspectorate).

b) Selecting priority areas for inspection.

In order to determine priority areas the inspectorate took avail of its own accident database and the guidelines of the Senior Labour Inspectors' Committee (SLIC) as the programme implemented in Greece was part of a European campaign. The ultimate choice of the inspection area was a follow up on the recommendations of the SLIC Working Group. A specific branch of industry with its inherent hazards was selected for the project.

The basic aims of the campaign were as follows: to provide the companies subject to inspection with information about legal requirements and the ways of reaching compliance, and to enforce that compliance. The number of companies to be inspected was decided upon individually by the Directors of Centres for the Prevention of Occupational Risk who took account of the annual programme of work, as well as the number of furniture and wood processing companies in the remit of a given Centre.

c) Determining the time span of inspection activities.

As a rule, the inspections were to be scheduled evenly throughout the whole campaign. The average duration of inspection activities in a single company was one day, from 2 to 4 hours. The time it took to complete office tasks related with the campaign was also one day and it did not exceed 2 hours.

d) Selecting establishments for inspection.

The principal criterion of selecting establishments for inspection was the target branch and location of the company. Other sources of information included: the inspectorate's own databases, inspectors' knowledge, yellow pages and the information from mass media.

e) Provision of staff for carrying out inspections.

Nearly all available inspectors (at least 80% of the total number of staff) were involved in conducting workplace visits. Each of them was equipped with appropriate information materials enabling them to ready themselves for inspections. For the needs of the very visits labour inspectors were provided with the following aids: description of the programme's objectives, checklists, description of requirements regarding the drawing up of a report on inspection activities, subject-related specialist materials, examples of good practice in case the inspectors encountered irregularities in the visited workplaces. Additionally, in the framework of the EU campaign special posters and leaflets were produced. The leaflets were translated into 4 languages.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Social partners could put forward their proposals regarding actions to be carried out by the Labour Inspectorate at the forum of the Council for the Social Control of Labour Inspection. The Hellenic Centre for European Study was also invited to cooperate in carrying out the programme of inspections. The cooperation consisted in disseminating information about the commencement of the inspections and its outcome. It took form of conferences whose aim was to provide subject-related information to all concerned parties.

g) Monitoring the implementation of inspection activities.

At the regional level inspection activity was monitored and coordinated by Directors of Centres for Prevention of Occupational Risk. At the central level Directorate of Planning and Coordination of OSH Inspectorate was responsible for coordinating inspection activities. Monitoring and coordination mainly consisted in provision of assistance in solving problems as well as collection and evaluation of statistical data.

h) Communicating the information about inspection campaign and its results.

Social partners in the target sector were notified of the campaign (its scope, timeline etc.) and general public learnt about the branches to be covered by inspections and about the risks connected with using chemical

substances in the workplaces. The above information was disseminated in the course of special events and via mass media.

i) Evaluating the results of inspection activities. Evaluation methods and tools.

The results were collected and evaluated by the Directorate of Planning and Coordination of OSH Inspectorate, which prepared the final evaluation report. Conclusions arising from the evaluation were included in the annual report of the Labour Inspectorate for 2010.

k) Summing up of the campaign's results.

In the course of workplace visits it was noticed that prevailing majority of companies in the sector under inspection were small companies (most of them employing fewer than 10 workers). The most important findings from the inspections were: a considerably low level of legal compliance on the one hand, in particular with regard to risk assessment and safety data sheets and on the other lack of awareness of the risks connected with the use of chemicals at work, which was typical of both employers and workers who failed to use appropriate collective and personal protective equipment and applied incorrect methods of storing and transporting chemicals.

14. Campaign „Inspections with previous announcement”, Hungarian Labour Inspectorate (Hungary)

a) Overview of the campaign.

The aim of the campaign was to make a thorough and overall assessment of the OSH situation at a particular employer and to evaluate the experiences and take appropriate measures. The scope of inspections covered the following aspects: compliance with OSH regulations, safety of machinery and work equipment, professional qualifications and protection of workers' health. The sectors of economy to be subject to inspection were not predetermined and the programme covered employers from all sectors marked with high accident rates. In the course of one year some 20 to 25 employers are covered with announced inspections in the territory of the whole country. Depending on the type of activity and the size of company to

be inspected, the number of inspectors involved ranges between 3 and 5. As a rule in Hungary inspections of compliance with labour law are carried out by 1 labour inspector and do not last longer than 1 day. The duration of an average inspection carried out in the framework of the campaign in question is 3 to 4 days, but it is acceptable to prolong inspection activities to 2 weeks. Documents from announced inspections are assessed by a regional director and OSH Department of the Hungarian Labour Inspectorate.

One month prior to commencing the campaign a regional inspectorate forwards the employer with an announcement about their company being selected for inspection programme and provides details and the exact date of the visit. In no other case does the labour inspectorate notify the employer about the forthcoming inspection. This is only done in case of announced inspections when it is obliged to notify the employer of the upcoming inspection. The aim of the announced inspections is to provide employers with the opportunity to eliminate any health and safety shortcomings in their companies before the inspection begins.

b) Selecting priority areas for inspection.

The main sources of information used for selecting the priority area are the inspectorate's own databases on occupational accidents and diseases as well as complaints lodged with the authority. The main criteria of selection were high accident and morbidity rates and workers' complaints. Based on the above specific companies from a selected branch were singled out for inspection. The principal aims of the visits were as follows: identification of a problem, provision of information about legal requirements and enforcement of legal compliance. Another important aim was to provide employers with opportunity to assess working conditions in their companies and eliminate any health and safety shortcomings. The programme targeted those companies where in the previous 5 years there was a fatal work-related accident the causes of which lay with the employer. Every regional labour inspectorate should conduct at least one announced inspection during a calendar year.

c) Determining the time span of inspection activities.

Inspections usually take about 3-4 days to complete, but it is possible to prolong inspection activities for up to 2 weeks. Office work, excluding cases when penal or administrative sanctions were applied, takes about 2 days. The

tasks carried out at the office concern the following issues: preparation of the visit, becoming acquainted with the company profile, assessment of occupational health and safety conditions after the visit, application of legal measures, i.e. drawing up and dispatching of decisions.

d) Selecting establishments for inspection.

The basic criteria of selection are: the overall number of workers, the accident rate, and sector of activity. Labour inspectorate's own database is used in the process of selecting companies for inspection.

e) Provision of staff for carrying out inspections.

A team of labour inspectors was selected to implement the programme because of their education and job experience. They constitute around 30 to 50% of the overall number of labour inspectors. The legal basis for action was a decision on announced inspections issued by the Director General of the Hungarian Labour Inspectorate.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

The announced inspections programme is carried out without the involvement of social partners.

g) Supporting inspection activities with training provided for employers or workers.

If the employers chose to, they could consult the director of the inspectorate about the problems, and irregularities identified during the announced inspection and measures that need to be taken to eliminate them.

h) Monitoring the implementation of inspection activities.

Written materials and post-inspection documents are assessed by the relevant regional director and OSH Department of the Hungarian Labour Inspectorate. Health and safety problems identified in the course of inspections are discussed during a meeting with the employer.

i) Communicating the information about inspection campaign and its results.

Information about the announced inspections programme is not disseminated.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The nature of the programme of announced inspections is not that of a campaign. The results of inspections are evaluated against the assessment of a particular company. Information provided by both the inspected employers and inspectors is taken into consideration when making the evaluation. The evaluative report is drawn up by a labour inspector who, should the need arise, applies legal measures in order to remedy the irregularities, including sanctions where necessary. Each and every announced inspection is subject to this type of evaluation while the overall assessment of the programme is conducted by OSH Department of the Hungarian Labour Inspectorate. The Hungarian Labour Inspectorate draws up an annual report on the situation of occupational safety and health in the national economy. Information on the announced inspections programme forms an integral part of that report.

k) Summing up of the campaign's results.

Announced inspections effectively complement prevention activity carried out by the Inspectorate in the work-related safety and health area. They also constitute a positive incentive for employers who, at their own initiative, make efforts to ensure compliance with the law.

15. Campaign „Multi Site Employer Inspection”, Health and Safety Authority (Ireland)

a) Overview of the campaign.

The objective of the campaign was to improve safety standards in companies which are corporations and operate in a number of separate places, by applying a consistent and uniform approach to inspections conducted by different labour inspectors in different regions. The essence of the campaign was to inspect representative sites in which a given employer operates and to extrapolate the findings and conclusions from such inspections to the whole enterprise. This was done by presenting results of

inspections to the top management of the enterprise and direct involvement of the management in systemic corrective actions. Inspections focused on several aspects, such as: safety management systems, consultations, training of workers, practical application of the hierarchy of risk control, occupational health, hazards connected with driving for work and work-related vehicles, as well as safe use of chemicals.

In 2010, inspections were conducted in the following sectors: retail trade (9 inspected enterprises), wholesale trade (9), telecommunications (15), manufacturing (9). Inspection of each employer was conducted over a period of 2-4 weeks. Regional inspectorates had discretion to devise their inspection strategy to best achieve the objectives of the campaign. In some regions inspections were conducted by several inspectors, while in others all inspections were carried out by one person. Throughout the country, in total 15 inspectors were involved in the campaign. 10 persons supervised implementation of the project and development of collective materials.

b) Selecting priority areas for inspections.

The Health and Safety Authority uses available resources for conducting actions in those sectors and types of activity in which the risk of fatal accidents, serious injuries and diseases is the highest, and where awareness of employers and their commitment is the lowest. One of the methods to make employers secure safe and healthy working conditions in workplaces is to conduct immediate interventions in places where work is performed. Moreover, the Authority targets its efforts at new areas (sectors and hazards), where it had not conducted broader activities, so as to develop awareness and knowledge of new hazards – an example of such a branch and new hazard is the telecommunications sector with mobile phone masts. An immediate objective of comprehensive inspections of corporate enterprises is to assess implementation of safety management systems in those companies and to promote consistent and acceptable safety standards in each place where the company's employees work; this is done by winning commitment from the corporate management to work safety issues. Based on this approach, it was possible to increase understanding of the need to apply systemic solutions in the area of occupational safety and health, the conviction about the necessity to manage safety and the resulting willingness to improve safety standards through systemic actions, based on

organisational factors, and not only through interventions when irregularities are identified at the local level. In this way, the safety standards become independent of an individual approach of persons at the lower levels in the company structure. The campaign was also very positively received by inspected enterprises, mainly because the message concerning work safety and health reached the leading decision-makers, who agreed with a rational justification of that message, and subsequently they promoted and disseminated it throughout their enterprises.

In determining priority areas for inspection, account was taken of a database of work accidents held by the Health and Safety Authority, as well as data from complaints lodged with the labour inspectorate. Other sources of information were also used in some cases. For example, with regard to the telecommunications sector, the HSA referred to specialist trade magazines and it cooperated with the state authority for supervision of telecommunications. Additionally, five largest telecommunications companies became involved in the project and they participated in the development of current norms for work at heights in that sector. The main criteria in the selection of areas for inspection were high employment rates and significant dispersal of the places of work. In the case of the telecommunications sector, attention was also paid to the fact that the sector is developing rapidly, especially due to the development of wide-band internet connections all over the country. For example, priority issues selected in telecommunications were work at heights and rescue procedures around access / egress from a structure.

The major objectives of inspections included: specifying safety culture and implementing practices of safe work in the inspected sectors. Assessments focused on the practical implementation of the OSH management system adopted by a given organisation (enterprise). Equal importance was attached to informing those inspected about existing legal provisions and methods to meet requirements specified in regulations, and to enforcing observance of legislation whenever necessary. Numbers of entities to be inspected (workplaces covered by inspections) were predetermined individually for each inspected corporation, depending on their number and location, so as to obtain a representative sample, which made it possible to generalise observations and conclusions which could be applied throughout the corporation afterwards.

c) Determining the time span of inspection activities.

For each inspected enterprise, inspections were planned as short-term inspection campaigns, which involved the top management and the resources jointly agreed, both from the employer's side, and from the Health and Safety Authority's side. The duration of a single visit (inspection of one workplace) depended on a particular branch, hazards existing in the inspected workplace and its size (including the number of persons working in one place). As a rule, duration of one inspection visit did not exceed 4 hours, though sometimes it was longer, but not exceeding 8 hours.

Processing of inspection results took more than one day, more than 8 hours in total. It comprised a meeting of all inspectors participating in the visits. During the meeting, a decision was taken on key issues which had to be brought to the employer's attention. Based on that, the HSA wrote a formal letter with post-inspection recommendations, which was afterwards discussed with the employer's management team. Objectives of the meeting included first and foremost ensuring appropriate communication and making the management committed to actions ensuring the expected improvement.

d) Selecting establishments for inspection.

In the selection of companies for inspection, account was taken of accident rates, number of complaints against a specific employer and personal knowledge of labour inspectors supervising a given region. Other criteria included concentration/dispersal of workplaces to be inspected and location of sites of particular enterprises in the region. While some sectors were selected due to high accident rates or the number of employees, for the selection of others decisive criteria included novel and emerging activities which otherwise might have been omitted by the Health and Safety Authority, e.g. due to the lack of knowledge about the place and time of short-term field work. During selection of enterprises covered by inspections, use was made of databases of both the labour inspectorate and other authorities supervising inspected sectors (the energy and communications regulator – with regard to location of mobile phone masts). Additionally, labour inspectors' personal knowledge, business directories and Internet search engines were used.

e) Provision of staff for carrying out inspections.

In each of the five regions in Ireland, inspections were conducted by teams of inspectors operating in their respective regions. The inspector managing the regional office was responsible for efficient implementation of the project in the region and in principle all active labour inspectors took part in it (from 50 to 80% of the whole staff). In order to ensure a consistent and uniform approach, inspectors with the richest experience in the field covered by the campaign prepared information materials and trained other inspectors. They also conducted training for all inspectors participating in the project.

Inspectors involved in the campaign had: a description of how to carry out inspections (implement tasks), checklists, specialist publications on the inspected sectors, and examples of measures applicable upon identification of irregularities.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

The selection of sectors and individual employers covered by inspections was done first and foremost on the basis of labour inspectors' conclusions and their knowledge of the relevant sectors. In some situations, information obtained from cooperating institutions (e.g. local authorities) was helpful in developing the plan for the project, yet those were informal contacts. The campaign was implemented independently by the Health and Safety Authority (HSA), without official involvement of other authorities. The existing Irish legislation does not compel other authorities and institutions to give the HSA access to their databases. At present, however, work is underway to evaluate the purposefulness of legislative amendments which would introduce the above-mentioned obligation.

g) Supporting inspection activities with training provided for employers or workers.

The objective of the campaign was to guarantee a consistent and uniform assessment of inspected enterprises which operate at many sites, and afterwards to take such post-inspection steps so as to ensure that acceptable safety standards are achieved in all workplaces which belong to the corporation. In cases when training needs were identified with regard to

workers, relevant recommendations were given to employers, who were responsible for implementing them.

Additionally, if during a visit inspectors identified any other needs concerning improvement of the safety management system in the enterprise, its management was informed about it and possible ways of improvement were discussed. A final decision on specific measures was presented by the employer. The planned measures were, however, assessed by the labour inspector to verify if their implementation would result in achieving the required standards. When the series of inspections of one employer was concluded, the top management of the inspected corporation committed to implement improvements identified.

h) Monitoring the implementation of inspection activities.

The course of inspection activities was monitored by a senior inspector managing the region, acting as the project manager for that region. Implementation of corrective actions by the deadline agreed upon with the company's management was also monitored; if necessary, re-visits were conducted to make sure that suitable corrective measures were properly implemented. Moreover, all available methods of communication were used, such as phone calls, e-mails, official letters, etc. The forms of contact depended on the sector, identified problems and adopted solutions.

i) Communicating the information about inspection campaign and its results.

As part of the campaign, the HSA did not develop any official plan of disseminating information about the ongoing inspection activities and its results to social partners active in the sectors covered by the project and to the general public. Nonetheless, information about the campaign was included in an annual report on activities of the Health and Safety Authority; the report is published and available to the general public. Additionally, experience from completed projects was disseminated to labour inspectors from all regions, also to inspectors who did not take part in a given project, so as to ensure a consistent approach and procedures throughout the country.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The Health and Safety Authority did not attach so much importance to tangible results, expressed by various rates, such as numbers of inspections, legal measures applied, etc., but to the quality of results. The most important achievement of the Authority was persuading employers to take steps ensuring a systematic improvement of work safety management on all sites where they operate. In other words, owing to inspections in selected workplaces, and presentation of conclusions and recommendations from such inspections to the top management of the inspected enterprise (corporation), improvement was achieved in the whole corporation.

An overall assessment of the results of activities is not available yet. Evaluation of the results of the project is currently ongoing, because nowadays in regions other than the ones in which the project was completed, labour inspectors are conducting inspections to assess how employers implemented corrective measures on other sites outside the region in which the series of inspections of the employer was started. Each region responsible for a specified part of the campaign summed up the results achieved in its territory and presented them to all front line inspectors from the Compliance Division during an annual conference of labour inspectors.

k) Summing up of the campaign's results.

In 2010, inspections covered 42 enterprises, including 9 for each of the three sectors (retail trade, wholesale and manufacturing) and 15 from the telecommunications sector.

16. Campaign titled „Work Related Vehicle Inspection”, Health and Safety Authority (Ireland)

The objective of the campaign was to reduce the number of accidents involving vehicles used during work processes and to raise awareness of employers about management of hazards created by vehicles in workplaces and on the road. In order to achieve the objective, a special questionnaire was developed. It includes questions about key indicators of risk connected with 5 major hazards resulting from the use of vehicles at work. The questions refer, among others, to the following issues: whether the employer has adequate assessment of risks related to transport in the workplace, including

a traffic management plan, installation of safety devices in vehicles, and necessary maintenance and servicing of vehicles. The campaign is implemented in all sectors where vehicles are used in workplaces. Data from inspections are recorded in the general database of inspection and supervisory activity of the Health and Safety Authority. It is thus possible to obtain breakdown of data by regions, sectors, etc.

Inspections with the help of the questionnaire are conducted in each workplace where hazards resulting from the use of vehicles in workplaces occur. The actual selection depends on the discretion of the visiting labour inspector. 2 013 questionnaires were filled out in 2009, 1 474 – in 2010, and 450 – in 2011 (by the time the HSA provided data necessary to compile this guide to good practice). Since 2009, 40 inspectors have been involved in the campaign. Implementation of campaign has been supervised by the 5 regional managers.

Past results of the campaign suggest that awareness of risks created by vehicles in workplaces is good. 80% of employers had risk assessments in writing and they usually had a management plan for workplace traffic, vehicles were in good repair and were fitted with safety devices. In the remaining 20% of enterprises, the above-mentioned key safety requirements were not fulfilled and labour inspectors applied legal measures – ranging from written advice to enforcement notices, so as to improve safety standards in such workplaces.

17. Campaign titled „Special plan for agriculture and construction”, General Directorate for Inspection Activity (Italy)

a) Overview of the campaign.

The objective of the campaign was to fight illegal employment, and to inspect compliance with occupational safety and health provisions in enterprises operating in the farming and construction sectors in Southern Italy – in the regions of Calabria, Campania, Apulia and Sicily. The campaign in farming was implemented in 15 provinces in the above-mentioned regions, and in construction – in 24 provinces. The scope of the project included inspections conducted as part of heightened supervision,

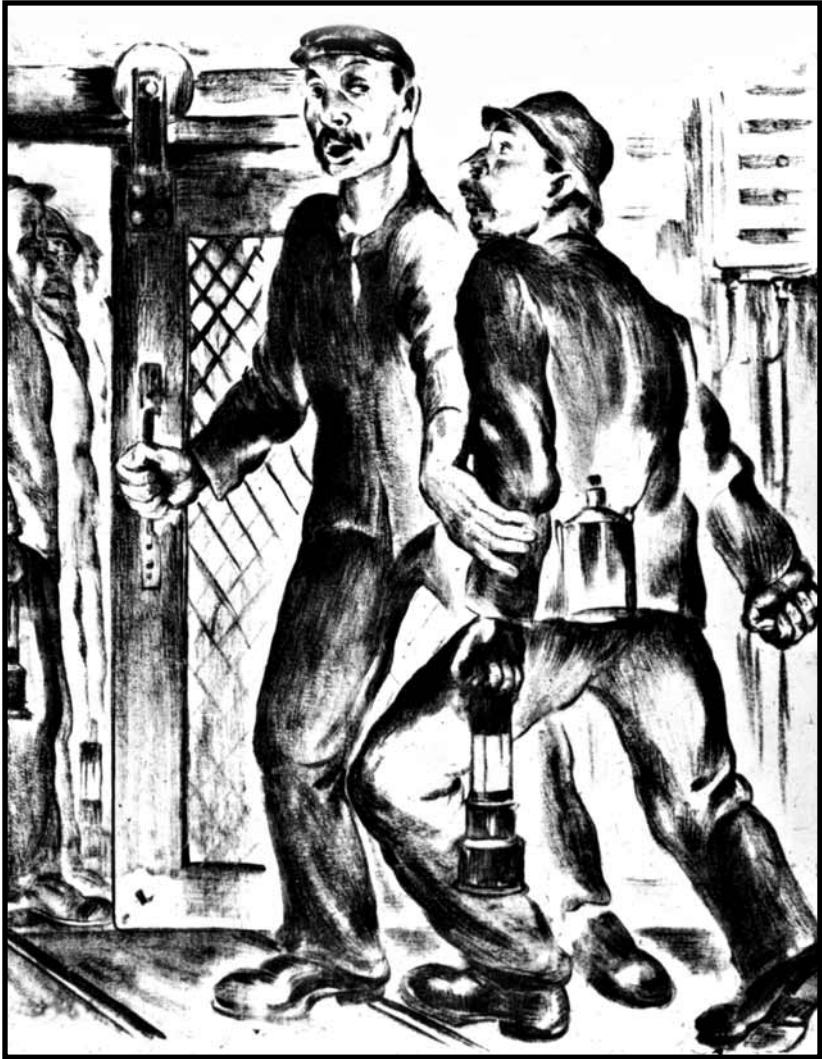
which were to prevent exploitation of workers engaged in the „grey zone” (shadow economy) and to ensure safe and hygienic working conditions.

The campaign was implemented in 2010, and inspection visits took place in the period from March to December. In the framework of the project, labour inspectors inspected 7 816 farms and 10 958 enterprises operating in the construction sector. Inspections connected with the campaign were performed by 244 labour inspectors, out of which 209 were employed in the territorial units operating in the regions covered by the campaign, and 35 were seconded from other territorial units to help implement the project. Supervision of the implementation (including preparation of materials connected with it and summing up of its results) was carried out by 39 supervising and coordinating persons – Heads of Labour Inspection Service in Provincial Labour Departments.

b) Selecting priority areas for inspection.

The priority areas included specific sectors of economy, that is agriculture and construction. Moreover, infringements of requirements of legal protection of labour and technical work safety were also chosen as priorities. Decisive factors in the selection of priority areas were high rates of accidents, also fatal and serious ones, expectations of social partners, guidelines of national authorities, recommendations of international institutions and a large number of complaints. During the above-mentioned selection, use was made of: external databases of work accidents and occupational diseases compiled by the National Occupational Accident Insurance, suggestions from cooperating institutions, e.g. National Social Security Institute, National Occupational Accident Insurance, the Financial Police, suggestions from other supervisory authorities – bilateral bodies in the farming and construction sectors, proposals of social partners – organisations of employers and trade unions, recommendations of the Senior Labour Inspectors’ Committee and International Labour Organization, complaints lodged by employees and information from the mass media, mainly press articles.

The essential objective of inspections carried out during the campaign was to identify the problem, inform inspected entities about the ways to ensure compliance with the law and to enforce observance of legal provisions by inspected employers. The immediate task was to conduct inspection visits to 10 thousand farms in 15 provinces covered by the „Special plan” (in the



regions of Calabria, Campania, Apulia and Sicily) and to 10 thousand construction enterprises in 24 provinces covered by the project (in the above-mentioned regions). Entities to be visited were designated on the basis of operational guidelines issued by the Minister of Labour and Social Policy. The number of inspections performed by the labour inspectorate's territorial units depended on the number of entities designed for inspection in the territory of a given region and the number of labour inspectors involved in inspection tasks in the region.

c) Determining the time span of inspection activities.

Inspections of construction companies during the campaign were planned evenly throughout the period of its implementation. In planning the dates of inspections on farms, account was taken of harvesting periods in various months in a year, depending on the type of agricultural production, which made it possible for the inspectorate to conduct inspections when employment in farming was at its peak. Inspection activities in a workplace were carried out during one day, and they lasted 4 to 8 hours. Except for the application of penal and administrative sanctions, activities connected with an inspection performed in the inspectorate's office lasted longer than one day, more than 8 hours in total.

d) Selecting establishments for inspection.

While selecting workplaces for inspection, labour inspectors applied the sector criterion combined with the territorial criterion (farms and construction companies operating in a given province), and they took account of the number of workers employed in conditions which were given priority in the project, and the number of complaints against a particular employer. During selection of workplaces for inspection, use was made of the labour inspectorate's own databases, databases of insurance institutions, and labour inspectors' own practical knowledge of relevant facts.

e) Provision of staff for carrying out inspections.

A group of labour inspectors selected on the basis of their background and professional experience was involved in the campaign. Teams of labour inspectors from relevant provincial labour departments were reinforced with additional inspectors from other territorial units in order to support them.

Each inspector active in the project received operational guidelines drafted by the General Directorate for Inspection Activity in cooperation with other supervisory authorities; the guidelines took account of proposals of bilateral bodies for agriculture and construction. While conducting individual inspections in the framework of the campaign, labour inspectors had: the rationale of implementing the campaign, a description of its objectives and methods to carry out relevant tasks, as well as guidelines on good practice in the field covered by the project.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Activities undertaken by the Italian labour inspectorate can result from suggestions presented by: the National Social Security Institute, National Occupational Accident Insurance, Carabinieri Command for employment protection, the Financial Police, and the Police Force. Additionally, during preparation of the campaign „Special plan for agriculture and construction”, besides suggestions of the above-mentioned institutions, account was taken of proposals of bilateral bodies for agriculture and construction.

Within the framework of the described project, the labour inspectorate collaborated with all the above-mentioned institutions. The cooperation occurred at the planning phase, as well as implementation stage. Representatives of those institutions participated in the preparation of auxiliary materials for inspections, and they took part in inspections carried out by labour inspectors.

The bilateral bodies provided the labour inspectorate with information about the functioning of enterprises in a given sector, they highlighted the most important phenomena which required intervention in the inspected sectors, and they contributed to activities aimed at raising legal awareness of employers.

As part of the campaign, also the Ministry of Economic Development started cooperation with the labour inspectorate. The Ministry carried out surveillance of cooperatives and was interested in cases when entrepreneurs established fictitious cooperatives. Moreover, the Ministry wanted to verify effectiveness of Chambers of Commerce, which it supervised.

Italian legislation does not include special provisions which would impose a duty on other authorities and institutions to share collected data with the labour inspectorate.

g) Supporting inspection activities with training provided for employers or workers.

During inspections in the framework of the campaign, labour inspectors informed employers and other persons present at the time of inspection activities about the proper way of managing labour relations.

h) Monitoring the implementation of inspection activities.

In each provincial labour department, at least one person was appointed to supervise implementation of the project. Monitoring of labour inspectors' activities was carried out by sending detailed reports, via electronic mail, about actions undertaken by them in the framework of the campaign.

i) Communicating the information about inspection campaign and its results.

As part of the campaign, the labour inspectorate provided information on undertaken activities to cooperating institutions and social partners during regular meetings and through exchange of collected data. Information included details on: the number of conducted inspections, the number of employees engaged in inspected entities, fines imposed on inspected entities, etc. Information for the general public was disseminated via the mass media, mainly national and local newspapers.

The overall results of the project were announced in an annual summary uploaded on the Internet website of the Ministry of Labour and Social Policy.

j) Evaluating the results of the inspection activities. Evaluation methods and tools.

The results of the inspection campaign were assessed on the basis of the number and types of irregularities identified during inspections. Subsequently, information about the effects was based on analysis of data concerning the results of conducted inspections.

In the course of the project, from March 2010, periodic reports for the Minister of Labour and Social Policy were drawn up.

Information about the results and effects of the campaign was included in a final report, which comprised data collected during its implementation and which was drawn up for the Italian government. The report depicted positive effects of the implemented campaign. It was prepared by the Directorate

General of the Labour Inspectorate (Direzione Generale per l'Attività Ispettiva) on the basis of data forwarded by territorial units (sedi provinciali). The report comprised information about the scale of irregularities identified during inspections, the number of illegally employed individuals, the number and types of applied legal measures, e.g. stoppage orders (suspension measure) in the construction sector. Particularly significant information included in the report concerned a decrease in the number of illegally employed persons as a direct result of activities of labour inspectors who carried out repeated, systematic and strict inspections. The report was published on the Internet website of the Ministry of Labour and Social Policy.

Moreover, the final report was used to develop new guidelines for inspections aimed at counteracting illegal employment and to prepare strategy of actions for the labour inspectorate for subsequent years.

k) Summing up of the campaign's results.

In the course of the project, 7 816 farms were inspected, where work was performed by permanent workers and 7 102 temporary workers. 49% (3 484) of temporary workers were engaged illegally. Secondly, 10 958 construction enterprises were inspected. Irregularities were identified in 6 812 of them. In the inspected construction companies, 7 565 temporary workers were engaged, of which 53%, i.e. 4 037, were employed illegally.

Labour inspectors identified irregularities in the area of work safety in 7 881 inspected entities.

18. „Health and safety in the workplace” campaign, General Directorate for Inspection Activity (Italy)

a) Overview of the campaign.

The aim of the campaign was to verify compliance of OSH provisions by the employers active in the construction sector. The campaign was conducted in the year 2010. In the course of the campaign, labour inspectors inspected 29 729 enterprises active in the construction branch. Inspections were conducted by 335 labour inspectors. The campaign was supervised by 5 persons (including preparation of campaign materials and summing up of its results).

b) Selecting priority areas for inspection.

A priority area in the campaign was a certain group of hazards in a certain branch, i.e. hazards related to construction works. The priority area was chosen based on high accident rates, including fatal and serious accidents. When defining priority areas of the campaign, some external databases were used with data concerning accidents at work and occupational diseases kept by *National Occupational Accident Insurance* and complaints made by employees.

The basic aim of the inspections conducted within the campaign was to obtain a measurable effect that is to say, reduced accident rates. The number of entities for inspection was specified as the number of inspections to be conducted by one labour inspector. Every inspector participating in the campaign was obliged – according to the annual plan of the labour inspectorate’s activity – to conduct at least 70 inspections within the campaign. The number of inspections conducted by field labour inspection offices was decided upon based on the number of labour inspectors performing their assigned inspection tasks within a given region.

c) Determining the time span of inspection activities.

Inspections of construction companies within the campaign were uniformly planned throughout the entire period of its implementation. Inspection activities on the spot were performed within one day, for 4 to 8 hours. Inspection-related activities, performed at the head office of the labour inspectorate, with the exclusion of penal or administrative sanctions, lasted more than one day, however, not more than 4 hours altogether.

d) Selecting establishments for inspection.

Selecting establishments for inspection, labour inspectors applied a combination of branch and field criteria (construction companies operating in a given region), as well as the number of employees hired in conditions being a special subject of the campaign. When selecting establishments for inspection, labour inspectorate’s own databases and labour inspectors’ knowledge were used.

e) Provision of staff for carrying out inspections.

All labour inspectors became involved in implementation of the described campaign. Preparation of labour inspectors for implementation of the

campaign took place via a central training of a group of leaders, who in turn trained labour inspectors in field offices. Conducting inspections within the campaign, labour inspectors had at their disposal justification of purposes of the campaign and content-related materials concerning issues covered by the campaign program, such as description of machinery used in the branch, tools and equipment, hazards present, information about binding legal provisions.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Within the described campaign, labour inspection cooperated with social partners within the regional and provincial coordination committees. Cooperation concerned the implementation stage of the inspection campaign. Representatives of cooperating institutions participated in training for labour inspectors.

Italian law does not foresee any particular solutions which would compel other state bodies and institutions to transfer gathered data to the labour inspectorate.

g) Supporting inspection activities with training provided for employers or workers.

In the course of the campaign, labour inspectorate did not engage in any training activity aimed at employers or employees within the scope of the project.

h) Monitoring the implementation of inspection activities.

Monitoring and coordination of the campaign was carried out by 5 persons – labour inspectors experienced in inspections in the construction sector. Problems arising in the course of the campaign were solved during telephone conversations, via electronic mail and official correspondence.

i) Communicating the information about inspection campaign and its results.

Information about planning and implementation of the campaign was not disclosed to the public. Results of inspectors' activities however were.

j) Evaluating the results of the inspection activities. Evaluation methods and tools.

Results of the inspection campaign were evaluated on the basis of the number and type of legal measures applied by labour inspectors. Information about effects of the campaign was obtained based on the analysis of data concerning irregularities determined during the inspection and hazards related to these irregularities.

Information about the results and effects of the campaign was included in the final report containing data collected in the course of the campaign. The final report was used while planning the inspection of compliance with OSH provisions by employers active in the construction sector for subsequent years.

k) Summing up of the campaign's results.

In year 2010, 18 382 building sites were inspected in the course of the campaign. In 13 886 sites, that is 76% of sites covered by inspections, irregularities in respect of occupational health and safety were identified. 29 729 employers in the construction sector were inspected – irregularities were revealed in 19 092 establishments, that is 64% of establishments covered by inspections which have been addressed with verbal prescriptions. Work of 18% of employees employed at the inspected establishments was incompliant with provisions. Moreover, labour inspectors addressed 26 899 employers with prescriptions.

19. Inspection campaign „Risk assessment in the use of dangerous substances in the workplace”, State Labour Inspectorate of the Republic of Lithuania (Lithuania)

a) Overview of the campaign.

The principal aim of the campaign was to improve working conditions and support employers in their efforts to reduce risk related with occupational exposure to chemical agents. The campaign covered employers of the wood and furniture production industries. The project was implemented from 1 October to 31 December 2010. The total of 58 companies were inspected. 12 labour inspectors were involved in carrying out workplace visits. Supervision over the campaign's implementation process (including the preparation of subject-related materials and summing-up of its results) was exercised by 14 persons.

b) Selecting priority areas for inspection.

The priority target of the campaign was a specific group of occupational hazards, i.e. dangerous chemical substances in a specific sector – wood and furniture production. The campaign was focused on ensuring compliance with technical work safety requirements. The selection of the above area resulted from the fact that it was characterized by high accident rates including fatal and serious accidents as well as high work inability rates combined with a large number of workers' complaints. The following sources of information were resorted to when selecting the priority area: database of occupational accidents and diseases kept by the State Labour Inspection and SLIC guidelines for a Recommended Inspection Method Questionnaire Approach.

The basic objective of inspections carried out within the campaign was to diagnose the problem and provide the inspected entities with information on the legal requirements and the ways of ensuring compliance with the law. The number of entities to be covered with the project was defined as a percentage of the whole number of entities scheduled for inspection in a given year. The number of inspections to be carried out by individual field units of the inspectorate was determined with account taken of the number of labour inspectors doing field work in a given region.

c) Determining the time span of inspection activities.

Inspections in the framework of the campaign were conducted in the period from 1 October to 31 December 2010. Inspection campaign was preceded by communication activities. On average inspection activities in the workplace took one day, from 4 to 8 hours to complete. Other inspection-related tasks, excluding the application of penal and administrative sanctions, were done in the office within one day and lasted for 2 to 4 hours.

d) Selecting establishments for inspection.

While selecting entities for inspection labour inspectors used the sectoral approach – wood and furniture production industry, and they also took account of the number of workers employed in the conditions covered by the scope of the inspection, the accident rates in a particular company and the number of complaints concerning a particular employer as well as individual knowledge and experience of labour inspectors. Additionally, they availed themselves of

answers to questionnaires which had been forwarded to workplaces prior to inspection phase of the campaign. In the selection process labour inspectors used the information stored in the inspectorate's databases and those of other authorities which deal with registration of economic activity. They also resorted to their own knowledge and professional experience.

e) Provision of staff for carrying out inspections.

A group of labour inspectors – selected owing to their knowledge and professional experience – took part in the campaign. All inspectors involved in the project were pre-trained by a training team. While carrying out individual inspections in the framework of the campaign labour inspectors had the following aids at their disposal: rationale of the campaign's importance, description of its aims and means to achieve them, dedicated checklists, information about the rules of evaluation, materials prepared by the Senior Labour Inspectors' Committee and specialist materials concerning issues covered by the scope of the campaign, e.g. description of the machinery and equipment used in the sector, the existing health and safety hazards and legal provisions.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

In the framework of the campaign the Lithuanian State Labour Inspection collaborated with Enterprise Europe Network Lithuania. In cooperation with the above institution the inspectorate organized seminars for employers from the sectors covered by the campaign where they could learn about its scope and outcome.

g) Supporting inspection activities with training provided for employers or workers.

Prior to the commencement of the inspection phase of the campaign, employers were forwarded with a questionnaire to aid them in conducting occupational risk assessment connected with the use of dangerous substances. Moreover, seminars were held to familiarize employers with the health and safety issues in wood and furniture production industries.

During the inspection campaign emphasis was placed on the assessment of effectiveness of earlier communication activities carried out by the

inspectorate. In addition to that, in the course of inspections labour inspectors circulated leaflets and brochures on dangerous chemical substances both to employers and workers and arranged individual consultation meetings on the above issues for employers and workers of inspected companies but also for social partners – representatives of employers' and workers' organizations.

h) Monitoring the implementation of inspection activities.

The whole campaign was monitored by one person – a national coordinator. The information that the inspectors who conducted the inspections needed was provided over the phone or by email.

Additionally, the national coordinator was tasked with ensuring that the plan of the campaign was executed by individual inspectors who took part in its implementation.

i) Communicating the information about inspection campaign and its results.

Information about the campaign was provided to the social partners from the target branch and to the general public via the internet sit of the State Labour Inspectorate. The site contained information about general and specific aims of the campaign as well as summary of the outcomes of workplace inspections carried out in the course of its implementation.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of the inspection campaign were evaluated on the basis of questionnaires filled out by labour inspectors following the completion of an inspection. The questionnaires were to facilitate describing the health and safety situation in workplaces subject to inspection. The results and effects of the project along with its overall evaluation were presented in the executive report published by the inspectorate.

k) Summing up of the campaign's results.

The campaign covered 58 employers who engaged the total of 2 721 workers. Labour inspectors identified 215 infringements of the law. The analysis of the campaign's results showed that the most important risk factor

in the wood and furniture production industry is wood dust. The above factor was identified in all 58 establishments. Paints, glues and lacquers containing isocyanides and formaldehydes were used in 37 establishments. Solvents containing toluene, xylene, and methanol were found in 23 inspected entities. Waterborne preservatives were used only in 6 companies. Moreover, the following irregularities concerning the use of dangerous chemical substances were identified: 23 employers did not conduct occupational risk assessment, chemical substances were incorrectly marked in 14 establishments, 18 employers did not have safety data sheets of the substances they used, and 9 companies failed to warehouse their chemical substances in a safe manner.

20. Inspection campaign in construction, Inspection du Travail et des Mines (Luxembourg)

a) Overview of the campaign.

The objective of the campaign is to verify compliance with occupational safety and health provisions and social law in enterprises operating in the construction sector. The campaign includes inspection visits to construction sites and preventative visitations conducted with a view to eliminating work accidents. The campaign takes place every year, targeting all enterprises which currently operate in the building sector. Annually, inspection visits cover from 60 to 80 large construction sites and 150-200 small ones. 5-6 labour inspectors and 4-6 customs officials carry out inspections within the framework of the campaign.

b) Selecting priority areas for inspection.

The campaign priority area was a specific sector of economy, i.e. construction. Decisive criteria in the selection of the priority area were high rates of accidents, including fatal and serious ones, and numerous indications of illegal employment in the building sector. During selection of the campaign priority area, use was made of the following sources: database of work accidents compiled by AAA – *Association d'assurance contre les accidents*, suggestions from social partners: employers' Craftsmen Federation (*Federation des Artisans*) and trade unions OGB-L (*Onofhängege Gewerkschaftsbond Lëtzebuerg – La Confédération*

Syndicale Indépendante du Luxembourg) and LCGB (Lëtzebuenger Chrëstleche Gewerkschaftsbond).

The major objective of inspections carried out during the campaign was to inform inspected entities about the methods to achieve compliance with the law, to enforce observance of existing provisions by inspected entities and to achieve a tangible result in the form of decreasing accident rates. The number of entities to be visited was not predetermined before the commencement of the campaign – construction sites were inspected on a current basis, depending on actual needs (the number of ongoing construction projects) and on the labour inspectorate’s capabilities in terms of resources.

c) Determining the time span of inspection activities.

Inspections within the framework of the campaign were planned as blitz visits in selected, short periods of time – more than three inspection actions were planned throughout the campaign. Inspection activities in workplaces (on construction sites) were carried out within one day, for 2 - 4 hours. Except for the application of penal or administrative sanctions, other inspection-related activities conducted in the labour inspectorate’s office also lasted from 2 to 4 hours within one day.

d) Selecting establishments for inspection.

In the selection of workplaces to be inspected, labour inspectors took account of the number of individuals employed in conditions which were the focus of the project, accident rates in individual companies, as well as their own practical knowledge and experience gained during supervision of the inspected sector. During selection of workplaces for inspection, use was made of the labour inspectorate’s own databases, databases of insurance institutions, as well as labour inspectors’ own practical knowledge. As part of the campaign, inspections also covered randomly selected construction sites noticed by labour inspectors while they carried out their regular duties.

e) Provision of staff for carrying out inspections.

15% of labour inspectors employed by Inspection du Travail et des Mines of Luxembourg, selected on the basis of their background and professional experience, were involved in the inspection campaign. Inspectors were supported by a special unit of customs officials. All labour inspectors

participating in the campaign were trained by the training team. While conducting individual visits as part of the campaign, labour inspectors had access to: a description of methods to implement the project – tasks planned for implementation, guides to good practice in the area covered by inspection activities and content-related materials about issues on which the campaign focused, including descriptions of machines, equipment and tools used in the sector, inherent hazards, and information on applicable legal provisions.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Activities undertaken by Inspection du Travail et des Mines can stem from suggestions submitted by CPTÉ (Standing Committee of Labour and Employment), which deals with labour protection. Yet, the described inspection campaign in construction did not result from such a proposal. On the other hand, during implementation of the campaign, the labour inspectorate cooperated with other authorities for labour protection: customs offices, social security institutions and labour administration. The above-mentioned institutions participated in the following phases of the campaign: information about its launch, implementation and preparation of a summary of its results.

Moreover, during the campaign implementation, labour inspectors from other European Union Member States were involved in individual inspection visits on the basis of bilateral agreements. Labour inspectors obtained information concerning the inspected entities from databases held by tax authorities (administration de l'enregistrement et des domaines/ service anti-fraude).

The law which is in force in Luxembourg imposes a duty on social security institutions to provide the labour inspectorate with information about posted workers. During inspection activities carried out as part of the campaign, labour inspectors used information concerning registration of workers with social security.

g) Supporting inspection activities with training provided for employers or workers.

Before the commencement of inspections within the framework of the campaign, labour inspectors conducted training for occupational safety and health coordinators employed in construction.

h) Monitoring the implementation of inspection activities.

The implementation of the inspection campaign was monitored by immediate superiors of labour inspectors appointed to carry out visits connected with the campaign.

i) Communicating the information about inspection campaign and its results.

As part of the campaign, the labour inspectorate used the mass media to reach social partners in order to encourage them to start preventive actions, and the general public to raise awareness of OSH problems in construction.

j) Evaluating the results of the inspection activities. Evaluation methods and tools.

The results of the inspection campaign were evaluated on the basis of the number of legal measures issued by labour inspectors to inspected entities and implemented by them. The results are described in an annual report on the campaign implementation.

k) Summing up of the campaign's results.

Annually, inspections within the framework of the campaign cover between 60 and 80 large construction sites and between 150 and 200 small ones. In 20-30 cases, labour inspectors order to stop activities temporarily and they notify the Public Prosecutor/Attorney General of 8-10 cases of serious infringements. Based on conclusions of labour inspectors, 15 to 20 legal measures are issued in order to eliminate identified irregularities through compliance measures by agreed bodies. Moreover, as part of the campaign, each year 10 to 12 meetings are organised at the labour inspectorate's headquarters (ITM Directorate), and 12-15 meetings in regional offices of ITM.

21. Campaign „Forklifts”, Occupational Health and Safety Authority (Malta)

a) Overview of the campaign.

The objective of the campaign was to improve compliance with existing provisions of occupational safety and health during operation of forklifts.

Inspections within the framework of the campaign covered enterprises where forklifts were in use. It was implemented in the period from January to December 2010. 149 employers were inspected during the project. 6 labour inspectors were involved in it. Supervision of the implementation process (including preparation of materials and summing up of the results) was carried out by 2 persons.

b) Selecting priority areas for inspection.

The priority area was a specific group of hazards in a definite branch, that is hazards connected with the use of forklifts. Expectations of social partners were decisive in the selection of the priority area. During specification of the priority area, use was made of internal databases of the labour inspectorate about work accidents.

The major objective of the campaign was to inform inspected entities about methods to ensure observance of the law and to enforce legal compliance by inspected employers. The number of entities to be inspected was specified on the basis of an internal database of the labour inspectorate. During the campaign, inspections were also conducted in randomly selected enterprises where during execution of regular tasks labour inspectors had noticed the use of forklifts. The territory of the country was divided into zones assigned to individual labour inspectors implementing the campaign. Labour inspectors were obliged to inspect employers operating in the zone assigned to them.

c) Determining the time span of inspection activities.

Inspections of employers using forklifts were planned as blitz visits in a number of specified, short periods during the year 2010. Inspection activities in a visited workplace were carried out on one day and they lasted up to 2 hours. Except for the application of penal and administrative sanctions, other activities connected with an inspection, performed in the labour inspectorate's office, also lasted no more than 2 hours within one day.

d) Selecting establishments for inspection.

While selecting workplaces to be visited, labour inspectors were guided by their own practical knowledge about economic activity of supervised enterprises. In the selection of workplaces for inspection, use was made of



the labour inspectorate' own databases and databases of other supervisory authorities.

e) Provision of staff for carrying out inspections.

The majority of labour inspectors (approx. 70%) working for the Occupational Health and Safety Authority were involved in the implementation of the campaign. All labour inspectors participating in the campaign were trained by the campaign coordinator. While conducting individual visits as part of the campaign, labour inspectors had: the rationale of its purposefulness, a description of general objectives and individual goals, a description of tasks to be carried out during the project, checklists, a description of requirements for collective information about the project results and examples of steps to be taken in typical incorrect situations which labour inspectors might come across during visits.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Provisions existing in Malta cannot stop other state authorities or social partners from submitting proposals concerning activities of the labour inspectorate. The campaign „Forklifts” did not, however, result from such suggestions. In connection with the campaign, the labour inspectorate did not cooperate with other public authorities or social partners.

All state institutions are authorised to exchange information indispensable for conducting public activity. The rules of information exchange are specified in the Data Protection Act.

g) Supporting inspection activities with training provided for employers or workers.

In the course of the campaign, the labour inspectorate did not conduct training activity for employers or employees about issues covered by the project.

h) Monitoring the implementation of inspection activities.

2 persons monitored the implementation of inspection activities. Their tasks included coordination of inspections carried out by labour inspectors, analysis of data collected during the project, and preparation of a report

describing results and effects of the campaign. The role of supervisors was to ensure a consistent and uniform approach of labour inspectors with regard to inspected employers.

i) Communicating the information about inspection campaign and its results.

Information about planning and implementation of the campaign was not provided to social partners or the general public. Information about results and effects of the project was included in an annual report on the activity of the Occupational Health and Safety Authority.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of inspection activities were evaluated on the basis of checklists and types of legal measures applied by labour inspectors. Information about effects of the campaign was compiled from data collected by labour inspectors during subsequent visits. A decision to conduct a follow-up visit depended on results of a previously filled out questionnaire and analysis of photographs collected during the first round of visits.

The final evaluation of the campaign focused on determining the types of supervisory measures which should be applied by the Occupational Health and Safety Authority. Information about results and effects of the project was included in a final report developed by the labour inspectorate. The report comprised information about findings of labour inspectors and irregularities identified during the campaign. It was published on the Internet website of the Authority, and the major aim of its publication was to inform the general public about positive and negative examples, observed during visits, connected with operation of forklifts.

k) Summing up of the campaign's results.

149 employers were visited during the campaign. 400 forklifts were inspected, of which 60% were electrical forklifts, 25% were diesel-fuelled combustion forklifts and 15% – LPG-fuelled combustion forklifts. Inspections proved that 92% of workplaces where forklifts were used maintained good safety standards. 56% of workplaces were regularly inspected by employers themselves in order to eliminate any irregularities.

With regard to 62% of workplaces, employers arranged training for workers who drive and operate forklifts.

22. Inspection campaign in hotels, Occupational Health and Safety Authority (Malta)

a) Overview of the campaign.

The objective of the campaign was to improve compliance with existing provisions of occupational safety and health in hotels. Inspections during the campaign covered hotels with a rating from three to five stars. The project was implemented in the period from June 2007 to April 2008, and 107 hotels were inspected within its framework. 8 labour inspectors were involved in it. Supervision of the implementation process (including preparation of materials and summing up of the results) was carried out by 2 persons.

b) Selecting priority areas for inspection.

The priority area was a specific group of hazards in a definite branch, that is hazards connected with work in the tourism sector – hotels. Expectations of social partners were decisive in the selection of the priority area. Another decisive factor was the fact that in Malta income in the tourism sector is very significant in the total gross domestic product. Serious accidents in the sector have an influence not only on the situation of the employer in whose enterprise the accident occurred, but also on the overall image of the tourism sector in Malta.

The major objective of inspections conducted as part of the campaign was to inform inspected employers about methods to ensure observance of the law and to enforce legal compliance by inspected employers. Inspections were conducted in all hotels with a rating from three to five stars. The total number of hotels covered by the project was divided between labour inspectors taking part in its implementation.

c) Determining the time span of inspection activities.

In June 2007, written information about planned inspections was sent to all employers covered by the campaign. The information specified objectives of the project, and the range of issues on which inspections were to focus.

Employers were not informed, however, about exact dates of visits to individual hotels. Labour inspectors involved in the campaign were obliged to inspect all hotels in the period from January to April 2008. Inspection activities in a workplace were performed within one day, for up to two hours. Except for the application of penal and administrative sanctions, other activities connected with an inspection conducted in the labour inspectorate's office also lasted no more than 2 hours within one day.

d) Selecting establishments for inspection.

The criterion for covering a hotel with the campaign was the standard of provided services, rated with three, four or five stars. In the selection of workplaces for inspection, use was made of the labour inspectorate's own databases and databases of other supervisory authorities.

e) Provision of staff for carrying out inspections.

The majority of labour inspectors (approx. 80%) working for the Occupational Health and Safety Authority were involved in the described inspection campaign. All labour inspectors participating in the project were trained by the campaign coordinator. While conducting individual visits as part of the project, labour inspectors had: the rationale of its purposefulness, a description of general objectives and individual goals, a description of tasks to be carried out during the project, checklists, a description of requirements for collective information about the results and examples of steps to be taken in typical, incorrect situations which labour inspectors might encounter during visits.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Provisions existing in Malta cannot stop other state authorities or social partners from submitting proposals concerning activities of the labour inspectorate. The inspection campaign in hotels did not, however, result from such suggestions.

In connection with the campaign, the labour inspectorate cooperated with the Malta Tourism Authority at the planning phase. The Malta Tourism Authority provided the inspectorate with a list of hotels registered by the Authority, along with basic information about their activities.

All state institutions are authorised to exchange information indispensable for conducting public activity. The rules of information exchange are specified in the Data Protection Act.

g) Supporting inspection activities with training provided for employers or workers.

In the course of the campaign, the labour inspectorate did not conduct training activity for employers or employees about issues covered by the project. All hotels which were to be inspected received written information about objectives of the campaign and the range of issues on which inspections would focus. Employers were not informed, however, about exact dates of visits to individual hotels.

h) Monitoring the implementation of inspection activities.

2 persons monitored the implementation of inspection activities. Their tasks included coordination of inspections conducted by labour inspectors, analysis of data collected during the project, and preparation of a report describing results and effects of the campaign. The role of supervisors was to ensure a consistent and uniform approach of labour inspectors to inspected employers.

i) Communicating the information about inspection campaign and its results.

Information about planning and implementation of the campaign was not provided to social partners or the general public, except for the information included in an annual report on the activity of the Occupational Health and Safety Authority, which described activities implemented by the labour inspectorate, as well as results and effects of the project.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of inspection activities were evaluated on the basis of checklists and types of legal measures applied by labour inspectors. Information about effects of the campaign was compiled from data collected by labour inspectors during subsequent visits. A decision to conduct a follow-up visit depended on results of a previously filled out questionnaire and analysis of photographs collected during the first round of visits.

The final evaluation of the campaign focused on determining types of supervisory measures which should be applied by the Occupational Health and Safety Authority. Information about results and effects of the project was included in a final report developed by the labour inspectorate. The report comprised information about findings of labour inspectors and irregularities identified during visits. It was published on the Internet website of the Authority, and the major aim of its publication was to inform the general public about positive and negative examples of practices, noticed during inspections, in the area of occupational safety and health in hotels.

k) Summing up of the campaign's results.

During the campaign, the Authority inspected 107 hotels, which employed 8 275 workers in total. As a result of conducted inspections, inspectors identified the following irregularities: lack of written assessments of occupational risk (47 hotels), failure to appoint workers' representative for work safety and health issues (WSH Representative) (44 hotels), failure to appoint employees responsible for fire prevention (15 hotels), lack of registers of employees responsible for fire protection (50 hotels), lack of adequate fire protection measures (1 hotel), failure to conduct emergency drills for fires (50 hotels), lack of documents on emergency drills for fires (43 hotels), breaches of provisions on evacuation exits (6 hotels), breaches of provisions on first aid measures (4 hotels), failure to appoint persons responsible for first aid (13 hotels), lack of a room for first aid purposes (5 hotels). Due to identified irregularities, charges against some employers were lodged with competent courts. When identified irregularities were less serious, employers received letters urging them to improve the existing conditions.

23. Inspection campaign in the paving sector – „Paving 2010”, Dutch Labour Inspectorate (the Netherlands)

a) Overview of the campaign.

Inspection campaign in the paving sector was carried out from March to June 2010 and its principal objective was to promote mechanical paving and, thus, reduce the physical strain connected with manual handling of loads.

The inspections focused mainly on manual handling of loads during paving works, safety of machinery and equipment used in the process, and the role of the client in ensuring safety during implementation of contracts for paving work. The campaign was addressed mainly to construction companies providing paving services and their clients, with particular emphasis placed on municipalities. The total number of companies covered with inspections amounted to 250 and 24 labour inspectors were involved in inspection activities. Implementation of the campaign was supervised by a project team consisting of 5 persons.

Implementation of the campaign made it possible to formulate the following conclusion: while the use of mechanical devices in paving work is gradually increasing the need to ensure safety of machinery is still not sufficiently recognized.

b) Selecting priority areas for inspection.

The main sources of information used in selecting priority area included: external database of occupational diseases, results of analyses of temporary and permanent causes of inability to work conducted by research institutions, proposals submitted by employer and worker organizations, complaints lodged with the inspectorate and results of a dedicated survey carried out prior to the campaign.

As indicated above the inspection campaign targeted a particular sector, i.e. paving and focused on health and safety issues connected with manual handling of loads. The reason why paving sector was chosen for the subject of the campaign was a particularly high rate of work inability and the ensuing expectations of stakeholders. The scope of inspections covered provision of information on how to ensure compliance with legal requirements and to enforce compliance with the existing regulations.

The workplace visits covered between 10 and 20% of all construction companies which provide paving services.

c) Determining the time span of inspection activities.

The inspection activities conducted in the framework of the campaign „Paving 2010” were distributed evenly throughout the whole campaign and covered the period of four months (March to June). The inspection proceedings carried out in the place of work lasted one day (between 2 and

4 hours) while other office tasks related with the inspection took no more than 2 hours and were completed within one day.

d) Selecting establishments for inspection.

While selecting establishments for inspection labour inspectors used their own knowledge of workplaces. Following the inspection activities at construction companies labour inspectors decided whether or not to conduct follow-up inspections of their clients.

e) Provision of staff for carrying out inspections.

The inspections were conducted by a select group of inspectors based on their specialist knowledge and experience. The project team consisting of 5 persons provided all labour inspectors participating in the project with preparatory training prior to commencement of inspection activities.

Inspectors were provided with the following aids to help them implement the assigned inspection tasks: description of the objectives of inspection activities, description of tasks to be executed during workplace visits, checklists and manuals of good practice regarding the issues covered by inspection activities.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

In the Netherlands proposals concerning the activity of the Labour Inspectorate can be submitted by social partners, namely federations of employers and employees. Although the inspection campaign was not a result of such a proposal social partners were involved in its planning and communication stages when information about the onset of the campaign was distributed. Following the implementation of the campaign social partners were also involved in the evaluation process and were informed of the campaign's outcome.

g) Supporting inspection activities with training provided for employers or workers (combining inspection and educational activities).

Before commencing the project the establishments covered by the campaign were provided with information about the forthcoming inspections via the mass media and a dedicated brochure. The communication activities

undertaken by the Labour Inspectorate are of ongoing nature and their effectiveness will be evaluated after many years of implementation.

As a result of conducted inspections labour inspectors took legal measures to eliminate the identified shortcomings or provided the inspected employers with recommendations.

h) Monitoring the implementation of inspection activities.

A group of 3 persons monitored the implementation of the campaign and provided the involved labour inspectors with guidance on how to solve problems arising during the project's implementation. They also made sure that each participating labour inspector carried out the assigned number of workplace visits.

i) Communicating the information about inspection campaign and its results.

Information about the upcoming inspection campaign was communicated to the stakeholders via a special brochure, a press release and a fact sheet. The communication materials prepared by the Labour Inspectorate for the paving sector included information about the occupational risks connected with paving works and, in particular, the risks arising from manual handling of loads, and the preventative measures which should be taken in order to eliminate or reduce manual handling.

j) Evaluating the results of the inspection activities. Evaluation methods and tools.

The campaign was evaluated only after its completion and no periodic assessments were made while it was underway. The results of the inspection campaign were evaluated by means of a dedicated checklist which showed the number of identified violations per item. The campaign was also evaluated in terms of legal measures taken by labour inspectors, their number and form, and the measures that were implemented. The evaluation team also took account of personal remarks and comments of the labour inspectors who participated in the campaign. Besides checklists the inspectorate's IT system was used for processing information about enforcement actions taken in the course of the campaign. Following the assessment of the campaign „Paving 2010” the project leader from the Labour Inspectorate drew up a special report and a

factsheet regarding the whole project. The report contained data on enforcement actions as compared with the results of prior inspection activities carried out with regard to the paving sector. The publication was sent to concerned enterprises, social partners and municipalities.

24. Inspection campaign „Safety management in small companies (employing up to 50 workers) with a poor accident record”, National Labour Inspectorate (Poland)

a) Overview of the campaign.

The aim of the campaign was to check the employers' compliance with legal provisions and rules concerning occupational risk assessment and preventative measures to reduce the existing risk of accidents in companies with a poor accident record.

The campaign was scheduled to run from February to the end of December 2010. In the initial phase of the project guidelines for inspection activities were developed and consulted and labour inspectors were advised of the objectives and tasks to be executed during the campaign. Following that inspection visits were conducted between 15 February and 31 October 2010. Afterwards the two-phased evaluation of the campaign took place.

No specific sector was selected for the campaign. The inspections covered 1 626 employers across Poland and were conducted by the total of 365 inspectors from the whole country. Out of that number 16 inspectors undertook the function of coordinators at the district labour inspectorate level while one person coordinated the whole project centrally.

b) Selecting priority areas for inspection.

The priority area of the campaign was to check implementation and accuracy of preventative measures resulting from the occupational risk assessment and the adequacy of actions taken following the occurrence of work-related accident, especially the recurring ones. The decisive factor in giving high priority to that particular area was a high accident rate in companies employing up to 50 workers which are most numerous in Poland. The data on companies was retrieved from the databases of the National Labour Inspectorate (NLI), Central Statistical Office and the Social Insurance Institution.

In the course of inspections it was also necessary to analyse post-accident documentation regarding the circumstances and causes of work-related accidents (with emphasis placed on recurring accidents) and documents concerning occupational risk assessment for work tasks during which the actual accident occurred. In that context particular attention had to be paid to coherence between identified hazards and circumstances and causes of workplace accidents concerning the state of work environment and the coherence between determining and implementing preventative measures resulting from occupational risk assessment and those which are based on the analysis of a workplace accident and aimed at eliminating or reducing the possibility of its recurrence. In each case the above described arrangements found in relevant documents had to be verified in the place where a particular accident took place.

The principal assumption of the campaign was to inspect those companies which had had a poor work accident record in the last three years prior to the commencement of inspection activities. Following a review of work-related accident registers and post-accident documentation, inspection should focus on those incidents which are likely to recur owing to, e.g.: the type of machine, equipment or a tool, during operation/use of which a particular accident happened (e.g. turning lathes, forklifts, a knife), the work task being performed when the accident happened (e.g. manual handling of loads, cutting and trimming of meat), the place of the incident (transportation route); or the hazards itself the activation of which triggered the accident.

During implementation of the project, besides filling out a dedicated checklist, labour inspectors had to provide answers to the following questions:

- 1) Do the documents on occupational risk assessment take account of hazards the activation of which triggered the accidents?
- 2) Is there a coherency between the preventative measures resulting from occupational risk assessment and the ones following the analysis of circumstances and causes of a workplace accident?
- 3) Does the analysis of the present situation in the inspected company show evidence that the above preventative measures have been implemented?
- 4) Can one find any repetitive pattern in the analysed incidents?

The number of companies to be inspected was determined separately by each district labour inspectorate which put forward their proposals taking

account of the overall number of companies scheduled to be inspected in a given year, the number of companies which fulfilled the employment criterion (up to 50 workers) and the accident rate in their territory.

c) Determining the time span of inspection activities.

The inspections were scheduled to take place throughout the whole period of the project implementation, i.e. from 15 February to 31 October 2010. On average labour inspectors would spend two days in a company and less than one day doing paper work in a field office of a labour inspectorate unit (between 4 and 8 hours).

d) Selecting establishments for inspection.

The selection criteria related to the overall number of workers in a company and the number of persons injured in workplace accidents in that company whose list was provided by the Social Insurance Institution.

e) Provision of staff for carrying out inspections.

Labour inspectors implementing the campaign were selected owing to their professional experience connected with investigation of work-related accidents and the completed specialist training in that area. The project team constituted 25% of all labour inspectors; however the implementation of the title campaign was one of a number of tasks included in the schedule of inspections for 2010.

Regional coordinators of inspection activities attended training organized by the central coordinator to discuss the following issues: the aims of the campaigns, the manner of its implementation, and the use of auxiliary materials developed to this end, which all participating labour inspectors were equipped with (checklist, guidelines for implementation together with the rationale of the project, description of its objectives, and the manner of its implementation – i.e. the tasks to be executed; description of requirements concerning the collective reporting as well as promotional and communication materials for employers). In the subsequent phase all other inspectors implementing the project were trained by regional coordinators.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

As a rule the NLI's programme, where possible, takes account of proposals for inspection tasks lodged by other institutions concerned with labour protection, like for instance: social partners, competent ministries, employers' organizations and trade associations. However, the campaign in question was not initiated by an external institution.

Cooperation with a public insurance institution – Social Insurance Institution (ZUS) – was initiated at the preparatory phase of the campaign and consisted in providing access to a database of persons injured in work-related accidents in companies with up to 50 insured persons (including contact details of these companies). Providing NLI with access to these data was in line with the existing legal provisions and the agreement concluded by the heads of ZUS and NLI.

g) Supporting inspection activities with training provided for employers or workers.

Inspection activities were supported with training. The whole group of companies selected for the project was divided into two subgroups, the first of which was inspected at first and then the employers from that group were invited to attend workshops on carrying out occupational risk assessment and determining the causes and circumstances of work-related accidents. Companies from the second subgroup at first underwent training and were subsequently inspected. Although the thematic scope of the workshops was identical the events were based on a different material: for the already inspected companies they based on case studies of accidents and occupational risk assessments of the companies while the companies which underwent training first received more information of general nature and regarding legal requirements. The training was then evaluated in surveys distributed to all participants. In approximately half of all district labour inspectorates training was conducted by the same inspectors who carried out inspection activities. It is worth of mention that the structure for coordination of these activities was similar to the one adopted for inspections: 16 inspectors at district inspectorate level and one centrally-based coordinator.

h) Monitoring the implementation of inspection activities.

The activities carried out in the framework of the campaign were monitored on an ongoing basis by 16 regional coordinators and, where

necessary, by a national coordinator. Regional coordinators were appointed owing to their professional experience and knowledge on the subject selected as priority area. In a number of instances they were the heads of accident units or principal labour inspectors. Their work, besides inspection tasks, consisted in reviewing the materials prepared by labour inspectors, providing assistance in implementation in workplace visits (e.g. participation in the visit, provision of guidance), and monitoring the execution of the quantitative schedule of inspections. The work of centrally-based coordinator consisted in preparing auxiliary materials prior to the inspection phase of the campaign and training of regional coordinators. In the subsequent phases of the project cooperation was based on guidance provided over the phone and via email.

i) Communicating the information about inspection campaign and its results.

No separate plan for provision of information on the inspection activity was developed. Information concerning the execution of that task was included in the NLI's annual plan of work for 2010 which is approved by the Labour Protection Council – a body which supervises the activity of NLI and assembles Members of Parliament, representatives of employers, workers, scientific and research institutions, trade associations etc.

j) Evaluating the results of the inspection activities. Evaluation methods and tools.

Results of the campaign were evaluated on the basis of a detailed checklist including summary of the level of legal compliance in a priority area which was done by indicating the percentage of companies in which the employers failed to fulfil their legal duties. Moreover, the number and type of legal measures issued by labour inspectors and the level of their implementation are also of significance. Information on specific effects of the inspection campaign will be available after the same group of companies is re-inspected in 2012.

k) Summing up of the campaign's results.

In 2010 in the framework of the inspection topic concerning safety management the focus of NLI's activity was predominantly on small

companies. Owing to the fact that small companies constitute a large group of entities operating on a Polish market, they generate considerable cost connected with work-related accidents. NLI is mostly concerned with these companies which recorded the largest number of occupational accidents in the period 2008–2010. The data was supplied ZUS which made its databases available to NLI thus enabling our authority to make a precise selection of companies and full completion of the set objective.

The rules regarding effective management of occupational health and safety indicate explicitly that occupational risk assessment should translate directly into improvement of working conditions at a workstation. In the event a workplace accident occurs it is essential to carry out a reliable process of establishing its circumstances and causes and to implement adequate preventive measures. It must be stated clearly that providing written information on both processes is not sufficient to concur that a legal duty has been complied with and any danger eliminated. These provisions should be reflected in reality and describe factual actions introduced in a company. A conclusion that may be drawn after inspecting 1 600 employers is that they usually had the most of necessary documents in place but these were largely inconsistent with the existing state of working conditions in a company. Lack of in-depth analysis of circumstances and causes of workplace accidents as well as general and superficial documentation of occupational risk assessment result in absence of concrete actions for the improvement of worker safety and prevention of accidents in the inspected companies. What is more, employers seem to be lacking in awareness that the above actions are vital. The evidence of that is a large number of irregularities concerning inconsistency between preventative measures resulting from occupational risk assessment and preventative conclusions formulated after a workplace accident, in order to eliminate or significantly reduce the likelihood that a similar incident will take place in the future. In every third inspected company the preventive measures introduced in the wake of a work-related accident did not stem from occupational risk assessment nor were they the result of a post-accident procedures or, what is worse, they were not introduced at all.

To put it in a nutshell, it may be concluded that post-accident teams and those conducting occupational risk assessment usually did not recommend preventive measures which would entail financial investments. This is



because external companies entrusted with the task of OSH services are aware that such recommendations will not be received positively by employers, especially in small companies with low turnover. The teams were also reluctant to recommend organizational activities which could improve safety in a company without any cost or at a considerably low one. At the same time employers did not make any comprehensive calculations of financial losses generated by accidents at work (e.g. increased accident insurance premium imposed on the employer by ZUS following a labour inspector's motion) and failure to apply effective solutions after hazards had been identified in the occupational risk assessment.

25. Inspection campaign in private security companies, ACT – Autoridade Para as Condições do Trabalho (Portugal)

a) Overview of the campaign.

The aim of the campaign was to eliminate irregularities in respect of legal protection in labour relations, promote fair competition and good trade practices in the private security sector. The campaign covered dialogue with the social partners and employers active in the aforesaid sector, written notices addressed to employers, self-regulation period, inspections, assessment of outcomes and effects of the project.

The campaign was run in the period from October 1998 to January 2000. In the course of the campaign 200 employers were inspected. 32 labour inspectors were involved in the campaign and 7 persons in supervision over the campaign (including preparation of campaign-related materials and materials summing up the campaign results).

b) Selecting priority areas for inspection.

A priority area of the campaign was a specific economic sector, that is private security. Another priority area of the campaign was breaching of the requirements of legal protection of labour. Priority areas were chosen due to the necessity to eliminate irregularities in respect of legal protection in labour relations in the aforesaid sector. Decisive, with respect to choosing the priority area, were suggestions of institutions cooperating with the Labour

Inspectorate as well as suggestions of social partners – organizations of employers and trade unions. The choice was also influenced by information found in the Labour Inspectorate's own database resources.

The basic aim of inspections conducted within the campaign was to recognize the problem and inform the inspected entities about lawful solutions. Inspections covered almost 100% of entities registered in the private security branch. The number of inspections conducted by district labour inspection services was influenced by the number of entities registered in a given region.

c) Determining the time span of inspection activities.

Inspections of employers in the private security sector were planned within the campaign as two series of concentrated inspections. On-the-spot inspection activities were conducted within one day, for no longer than 2 hours. The time required for other inspection-related activities, performed at the seat of the Labour Inspectorate, with the exclusion of punitive or administrative sanctions, was more than 1 day, in total exceeding 8 hours.

d) Selecting establishments for inspection.

Establishments for inspection were selected based on the number of complaints concerning a given workplace and knowledge of labour inspectors supervising the private security sector. While selecting establishments for inspection, labour inspectorate's own and other supervisory bodies' databases were used.

e) Provision of staff for carrying out inspections.

A group of labour inspectors who took part in the campaign, was chosen due to their education and professional experience (up to 10% headcount of the Labour Inspectorate). At the central level training for a group of leaders was organized who, subsequently, at the district labour inspectorates level, trained labour inspectors participating in inspections within the campaign. Labour inspectors conducting the inspections within the campaign, had the following at their disposal: description of the campaign's aims and methods of task completion within the campaign, information about the project evaluation principles, as well as good practices guides within the scope of the campaign.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Actions undertaken by the Portuguese labour inspectorate may result from the suggestions of other authorities for labour protection and the social partners. The inspection campaign in private security companies resulted from the suggestion of the social partners. Other authorities for labour protection also took part in the campaign – cooperation took place at all stages of project implementation: planning, informing about launching of the campaign, implementation of inspection tasks, final evaluation of the project and, at the promotional stage, information about its results. Representatives of the aforesaid institutions took part in preparation of auxiliary materials required for inspection and they also participated in inspection activities. Moreover, for the needs of inspection, the social partners disclosed to the labour inspectorate the table with minimum prices for services.

According to Portuguese law, other bodies and state institutions are obliged to relay information concerning labour protection.

g) Supporting inspection activities with training provided for employers or workers (combining inspection and educational activities)

In the course of the campaign, the labour inspectorate did not engage in any training activity aimed at employers or employees within the scope of the project.

h) Monitoring the implementation of inspection activities.

Monitoring of the campaign was coordinated by 7 persons: national coordinator at the Inspectorate's head office, immediate supervisors of labour inspectors and labour inspectors. The scope of activities of the monitoring persons was: coordination of inspection activities, telephone assistance in solving current problems, qualitative and quantitative monitoring of the stages of implementation of the adopted plan.

i) Communicating the information about inspection campaign and its results.

A plan was developed concerning communicating information about inspection campaign to the public, in particular communicating information about the project's results via press releases. Information about the results and effects of the campaign was communicated to the public in this form.

j) Evaluating the results of the inspection activities. Evaluation methods and tools.

Results of the inspection campaign were evaluated on the basis of checklists, number and type of legal measures applied by labour inspectors, and the number and type of legal measures implemented by employers who had been inspected in the course of the project. The effects of the campaign in turn were evaluated on the basis of information disclosed by the inspected employers in the form of enquiries. They were verified by labour inspectors by means of cross reference of database.

Evaluation of the campaign was conducted when the campaign was in progress, twice a year, based on cross reference of the inspectorate's database. Information about its results and effects was included in the final report, prepared by the labour inspectorate. The report was made public via the press.

k) Summing up of the campaign's results.

Inspections within the campaign covered 200 employers hiring the total number of 82 932 employees.

26. Inspection campaign in educational units, National Labour Inspectorate (Romania)

a) Overview of the campaign.

The major objective of the campaign was to verify compliance with occupational safety and health provisions in educational units in relation to employees, trainees, students and pupils. An additional objective was to inform the above-mentioned groups about existing provisions and to raise safety culture and standards of occupational health protection. Moreover, the campaign was to help in preparing a project titled „The Youth and OSH” in the following year. The scope of the campaign included inspections carried out at high schools and vacation schools. The campaign was implemented in the years 2005-2006. Within its framework, inspection visits covered 1 164 educational units. Inspections were conducted by 264 labour inspectors employed in territorial labour inspectorates. Supervision of the campaign implementation was carried out by 4 inspectors employed

in the General Labour Inspectorate and 42 deputy heads of territorial labour inspectorates.

b) Selecting priority areas for inspection.

The campaign priority area was a specific sector, that is education. Selection of the priority area was made in line with recommendations of international institutions and the EU Council Resolution 2002/C 161/01. During selection of the priority area for the project, the following sources were used: the labour inspectorate's database of work accidents and occupational diseases and a database of work accidents compiled by the European Agency for Safety and Health at Work (OSHA).

The basic objective of inspections conducted during the campaign was to identify existing problems in the area of occupational safety and health, to provide inspected entities with information about legal requirements and to enforce observance of existing provisions by inspected entities. The number of workplaces to be inspected was specified as a percentage (50-75%) of the total number of registered entities where the inspectorate expected to find the above-mentioned priority problems. In specifying the number of inspections to be carried out by territorial labour inspectorates, account was taken of the number of educational units in particular regions and the number of labour inspectors who performed inspection tasks in a given territory.

c) Determining the time span of inspection activities.

Inspections within the framework of the campaign were planned as blitz visits in selected, short periods of time – three inspection actions were scheduled for the duration of the campaign. Inspection activities in a visited place (educational unit) were carried out within one day, for 2 to 4 hours. Except for the application of penal and administrative sanctions, inspection-related activities conducted in the office of the inspectorate were carried out on one day, for up to 2 hours.

d) Selecting establishments for inspection.

While selecting entities for inspection, labour inspectors considered the number of persons employed in conditions which were the focus of inspections during the campaign, using the sector criterion (education) combined with the regional criterion (the area of a given territory). In selecting

workplaces to be covered by inspections, use was made of the labour inspectorate's own databases, labour inspectors' practical knowledge, and Internet search engines.

e) Provision of staff for carrying out inspections.

A group of labour inspectors selected on the basis of their background and professional experience was involved in the inspection campaign. All inspectors active in the campaign received electronic versions of additional information materials prepared by a team set up in the labour inspectorate's headquarters. While conducting individual visits within the framework of the campaign, labour inspectors had: the rationale of the project, a description of its objectives and methods of implementation – tasks to be completed, checklists, information about the rules of evaluating the campaign, promotional materials and information designed for employers.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

While implementing the campaign, labour inspectors cooperated with Territorial School Inspectorates. The cooperation took place during the following phases of the project: announcement of the scheduled campaign, its implementation, and dissemination of information about the results. The law existing in Romania and bilateral agreements between individual institutions impose a duty to cooperate with the labour inspectorate on a number of state authorities, among others: the Police Force, the Environmental Guard and other inspectorates. In the described campaign however, the above-mentioned provisions were not applicable.

g) Supporting inspection activities with training provided for employers or workers.

Before the commencement of inspections within the framework of the campaign, county school inspectorates were advised that detailed information materials about work safety and health in schools had been placed on the labour inspectorate's Internet website. Additionally, electronic leaflets with basic information about work safety and health in schools were made available to teachers and pupils.

h) Monitoring the implementation of inspection activities.

Monitoring the implementation of inspection activities was conducted according to the previously adopted plan. In February 2006, the extent of implementation of legal measures issued during inspection visits was verified.

i) Communicating the information about inspection campaign and its results.

As part of the campaign, the labour inspectorate forwarded information about its results to cooperating institutions on a current basis. At the central level, the Ministry of Education was informed, first and foremost to guarantee its support during subsequent phases of the campaign. At the local level, county school inspectorates were informed about results of inspections. Forwarded information referred to: the number of conducted visits, the number of identified irregularities, results of questionnaires used during the campaign, as well as difficulties, mentioned by employers, in securing work safety and occupational health standards in line with legal requirements.

The general public was also informed about the ongoing project. In each region at least one press conference was arranged or one article was published in the local press which were devoted to the campaign. Information disseminated to the general public via the mass media included: the number of conducted inspections, the number of identified irregularities, the number of applied sanctions, the most frequently identified irregularities, results of questionnaires used during the campaign, as well as plans for labour inspectorate's future actions connected with the campaign. For example, in December 2005 information about the implemented campaign was disseminated to the general public at 49 press conferences and in press coverage. Newspapers and magazines published 58 articles, radio stations broadcast 43 programmes, and TV stations broadcast 30 speeches devoted to actions of the labour inspectorate as part of the campaign.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of inspection activities were assessed on the basis of checklists. Information about effects of the implemented campaign was compiled from data provided by employers; such information was randomly

verified by labour inspectors during follow-up visits in February 2006. For verification purposes, labour inspectors used the same checklists as during the implementation phase.

Information about the campaign results, effects and its assessment was included in a final report prepared by the labour inspectorate. Moreover, after each of the three phases: survey – ended in April 2005, inspection – ended in December 2005, and verification of compliance with legal measures – ended in February 2006, partial reports were drawn up.

k) Summing up of the campaign's results.

In the campaign's first phase – survey – 300 visitations to educational units were conducted. During that phase, labour inspectors issued 4 improvement notices addressed to employers. In the inspection phase, labour inspectors conducted 1 164 inspections during which they served 159 improvement notices to employers and identified 4 infringements which were penalised with fines in the total amount of 13 000 RON. In the „measures check” phase, 1 100 visits were conducted, during which labour inspectors served 101 improvement notices to employers and identified 38 infringements which were penalised with fines in the total amount of 68 000 RON.

As part of the campaign, an opinion poll among persons (staff of educational units, trainees, students and pupils) covered by actions of the inspectorate was conducted in December 2005. 87% of respondents knew about the campaign of the labour inspectorate: 14% from the mass media, 18% from school inspectorates, 46% from school staff, 8% from leaflets prepared by the labour inspectorate. 95% of respondents stated that information provided during the campaign had made them aware of work safety and health issues and their importance. 88% of respondents wanted to obtain further information about OSH.

27. Campaign „Risks from Dangerous Substances in the Workplace”, National Labour Inspectorate (Slovakia)

a) Overview of the campaign.

The major objective of the campaign was to disseminate information and promote work practices which are in line with the European legislation

concerning exposure to dangerous chemical substances in the workplace. The scope of the project included inspections of small employers, with up to 50 employees, operating in the following sectors of economy: woodworking, motor vehicle repair, dry cleaning, industrial cleaning and bakeries. The campaign was implemented in 2010. As part of the project, 180 enterprises were inspected. The majority among them were employers engaging between 1 and 9 or 10 and 50 employees. Inspections of employers with more than 50 workers mainly covered enterprises operating in the industrial cleaning sector. Inspections within the framework of the campaign were conducted by 20 labour inspectors. Supervision of the campaign implementation (including preparation of materials connected with the project and summing up of its results) was carried out by 38 persons.

b) Selecting priority areas for inspection.

The priority area of the campaign included specific branches, such as: woodworking, motor vehicle repair, dry cleaning, industrial cleaning and bakeries. Selection of priority areas was based on: high rates of work accidents, also of fatal and serious ones, European statistics on occupational diseases and recommendations of international institutions (SLIC). During selection of priority areas, use was made of the following sources: a database of work accidents and occupational diseases compiled by the labour inspectorate, and Guidelines for a Recommended Inspection Method, Questionnaire and Approach of the Senior Labour Inspectors' Committee.

The major objective of inspections conducted as part of the campaign was to inform inspected entities about legal requirements and to enforce compliance with existing provisions by inspected employers. The number of entities to be inspected was specified as a percentage of the total number of inspections planned by the labour inspectorate for the year in question. In deciding on the number of inspections to be carried out by the labour inspectorate's regional units, account was taken of the number of entities operating in the sectors covered by the campaign in a particular region.

c) Determining the time span of inspection activities.

Inspection visits were carried out in the period from 15 September to 31 December 2010. Inspection activities in a workplace lasted longer than one

day, for over 8 hours in total. Except for the application of penal or administrative sanctions, inspection-related activities conducted in the labour inspectorate's office took more than one day, 4 to 8 hours in total.

d) Selecting establishments for inspection.

While selecting entities to be inspected, labour inspectors considered the number of individuals employed in conditions which were the focus of inspections within the framework of the campaign, using the sector criterion combined with the regional criterion. They also took avail of information resulting from questionnaires sent to enterprises before the commencement of the inspection campaign. As a target group for inspections, the labour inspectorate first of all selected employers who did not send answers to the questionnaires, and also those whose answers implied that supervision by the labour inspectorate was necessary. In the selection of entities for inspection, use was made of databases of authorities which keep registers of economic activity, as well as labour inspectors' own practical knowledge.

e) Provision of staff for carrying out inspections.

A group of labour inspectors selected on the basis of their background and professional experience was involved in the campaign. All labour inspectors participating in the campaign were trained by a training team. While conducting individual visits within the framework of the campaign, labour inspectors had access to: a description of the campaign aims and methods of implementing it – tasks to be carried out, guidelines on good practice in the scope covered by the project, as well as materials drafted by the Senior Labour Inspectors' Committee.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Activities of the Slovak labour inspectorate can stem from suggestions tabled by the Regional Public Health Authorities. As part of the campaign, joint inspections with representatives of the above-mentioned institutions were conducted.

The law existing in Slovakia compels the Regional Public Health Authorities to provide the labour inspectorate with information concerning the results of medical examinations of workers and the periods of their

inability to work. The labour inspectorate used such information during the inspection campaign.

g) Supporting inspection activities with training provided for employers or workers.

Before the commencement of the inspection campaign, employers operating in the sectors covered by the campaign were sent a questionnaire on work safety and health. The campaign results were presented during an international conference in Košice and several workshops. Representatives of social partners received information about the campaign results at a meeting of the Coordination Committee for OSH.

h) Monitoring the implementation of inspection activities.

The campaign was monitored by one person – the national coordinator. Information needed by labour inspectors conducting visits within the framework of campaign was communicated by the national coordinator over the phone or sent via electronic mail.

i) Communicating the information about inspection campaign and its results.

In connection with the campaign, the labour inspectorate provided information to social partners in the form of promotional and information materials, e.g. leaflets, brochures. An e-learning platform was also launched. The general public was informed about the implemented campaign through presentation of examples of good practice, placed on the Internet, and guidelines on the methodology of training workers.

The above-mentioned activities of the labour inspectorate were described in a report, drafted after completion of the campaign. The report was submitted to the Ministry of Labour, Social Affairs and Family.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of the inspection campaign were assessed on the basis of the number and types of issued legal measures. Labour inspectors addressed 182 legal measures to inspected employers. These were mainly improvement notices. Additionally, inspectors issued 7 prohibitions and imposed 9 fines.

Moreover, information about the effects of the implemented campaign was compiled on the basis of details provided by inspected employers and collected by labour inspectors.

The results and effects of the campaign, as well as its assessment, were described in a final report prepared by the labour inspectorate. The report included information on the numbers of inspected employers and enterprises, their size, the number of inspected entities where irregularities were identified, procedures and legal measures applied by labour inspectors. The report was placed on the internet website dedicated to the campaign, and presented during conferences in Lisbon and Košice.

The campaign results included in the report will be used in developing work programmes for the labour inspectorate for next years.

k) Summing up of the campaign's results.

As a result of the implemented campaign, labour inspectors identified 1 555 irregularities related to exposure of workers to hazardous chemical substances in workplaces; 294 out of the total number of irregularities were serious. Identified irregularities most often referred to: conducting assessment of occupational risk connected with occurrence of harmful chemical agents and explosive atmosphere, presenting such risk assessments in writing, introducing safety procedures, informing workers about harmful chemical agents existing at workstations and about the rules of using personal protective equipment.

28. Inspection campaign in construction – preventing falls from heights, Labour Inspectorate of the Republic of Slovenia (Slovenia)

a) Overview of the campaign.

The objective of the campaign was to verify compliance with provisions of occupational safety and health in enterprises operating in the construction sector, and to take steps aimed at reducing the number of work accidents. The scope of the campaign included inspections on construction sites. The project was implemented in the period from 1 March to 19 November 2010. 27 labour inspectors were involved in it.

b) Selecting priority areas for inspection.

The priority area of the campaign was a specific group of hazards in a particular branch, that is work at heights in the construction sector. A decisive criterion in the selection of the priority area was the fact that work accidents continue to be an important problem from the public health perspective. In that selection, account was also taken of the Community strategy concerning 25% reduction in the number of work accidents. During selection of the priority area, use was made of a database of work accidents compiled by the labour inspectorate.

The major objective of inspections conducted within the framework of the campaign was to enforce observance of existing legal provisions by inspected entities and to raise safety culture and health protection standards among employers. The number of workplaces to be visited during the campaign was specified as a percentage of all registered entities where the labour inspectorate expected to find the problem which had been given priority – between 1 and 10% of registered entities. Selection of particular employers for inspection was done at random by labour inspectors active in the campaign.

c) Determining the time span of inspection activities.

Inspections within the framework of the campaign were scheduled evenly throughout the period of its implementation. Inspection activities in workplaces (on construction sites) were carried out on one day, for 2 to 4 hours. Except for the application of penal or administrative sanctions, other activities connected with inspection performed in the labour inspectorate's office lasted no more than 2 hours within one day.

d) Selecting establishments for inspection.

While selecting entities for inspections, labour inspectors followed their personal practical knowledge and experience connected with supervising the sector in question, using the sector criterion combined with the regional criterion. During selection of entities to be covered by inspections, use was made of the labour inspectorate's own databases.

e) Provision of staff for carrying out inspections.

A group of labour inspectors who specialise in inspections focused on work safety and health was involved in the campaign. All labour inspectors

active during the campaign were trained by a training team. While conducting individual visits throughout the project, labour inspectors had access to: a description of the programme objectives, checklists prepared in connection with the campaign, and a description of requirements concerning collective information on the campaign implementation.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Other institutions and authorities for labour protection and social partners submit their suggestions of inspection tasks whenever a work programme for the labour inspectorate is being developed. The said entities were also involved in the described project of the labour inspectorate of Slovenia in the phase of disseminating information about launch of the campaign and about its results.

The Inspection Supervision Law existing in the Republic of Slovenia authorises the labour inspectorate to ask all other institutions for any details, also personal data, indispensable to conduct its activities.

g) Supporting inspection activities with training provided for employers or workers.

In the course of the campaign, the labour inspectorate did not conduct training for employers or employees in the scope covered by the project.

h) Monitoring the implementation of inspection activities.

Implementation of the inspection campaign was monitored by one designated labour inspector. Information needed by labour inspectors carrying out inspections within the framework of the campaign was provided by the national coordinator over the phone, via electronic mail or in official correspondence.

i) Communicating the information about inspection campaign and its results.

In the course of the campaign, the labour inspectorate did not communicate information about actions undertaken within its framework. Information about the campaign results was included in the published annual report on the labour inspectorate's activity.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of the inspection campaign were not subject to any special assessment. The overall evaluation of actions undertaken during the campaign was made on the basis of information about the number of implemented legal measures. The major source of information about the campaign results is a database of work accidents compiled by the labour inspectorate. Data included in the database give grounds for conclusions that the campaign contributed to reducing the number of work accidents in the construction sector.

k) Summing up of the campaign's results.

On the basis of information collected so far, it is impossible to make the final summing up of the campaign results. The most important effect is a continual, permanent and consistent decrease in the number of work accidents in construction since 2010.

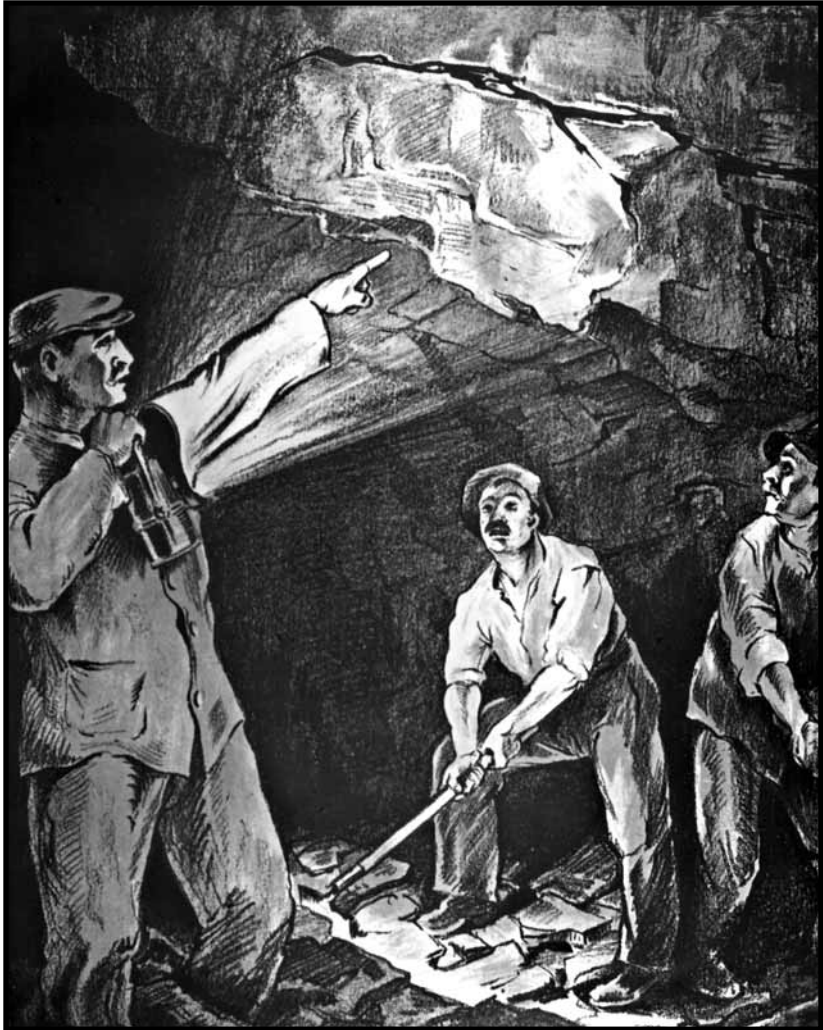
29. Inspection campaign SEGUMAR, Inspección de Trabajo y Seguridad Social (Spain)

a) Overview of the campaign.

The aim of the campaign was to improve working conditions on fishing vessels. The scope of the project included working conditions, and compliance with labour law and social insurance provisions. The campaign has been carried out on annual basis since 2007 and is addressed to sea fishing companies. In 2010 inspection activities covered 331 fishing vessels. One inspector from each of the seaside provinces was selected to carry out inspection activities on vessels. Besides labour inspectors inspection teams included an occupational medicine doctor and Merchant Navy Inspector. The campaign was supervised by a national coordinator and Provincial Directors of the Navy Social Institute (Instituto Social de la Marina).

b) Selecting priority areas for inspection.

The priority area of the campaign was a specific branch of economy, i.e. sea fishing. The choice of the branch resulted from high work-related



accident rates, including fatal and serious accidents, as well as guidelines received from state authorities. The following sources of information were used when determining the priority area: internal database on work-related accidents and diseases, accident database kept by the Navy Social Institute NSI (Instituto Social de la Marina), recommendations forwarded by the Navy Social Institute – the cooperating institution and proposals of the DG Merchant Navy as the institution supervising the selected branch.

The basic aims of inspections conducted in the framework of the campaign were as follows: to provide the entities in question with information about legal requirements, to enforce legal compliance with the law and achieve a measurable effect in the form of decreased occupational accident and morbidity rates. The size of a fishing vessel was the decisive selection criterion in the campaign: in 2009 the inspections covered vessels which measured 12 to 24 meters in length, in 2010 those which measured 12 to 35 metres, while in 2011 the inspections targeted vessels measuring more than 12 metres in length. The number of inspections in a given province was conditional on capacities of a particular inspection team.

c) Determining the time span of inspection activities.

The campaign has been scheduled for the whole year, but inspection visits are carried out in the period from April to November in a given year. Inspection activities on individual fishing vessels took one day and were usually completed in less than 2 hours. However, the time it took to complete other office-like activities connected with the inspection, excluding the penal and administrative sanctions was more than one day and between 4 and 8 hours in total.

d) Selecting establishments for inspection.

While selecting entities for inspection labour inspectors took account of the following aspects: accident rates pertaining to a particular employer in the target branch (sea fishing) in connection with the target area (the area of a particular seaside province), as well as their own knowledge and experience regarding the supervised branch. While selecting entities to be inspected both labour inspectorate's and another regulatory institution's (the Navy Social Institute – Instituto Social de la Marina) databases were used in connection with labour inspectors' own know-how.

e) Provision of staff for carrying out inspections.

The inspection campaign was staffed by a team of inspectors selected for their education and professional experience – one inspector per one seaside province. All inspectors taking part in the campaign were pre-trained by a training team which included representatives of the specialist cooperating institutions – the Navy Social Institute (Instituto Social de la Marina) and Directorate General Merchant Navy. While conducting individual visitations in the framework of the campaign inspectors could avail themselves of the following: description of the objectives of the programme, and tasks to be executed, checklists and specialist materials concerning the issues covered by the campaign programme, e.g. overview of machines and devices used in the target sector, the existing occupational hazards, and legal requirements.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

While determining the plan of actions labour inspectorate cooperated with other institutions supervising the branch under inspection: the Navy Social Institute (Instituto Social de la Marina) and Directorate General Merchant Navy. The above institutions also participated in the planning, implementation and evaluation phases of the campaign. Representatives of those institutions attended training for labour inspectors who carried out vessel inspections and participated in the inspection visits themselves.

Law 42/1997 on Labour and Social Security Inspectorate imposes a general duty upon other institutions to provide the labour inspectorate with information and data concerning labour protection necessary to execute various inspection tasks. In the framework of the SEGUMAR campaign the labour inspectorate used database on work- related accidents and diseases that is kept by the Navy Social Institute (Instituto Social de la Marina).

g) Supporting inspection activities with training provided for employers or workers.

Following the completion of inspections the information about identified irregularities was communicated to employers.

h) Monitoring the implementation of inspection activities.

Implementation of the campaign was monitored and coordinated by a working group set up at headquarters of the labour inspectorate (NLI's Central Services) that consisted of 3-4 people. A similar group whose aim was to coordinate the campaign was established at the Navy Social Institute (Instituto Social de la Marina).

i) Communicating the information about inspection campaign and its results.

In the framework of the campaign social partners and the general public were not informed about its implementation and outcomes.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of the inspection campaign were evaluated on the basis of checklists and the data contained therein that was transformed into statistical picture covering the number and the type of issued and executed legal measures.

Information about the effects of the campaign was collected in the course of subsequent visits of labour inspectors to companies covered by the campaign. After implementing the campaign a summary of its outcomes was prepared and it contained information about working conditions under inspection, legal measures taken in the course of visitations etc. Information about the campaign's results and its evaluation were included in a special executive report prepared by the labour inspectorate. The report contains basic information about the campaign carried out within a specific calendar year and the previous years, objectives of the campaign and activities implemented in the course of the campaign. The principal aim of the executive report is to facilitate preparation of the campaign in the following years.

k) Summing up of the campaign's results.

In 2010 inspectors carried out 331 inspections in the framework of the SEGUMAR campaign. As a result of the campaign employers were issued with over 2 thousand compulsory requests (requerimientos), 22 infringement records (acta de infraccion), 5 employment infringement records and 1 Social Security record.

30. Inspection campaign in the tyre service sector, Swedish Work Environment Authority (Sweden)

a) Overview of the campaign.

The aim of the campaign was for the inspected employers to improve their knowledge of ergonomics, prevention of muscular-skeletal disorders, prevention of risks connected with noise and vibrations in the workplace, practical solutions to minimize the risk of MSD to workers and maintenance requirements for pressure vessels and lifting devices. The campaign covered the companies servicing car tyres with two or more workers. 90% of all employers in this sector engage fewer than 10 workers.

The campaign was carried out in 2009 covering the total of 452 employers. The inspections were conducted by labour inspectors from all 10 Swedish Work Environment Authority's districts. Supervision over the campaign (including the preparation of campaign-related materials and summing up of its results was entrusted to 15 persons.

b) Selecting priority areas for inspection.

The priority area of the campaign was a specified group of hazards in a particular sector, i.e. hazards pertaining to manual handling of loads in companies servicing car tyres. The selection of that particular area resulted from high accident rates, including fatal and serious accidents and from the outcomes of previous visits to the above employers which showed grave shortcomings in ensuring safe working conditions for workers. When selecting the priority area the following sources of information were used: accident database of the labour inspectorate and proposals forwarded by employers' organizations.

The basic aims of inspections carried out in the framework of the campaign were: identification of the problem, providing the inspected entities with information about legal requirements, enforcement of compliance with the requirements and achievement of measurable effects in the form of reduced work-related accident and morbidity rates.

c) Determining the time span of inspection activities.

The inspections were scheduled to take place throughout the whole campaign. Inspection activities in the workplace were completed within one

day and took no longer than two hours. Other, office tasks connected with the inspection, apart from the application of penal and administrative sanctions were also completed in one day and took no longer than two hours.

d) Selecting establishments for inspection.

The decision whether to cover a given employer with the inspection programme or not depended on the number of workers they engaged (at least 2) and whether they had been inspected prior to the campaign. The campaign targeted all companies which fulfilled both of the above criteria. Each district of the Swedish Work Environment Authority adopted the same criteria of selection. The SWEA used its own databases in the selection process.

e) Provision of staff for carrying out inspections.

A group of labour inspectors was selected owing to their education and professional experience to carry out the inspections. All inspectors taking part in the campaign were trained by a training team. In the course of workplace visits labour inspectors had the following aids at their disposal: description of the campaign's aims, checklists, guidelines on good practice concerning the programme of the campaign and specialist materials on the issues covered by the campaign, like the description of machinery and equipment used in the target sector, occupational hazards and applicable regulations.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

The project of the campaign was consulted with social partners and trade organizations. Representatives of the above stakeholders were also invited to attend training for labour inspectors and to participate in the consecutive phases of the whole project: planning, implementation and communication of the campaign's results. Additionally, after inspection activities were completed labour inspectorate in cooperation with trade organizations produced educational films on work-related hazards in companies servicing car tyres.

g) Supporting inspection activities with training provided for employers or workers.

Before the commencement of workplace visits, the employers were sent written announcements about the scheduled inspections. Following

inspections, information about identified irregularities was communicated to the employers in question.

h) Monitoring the implementation of inspection activities.

Implementation of the whole campaign was monitored and coordinated by a working group of 12 persons. Problems at hand concerning the inspection procedures and application of legal measures were most often solved by means of videoconferencing.

i) Communicating the information about inspection campaign and its results.

When preparing the inspection campaign the labour inspectorate developed a communication plan for sharing its results with the social partners and the general public. The plan contained information about the target groups, general and specific objectives of the campaign, its schedule and evaluation methods. The scope of information communicated to the social partners and the general public corresponded with the above communication plan. Information was provided in the form of news on the internet site of the Swedish labour inspectorate, press releases and articles and in television programmes and news bulletins.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

Results of the inspection campaign were evaluated on the basis of the number and type of legal measures issued by inspectors and the number and type of legal measures implemented by the employers. The information about the results of inspection activities was compiled from data provided by individual labour inspectors who carried out inspections of companies covered by the programme. In 50% of cases of subsequent inspections labour inspectors collected their data by means of questionnaires which described the situation at a given workplace following the inspection and implementation of legal measures. The final evaluation of the campaign was made on the basis of information about its outcomes and the questionnaires filled out by inspectors involved therein. The evaluation also took account of the extent to which the objectives of the campaign had been achieved. The evaluation was included in the executive report which was published on the SWEA's

internet site and forwarded to social partners and trade organizations. Moreover, in the framework of the annual report on the inspectorate's activity the evaluation of the campaign was also communicated to the Swedish government.

k) Summing up of the campaign's results.

As a result of inspections carried out in the framework of the campaign labour inspectors issued employers with 378 improvement notices which comprised the total of 2 482 requirements. In majority of cases the notices issued by inspectors referred to compliance with regulations on occupational ergonomics and risk assessment. In the course of inspections labour inspectors were most often concerned with manual handling of tyres and wheels, as well as the risk pertaining to the use of pressure and lifting devices and the exposure to noise and vibrations.

31. Inspection campaign in construction – refurbishment inspection initiative, Health and Safety Executive (the United Kingdom)

a) Overview of the campaign.

The objective of the campaign was to verify observance of occupational safety and health provisions and to promote good practices on construction sites in the refurbishment sector. The scope of the campaign included inspections of construction work related to refurbishment of existing buildings. The campaign has been implemented each year for 5 years now and it lasts four weeks during a year. Within its framework, so far over 2 thousand construction sites have been inspected throughout the United Kingdom. Campaign-related inspections were conducted by 156 labour inspectors. Additionally, supervision of its implementation (including preparation of materials connected with the campaign and summing up of its results) was carried out by 25 persons.

b) Selecting priority areas for inspection.

The priority area for inspections was a specific group of hazards in a specific branch, that is hazards connected with work in construction, on

construction sites, during refurbishment of existing buildings. A decisive factor in the selection of the priority area was a high rate of accidents, also fatal and serious ones. During selection of the priority area, use was made of HSE's internal databases of work accidents and occupational diseases.

The primary aims of inspections conducted as part of the campaign were: to inform inspected entities about legal requirements and methods to achieve compliance with the law, to enforce observance of the law by inspected entities, and to achieve a tangible result in the form of reduced rates of work accidents and occupational diseases. The number of inspections to be conducted within the framework of the campaign was not specified in advance. The actual number depended on capability of labour inspectors involved in the campaign. The number of inspections carried out by regional divisions of the labour inspectorate depended on the number of labour inspectors performing inspection tasks in a given region.

c) Determining the time span of inspection activities.

Within the framework of the campaign, inspections were planned evenly throughout the period of its implementation. Inspection activities in an inspected workplace were conducted on one day, from 2 to 4 hours in total. Except for the application of penal or administrative sanctions, other activities connected with an inspection performed in the labour inspectorate's office lasted up to 2 hours within one day.

d) Selecting establishments for inspection.

While selecting workplaces for inspection, labour inspectors applied the sector criterion (construction sites where existing buildings were being refurbished), combined with territorial criterion (territory in which a given regional labour inspectorate operates). In the remaining aspects, selection of employers to be visited as part of the campaign was left to the discretion of labour inspectors. During selection of entities to be covered by inspection, use was made of the labour inspectorate's own databases, and labour inspectors' knowledge of relevant facts.

e) Provision of staff for carrying out inspections.

All labour inspectors employed at the Construction Division were involved in the campaign. Each inspector received a briefing note with

information about objectives of the campaign. While conducting individual visits within the framework of the campaign, labour inspectors had: the rationale of implementing the campaign, a description of its aims and methods of conducting relevant tasks, a specification of requirements for collective information about the campaign results, examples of how to intervene in typical incorrect situations which labour inspectors could come across during visits, information about the rules of applying enforcement measures (enforcement guidance) and exemplary templates of enforcement notices used to eliminate irregularities.

f) Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.

Activities undertaken by the British labour inspectorate (Health and Safety Executive) in the area of employment insurance and working time can stem from suggestions prepared by the Department for Business and Innovation. The described inspection campaign in construction did not result from such suggestions.

In the course of the inspection campaign in construction – refurbishment inspection initiative, HSE did not cooperate with other institutions responsible for labour protection or with stakeholders.

g) Supporting inspection activities with training provided for employers or workers.

In connection with the campaign, no training was provided to representatives of entities covered by inspections. Some field offices of the labour inspectorate, depending on their capabilities, organised workshops for entrepreneurs about occupational hazards and they provided advice concerning work safety and health in construction.

h) Monitoring the implementation of inspection activities.

Field offices collected data about the number of inspections conducted by each team of inspectors in subsequent weeks during the campaign. The data was forwarded to the central collation point. 15 persons were involved in those activities.

The objective of the adopted system for monitoring the campaign was to ensure that an appropriate number of inspections was conducted and to

determine the level of enforcement actions undertaken during the project. Another task of the monitoring team was to support field offices of the inspectorate in informing the mass media about the course of the campaign.

i) Communicating the information about inspection campaign and its results.

Within the framework of the campaign, the labour inspectorate made efforts to reach stakeholders and the general public via the mass media. Information about the areas covered by the project, the number of conducted inspections and the number of enforcement actions taken during the campaign was disseminated through the local mass media – TV and radio stations, and newspapers.

Information about the campaign was provided to the mass media via the Central Office of Information, which fulfils the functions of a press office of civil service in the United Kingdom. Essential information about the campaign was included in accounts published in the press, so as to make sure that it reached entrepreneurs operating in the sector covered by the campaign and also the general public.

j) Evaluating the results of inspection activities. Evaluation methods and tools.

The results of inspection activities were evaluated on the basis of the number of inspected construction sites, the number and types of issued legal measures, and the number and types of legal measures implemented by employers covered by the campaign. On the other hand, information about the effects of the campaign was collected from data submitted by employers (voluntarily or due to supervisory actions of labour inspectors), and from data collected by labour inspectors themselves when it was necessary to re-inspect the workplace of a particular employer.

The final assessment of the campaign was included in a report summing up its results and effects. Such reports were submitted to the senior management board of the HSE each year. The reports were used for planning activity of the Construction Division and deployment of its resources in the following years.

k) Summing up of the campaign's results.

During the campaign implemented throughout the United Kingdom, inspections covered over 2 thousand construction sites where existing buildings were refurbished. Enforcement actions to ensure compliance with the existing provisions were undertaken in consequence of 25% of inspections. Simultaneously with inspections over a 4-week period, communication campaign via the local mass media was carried out.

III. NON-INSPECTION ACTIVITY

Overview of the analysed non-inspection projects.

The part of the Code devoted to non-inspection activity depicts 24 non-inspection projects carried out by labour inspectorates from 20 Member States of the European Union. These are projects concerning various issues. Some of them referred both to occupational safety and health and to legal protection of employment relations including legality of employment (e.g. the Luxembourgian project „Creation of a Help Centre and PR campaign” and the Danish one titled „Bullying and harassment hotline”). Other projects were devoted strictly to occupational health and safety issues (e.g. the Latvian project „Healthy workplaces”, and the Slovak project „Risks from Dangerous Substances in the Workplace”). Some projects targeted employers from various sectors of economy (e.g. the Cypriot project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases” and the Italian initiative „Health and safety in the workplace”), while others focused on selected branches (e.g. the Lithuanian project „Assessment of occupational risk related to the use of chemical agents in wood processing and production of furniture” and the Polish project „Work safety in construction – falls and slips”). Part of the projects described in the Code was addressed exclusively to employers (e.g. the Danish project „Dialogue meetings with companies which report more than 100 workplace accidents a year”, the Finnish project „TR safety observation method and safety competition of the construction industry in Southern Finland”), whereas the addressees of other projects included employers and workers, and their organizations (e.g. the Portuguese project „Campaign for the

prevention of occupational risks in agriculture”, and the Slovenian project „Reducing the number of accidents at work”). Some projects were targeted at adults, employers and workers (e.g. the Spanish campaign SEGUMAR, or the British project „Make the promise”), while others were addressed to young persons, pupils and students (e.g. the Irish project „Keep safe”, or the Romanian project „Work safety and health – a cultural value”). The scope of some projects included only non-inspection activities (the Austrian project „Consultancy for persons managing construction companies”, or the Hungarian initiative „Counselling Service on Safety and Health at Work”), while others spanned both non-inspection and inspection activities (e.g. the Czech project „Work safety at timber harvesting” and the Greek project „Assessment of risk related to dangerous chemical substances”).

1. Non-inspection project „Consultancy for persons managing construction companies”, Arbeitsinspektion (Austria)

a) Overview of the campaign.

The project „Consultancy for persons managing construction companies” was aimed at raising the level of knowledge concerning occupational risk assessment and other selected topics of occupational safety and health among persons responsible for supervision of construction companies. The project was targeted at small companies, employing from 20 to 50 employees.

In the period from May to October 2010, the communication campaign was conducted in the form of personal consultancy implemented by inspection services. Labour inspectors (62) visited 652 construction companies and they conducted preventive conversations with persons holding management positions. They covered issues presented in the form of a checklist, concerning various problems, such as occupational risk assessment, new regulations on work safety, and hazards particularly relevant for the construction sector, connected with work at heights or handling of loads.

The campaign, including checklists and information materials, was prepared by a team of 3 persons. Accidents in construction make up 20% of all work accidents. The authors of the campaign were of the opinion that positive changes in the awareness of risk and occupational risk

assessment can be initiated by persons managing small construction companies. It is important that risk assessment in enterprises is made on the basis of conscientious identification of hazards existing during given types of work.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The Austrian labour inspectorate was supported by representatives of social partners: employers' organisations, employees and trade unions. They were informed about the campaign's objectives and asked to promote its message in their organisations. According to experiences of the campaign's organiser, support from social partners improves the effectiveness of conducted information campaign, even when it is limited to informing members of the organisation that a given campaign will be conducted by the labour inspectorate.

c) Sources of financing the project in the labour inspectorate's activity.

The whole project was financed from the budget of the Austrian labour inspectorate.

d) Preparation of the project.

During preparation of the project, use was made of Social Accidents Insurance databases on work accidents and occupational diseases. Representatives of trade unions were consulted and their proposals were taken into account during implementation of the project.

The project team (3 persons) developed checklists and information materials for small construction companies. It decided on the schedule of the project and the number of visited enterprises divided among labour inspectors (62) participating in the project. The campaign comprised 652 enterprises – construction companies engaging from 20 to 50 employees. The whole campaign was prepared and implemented by the labour inspectorate.

e) Types of tasks undertaken during the non-inspection activity.

The communication campaign was based on personal consultancy provided by labour inspectors. Activities comprised visits to enterprises,

provision of checklists and information materials to persons responsible for organisation of work, provision of advice and collecting opinions about conducted activities (evaluation component).

f) Methods of disseminating information about the undertaken project.

Information about the conducted communication campaign was disseminated before the commencement of the project through social partners. After completion of activities, a report on the project's results was developed and published on the labour inspectorate's website, and also presented at an annual conference devoted to work safety during construction work.

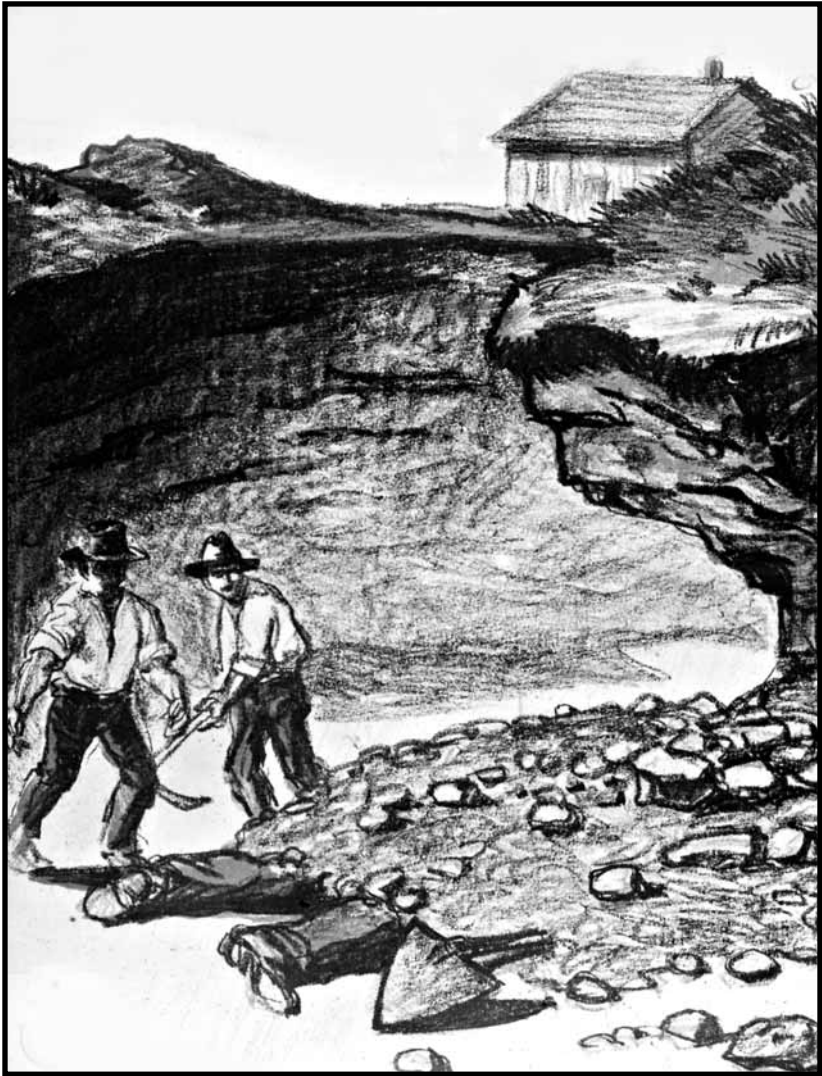
g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the project was based on information collected from employers directly after preventative conversations. Data submitted by labour inspectors was analysed on a current basis during the project, in order to monitor the progress in its implementation. The final assessment comprised all questionnaires filled in by labour inspectors.

The indicator for quality assessment was the number of positive assessments (by persons with whom preventative conversations were held) as regards the acquired knowledge and information. An additional tool for evaluation of the project was the analysis and assessment of activities undertaken as a follow up of discussions among experts.

h) Summing up of the project's results.

On the basis of declarations of entrepreneurs or responsible persons, who were surveyed immediately after preventative conversations conducted by labour inspectors, it was concluded that the campaign was assessed very positively. Preventative conversations were conducted in 90% of the visited enterprises. 90% of respondents assessed information presented by labour inspectors as very important. 83% regarded information on work accidents and occupational risk assessment as important. 74% agreed with the opinion that occupational risk assessment was an important part of accident prevention. 81% of surveyed persons asked for additional information and advice.



2. Non-inspection project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases”, Labour Inspection Department (Cyprus)

a) Overview of the campaign.

The non-inspection project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases” was implemented within the framework of the campaign of the European Agency for Safety and Health at Work (OSHA) for years 2010-2011 focused on safe maintenance of machinery and equipment, and the topic „Healthy Workplaces – Good for you – Good for business”. The ultimate objective of the project was to reduce the number of employees injured in work accidents or suffering from occupational diseases due to inadequate or insufficient maintenance of facilities and machines. The operational objectives of the project were: to raise awareness of the importance of maintenance of machines and facilities for health and safety of employees, and to promote a simple, systemic approach to safety management issues in connection with maintenance of machines and facilities, based on occupational risk assessment (five basic rules). The campaign was implemented throughout the year 2010. Within its framework, spots were broadcast on the radio and TV in the period from 2 October to 15 November. The project was addressed to all sectors of economy and 150 enterprises were directly involved in it, yet it has to be emphasised that according to the public survey, the campaign’s message reached almost 73% of all employees and employers. The project’s budget was € 80 000. It was coordinated by a 4-person team, comprising the labour inspectorate’s employees.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

During implementation of the project, the labour inspectorate of Cyprus cooperated with the Ministry of Agriculture, Natural Resources and Environment, the Mines Service, employers’ organisations, trade unions, and professional associations of engineers or work safety services. The cooperation was aimed at developing assumptions for the conducted campaign, sharing experiences and initiating additional activities and events

during the campaign, which were organised by the partners. The cooperation was coordinated by the Department of Labour Inspection as a Focal Point, and it was facilitated owing to meetings at which the project participants shared information.

c) Sources of financing the project in the labour inspectorate's activity.

The whole project was financed by the labour inspectorate.

d) Preparation of the project.

Assumptions for the „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases” were developed on the basis of recommendations of the European Agency for Safety and Health at Work (OSHA), with due consideration to proposals presented by national institutions and partner organisations. While planning activities, use was made of databases of work accidents and occupational diseases which were at the disposal of the labour inspectorate.

The team responsible for preparation of the project is part of the Training and Information Unit at the Labour Inspection Department, Ministry of Labour. The implementation plan for the project stipulated distribution of information and materials related to the campaign, press releases, promotion of Good Practice awards, actions encouraging the target audience to visit the campaign's website and initiating discussions during national meetings of the partners.

e) Types of tasks undertaken during the non-inspection activity.

„Annual Campaign on the Prevention of Work Accidents and Occupational Diseases” was based on various forms of impact and communication of information. They ranged from a wide-scale campaign on TV, radio and in the press, Internet campaign, delivery of e-mails, through distribution of publications and other campaign materials, organisation of competitions and seminars, to provision of advice and visits to enterprises. An important element of the campaign was the involvement of partners, such as institutions and organisations, in collecting examples of good practice and popularising the campaign's message.

To give an example, press articles concerning topics of the campaign were published in periodicals issued by employers' organisations and trade

unions. All stakeholders had the opportunity to support the campaign, among others: employers from the public and private sectors, branch associations, insurance or training companies. An element of the campaign deserving special attention was the broadcasting of about 2 250 spots by national and regional TV and radio stations, which took place in the period from 2 October to 15 November 2010. The mass media message was supplemented by TV and radio programmes in which employees of the labour inspectorate took part.

f) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the results of the project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases” was conducted only with regard to the communication campaign conducted via TV and radio stations. It was based on the survey of the number of TV viewers and radio listeners.

h) Summing up of the project’s results.

During implementation of the project, the inspectorate managed to gain partners who supported the organisers not only by sharing their experiences at working meetings, but also by their independent activities and events promoting the campaign’s message.

The mass media campaign ended with great success. According to market surveys, it reached 73% of the target recipients. Statistically speaking, every person had the possibility to see the message on TV 4.6 times. These are very high results, which show that conducted communication activities were of common nature.

3. Non-inspection project „Work safety at timber harvesting”, State Labour Inspectorate (the Czech Republic)

a) Overview of the project.

The objective of the project „Work safety at timber harvesting” is to reduce the number of accidents during work connected with timber harvesting,

by dissemination of information on causes of work accidents, regulations and good practices concerning safe methods of performing work. Its implementation has been planned for the years 2010-2012. The target group comprises employees and self-employed persons in the forestry sector. 14 labour inspectors and additionally 2 staff members not being labour inspectors are involved in the project's implementation. The decision to prepare and implement the project was inspired by a high number of accidents at work connected with timber harvesting.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The labour inspectorate is implementing the project on its own.

c) Sources of financing the project in the labour inspectorate's activity.

The whole project is financed from the budget of the State Labour Inspectorate.

d) Preparation of the project.

At the stage of planning activities, the organiser made use of its own database of work accidents. The Head of the Health and Safety Department is responsible for supervising the project. The ongoing coordination of the campaign is the task of one labour inspector, who cooperates with a working group for forestry, composed of 5 persons. Communication activities targeted at employees and self-employed persons working at timber harvesting are conducted during inspections of entrepreneurs providing services in timber harvesting. Inspections of service providers in forestry are conducted before, during and after the completion of communication activities.

e) Types of tasks undertaken during the non-inspection activity.

The plan of project tasks has stipulated development and publication of leaflets and brochures, which afterwards will be disseminated during inspection visits, provision of legal and technical advice, and in other ways. Additionally, the labour inspectorate is conducting communication actions via the mass media (press, radio and TV), and the Internet (among others, by using its own website).

f) Methods of disseminating information about the undertaken project.

The general public was informed about activities undertaken by the labour inspectorate through national press, the State Labour Inspectorate's website and leaflets, in accordance with the previously developed communication plan.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

In view of the fact that the project is in the phase of implementation, its evaluation has not been conducted yet.

h) Summing up of the project's results.

Although the project is still underway and at this stage one cannot assess the influence it will have on reducing the number of accidents during work connected with timber harvesting, it should be emphasised that information delivered to recipients, both on regulations and causes of work accidents and safe methods of performing work, was positively received.

4. Non-inspection project „Dialogue meetings with companies which report more than 100 workplace accidents a year”, the Danish Working Environment Authority (Denmark)

a) Overview of the project.

The aim of the project was to establish a dialogue with companies which had reported more than 100 accidents in 2008. The goal of the project was to achieve a reduction of the accident rate by 20%. The project covered 54 large companies with many worksites, and including both private and public companies. The project began in 2010. 21 inspectors were involved in the project in 2010 and 18 inspectors, labour inspector managers and one employee of the Working Environment Advisory Centre have taken part in its implementation in 2011. The project is one of the 4 major initiatives of the Minister of Employment, which began in 2009.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The project is based on the principle of a dialogue with all of its participants – 57 companies including 35 public institutions and 19 private ones. Public participants of the project range from public companies, municipalities, and hospital institutions to military, police, and correctional facilities. Private companies taking part in the project include the following: 1 wholesaler, 1 mail distributor, 2 passenger transport companies, 1 shipyard, 3 wind power companies, 6 food business operators, 2 retail chains, 1 pharmaceutical company and 2 service companies.

c) Sources of financing the project in the labour inspectorate’s activity.

The project is financed solely from the Working Environment Authority’s resources.

d) Preparation of the project.

While selecting companies for the project the Working Environment Authority used its own database of workplace accidents. The participants were those companies which recorded the largest aggregate number of workplace accidents in 2008. The plan of actions developed by the project team included dialogue meetings with key individuals representing the management of participating companies, organization of workshops on health and safety management to be held in the involved companies, participation in coaching and idea generation for new initiatives, organization of thematic/experience days, setting up information exchange networks between companies.

e) Types of tasks undertaken during the non-inspection activity.

In order to implement the project individual cooperation was established with each of the 54 participating companies. They were forwarded with information about work-related accidents and were subsequently visited by a labour inspector with a view to establishing a dialogue on work safety and preventative activity to reduce the number of accidents. Labour inspectors met with the key individuals – representatives of a given company’s management. Representatives of participating entities could exchange experience and information at seminars which were held in the framework of the project.

f) Methods of disseminating information about the undertaken project.

Prior to commencing the project companies selected for participation received information about the number of their workplace accidents record. Owing to fact that the project consisted in direct cooperation with participating companies, no widespread communication activity for the general public was undertaken.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate non-inspection initiatives.

Evaluation of the project was based on three indicators: the number of workplace accidents, interviews conducted in 15 chosen companies and interviews with inspectors implementing the project. Evaluation was entrusted to the external auditing company (Deloitte Business Consulting A/S).

h) Summing up of the project's results.

According to a report drawn up the external auditor – Deloitte Business Consulting A/S – the initiative of the Working Environment Authority was positively received by the participating companies. Thus, it may be concluded that cooperation and dialogue offer which is one of communication methods typical of business operations, helped the labour inspectorate send a clear signal that it too is a „team player”. New perception of accident prevention as common interest among partners of the dialogue has created a fruitful foundation for future cooperation.

5. Non-inspection project „Bullying and harassment hotline”, the Danish Working Environment Authority (Denmark)

a) Overview of the project.

The aim of the project „Bullying and harassment hotline” was to break the taboo connected with bullying and harassment at work and to encourage both private and public companies to undertake preventative activities against bullying and harassment. The hotline operated by the Authority is addressed to all sectors of economy. It was launched mainly for the following four target groups: people being bullied at work, witnesses of bullying and harassment at

work, businesses with bullying and harassment problems that want information and advice on how to deal with the problem, and businesses that want information on how to prevent bullying and harassment. The project was launched in 2010 and is currently being implemented. The project was developed by 6 employees of the Authority to be subsequently executed by 12 to 15 labour inspectors who provide advice over the phone. The hotline is one of the projects to combat bullying and harassment at work that was implemented by the Minister of Employment at the beginning of 2010.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

Besides the staff of the Authority an external expert (to provide training for inspectors handling the hotline) and a company to provide technical support for telephone connections were involved in implementing the project.

c) Sources of financing the project in the labour inspectorate's activity.

The project was financed completely from resources of the Working Environment Authority. The main cost was generated by remuneration of staff members (labour inspectors) providing advice on the phone and the cost of remuneration paid to staff members who prepared the implementation of the hotline.

d) Preparation of the project.

It took 3 to 4 months to prepare the project and for that time an essential set of facilities was provided including telephone lines, and a computer base supporting the operation of the hotline. Additionally, an educational and training programme for persons in charge of handling the hotline calls was prepared and implemented. The project was devised and prepared for implementation by a group of 6 staff members who formed the project team and were supported by some other 10 employees of the labour inspectorate. The hotline was to be of assistance to people who would like to talk about the problem of bullying and harassment and receive advice and support. On the other hand, one of the project's objectives was to encourage companies to undertake initiatives against bullying and harassment at work (both corrective and preventative ones).

e) Types of tasks undertaken during the non-inspection activity.

Launch of the hotline was preceded by training for persons handling the phone calls (labour inspectors). The hotline was operational in April 2010 and is available every weekday from 8.00 to 15.00.

f) Methods of disseminating information about the undertaken project.

Information about the possibility to obtain advice on bullying and harassment at work was disseminated through the press, radio, and television. Advertisements about the project appeared on 2 most viewed TV channels and at DR radio station; the information was also featured in national and local newspapers. The media interest was particularly noticeable at the very launch of the hotline. Communication with the mass media was one of the elements of the plan to disseminate information about the hotline and about bullying and harassment issues. The plan also envisaged ongoing communication with social partners. The idea was to raise awareness of the consequences of bullying and harassment at work, the need to undertake preventative actions by companies and to provide well-tested and uncomplicated solutions to the problem. The effectiveness of undertaken actions can be measured by an increased number of phone calls made to the hotline. The idea of the hotline was also discussed during a conference on bullying and harassment at work that was organized by the Working Environment Authority in May 2011.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate non-inspection initiatives.

At present evaluation of the project is underway and it is based on surveying the users of the hotline. The results of the evaluation will be known at a later date.

h) Summing up of the project's the results.

During the first year of the hotline's operation 750 calls were received which gives the average of 15-20 phone calls a week. The calls included queries and reports from persons who had been bullied or harassed at work and also a lesser number of calls made by persons who had witnessed instances of bullying and harassment. Interest on the part of businesses was fairly light although it needs to be emphasized that it has grown considerably

over the first three months of the project's implementation. Persons who chose to seek help at the hotline and who had experienced bullying or harassment at work before, could tell their stories for the first time. They received advice on who they should turn to for help and also how to react in case similar incidents happened in the future. The callers could also lodge a complaint using a template placed on the WEA's website. In the opinion of the inspectors who operated the hotline, the prevailing majority of callers were satisfied with the advice they received – the opportunity to share their problem with another person who could provide reasonable advice and support was of great significance itself. The project is still undergoing the evaluation process.

6. Non-inspection project „TR safety observation method” and safety competition of the construction industry in Southern Finland, Ministry of Social Affairs and Health, Department for Occupational Safety and Health (Finland)

a) Overview of the campaign.

Every year construction sector associations and public institutions in Finland assess and reward the best companies and construction sites for their work safety. TR Safety observation method (TR is an acronym for construction sector in Finnish) is used as a tool for assessing and comparing companies which take part in the competition. The TR method consists in systematic monitoring of working conditions on construction sites and reflecting them in the form of a „safety index”. The competition has contributed greatly to introduction of the TR method as a commonly binding standard. Employers' organizations, trade unions, management of participating companies and the labour inspectorate were involved in implementing the project.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The competition for construction companies is an undertaking of social nature organized in cooperation with a wide array of partners such as employers' organizations, trade unions, and construction companies.

c) Sources of financing the project in the labour inspectorate's activity.

The labour inspectorate does not incur any cost connected with organization of the undertaking (the cost is covered by other partners).

d) Preparation of the project.

Assumptions for the competition were developed on the basis of proposals put forward by social partners: employers' organizations and trade unions while the selection of participants is made with the use of databases on accidents at work (other than labour inspectorate's). The principal task entrusted to labour inspectors is to participate in the assessment of safety level in companies by applying the TR method. Companies participate in the competition on a voluntary basis.

e) Types of tasks undertaken during the non-inspection activity.

Tasks connected with implementation of the project – its preparation, marketing and recruitment of participants are carried out by social partners, employers' organizations and trade unions. Labour inspectorate is responsible for specialist assessment of construction companies and construction sites in line with the TR safety observation method.

f) Methods of disseminating information about the undertaken project.

The competition is promoted by social partners through the press, radio, television and the Internet. Information about the competition is also circulated by representatives of trade associations.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate non-inspection initiatives.

The project envisages evaluation of safety level in companies. Its influence upon the labour market is not a part of the evaluation.

h) Summing up of the project's results.

According to the Finnish labour inspectorate the level of work safety in construction companies has improved significantly. Fewer accidents at work are recorded. Prior to the commencement of the competition project, the TR method was unheard of in construction companies. At present it is commonly used. Additionally, cooperation between partners on the labour market, in occupational health and safety matters has improved greatly.

7. Non-inspection project „Assessment of risks related to dangerous chemical substances”, SEPE – Labour Inspectorate (Greece)

a) Overview of the project.

In Greece, the project „Assessment of risk related to dangerous chemical substances” was part of the European campaign of the Senior Labour Inspectors’ Committee (SLIC) under the same title. The project’s objective was to raise awareness and inform employers and employees about occupational risk related to the use of dangerous chemical substances, and about adequate preventive measures. The communication campaign was targeted at several sectors, such as: woodworking and furniture production, motor vehicle repair, bakeries, cleaning companies and dry cleaners (which means that in Greece activities were conducted in all the sectors covered by the European campaign). A plan for the communication campaign included publication of 4 brochures (addressed to each sector) in 5 languages (Greek, English, Albanian, Romanian and Russian), publication of 8 posters, distribution of brochures and posters to enterprises, employees and employers’ organisations, organisation of conferences and seminars.

Almost 200 labour inspectors participated in the project’s implementation. The group supervising implementation of the project was composed of 11 persons: 7 Directors of Centres for the Prevention of Occupational Risk and 4 inspectors from the Directorate of Planning and Coordination.

b) Sources of financing the project in the labour inspectorate’s activity.

The project was financed from the labour inspectorate’s resources. The Hellenic Centre for European Studies covered the costs of publication of brochures.

c) Preparation of the project.

The basis for preparing assumptions for the project were recommendations developed in connection with the European campaign „Assessment of risk related to dangerous chemical substances”. The plan of national activities was developed by the Directorate of Planning and Coordination. The team preparing the project had 13 members.

Before the commencement of communication activities, the Greek labour inspectorate participated in the development of brochures and posters targeted at individual sectors. The publications, in an easy and clear way, presented the most important information about hazards created by the use of dangerous substances, occupational risk assessment, and indispensable preventive measures which should be applied. The communication campaign was accompanied by inspections in the woodworking and furniture sector.

d) Types of tasks undertaken during the non-inspection activity.

Tasks undertaken during the communication campaign „Assessment of risk related to dangerous chemical substances” included: visits to enterprises, distribution of previously prepared publications in 5 languages, provision of legal and technical advice, sharing experiences and information during seminars, and development of a large website with publications, legal regulations and an interactive part. The conducted activities were coordinated and consistent, for example all materials prepared for the campaign (publications, presentations, the website) had the same layout. Activities commenced in 2010 are currently continued.

e) Methods of disseminating information about the undertaken project.

The communication campaign „Assessment of risk related to dangerous chemical substances” was based on direct contact of labour inspectors with recipients – during visits to enterprises, seminars and conferences. Additionally, the labour inspectorate informed national and regional mass media about scheduled activities, prepared press releases and ensured the presence of TV broadcasters at the most important events during the campaign. Social partners were informed about the planned communication campaign in writing. Representatives of employers’ and employees’ organisations were familiarised with the project’s assumptions at a meeting of the Council for Social Control of Labour Inspection. Information about the project was available on the website of the Ministry of Labour. Presentation of undertaken activities was included in the report on the labour inspectorate’s activity in 2010.

f) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the results and effects of the project has not been conducted, as the project is still in progress.

g) Summing up of the project's results.

At present, it is too early to evaluate the results of the implemented communication campaign, the more so that no evaluation method or tool has been planned as part of the project itself. Yet, it has to be emphasised that reception of the campaign by all persons involved in it (inspectors, occupational safety and health experts, employees) was very positive, both as regards the overall assessment of the initiative and the quality of communication materials prepared for the campaign.

8. Project titled „Counselling Service on Safety and Health at Work”, Labour Inspectorate (Hungary)

a) Overview of the project.

The objective of the project was to organise counselling service to provide legal advice and information on work safety and health, and thus to promote issues of occupational safety and health, labour protection and working conditions, as well as to limit the risks and hazards related to work tasks so as to reduce the number of work accidents and occupational diseases.

The OSHA Counselling Service provides, free of charge, advice on normative requirements specified in the Hungarian legislation and recommended good practice. The Counselling Service operates independently of personal changes in the labour inspectorate's management and, owing to its network of central and local units, it provides opportunity to obtain advice over the phone, by e-mail or in person. The Service operates throughout the year, from the time it was established and it covers all sectors of the national economy. Special importance is attached to providing services to small and medium-sized enterprises. The service is gaining in popularity. 22 545 pieces of advice were provided in 2010. Labour inspectors do not participate in operating the Service. That task is assigned to 24 specialists, who are supervised by 4 members of the labour inspectorate's management.

The project has been developed to fulfil the provisions of the Work Safety Act, which has obliged the state authorities to develop and maintain an

information network on work safety. The project's budget has been created on the basis of the Hungarian legislation, which stipulates that money from fines imposed for breaches of work safety and health provisions should be utilised to promote topics of work safety and health protection.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The project is implemented with the involvement of the following partners from the public sector: National Public Health Office and the Hungarian Mining Authority. No partners from the private sector are involved.

Legal regulations concerning the principles of cooperation between the labour inspectorate and partners during non-inspection activities are specified in the Labour Safety Act.

c) Sources of financing the project in the labour inspectorate's activity.

In accordance with the existing legislation, the project is financed from a fund created from fines imposed on employers for infringements of occupational safety and health provisions.

d) Preparation of the project.

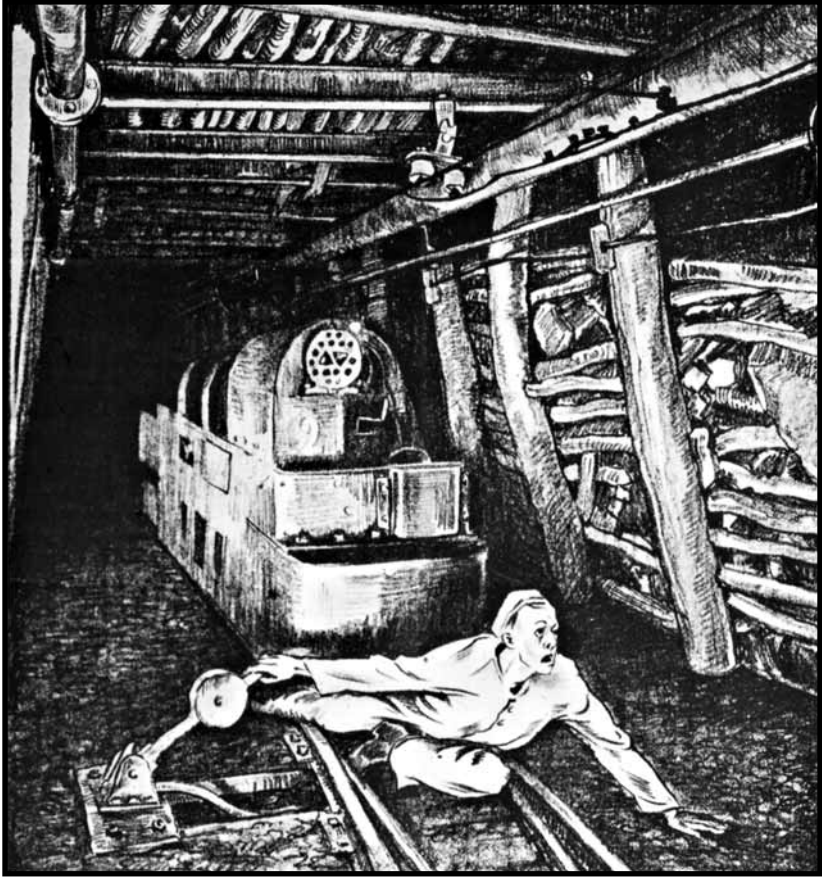
During preparation of the project, reference was made to legal provisions which specify duties in the area of occupational safety and health.

No particular entity was responsible for its preparation. The project was prepared and implemented by a team established for this specific purpose, from among responsible persons in the labour inspectorate's management. The team monitors compliance of the task's implementation with the adopted objectives.

The project is not combined with any inspection campaign. Provision of advice is clearly separated from inspection activities. The target group of the project are mainly small and medium-sized enterprises, and generally – anyone interested. During its implementation, no special criteria existed for the selection of the target group.

e) Types of tasks undertaken during the non-inspection activity.

In the framework of the project, employees of the labour inspectorate provide advice, disseminate publications and audiovisual materials.



Information about the project is communicated through the mass media and the Internet.

f) Methods of disseminating information about the project.

Nationwide and regional press published information about launch of the counselling service.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

Evaluation of activities in the framework of the counselling service is made by the labour inspectorate. Assessment of the project's results is conducted on the basis of the number of phone calls received. Assessment of the project's effectiveness is based on questionnaires filled in by persons who used the counselling service conducted by the labour inspectorate. From analysis of the questionnaires it has been determined that the most effective methods of providing advice include: phone conversations, e-mails and meetings with an employee of the inspectorate who gives advice. Evaluation of the results and effects of the project is included in annual reports on the labour inspectorate's activity, published each year.

h) Summing up of the project's results.

The number of inquiries and answers provided in the form of advice increases year by year, which shows growing interest in the project, and thus proves its success. Within the last three years, the numbers of answers given in the form of advice were as follows: 17 123 in 2008, 17 314 in 2009, and 22 545 in 2010.

9. Work Related Vehicle Safety Five Year Plan, Health and Safety Authority (Ireland)

a) Overview of the campaign.

The main objective of this priority cross sectoral plan is to reduce the numbers of: fatalities and seriously injured victims, and persons suffering from serious illnesses caused by using vehicles being used for work, in all

sectors of economy. The project concerns two essential issues: firstly, Workplace Transport Safety (WTS) – as regards the management of the hazards and risks associated with any vehicle or piece of mobile equipment that is used by an employer, employee, self-employed person or a visitor in a fixed or temporary workplace but excludes work related road safety; secondly, Work Related Road Safety (WRRS) – as regards the management of the hazards and risks to persons engaged in or affected by work related driving or work activities on or near a road.

The project has been planned for the period 2010-2014 and it covers all sectors of economy. It has been assumed that the project will cover all enterprises and organisations. At present, two labour inspectors are involved in implementing and developing the project and two other persons supervise its progress. € 60 000 has been assigned for the project for each year.

The above-mentioned project has been initiated because incidents involving vehicles cause the greatest number of work related deaths in Ireland [45% on average]. The Health and Safety Authority (HSA) has developed the project to take effective actions aimed at reducing the harm caused by using vehicles at work. The plan sets out the challenges in managing work related vehicle safety and it specifies how the HSA will help employers, employees and other duty-holders. The plan is implemented in close collaboration with social partners, such as: the Road Safety Authority (RSA), the Police Force (An Garda Síochána), relevant government departments, insurance companies, employers' groups and trade unions. It is emphasised that specifically employers are obliged to manage work, including driving and driving related activities, in a manner that does not present risk to the safety and health of their workers and others affected by the work activity.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

During preparation and implementation of the campaign, partners from both the public and private sectors have been involved. The public sector partners: Road Safety Authority (RSA) and the Police Force (An Garda Síochána) form part of a steering committee, which works on areas of common interest around Work Related Vehicle Safety. The Health and Safety Authority is the body monitoring implementation of the campaign in line with the specific actions included in the plan.

The private sector partners are: insurance institutions (both private and public), employers' representatives, sectoral bodies for transport, construction and agriculture. They are engaged in consultations and help promote and deliver the message and contents of the project to the target recipients in individual sectors.

In the selection of the campaign partners, account was taken of experience gained so far during cooperation on previous initiatives. They are not formally documented, but derived from experiences at many different levels. Formal consultations were held during development of the plan to ensure full involvement of the partners in its implementation.

In Ireland, there are no legal regulations concerning cooperation of the Health and Safety Authority (HSA) with stakeholders in the non-inspection activity.

c) Financing sources of the non-inspection project in the labour inspectorate activity.

The project is financed by the Health and Safety Authority (HSA) and the Road Safety Authority (RSA) from resources assigned for joint promotional activities stipulated in the plan.

d) Preparation of the project.

During preparation of the project, a range of available sources of information was used, such as: inspectorate's and external databases of workplace accidents, analyses of causes of temporary and permanent inability to work conducted by insurance institutions and by research institutes, proposals of partner institutions – other supervisory authorities, employers' organizations, trade unions, recommendations of the Senior Labour Inspectors' Committee and the International Labour Organization, recommendations of ETSC PRAISE project, information on trends and emerging issues on health and safety of transport workers from European Agency for Safety and Health at Work, reports and scientific papers about similar actions undertaken in other countries, as well as the results of a research study conducted specifically to assess the level of employers' awareness of the impact of vehicle related risks on their businesses.

A plan aimed at reducing harm related to using vehicles at work and monitoring its effectiveness was developed by an organisational unit of the

Health and Safety Authority (HSA), which employs 2 persons, but the plan itself was prepared by 1 person. The Work Related Road Safety component of the plan was developed by a special team, which comprised representatives of the Health and Safety Authority (HSA), the Road Safety Authority (RSA) and the Police Force (An Garda Síochána). The HSA supervises progress of the project on an ongoing basis.

The communication and promotional campaign is closely related to the inspection activity. These are targeted inspections in the sectors of construction, transport, logistics and agriculture. During visits, inspectors make use of a set of questions concerning the key risk indicators related to 5 main hazards. Data from inspections are entered into the overall database on inspection and supervisory activity, which makes it possible to obtain sets of data per regions, sectors, etc. Inspection activities preceded the communication and promotional phase. This resulted from the need to develop a database on „Work Related Road Safety” (WRRS), which was necessary to monitor the level of improvement in employers’ observance of legal requirements during the campaign.

The key risk factors were included in the plan. The campaign covers all sectors, but with due consideration to the specific nature of the construction, agriculture, transport and logistics sectors. To select the target groups of the campaign, account was taken of characteristics of accidents in particular sectors and the whole economy during individual activities related to using vehicles to carry out work tasks.

e) Types of tasks undertaken during the non-inspection activity.

To implement the project, various tasks have been carried out, for example: visits to enterprises, cooperation with partners to develop sets of „good practice”, distribution of publications and audio-visual materials, consultancy, sharing experience and information during seminars, information in the press, on the radio and TV, information on the Internet, dissemination of information via social partners (stakeholders).

All major mass media have participated in disseminating information: national and local press, national TV station, local and national radio stations. E-bulletins have been sent to subscribers. Communications appeared in connection with a specific campaign [drivingforwork.ie] or launch of specific actions within the framework of the project. Additionally,

a campaign website has been specifically developed and launched [[www.hsa.ie/vehicles at work](http://www.hsa.ie/vehiclesatwork)]. Research surveys have been undertaken on Workplace Transport by the Health and Safety Authority. Joint research has been undertaken on Driving for Work and Driver Behaviour by HSA and RSA.

Relevant information has been placed on websites of the stakeholders: Road Safety Authority (RSA) [www.rsa.ie] and the Police Force (An Garda Síochána) [www.garda.ie].

f) Methods of disseminating information about the undertaken project.

In connection with the campaign, a plan of disseminating information about the project among social partners has been developed. It has stipulated mainly communication through the Internet, sector related media, sectoral stakeholders, publications and electronic newsletters. The general public has been targeted mainly via the Internet and radio ads. Effectiveness of disseminating information about the project has not been evaluated yet.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the project has been planned for 2011.

h) Summing up of the project's results.

The project was launched in 2010. Specific activities have been planned for each subsequent year of its implementation. In 2010, the steering group was established, composed of representatives of the Health and Safety Authority (HSA), the Road Safety Authority (RSA) and the Police Force (An Garda Síochána). The group has been supported by the so-called consultative panel comprising key sectoral, union and insurance stakeholders.

In 2010 a number of joint resources were developed to promote and raise awareness amongst employers of the need to manage work related vehicle risks. These included: information sheets on workplace transport safety, posters on load security, daily pre-check posters and checklist on HGV (heavy goods vehicles), vans, buses and cars, and guidelines for employers on Driving For Work. Moreover, employers and employees could familiarize themselves with the rules of managing work safety in the use of vehicles during four seminars held in regional centres in June 2010.

In 2011, actions launched in the previous year are continued. The steering group agreed activities to address a number of work related road safety issues. A video film on checks of heavy goods vehicles was produced jointly. Representatives of the HSA and the RSA participated in an expert group of the ETSC PRAISE; the group's task is to prepare reports on managing specific work related road risks including; HGV Driver, distraction, speed and safety in zones of road works. Further seminars on Driving for Work [www.drivingforwork.ie] have been planned in regional centres for October 2011. Additionally, other publications within the framework of the project are being developed: video films on van and car checks, guidance on safe loading of vehicles, and a survey to research issues related to „driving for work” in Ireland.

10. „Taking Care of Business & BeSMART” project, Health and Safety Authority (Ireland)

a) Overview of the campaign.

Implementation of the project will help achieve many objectives, first and foremost the following: to reduce the number of accidents, to cut down on administrative costs for employers and to increase employers' compliance with legal requirements. The project comprises preparation and launch of an Internet tool to complete an occupational risk assessment and prepare a document specifying how employers manage the issues of work safety and health in their businesses. It is designed for all employers of SMEs engaging fewer than 50 employees, from all sectors, excluding construction and, presently, agriculture.

The tool was launched on 16 February 2011 and, according to plans, it will be available for at least the next three years. The project is targeted at 179 thousand entrepreneurs in total. 4 inspectors are involved in its implementation and they also supervise the whole process. € 150 000 per year has been allotted for the project for the next three years.

The tool has been developed in order to help employers meet their statutory duty to carry out occupational risk assessment in writing and based on this to develop a safety statement specifying how employers manage work safety so as to ensure health protection for their workers. In Ireland, the

above-mentioned duty refers to all employers with more than 3 workers and all the others if they operate in a sector for which the „Code of Practice” does not exist. The Internet tool broadens and supplements guidance and manuals published by the Health and Safety Authority. The need to prepare such a tool has been justified by the fact that, according to inspection results, the percentage of non-compliance with legal requirements in the target group is still high, that is at least 40% of small businesses have not prepared a safety statement, nor have they carried out risk assessment in writing.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The project has been developed and launched by the Health and Safety Authority. Yet, both during its preparation and dissemination, HSA held broad consultations with all partners, both from the public and private sectors. In particular, industry bodies and business owners were consulted. Contact with these partners was not only helpful during consultations, but they also developed into real cooperation at many levels, which was of significant assistance in the preparation and implementation of the project.

The Irish legislation does not specify detailed rules of cooperation with partners in non-inspection activities, yet it supports training, promotion and dissemination of initiatives concerning work safety and health at all levels, both public and private.

c) Sources of financing the project in the labour inspectorate’s activity.

The whole project is financed from the budget of the Health and Safety Authority.

d) Preparation of the project.

During preparation of the project, a range of available sources of information were used, such as: the inspectorate’s internal and external databases of workplace accidents, suggestions of stakeholders – other regulatory authorities, employers’ organizations, and trade unions. The initial plan was completed 8 months before launch of the tool. The period in between was used for the refinement, testing and optimisation of technical solutions.

A specially established team of labour inspectors works on the project. The project was developed by an organisational unit of the Health and Safety

Authority (HSA) that employs 4 inspectors, but the total of 7 inspectors participated in preparation of the project. Its adherence to organisational policy and consistency was supervised by the management of the Health and Safety Authority. Feedback information from focus pilot groups and users was also considered.

The project was initiated as a result of findings made by inspectors who had inspected the observance of legal provisions over several years and continuously observed an unsatisfactory level of compliance with the duty to carry out risk assessment and prepare a safety statement. The project plan included the following components: development of an online tool, preparation of guidance, consultations, research, promotion and advertising.

The target group comprises employers engaging fewer than 50 employees. It was defined on the basis of previous experiences of the Authority and the analysis of needs of small enterprises. During selection of target recipients, the following criteria were used: the level of employment, the level of compliance with legal requirements, support and guidance available so far, and accident rates.

e) Types of tasks undertaken during the non-inspection activity.

A range of tasks have been conducted to implement the project, such as: visits to enterprises, cooperation with partners during development of sets of good practice, distribution of publications and audio-visual materials, consultancy, sharing experiences and information during seminars, communicating information via the mass media and the Internet, dissemination of information through stakeholders.

Various mass media have participated in disseminating information: national and local press, a national TV station, local and national radio stations. E-bulletins have been sent to subscribers. The campaign's recipients have also been addressed in other ways, such as: letters sent to potential recipients of the project, identified from databases of small companies, the Authority's own database of information – with the use of leaflets and facts sheets, through information databases of partners – Safety Partnerships and Regional Advisory bodies. An intensive communication campaign lasted for the last 8 weeks before the tool was launched. It is very difficult to specify the number of recipients who were reached with the information, yet already at the very beginning 2 thousand representatives of small companies used the tool.

Experience of the Health and Safety Authority gained so far in the area of promotion and popularisation, resulting from already implemented projects, was essential for identification and selection of sectors and branches most appropriate for the project. The described project, in the accepted form, is new and implemented on a scale on which the HSA has never conducted similar activities before.

f) Methods of disseminating information about the undertaken project.

There is a plan to present the initiative in 26-44 regional locations over the next 2 years. For each of those presentations, a local communication campaign about the project and the meetings will be conducted and it will be targeted directly at recipients, using direct contacts with the target group, the local press and radio stations. Advertisements and information brochures about the project will be prepared specifically for that purpose; they will include details about where to look for further information, as well as dates and venues of local presentations. Independently of the above, a public awareness campaign has been planned. As the campaign is in its initial phase, it is too early to assess the effectiveness of the aforesaid activities promoting the project.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Authors of the campaign intend to conduct opinion polls among users, at regular intervals, in the project's implementation phase. To this end, Internet tools will be used, such as „Survey Monkey“. Surveys conducted by market research institutes are another considered possibility. Moreover, official reviews will be carried out jointly with industry bodies. The assessment whether the planned objectives have been achieved will be of key importance. As the project is in its initial phase, it is too early for its evaluation.

h) Summing up of the project's results.

2 thousand active users of the tool were registered in the period from February 2011 (when it was launched) to June 2011. The Health and Safety Authority intends to increase that number to at least 330 thousand over the next two and a half years.

11. Non-inspection project „Keep Safe”, Health and Safety Authority (Ireland)

a) Overview of the campaign.

The „Keep Safe” project is aimed at preparing children for their transition to secondary level education. The project is designed for pupils of 5th and 6th class of primary school. It is an opportunity to present children with practical safety messages in a new and interesting way.

The „Keep Safe” project helps children to become aware of personal safety, learn how to react to dangerous situations, foster good citizenship, learn how to recognize hazards and manage risks, learn how to stay safe in various situations and environments, for example: on roads, on water, on farms, on sites and in case of fire. Within the framework of the campaign „Keep Safe”, pupils of 5th and 6th class of primary schools meet representatives of local agencies and organisations with a safety remit. Through involving the children in a series of interactive scenarios, the project promotes safety and community awareness, with a strong safety theme.

One labour inspector and 4 specialists from outside the HSA are directly involved in implementation of the programme. Additionally, 3 persons are engaged in supervising the project’s progress, including preparation of promotional materials and processing of its results.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

A number of authorities, agencies and public organisations with a safety remit take part in each „Keep Safe” event. These are: electricity supplier ESB Networks, national bus operator Bus Eireann, advisory body for farming „Teagasc”, County Council (Road Safety Section), Fire Services, Water Safety, Civil Defence, Irish Coast Guard, Health Services Executive, Construction Industry Federation, the Police Force (Gardai), „Junior Achievement” – an organisation supporting pupils in skills development and vocational preparation, and Mountain Rescue.

National legislation in Ireland does not specify in detail the rules of cooperation with stakeholders in the non-inspection activity. The criterion for the selection of partners was that these were organisations with a safety remit.

c) Sources of financing the project in the labour inspectorate's activity.

The project is financed only from the budget of the Health and Safety Authority.

d) Preparation of the project.

During preparation of the project, use was made of proposals of stakeholders, such as: other supervisory authorities and employers' organisations. A group preparing the „Keep Safe” project consisted of: the Education Unit Manager at the Health and Safety Authority, a senior inspector and representatives of the above-mentioned partners, from both the public and private sectors. The whole project is coordinated by the Education Unit Manager, HSA in order to ensure consistency of the implemented project with the approved plans. 4 persons are employed at the Education Unit.

The pilot project was organised and took place in Donegal in 2008. Then the pilot project was formally evaluated. The project has been running successfully since 2008 and has branched out to a number of regions nationwide. It is an example of a typical communication project, completely unrelated to supervisory activities of the Health and Safety Authority.

The plan of activities comprised the following elements: Keep Safe Pilot, Keep Safe evaluation report, presentation of „Keep Safe” evaluation report to interested partners, and future expansion of the „Keep Safe” programme. The target group and project partners were specified in the plan of actions within the programme. The criterion for the selection of partners was that these were organisations with a safety remit.

e) Types of tasks undertaken during the non-inspection activity.

To implement the project, various tasks have been carried out, for example: visits to enterprises, cooperation with partners to develop sets of „good practice”, training sessions, information in the mass media (press, radio, TV), and sharing information during briefings in individual institutions participating in the project. Local mass media: press and radio stations, have been involved in communicating relevant information. Before each event within the framework of the campaign, the Health and Safety Authority's Press Office communicates with regional press. Press articles and photographs about the programme have appeared in a few regional newspapers.

As the project „Keep Safe” is not an open public event, but is confined to participating pupils and partners, it is not necessary to communicate information about the project to the general public. Nevertheless, information about the programme is available on the website of the Health and Safety Authority and websites of some partners of the campaign.

f) Methods of disseminating information about the undertaken project.

On the basis of evaluation it was concluded that the most effective ways to communicate information about the project to stakeholders were as follows: briefings, e-mails and telephone contacts. On the other hand, the most effective ways to communicate information about the project to the general public included: the website, mass media (mainly press) and via stakeholders.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the results of the pilot project was done through anonymous questionnaires, completed by school children, teachers and representatives of participating agencies and organisations before and after meetings. 100% of filled-in questionnaires were returned. Evaluation was conducted by an external company: TSA Ltd. It developed an official report, which confirmed opinions of the project implementation group and emphasised a very positive reception of the programme among pupils and teachers. Copies of the report and its electronic versions were sent to all members of the project implementation group, headmasters of schools and all interested who requested a copy of the report and could assist with the expansion of the project.

h) Summing up of the project’s results.

About 100 pupils from 3-4 primary schools take part in one event, lasting from 3 to 3.5 hours. Children are brought to a central location where they meet with representatives of between 10 and 12 agencies. Each agency has prepared an interactive scenario for delivery to the children, who are organised in groups of 8-10. Each group visits each stand for a period of 10 minutes to participate in the scenario. The use of video on CD’s or PowerPoint presentations is not permitted. Representatives of the agencies must interact with the children and the aim is to impart one or two simple safety messages. Representatives of the agencies provide promotional and

educational materials to the children free of charge and a certificate of participation is given to each child on completion. Children are educated to change their behaviour and attitudes in order to stay safe. They improve their understanding of everyday situations where accidents are likely to occur. Children are encouraged to take responsibility for their own actions. Throughout the year, 8 such meetings are organised all over the country.

The programme has been initiated to promote safety issues and awareness of citizenship in an integrated way. The „Keep Safe” project is an event during which pupils of primary schools meet representatives of various state offices and agencies for the first time. The „Keep Safe” programme has a direct link to the curriculum at primary school, with particular relevance to Social, Personal and Health Education (SPHE). The Programme also helps pupils deal with the transition to secondary school.

12. Non-inspection project „Free access to e-learning”, Health and Safety Authority (Ireland)

a) Overview of the campaign.

The project’s objective is to enable specific groups of learners to increase their awareness of safety, health and welfare matters in the school environment. The project consists of a set of 5 courses of Internet training, designed for a range of workers within the education sector, as well as students within the formal education system at second and third level.

The e-learning courseware is available over the internet 24 hours a day, 7 days a week through the website: www.ALISON.com. Each course involves a specific duration of self-directed learning as follows:

Course 1 – „An Introduction to Managing Safety and Health in Schools”, targeted at teachers, and persons holding managerial functions at primary and secondary schools, comprising 100 minutes of self-directed learning.

Course 2 – „Safety and Health in the Technology Classroom for Schools”, targeted at teachers of technology subjects (woodwork, metalwork, etc.), comprising 140 minutes of self-directed learning.

Course 3 – „Safety and Health in the Science Laboratory for Schools”, targeted at teachers of science subjects, comprising 140 minutes of self-directed learning.

Course 4 – „Get Safe – Work Safe. Workplace Safety and Health for Senior Cycle Students”, targeted at students from the last two classes of secondary schools, comprising 90 minutes of self-directed learning.

Course 5 – „Safety and Health in Construction”, targeted at third level (high school) students of construction and related disciplines, comprising 120 minutes of self-directed learning.

Each lesson ends with a test of acquired knowledge. Training can be either in the form of individual (self-directed) learning, or directed learning in which groups of learners are directed, monitored and assessed by their teacher, as part of the routine teaching process. For participants from Ireland both forms are free of charge, but participants from outside Ireland have to pay for directed learning. The training materials were prepared so as to facilitate their easy updating in case of legislative amendments or changes of teaching curricula at schools. All primary (3 500) and secondary schools (750) can access the courseware free of charge, just like students of construction and related disciplines (between 200 and 400 courses at Third Level in Ireland).

About 5 labour inspectors were involved in reviewing sector-specific courseware (e. g. construction, chemicals). 5 staff members of the Health and Safety Authority (non-labour inspectors) and a number of external technical staff from ALISON and Texunatech (project partners) participated in preparing the project. A 3-person team is tasked with supervising its implementation. The team comprises: the Education Unit Manager at the Health and Safety Authority, as the Project Manager, a representative of Texunatech (course development and refinement), and a representative ALISON (development, hosting and maintenance).

The Health and Safety Authority set aside a budget of € 120 thousand (excluding VAT) to cover the cost of the project in the first three years. The costs included development, delivery, implementation, hosting, and support costs for that period.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The steering group preparing the project comprised: representatives of the Health and Safety Authority and commercial companies selected in a tender procedure (ALISON, Texunatech), representatives of the Department of

Education, the Labour Office (FÁS) and sector organisations – Second Level Support Services (SLSS), T4 (Technology Teachers). The Education Unit Manager verifies consistency of the implemented project with the approved plans.

National legislation in Ireland does not specify in detail the rules of cooperation with stakeholders in the non-inspection activity. In this case, companies from the private sector have been involved on commercial basis, as contractors implementing the project. In the selection of the campaign partners, results of previous cooperation were not taken into account, as it was irrelevant.

c) Sources of financing the project in the labour inspectorate's activity.

The project has been financed only from the budget of the Health and Safety Authority. Financial resources for the programme were set aside by the central government as an additional grant for special projects.

d) Preparation of the project.

Proposals of employers' organisations were used for preparation of the project. It has been the first initiative of this kind, implemented by the Health and Safety Authority. The project was prepared by the HSA's Education Unit, employing 5 persons. The tasks of the Unit comprised: project scoping, consultation with external stakeholders within education sector and education system, scoping contents of courses, development of scripts and contents, management of the software development process, and testing of the software amongst target audiences.

The whole project was coordinated by the Education Unit Manager so as to ensure consistency of the implemented project with the approved plans and consistency with conditions specified by the steering group. Development, hosting and maintenance of the platform were done by ALISON company, while Texunatech managed the course development. The Education Unit Manager verified consistency of performed tasks with the approved plans. Payments for contractors were made in parts at key stages of the project in order to ensure that all elements of the project were completed in full.

This is an example of a typical promotional project, completely unrelated to supervisory tasks of the labour inspectorate. The plan of actions comprised the following stages: project scoping, consultation with external stakeholders



within education sector and education system, scoping contents of courses, development of scripts and contents, management of the software development process, testing of the software amongst target audiences, and finally promotion and popularisation of training. The project's target recipients (prospective participants of training) were specified during work of the steering group preparing the project and after consultations with stakeholders. Information from partners, also from the education sector, was used during their selection. The Health and Safety Authority has never before prepared Internet training for any group.

e) Types of tasks undertaken during the non-inspection activity.

To implement the project, various tasks have been carried out, for example: visits to technology classrooms, visits to science classrooms and laboratories, cooperation with partners to collect and develop a set of „good practice”, examination of national and international e-learning resources which could be used to enhance the e-learning content and also to identify any gaps in publications already available, distribution of publications and audiovisual materials, sharing experience and information during seminars, information in the press, on the radio and TV (e-learning programme officially launched by the Minister for Education), as well as information on the Internet (on the websites of the Inspectorate and the stakeholders), information disseminated via stakeholders.

Information about the project was communicated mostly online as well as via stakeholders and education partners. Links were disseminated via Twitter and YouTube. ALISON was also advertising via mini clips on You Tube and its own website.

f) Methods of disseminating information about the undertaken project.

Dissemination of information about the project and prospective participants of training progressed in accordance with the previously developed plan, separately for each course. The general public was informed about the project via the websites of the Health and Safety Authority, ALISON and stakeholders, as well as via social media (You Tube, Twitter, etc.). The numbers of persons registering for the online courses are monitored by Alison. So far, all registered users have completed courses with positive results. The HSA's Education Unit has received positive feedback from users and stakeholders.

The most effective methods of disseminating information about the project both to stakeholders and the general public were as follows: social media (Twitter, Facebook, You Tube, etc.), updated information on the websites, and regular promotion of the courses to stakeholders.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

The project is evaluated on an ongoing basis, through the criterion of the levels of usage – the number of registered participants of the Internet training. So far, summer courses were very popular and they were fully completed by learners. As this is an ongoing project, the final summary has not been done yet. Each teacher participating in the course fills in an on-line questionnaire with their assessment and opinion about the course.

h) Summing up of the project's results.

The project was initiated in 2008 by the Health and Safety Authority, which invited tenders for the development, hosting and maintenance of e-learning courseware on health and safety for specific groups of learners. The successful tendering organisations were ALISON, a global on-line education company based in Galway and Texunatech – a company specialising in data collection in the Education sector, based on Cork. The project „Free access to e-learning” has been the Health and Safety Authority’s first initiative of this kind, implemented with support of the Department of Education and Science.

The first two online courses were conducted in summer 2009 and were primarily aimed at principals and teachers. The next course was repeated in July and August 2010. Over 600 teachers have completed the course to date. A further 4 courses were held in July and August 2011. The summer courses include CPD certification (Continuing Personal or Professional Development), which is recognised by the Department of Education and Skills.

13. Campaign „Health and safety in the workplace”, General Directorate for Inspection Activity (Italy)

a) Overview of the project.

The Ministry of Labour and Social Policy, under the auspices of the President of the Republic, conducted the communication campaign „Health

and safety in the workplace” devoted to issues of safety in the workplace. Its objective was to promote positive attitudes to matters of occupational safety and health and to inform the general public about examples of such attitudes, in accordance with the principle that high safety culture is the best preventative tool reducing the number of accidents.

The General Directorate for Inspection Activity, which coordinates the work of Regional and Provincial Labour Departments, presented the campaign at the III National Conference on Work Supervision, held in Rome on 28 September 2010. The conference placed emphasis on the correlation between illegal employment and work accidents, which is evident from statistical data.

At the local level, non-inspection activities were of preventive and promotional nature. The campaign’s objective was to reduce the number of work accidents by 25% by the year 2012 and to verify the standards of work safety and health at work stations as regards conformity with labour law provisions, in particular with safety rules so as to guarantee the right to decent work. That campaign appealed to emotions, which means that it drew attention of the general public to a dramatic problem of work accidents through innovative methods. The campaign’s slogan „Safety at work is expected by people who are fond of themselves” focuses not only on prevention but also on individual responsibility of involved parties – employers and employees.

The project covered employees as well as employers and it referred to all types of activity. Actions were targeted at the sectors identified as the most hazardous considering the number of work accidents, that is construction, agriculture and transport.

The project was implemented in three phases from August 2010 to May 2011. The number of entities reached with actions depended on regional conditions, just like the number of inspectors involved in activities. The said numbers were agreed each time depending on the local needs and priorities, and they were connected with the size of provincial labour departments. The number of specialist employees (not being labour inspectors) participating in the non-inspection project depended on the number of administrative staff under the management of the Communications Directorate. Administrative staff work together with labour inspectors. At the local level, the budget depended on the size of the Provincial Labour Department in question.

The project's background was related to the specification of individual goals on the basis of the territorial priorities and needs, analysis of the territory, analysis of risk indicators, results of previous inspections, labour inspectors' decisions, and statistical analysis. The campaign's strategy was aimed at effective communication. Activities were focused on securing psychophysical safety of employees, in line with the priorities defined by the European Commission and international guidelines.

b) Partners cooperating with the labour inspectorate in the non-inspection activity.

The project involved: social security institutions (National Social Security Institute, National Occupational Accident Insurance) and other General Directorates of the Ministry of Labour and Social Policy, e.g. General Directorate for Protection of Working Conditions. Companies from the construction, agricultural and transport sectors, associations, employment consultants, trade unions, workers and employers concerned also cooperated in the project. In order to select partners for the campaign, account was taken of the results of cooperation during previous initiatives.

The principles of the labour inspectorate's cooperation in the non-inspection activity are specified in uniform legal acts concerning work safety and health, issued by the Minister of Labour and Social Policy.

c) Sources of financing the non-inspection project in the labour inspectorate's activity.

The project was coordinated by the General Directorate for Inspection Activity, which is financed solely by the Ministry of Labour and Social Policy. The costs of promotional and preventive activities, implemented by regional and provincial labour departments together with social insurance institutions, are covered by institutions, employers or associations for which they are conducted.

d) Preparation of the project.

During preparation of the project, use was made of: a database of work accidents and occupational diseases kept by the labour inspectorate, a database of work accidents kept by the National Occupational Accident Insurance and local health services (Azienda Sanitaria Locale), analysis of temporary and

permanent inability to work carried out by insurance institutions and scientific centres, proposals of cooperating institutions, employers' organisations and trade unions, recommendations of the Senior Labour Inspectors' Committee and International Labour Organisation, as well as analysis of local needs and priorities. The project was connected with the inspection activity.

e) Types of tasks undertaken during the non-inspection activity.

In order to implement the project, visitations to companies were conducted. Additionally, cooperation with partners was commenced to compile and develop a guide to good practice. Other activities were carried out, such as: training sessions, distribution of publications and audiovisual materials, programmes aimed at improving working conditions, based on voluntary participation of enterprises, provision of advice, seminars to exchange experiences and information. Information was communicated in the press, on the radio and TV (adverts and short informational spots), and through communications on the Internet. A legislative initiative was also part of the campaign.

f) Methods of disseminating information about the project.

A plan of informing social partners and the general public about the implemented project was developed. Social partners were provided information important for the sector which they represented. On the other hand, the general public was targeted mainly with an emotional campaign, promoting the main slogan of the project via advertisements in the mass media, and posters.

The Italian labour inspectorate attaches special significance to evaluating the effectiveness of disseminating information about the project to social partners. Evaluation of the effectiveness of communicating information proves that the most effective methods comprise: firstly – advertising through the cooperating institutions (institutional advertising), secondly – training sessions, meetings and seminars, thirdly – directly via electronic means. The most effective method of informing the general public about the non-inspection project is outdoor advertising on posters, and TV adverts.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

Results of the project were evaluated on the basis of effectiveness of initiatives undertaken within its framework. As the project was connected with the inspection activity, the evaluation took into account also the results of inspections, that is the number of issued legal measures and the number of illegally employed workers. The scope of evaluation of the project's results comprised the assessment of improvement in the consistency of actions in the area of safety and raised awareness of all responsible persons for effective cooperation in the framework of the work safety and health system. On the other hand, effects of the project were assessed by labour inspectors with the help of inspection guidelines and checklists, which were used during inspections of employers covered by the campaign.

Depending on undertaken initiatives and needs, partial, periodic assessments of the project's results and effects were conducted – quarterly, half-yearly and annual reports. The overall evaluation of the project's results and effects was included in the report placed on the website of the Ministry of Labour and Social Policy.

h) Summing up of the project's results.

The basic achievement of the campaign was raising public awareness of the problem of work accidents, securing respect for work safety provisions protecting life, protecting workers in psychological and physical aspects, reminding employers of the duty of prevention as the main component of their company's value, and emphasising the role of good practice. The campaign has shown that communication of information, training sessions or promotional projects are effective as a strategy to prevent work accidents on condition of close cooperation by each of the parties involved in the project's implementation.

14. „Healthy Workplaces” Campaign Promoting Safe Maintenance, State Labour Inspectorate (Latvia)

a) Overview of the campaign.

The objective of the „Healthy Workplaces” campaign was to promote good practices related to work safety during broadly understood maintenance and to raise public awareness of occupational risk inherent in such work

tasks. The campaign was commenced with a press conference, at which the aims and scope of the project were presented. A series of events were held during the campaign, such as: selection of winners in the „Good practice” competition, a meeting for partners of the campaign, a visit of journalists to the winner of the „Good practice” competition. Activities carried out in the framework of the campaign were presented on the websites of the labour inspectorate and the campaign partners. Information about activities was also sent directly to entrepreneurs in the form of e-bulletins to subscribers. The most important news was communicated by local and national press.

Activities were conducted in the period 2010-2011. The project covered all workplaces and all sectors of economy, with particular focus on: construction, agriculture, manufacturing, electricity, gas and water supply, transport, real estate, public administration, defence, health care and social work. 55 labour inspectors and 12 specialists not being labour inspectors were involved in the project. It was supervised by three persons. The project’s background was related to the initiative of the European Agency for Safety and Health at Work (EU OSHA). The project’s budget was € 28 414,83 in 2010 and € 10 743,80 in 2011 (until June).

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

External partners from the public sector involved in the project through participation in working groups and workshops organised in the framework of the campaign included the Ministry of Welfare and the Institute of Occupational and Environmental Health of Riga Stradins University. Also a number of partners from the private sector were involved in the project through participation in working groups and workshops; these were: the Latvian Employers’ Confederation, professional associations that have cooperation agreements with the State Labour Inspectorate – the Latvian Professional Cleaning and Waste Management Association, the Latvian Security Business Association, „Building Development Strategic Partnership” as well as national partners – Toyota Material Handling Baltic, AA& Construction Campaigns, RBSSkals Serviss, FN Serviss and Inspecta Prevention.

Regulations on the rules of cooperation between the labour inspectorate and stakeholders in non-inspection activities are specified in the Latvian legislation, but not directly in the Law on the State Labour Inspectorate. The

selection of partners for the campaign was influenced by evaluation of the results of the labour inspectorate's cooperation with stakeholders during previous initiatives. Results of joint initiatives were published on the labour inspectorate's website, in press releases and in the labour inspectorate's annual reports.

c) Sources of financing the project in the labour inspectorate's activity.

The project was financed solely from the resources of the European Agency for Safety and Health at Work in Bilbao (EU-OSHA – European Campaign Assistance Package).

d) Preparation of the project.

During preparation of the project, the following sources of information were used: the labour inspectorate's own database of work accidents and occupational diseases, external databases of work accidents and occupational diseases, proposals of partner institutions and other supervisory bodies, proposals of the campaign partners – employers' organisations, trade unions, recommendations of the Senior Labour Inspectors' Committee (SLIC), recommendations of the International Labour Organization, scientific papers, proposals of the European Agency for Safety and Health at Work in Bilbao (EU OSHA).

Organisation of the project was the task of the Inter-institutional Cooperation Unit, supported by the Planning and Development Unit and the Labour Protection Unit. The numbers of persons employed in individual units preparing the project were as follows: the Inter-institutional Cooperation Unit – 3, the Planning and Development Unit – 3, and the Labour Protection Unit – 5. On the other hand, the numbers of persons preparing the project in the above-mentioned units were as follows: the Inter-institutional Cooperation Unit – 2, the Planning and Development Unit – 1, and the Labour Protection Unit – 1. Additionally, one person from the „Media Consulta” Agency, the main contractor for the campaign, took part in preparing the project.

The non-inspection project was related to inspection activity: a campaign in the woodworking and furniture manufacturing sector, a campaign in construction, a campaign in the fishing, fish processing and fish preservation sector, a campaign in the food production sector (bakeries). Inspection campaigns were commenced during the non-inspection campaign or after its

completion. In the project plan, due consideration was given to results of analyses of databases on work accidents and occupational diseases, involvement of the labour inspectorate's partners, adaptation of the campaign's objectives to national conditions and cooperation with the mass media. The project's target recipients were specified in the campaign's plan on the basis of analysis of data concerning work accidents and occupational diseases, as well as infringements of labour law.

e) Types of tasks undertaken during the non-inspection activity.

During implementation of the project, a range of tasks were undertaken, such as: visitations to enterprises, cooperation during collection of information about examples of good practices, training sessions, distribution of audiovisual materials, consultancy, organisation of competitions, sharing experience and information during seminars, dissemination of information through the press, radio, TV and the Internet, dissemination of information through the campaign partners. Information was disseminated through regional and national press, regional and national TV, local and national radio stations. The numbers of articles or programmes about the campaign were as follows: in national press – 3, on a regional TV – 3, on a national TV – 3, on local radio stations – 3, on a national radio station – 1. Additionally, information about the campaign appeared on the labour inspectorate's website.

In the framework of the campaign, special emphasis was placed on communicating information about the progress and results of the „Good Practice” competition. In the period from April to October 2010 such information appeared in the press – 12 publications, on TV – 3 times, on radio stations – 8 times, and on Internet portals – 21 times. Moreover, in May 2011, a visit of journalists to the winner of the competition was organised. The visit was reported on TV, in the press and through the Internet.

Evaluation of the effectiveness of tasks undertaken to implement the project was included in the annual report.

f) Methods of disseminating information about the undertaken project.

Social partners in the sectors covered by the project received a schedule of the campaign, with a date of its launch and dates of workshops and working group meetings. The general public was informed about: dates of publication of press articles as well as start and end dates of the campaign, including the

closing event. Evaluation of effectiveness of disseminating information was conducted by the „Media Consulta” Agency in the form of questionnaires for participants of workshops and seminars organised in the framework of the campaign. The most effective methods of disseminating information about the project to social partners from the relevant sectors were (starting from the most effective): information sent via e-mails, information published on the labour inspectorate’s website and press releases. On the other hand, the most effective ways of informing the general public about the project included: press releases and information placed on the labour inspectorate’s website.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the project’s results was conducted on the basis of the number of participants of events organised within the framework of the campaign, the number of workshops and seminars, and the number of publications related to the project. Evaluation was made after each completed task. The labour inspectorate together with the „Media Consulta” Agency prepared a final report for the European Agency for Safety and Health at Work (EU OSHA). The report was written on the basis of questionnaires comprising the following information: the number of participants of individual events during the campaign (planned/actual number of participants), methods of obtaining information about the project by participants of events, evaluation of topics presented at an event and its organisational aspects, obtaining new knowledge by participants of individual events, evaluation of possibilities of sharing information with other participants of an event, usefulness of the acquired knowledge for conducted activity, evaluation of an event’s influence on daily activity of the participant. Conclusions from the report were published on the labour inspectorate’s website.

The tools used to evaluate the results of the non-inspection project included inspection guidelines and checklists followed by labour inspectors during inspections conducted after completion of the campaign.

h) Summing up of the project’s results.

331 participants of the campaign were trained about methods to reduce occupational risk related to maintenance. The campaign increased awareness

of the general public concerning occupational hazards inherent in maintenance tasks. In 2010, a decrease in the number of fatal accidents at work was registered in Latvia.

15. Non-inspection campaign „Assessment of occupational risk related to the use of chemical agents in wood processing and production of furniture”, State Labour Inspectorate of the Republic of Lithuania (Lithuania)

a) Overview of the campaign.

The main aim of the campaign was to promote among companies initiatives related to reduction of occupational risk in dangerous work tasks and directing attention to risk factors related to the use of dangerous chemical substances in wood processing and in furniture production plants. The information stage of the campaign began with training for labour inspectors. 5 workshops were organized. The aim of the training was to raise qualifications of labour inspectors in respect of informing employers and undertake actions within the scope of the campaign. Labour inspectors were trained to: evaluate the correctness of the conducted occupational risk assessment in wood processing and furniture manufacture plants, identify the most dangerous chemical substances, apply the most effective preventative means.

The information stage of the campaign lasted from April 2010 to September 2010. The information campaign covered sectors of economy dealing with wood processing and production of furniture. Authors of the campaign tried to perform their activities in as many companies dealing with processing of wood and production of furniture as possible. 12 labour inspectors participated in the project and three persons employed at positions other than those of labour inspectors. Two persons supervised the project. There was no separate budget for this campaign.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The Lithuanian law does not regulate principles of cooperation between the labour inspectorate and partners in non-inspection activity. The training workshops organized within the campaign were attended by representatives

of companies dealing with processing of wood and production of furniture, including social partners.

c) Sources of financing the project in the labour inspectorate's activity.

Publication of campaign-related information materials was financed by the European Commission. No separate budget was granted for the campaign-related activities.

d) Preparation of the project.

During preparation of the project the following sources of information were used: database of the labour inspectorate concerning accidents at work and occupational diseases, analysis of causes of temporary and permanent inability to work drawn up by insurance institutions, suggestions made by employer organizations, recommendations of Senior Labour Inspectors' Committee (SLIC). The addressees of the campaign were employers, employees and specialists in occupational safety and health.

One labour inspectorate's employee was responsible for developing the project. Three employees participated in preparation of the project. No separate team was formed in order to implement the project. Management of the labour inspectorate designated a member supervising the project who was assisted by other management members, if such necessity arose.

The campaign in Lithuania consisted of the information and inspection stage. The campaign started with dissemination of information about the risk related to the use of dangerous chemical substances in wood processing and in furniture production plants. Individual tasks related to meeting the campaign objectives were included in the plan of activities of the State Labour Inspectorate (SLI) of the Republic of Lithuania for the year 2010. Inspection activities were undertaken following the completion of the non-inspection project.

e) Types of tasks undertaken during the non-inspection activity.

In the course of project implementation, the following activities were undertaken: organization of seminars which provided the opportunity for exchange of experiences and information, distribution of publications: leaflets, brochures and posters. Labour inspectors offered technical guidance to employees, representatives of employees and employers concerning ad-

aptation of workplaces to provision requirements, OSH principles and correct occupational risk assessment. The website of the European campaign was directly accessible through the labour inspectorate's website. During the campaign, in cases when such necessity arose, labour inspectors from the central labour inspectorate's office, within their competence, offered assistance concerning campaign-related topics to labour inspectors from field offices as well as to employers, employee representatives and specialists in Occupational Health and Safety. The efficiency of activities undertaken within the non-inspection project was evaluated during inspections conducted in the course of the subsequent inspection campaign.

f) Methods of disseminating information about the undertaken project.

Information about the project was disseminated through the SLI's website and via electronic subscription lists. No efficiency level research was conducted concerning dissemination of information about the project undertaken among partners of the project and disseminating information to the public.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

When evaluating the effects of the non-inspection project, checklists were in use to be filled in by labour inspectors in the course of the inspection campaign. Moreover, employers filled in the checklists which were randomly verified by labour inspectors within the inspection campaign. The employers could be held liable for giving false information in the checklist. During evaluation of the activities also personal questionnaires were used addressed to ca. 30% entities covered by inspection that is representatives of enterprises dealing with wood processing and production of furniture which were verified by labour inspectors.

h) Summing up of the project's results.

Attention of the entrepreneurs dealing with processing of wood and production of furniture was directed to the most dangerous chemical agents present at the workplace. These substances were identified and the most effective methods were analysed concerning prevention against hazards related to their use.

16. Non-inspection project „Creation of a Help Centre and PR campaign”, Inspection du Travail et des Mines (Luxembourg)

a) Overview of the campaign.

The objective of the project „Creation of a Help Centre and PR campaign” was to launch an Internet and telephone helpline, which would make it possible to obtain answers to the most frequent questions concerning the employment relationship and work safety and health. The project was targeted at all persons working legally and illegally, employees or self-employed persons, human resources units and employers, irrespective of the branch. Six labour inspectors were involved in the project’s implementation; they cooperated with lawyers’ offices and external PR services. The total budget of the project was 100 000 euro. Preparation of the project resulted from the need to promote the labour inspectorate as a centre which provides assistance in issues of labour relations and work safety and health.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

Implementation of the project was possible owing to close cooperation between all divisions of the labour inspectorate, labour courts (Jurisprudences of the Court), private lawyers’ offices and a company providing services in the area of public relations.

c) Sources of financing the project in the labour inspectorate’s activity.

The whole project was financed from the labour inspectorate’s resources.

d) Preparation of the project.

Assumptions for the project were prepared in cooperation with representatives of trade unions, and with due consideration to documents of the International Labour Organization. The team responsible for the project’s implementation consisted of duty holders at the labour inspectorate, composed of 14 persons, operating under the Common Assessment Framework. Six labour inspectors were involved in the project’s implementation; they cooperated with lawyers’ offices and external PR services. It was assumed that a newly established national Help Centre will eliminate the previous practices

of providing legal and technical advice to anyone interested at various phone numbers or via e-mail communication with employees of the labour inspectorate. 600 answers to the most frequently asked questions were prepared for the newly established Help Centre and they were placed on the website. 90% of them referred to the employment relationship, and the rest – to technical aspects of work safety. During the project's implementation, much significance was attached to identification of the target group's needs, including analysis of previous questions and complaints. The activity was part of the annual work plan of the inspectorate.

e) Types of tasks undertaken during the non-inspection activity.

In the first phase of the project, based on close cooperation with the project partners (including lawyers' offices), problems were collected and afterwards they were the subject of legal advice (600 answers to the most frequently asked questions). The national Help Centre was prepared and launched – a helpline available via the phone and electronic mail. In cases when the Help Centre received complaints requiring intervention, the relevant information was communicated to labour inspectors who took appropriate action. The staff working at the Help Centre was prepared for implementation of tasks via adequate training. Activities connected with preparation and launch of the helpline were accompanied by promotion through the project partners, via the mass media and the Internet.

f) Methods of disseminating information about the undertaken project.

Information about the newly established Help Centre was disseminated to the general public through a campaign prepared by an external Public Relations company. During the communication campaign, information about the project appeared 8 times on TV and 10 times on the radio. Moreover, a 25-minute programme devoted completely to the project was broadcast by the national TV. The organisers assessed that the communication campaign covered 80% of the target group.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

The indicator of effectiveness of the promotional activities was an increased interest in consultancy provided by the Help Centre. Monitoring of legal



advice was conducted on an ongoing basis and it was assessed before and during the communication campaign, as well as 6 months after its completion. The complete evaluation report was presented in an annual report of the labour inspectorate, in the report for SLIC and during a conference for the labour inspectorate's management.

h) Summing up of the project's results.

As a result of the project, the labour inspectorate prepared 600 pieces of legal advice (answers to the most frequently asked questions), established the national Help Centre – as a helpline available via the phone and e-mail, and created a system of informing labour inspectors about the necessity to intervene when complaints were lodged and could not be tackled in any other way. The PR campaign served to disseminate information about the Help Centre and contributed to widening interest in the new service offered by the Inspection du Travail et des Mines in Luxembourg.

**17. Information project for provinces and municipalities as clients for construction work (roads, waterways, electrical and telecommunication infrastructure, earth works),
Labour Inspectorate (the Netherlands)**

a) Overview of the project.

The project's objective is to provide regional and local authorities with information and increase their awareness of legal responsibility for ensuring safety during implementation of contracts for construction work. The scope of the project is the application of the directive on temporary and mobile construction sites as regards the client's role and responsibility for work safety and health. The project has been conducted since April and will last till December 2011. It covers 250 regional and local authorities. 19 labour inspectors and 2 other staff members are involved in implementing the project. Supervision over its progress is carried out by 3 persons. The budget for the initiative is 17 000 euro. The project has been prepared and is implemented due to the lack of awareness among regional and local authorities concerning their role and legal responsibility, as clients for construction projects, in the area of work safety and health.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The labour inspectorate is conducting the above-mentioned project on its own.

c) Sources of financing the project in the labour inspectorate's activity.

The project's implementation is financed solely from the labour inspectorate's budget.

d) Preparation of the project.

During development of the project, use was made of the results of analyses of data collected in the course of previous inspection activities in the construction sector. The project was prepared by the labour inspectorate's organisational unit which employs 3 persons – all of them participated in the preparations. The information project is to be combined with inspection activities. Inspections will be conducted after the completion of the non-inspection component.

Actions planned for the implementation phase have been included in the project plan, and they consist in: presentation of the issue by inspectors and distribution of materials concerning responsibility of clients for work safety and health during the construction process. The plan also specified the target group – regional and local authorities were invited to join the project. Over 50% of regional and local authorities accepted the labour inspectorate's offer.

e) Types of tasks undertaken during the non-inspection activity.

Methods of disseminating information about the undertaken project.

During the project's implementation, the following tasks have been undertaken: visitations by labour inspectors to authorities that joined the project, distribution of publications and audio-visual materials, implementation of voluntary preventive programmes, which are accepted depending on decisions of the management of regional and local authorities, dissemination of information on the project through partner institutions. To promote the project, the General Inspector sent a letter to all the partners and target recipients to inform them about activities of the labour inspectorate. Additionally, information on the project was published in the national press.

f) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

The project's implementation is currently in progress, so the initiative has not been evaluated yet. The results of the project may become noticeable only after a few years.

18. Campaign „Work safety in construction – falls and slips”, National Labour Inspectorate (Poland)

a) Overview of the campaign.

The main objective of the campaign was to raise awareness of the consequences of occupational hazards in construction (in particular related to work at heights), to highlight the benefits of ensuring safe workplaces, and to broaden the knowledge concerning the use of state-of-the-art means of collective protection. The target recipients of activities were, first of all, employers, entrepreneurs and persons responsible for taking financial decisions in the area of work safety and health in construction companies, as well as persons responsible for organising OSH training and supervising preparation of workers for work. The project, aimed at employers of the construction sector and scheduled for the years 2010-2011, was a continuation of the campaign targeted at workers employed in construction, implemented by the NLI in 2009. Preventive activities focused on the improvement of situation in construction in the years 2009-2011 resulted from the analysis of accidents on construction sites, which had shown that in construction it was essential to tackle the problem of accidents connected with performing work at heights.

In 2010, 281 inspectors and specialists from 16 district labour inspectorates were involved in the campaign. Subject-related supervision of the whole project was carried out by the campaign's coordinator at the Chief Labour Inspectorate and 16 regional coordinators. The budget of the campaign „Work safety in construction – falls and slips” for years 2010-2011 was 2.1 million zlotys.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The campaign was implemented with support from social partners of the labour inspectorate, such as: the Social Insurance Institution – which financed additional broadcasting of TV and radio spots and printing of the campaign’s publications; Polish Association of Engineers and Construction Technicians and „Budowlani” Trade Union – which promoted the campaign’s message and participated in preparation of the campaign’s materials. The National Labour Inspectorate involved entities from the private sector – 7 largest contractors operating in the Polish construction market. Those companies signed a Declaration on the agreement for work safety in construction, in which they undertook to conduct joint actions to prevent accidents at work, share good practice, cooperate to develop common OSH standards, influence subcontractors – medium-sized and small construction companies, where accident rates are the highest. The above-mentioned companies also took part in displaying the campaign’s banners on their construction sites and their OSH experts participated in preparing the labour inspectorate’s materials designed for the construction sector. During the project, cooperation was also initiated with companies renting equipment for work at heights as regards promotion of the campaign’s message.

c) Sources of financing the project in the labour inspectorate’s activity.

The project was financed from the National Labour Inspectorate’s budget. Additionally, it received financial support from the budget of the Social Insurance Institution – from funds allotted for accident prevention.

d) Preparation of the project.

The unit responsible for preparation and coordination of the project was the National Labour Inspectorate – Department of Prevention and Promotion at the Chief Labour Inspectorate. Some tasks were implemented centrally (national mass media campaign, preparation of publications and training materials, cooperation with social partners, cooperation with partners from the private sector), while other tasks were carried out by 16 district labour inspectorates (a preventive programme for construction companies, training for employers, promotion at the regional level). In preparation of the project, use was made of inspection data, the labour inspectorate’s accident statistics and analysis, and data of the Central Stati-

stical Office. The project was prepared by 3 persons from the Chief Labour Inspectorate and a working team composed of inspectors – construction experts from district labour inspectorates (10 persons). Work of the team was coordinated by the Department of Prevention and Promotion at the NLI's Headquarters.

e) Types of tasks undertaken during the non-inspection activity.

A number of tasks were implemented during the campaign. The first was a mass media campaign under the slogan „Protect life. Safe work at heights”, conducted through the mass media, including the TV campaign at the turn of September and October as well as November and December 2010, and at the turn of June and July 2011 (7 weeks in total). In those periods, there were 1 774 broadcasts on 6 information channels. The campaign on the radio was simultaneous with the TV broadcasts (in total, there were 399 broadcasts at 5 radio stations). Actions on the Internet were conducted at the turn of September and October 2010 and June and July 2011, each time on one of the two largest information portals in Poland, and also on thematic portals targeted at construction – display of the campaign's banners, spots, development of dedicated web pages (in total over 25 million displays). The campaign in daily newspapers and branch magazines took place in September and October 2010 (among others, preparation of a 4-page colour supplement on the campaign to one of national newspapers, 35 publications in the press concerning the topics of the campaign and OSH in construction). In 2011, the labour inspectorate cooperated with branch magazines on a non-profit basis and obtained mass media sponsorship for the campaign. Other tasks included: preparation and implementation, based on voluntary participation of employers, of a preventive programme for construction companies (in 2010, 1 768 employers participated in training sessions related to the programme, and 464 of them took action to improve OSH conditions), launch of the campaign's website, free of charge training programmes, meetings and seminars for employers, organised in district labour inspectorates (210 training meetings in 2010), preparation and distribution of publications and training materials designed for the construction sector (in 2010 the total print run was 109 thousand copies), cooperation with social partners as regards promotion of the campaign's message (seminars, branch meetings,

etc.), cooperation with the largest construction companies in the Polish market (more than 600 banners with the campaign's message „Protect life. Safe work at heights” were displayed on construction sites free of charge), organisation of shows of personal and collective protective equipment (37 shows for 1100 participants), promotion of the campaign on the social portal Facebook, in the profile „Safe work at heights”, e-mails sent to 25 thousand employers from the construction sector.

f) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of promotional activities was conducted through public opinion polls, carried out by a specialised survey agency in the sample group of employers from the construction sector – the target group of conducted mass media activities. The survey took place after completion of the mass media campaign in 2010, and after the campaign of 2011. The issues covered by the survey included: the campaign's coverage of the target group, assessment of individual mass media broadcasting and displaying the campaign's topics, and assessment of a declared change in attitudes in the target group.

g) Summing up of the project's results.

The campaign „Work safety in construction – falls and slips” brought about the result of addressing the target group – persons responsible for organising construction work – on an unprecedented scale. After the mass media campaign in 2011, 72% of persons from the target group declared that they had seen or heard the campaign's message at least once through the mass media used, 27% of employers intend to improve preparation of workers for safe work and increase supervision of work safety on a construction site, 23% of them intend to pay more attention to the scope and method of conducting OSH training. An additional result of the campaign is that the construction sector has been encouraged to initiate system changes to improve the safety of persons performing construction work.

At the same time, there was a decrease in the number of serious accidents in the sector, including fatal ones, which, however, may be connected with other factors and cannot be interpreted as a positive effect of the campaign.

19. Non-inspection project „Campaign for the prevention of occupational risks in agriculture”, ACT – Autoridade Para as Condições do Trabalho (Portugal)

a) Overview of the project.

The objective of the „Campaign for the prevention of occupational risks in agriculture” was to raise the standards of work safety and health during various types of work in agriculture through communication, training and conducting research. The project was to raise awareness of the general public of the importance and meaning of the prevention and its impact on improving the quality of life and competitiveness of agricultural enterprises. Another aim of implemented actions was to help increase the capacity of social partners, institutions, scientific community and administration in the area of prevention of occupational hazards.

The project covered the territory of the whole country and it was targeted at the sectors of agriculture and forestry. During the project, working conditions at 850 farms were reviewed. An Advisory Committee was established to prepare and monitor the programme. It was composed of representatives of IDICT – Institute of Development and Inspection of Working Conditions, as well as social and institutional partners. The project lasted 1 year and its budget was € 520 000. The decision to conduct a communication campaign on prevention of occupational risks in agriculture and forestry was justified by a high number of accidents and occupational diseases, as well as significance of those sectors in the national economy.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The project was implemented in cooperation with the Ministry of Agriculture, Ministry of Education, as well as farmers’ associations representing employers and trade unions of agricultural workers.

c) Sources of financing the project in the labour inspectorate’s activity.

The project was financed from the resources of the Autoridade Para as Condições do Trabalho. It also received support from the Institute of Development and Inspection of Working Conditions as regards drafting of legal provisions.

d) Preparation of the project.

In preparing assumptions for the project, account was taken of proposals of institutional partners, employers' organisations, trade unions, as well as recommendations of the Senior Labour Inspectors' Committee. The Autoridade Para as Condições do Trabalho also used its own database of work accidents.

The campaign combined preventive and promotional activities. In the case of large farms, mainly inspection activities were conducted, with particular emphasis on technical organisation of work and collective protective measures. Inspection activities were aimed at issues connected with the highest risk, identified for the campaign – tractors and other agricultural machines, livestock, forestry work, and use of pesticides. An important component of the project was the involvement of social and institutional partners so as to ensure additional possibilities to disseminate and distribute the campaign's message and informational materials to raise the level of awareness and knowledge.

Establishment of the Advisory Committee, in which the campaign's partners were represented, enabled the organisers to invite and involve many entities from the public administration, scientific community, employers' organisations and trade unions. The organisers paid special attention to introducing the topics of occupational safety and health in information flows between organisations of employers and employees, and to developing relations in that area between organisations and the state administration (the Institute for Development and Inspection of Working Conditions, the Ministry of Agriculture, the Ministry of Education). The achieved synergy resulted in the implementation of awareness programmes, development of information materials, and actions in the mass media. The actions conducted during the campaign were, according to plans, to effectively influence working conditions, and to be reflected in research and educational projects.

e) Types of tasks undertaken during the non-inspection activity.

Methods of disseminating information about the undertaken project.

The campaign for the prevention of occupational risk in agriculture was of comprehensive nature. It covered a range of inspection, educational and communication activities conducted by various organisations – the project partners. Its components included, in particular: visits to farms, training ses-

sions, distribution of publications, provision of advice, sharing information and experiences during seminars, and dissemination of information through the partners and the mass media. The communication campaign was conducted through regional magazines and radio stations in regions with a predominance of agriculture. In the first phase of the campaign, spots were broadcast by the national radio and TV stations. The leading message was „To love the earth is to love life”. According to estimates of the Autoridade Para as Condições do Trabalho, about 70% of farmers saw or heard the campaign’s message in the mass media. The campaign’s topic was also promoted at 24 agricultural fairs.

The results of communication activities were periodically evaluated (once in a quarter) by the campaign’s Advisory Committee. It was estimated that the most effective methods of disseminating information among the partners included: workshops and conferences, practical shows of safe work, and training sessions. On the other hand, in the opinion of the organisers the most effective method of communication with the general public was through the TV, radio and the press.

f) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the project was based on discussions and exchange of opinions between the campaign’s partners. They participated in an evaluation workshop held half way through the project. A final report was developed by the Institute for Development and Inspection of Working Conditions and presented during the closing seminar.

g) Summing up of the project’s results.

In the opinion of the organisers, the strong points of the campaign included: an effective involvement of a large group of institutional and social partners, which resulted in broadening the scope of communication activities, developing various types of tools to support the management of work safety, and improving the knowledge and awareness of occupational hazards in the target group. 1 100 visits were conducted, safety on 850 farms was monitored, about 300 information meetings, training sessions and seminars were organised, a national campaign in the mass media took place. Additionally, 50 sub-projects were carried out jointly with the partners.

These were, for example: development of publications, manuals on prevention of accidents and occupational diseases, instruction videos, training programmes and studies. The organisers hope that their actions helped change the farming sector in Portugal – modernize it and improve work safety.

20. Campaign titled „Work safety and health – a cultural value”, National Labour Inspectorate (Romania)

a) Overview of the project.

The principal objective of the project was to raise awareness of young people who are still at school concerning the creation of a healthy and safe working environment, and to strengthen the culture aimed at reducing hazards in the working environment. The project was focused on schools and the education sector. The relevant activities were targeted at high schools and vocational schools in the period of three years. The number of individual schools reached within the campaign was increasing as the project expanded. So, the implemented activities covered: in the years 2006/2007 – 1 regional labour inspectorate and 10 high schools, in the years 2007/2008 – 14 regional labour inspectorates and 190 high schools, and in the year 2008/2009 – 40 regional labour inspectorates and 400 high schools. The number of labour inspectors and other persons involved in the project was increasing proportionately. At the beginning, in 2006-2007, these were 5 persons, then 19 persons in 2007-2008, and finally 45 persons in 2008-2009.

The European Union strategy for occupational safety and health for 2007-2012 puts emphasis on the need to educate and raise awareness already in the phase of education and preparation for professional life. The strategy also underlines that education and the culture of reducing occupational risk are the key factors in maintaining and improving the quality of work. The strategy recognises the vulnerability of young workers, and therefore it highlights their needs in the area of safety and health protection. Statistical data regularly analysed by the labour inspectorate shows that young Romanians are more and more willing to take up employment when they are 16 years of age, or even earlier. Most of them perform seasonal work during summer holidays. They are tempted to work illegally and to accept jobs

unsuitable for their physical and mental development. Young people often suffer injuries in work accidents because they carry out tasks which are most difficult, or most hazardous in terms of OSH. Moreover, they are not sufficiently informed about risks connected with performed work and inadequately trained in work safety and health and applied safety measures. In view of the above, in the described non-inspection project consideration was given to the necessity to train young people about occupational risks during their school education, so as to prepare them for entering the labour market.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

Territorial school inspectorates were involved in the project implementation as external partners from the public sector.

c) Preparation of the project.

During preparation of the project, use was made of the materials of the European Network Education and Training in Occupational Safety and Health (ENETOSH), the European Agency for Safety and Health at Work (EU-OSHA), information published on the Internet websites of labour inspectorates from the United Kingdom, France and Australia. The campaign was prepared by a team established specifically for the project. The team comprised two labour inspectors from the Central Labour Inspectorate and two inspectors from the Territorial Labour Inspectorate in Sibiu. The campaign was supervised by immediate superiors of the team members. The project was not connected with an inspection campaign. Its target group was specified in the plan of activities. The principal criterion adopted to determine the target group was the statistically confirmed tendency among young people to start work immediately after they are 16 years of age, especially during summer holidays.

d) Types of tasks undertaken during the non-inspection activity.

The project implementation was based on developing the syllabus and teaching materials and holding training sessions for teachers, and subsequently on distributing publications and audiovisual materials. Information about the project was disseminated via the local press and radio

stations. Additionally, labour inspectors met with visiting inspectors and teachers.

e) Methods of disseminating information about the project.

Information about the project was communicated in official letters sent to territorial school inspectorates, Ministry of Education, and it was presented during seminars and conferences. Additionally, local press and radio stations disseminated news about the project.

f) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

Results of activities were evaluated on the basis of questionnaires concerning the scope of acquired knowledge and quality of training materials, number of school inspectorates and teachers voluntarily participating in the project, and the number of classes held at schools. Evaluation of the results was made after each school year and, on the basis of them, a decision was taken on continuing and broadening the campaign in the following school year. Survey of the project's effectiveness was conducted through anonymous questionnaires distributed to 85% of the participants – teachers and students.

g) Summing up of the project's results.

In 2006, labour inspectors together with teachers prepared syllabuses of 14 lectures. The team preparing the project decided to make the contents concerning legal provisions and technical details more attractive by adding practical examples and artistic elements to individual issues; the project was titled „Work safety and health – a cultural value”. Each lecture was accompanied by a short film showing work accidents and presenting issues of work safety and health and other publications.

The syllabus for each lecture included information for teachers (10 pages for each individual course), summing up of the subject for students (two-thirds of a page) and PowerPoint presentations.

Labour inspectors conducted a three-day training session for 14 teachers during mid-term holidays in the school year 2006/2007. In accordance with an earlier agreement on cooperation, the project was implemented in 10 high schools and vocational schools in Sibiu, during the second term of the school

year 2006/2007. Classes conducted within the project included 1 hour of teaching per week, mainly in vocational schools.

Effectiveness of the programme was evaluated based on analyses of all opinions included in questionnaires, which were filled out by all participating students and teachers at the end of the school year. Results obtained after completion of the pilot programme encouraged the Labour Inspectorate to broaden the project „Work safety and health – a cultural value” to 14 other territorial units in the school year 2007/2008. The programme was implemented with the use of the previously applied methodology. The involved teachers received diplomas confirming their participation, which was a novelty. Additionally, two contests connected with the project were organised in two counties.

By virtue of the agreement with the Ministry of Education, taking into consideration positive opinions of the programme’s participants, the labour inspectorate broadened the project in terms of both the subjects and the number of territorial units in the school year 2008/2009. Syllabuses for teaching in the three-year cycle were developed (10th, 11th and 12th forms). New topics were introduced, such as: labour relations, insurance with regard to work accidents and occupational diseases, market surveillance, and „flexicurity” – a model of the labour market effectively combining its two aspects: flexibility and security.

Unfortunately, frequent changes in the management of institutions participating in the project and reduction of teachers’ salaries have resulted in discontinuation of the project.

21. Campaign „Risks from Dangerous Substances in the Workplace” – National Labour Inspectorate (Slovakia)

a) Overview of the project.

The European campaign related to the assessment of occupational risk was focused on the implementation of legal regulations concerning the use of dangerous chemical substances in the workplace. Non-inspection activities included: preparation of information and promotional materials, and tools helpful to small and medium-sized enterprises in fulfilling the requirements specified in legal provisions. The main objective was to raise employers’ and

employees' awareness in that area. The campaign was implemented in the period 2009-2010 (to September 2010). Activities were focused on chemical agents to which workers from the sectors of woodworking, motor vehicle repair, dry cleaning, industrial cleaning and bakeries are exposed. 46 enterprises were covered by the project. 38 labour inspectors and 2 experts not being inspectors participated in its implementation. The campaign was supervised by 9 persons. The background of the project was related with recommendations of the Senior Labour Inspectors' Committee: „Recommended Inspection Method Questionnaire Approach”.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

Partners from the public and private sectors were involved in the project's implementation. Representatives of employers and employees took part in an international conference devoted to hazards connected with the use of chemicals at work and they presented good practices concerning safe use of chemical substances and preparations in work processes.

While selecting partners for cooperation during the described campaign, the labour inspectorate took into account the results of cooperation with them during previous initiatives. Additionally, reference was made to a report on implementation of the Slovak National Occupational Safety and Health Policy, which is submitted to the government annually. The report includes information about cooperation with all partners of the labour inspectorate. Legal aspects of the cooperation between the labour inspectorate and partners during non-inspection activities are specified in the Slovak National Occupational Safety and Health Policy for the period 2008-2012.

c) Sources of financing the project in the labour inspectorate's activity.

The project was financed solely from the labour inspectorate's budget. Moreover, each partner involved in the project covered its expenses of participation in events held within the campaign.

d) Preparation of the project.

During preparation of the project, the labour inspectorate used its databases of work accidents, recommendations of the Senior Labour Inspectors' Committee (SLIC), scientific reports and information on similar

campaigns implemented in other countries. The project was prepared by the Labour Inspection Management Department, National Labour Inspectorate. The Labour Inspection Management Department employs 20 persons, 2 of whom worked on preparing the project. The project was connected with inspection activities of the labour inspectorate. Several meetings for labour inspectors were organised to help them better understand the objectives and assumptions of the campaign. The inspection phase was launched after completion of the non-inspection part of the project. The campaign began with promotional activities aimed at making employers acquainted with their duties. The project's plan stipulated the following subsequent phases of the campaign: firstly, entities covered by the project were sent an official letter with a questionnaire for employers. The letter included information about the campaign and questions about fulfilment of legal requirements concerning chemical substances. Secondly, based on feedback information received from employers (filled-in questionnaires), the selection of enterprises to be inspected was made. Finally, the campaign was evaluated.

The project's target group was selected in accordance with the Slovak National Occupational Safety and Health Policy, so as to implement its assumptions. The selection process progressed in two phases: the first phase covered selection of enterprises to which official letters with questionnaires were to be sent. That phase was based on the analysis of existing registers and databases, with due consideration to information provided by external partners (industrial organisations, business associations, trade unions). Having received replies from employers, regional labour inspectorates made another selection of entities in line with the adopted criteria – employers, who had not sent back filled-in questionnaires or employers whose filled-in questionnaires included information indicating the necessity to pay special attention to them.

e) Types of tasks undertaken during the non-inspection activity.

Activities undertaken in the framework of the project comprised: distribution of publications and audiovisual materials, provision of technical advice, exchange of experience and information during seminars, provision of information via the Internet website. The project was announced to the general public in the national press: „Safe Work – magazine for OSH experts”. The information was published as often as it was possible. Moreover, information



about the project was sent in e-bulletins to subscribers. Information about the conducted campaign was disseminated by labour inspectors during training held for safety technicians.

f) Methods of disseminating information about the project.

In connection with the campaign, a national forum was established; the forum coordinated non-inspection activities. The effectiveness of communicating information about the implemented project to social partners from the relevant sectors was assessed by the National Labour Inspectorate (Národný Inšpektorát Práce) on the basis of indicator tables at the regional and national levels. The most effective ways of communicating information about the project to social partners proved to be: firstly, the letter with the questionnaire sent by directors of regional inspectorates, advice provided by labour inspectors during visits to companies, and distribution of information materials about the campaign.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

During evaluation of activities, account was taken of the following sources: general information about the company, such as its size and the number of visited workplaces, information about companies not complying with legal requirements and about companies without proper information on products, information from inspection procedures, including the number of conducted visits (in the inspection phase of the campaign). In the case of some enterprises covered by the campaign, effects of non-inspection activities were assessed on the basis of checklists filled in by employers.

The inspectorate drafted a report summing up implementation of the project and 5 tables with indicators describing the results achieved. Information about the assessment of results of non-inspection activities in individual regions was included in the reports drafted by regional labour inspectorates, while the overall assessment was included in the national report prepared by the Labour Inspection Management Department, National Labour Inspectorate. The report described all indicators in the tables, separately for each of the sectors: woodworking, motor vehicle repair, dry cleaning, industrial cleaning and bakeries. Conclusions included

in the report were disseminated via the Internet website developed for the campaign.

h) Summing up of the project's results.

Participants of events covered by the project were very pleased that they had obtained new information concerning occupational risk assessment, as well as simple tools and examples of risk assessments in individual sectors of economy.

**22. Campaign „Reducing the number of accidents at work”
– Labour Inspectorate of the Republic of Slovenia (Slovenia)**

a) Overview of the project.

The project's objective has been to increase contribution of the Labour Inspectorate to activities aimed at reducing the number of work accidents. The strategy for years 2007-2012 has stipulated an ambitious aim: to reduce the number of work accidents by 25% throughout the European Union by the year 2012 through the improvement of work safety and health protection for workers. To achieve that aim, the labour inspectorate of Slovenia has started a project focused on reducing the number of work accidents. The complete project description can be found on the inspectorate's Internet website in the Slovenian language. The project covers the period from 2009 to 2012 and refers to all sectors of the national economy. Additionally, special attention has been given to the labour inspectorate's activities in the construction sector. It has involved 10 labour inspectors and 5 specialists who are not labour inspectors. 10 persons have worked on the project's implementation, supervision, preparation of informational and promotional materials, and summing up of the campaign. The project has been carried out without a special budget assigned for it – all activities have been part of the statutory tasks of the labour inspectorate.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The project has been implemented with the involvement of external partners from the public sector, that is experts from education and health care sectors,

as well as specialists from the Ministry of Labour. Moreover, partners from the private sector – safety engineers, have also participated in it.

Slovenian legislation does not specify the principles of cooperation with partners during non-inspection activities.

c) Sources of financing the project in the labour inspectorate's activity.

The project has been financed solely from the labour inspectorate's budget.

d) Preparation of the project.

During preparation of the project, the labour inspectorate mainly used its database of work accidents, results of other projects previously completed by the inspectorate, as well as reports and scientific papers on similar actions undertaken in other countries. The project has been prepared by the Health at Work Supervision Service within Labour Inspectorate of the Republic of Slovenia. The campaign is not connected with inspection activity. The target group has not been specified precisely – as these are all enterprises in all sectors of economy. Additional actions have been undertaken in the construction sector.

e) Types of tasks undertaken during the non-inspection activity.

The basic tasks implemented in the framework of the project include education and dissemination of information. An internet Website, easy to access and user-friendly, has been developed. 1 200 visits by Internet users have been registered per month. In order to ensure a multidisciplinary approach during the project, physicians, psychologists and engineers from the labour inspectorate, as well as teachers and disabled persons have been actively involved in it. Information about the project has been communicated mainly through the Internet (via the labour inspectorate's website) and in the course of direct educational activities in schools.

f) Methods of disseminating information about the project.

The social partners have been informed about the campaign's progress during regular meetings at the labour inspectorate's headquarters. Effectiveness of communicating information about the project to social partners or the general public has not been assessed.

Within the framework of the campaign, the labour inspectorate organised a conference „Accidents at work – Why do we take risks”, held on 14 April 2010.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

The project is still in progress. The first, unofficial results show a significant reduction in the number of work accidents. Yet, in terms of methodology, it is difficult to connect this phenomenon with the labour inspectorate’s activities.

h) Summing up of the project’s results.

The labour inspectorate’s campaign attracted a lot of interest from secondary construction schools. Promotional materials have been placed on the labour inspectorate’s Internet website, and regular updating of statistical data on work accidents has been introduced. With a view to communicating information about the project, on 14 April 2010 the labour inspectorate organised the conference titled „Accidents at work – Why do we take risks”.

23. SEGUMAR campaign, Inspección de Trabajo y Seguridad Social (Spain)

a) Overview of the project.

The aim of the campaign was to improve working conditions on fishing vessels. The scope of the project included working conditions, and compliance with labour law and social insurance provisions in the fishing sector. The campaign has been carried out on an annual basis since 2007 and is addressed to sea fishing companies. In 2010 activities were conducted on 331 fishing vessels. One inspector from each seaside province participated in activities carried out in the framework of the campaign. Additionally, external experts were involved in activities; these were: one prosecutor and one Merchant Navy Inspector from each seaside province. Implementation of the project, including preparation of information and promotional materials, was supervised by a group of 4 persons from the labour inspectorate.

The above-mentioned non-inspection activity supplemented the inspection campaign titled SEGUMAR, during which intensive inspection activi-

ties on more than 300 fishing vessels were conducted. As part of promotional activities, specialist conferences for employers and employees were held in each seaside province.

The non-inspection activity was not financed from a separate budget because both inspection and non-inspection parts were planned as a whole.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

External partners from the public sector also took part in the campaign; in each seaside province specialists from the prosecutor's office and the Merchant Navy Inspectorate, together with labour inspectors, conducted training for employees and employers about subjects connected with the observance of labour law and social insurance provisions. Partners from the private sector were not involved in the campaign. The selection of external partners to cooperate with during the project was influenced by the assessment of earlier initiatives implemented jointly.

The Spanish legislation does not specify the principles of cooperation between the labour inspectorate and partner institutions in the area of non-inspection activities.

c) Sources of financing the project in the labour inspectorate's activity.

The total costs of the project were financed by the labour inspectorate as part of its statutory activities. There is no separate budget for non-inspection activities.

d) Preparation of the project.

During preparations for the project, a number of sources were used, such as: internal database of work accidents, database of work accidents kept by the Navy Social Institute (Instituto Social de la Marina), internal database of occupational diseases, database of occupational diseases kept by the Navy Social Institute (Instituto Social de la Marina), suggestions from the Navy Social Institute (Instituto Social de la Marina) as the cooperating institution, and proposals from Directorate General Merchant Navy as the authority supervising the selected sector.

Non-inspection activities were prepared as part of the SEGUMAR campaign by 4 persons from the NLI's Central Services. No separate team was established to develop the non-inspection project. In the framework of the SEGUMAR campaign, inspection and non-inspection activities were conducted simultaneously.

The target group of the project were entrepreneurs belonging to Fishermen Associations (Cofradías de Peces). Training was designed mainly for members of those associations. Separate training sessions were prepared for employers and employees of the fishing sector.

e) Types of tasks undertaken during the non-inspection activity.

The main non-inspection tasks undertaken during the SEGUMAR project included training sessions for employers and employees, conducted by experts from the labour inspectorate, Merchant Navy Inspectorate and the prosecutor's office. Additionally, legal advice was provided.

f) Methods of disseminating information about the project.

In the framework of the described campaign, there were no plans to inform the general public about the implemented non-inspection project. However, the information about its objectives was disseminated to the social partners from the sector covered by the project, that is Fishermen Associations (Cofradías de Peces).

The plans for the SEGUMAR campaign included training sessions for the target group.

g) Evaluation of the non-inspection activity. Methods and tools used to evaluate the non-inspection project.

The non-inspection activity in the framework of the SEGUMAR campaign was not evaluated separately. The campaign was evaluated as a whole. Information about the results and effects of the campaign and its evaluation were included in a final report prepared by the labour inspectorate. The report contains basic information about the campaign carried out in a particular calendar year and the previous years, objectives of the campaign, activities implemented, results achieved and statistical data collected during the project. The main aim of the final report is to help in preparations for the campaign in the following years.

24. „Make the Promise” campaign, Health and Safety Executive (the United Kingdom)

a) Overview of the campaign.

The project's objective has been to raise the profile and awareness of safety in agriculture to deliver a reduction in the accident rate in that sector. The scope of the project has included: engagement of stakeholders through media communications, particularly in branch media, and through organisation of Safety and Health Awareness Days (SHADs). The project has been conducted for two years so far and it refers to the farming sector. The non-inspection activity covers over 200 000 establishments. The project has involved 20 labour inspectors and 10 staff members not being labour inspectors. Supervision of the project, including the preparation of communication and promotional materials, has been carried out by 10 persons.

In light of restrictions to available resources and the difficulty in effectively reaching a large number of target recipients, a new way of working and engaging with the agriculture community was needed. The new idea was to directly target dutyholders to set them the challenge to improve safety standards whilst also engaging with other stakeholders such as trade unions, trade bodies and other government departments. Employers who failed to engage effectively would be subject to targeted inspections by labour inspectors. The budget of the non-inspection activity was about £ 6,500,000 for three years.

b) Stakeholders cooperating with the labour inspectorate in non-inspection activity.

The campaign was conducted with the involvement of the Department for Environment, Food and Rural Affairs (DEFRA), and local government authorities. Participants from the private sector included: the National Farmers Union, as well as food purchasing and production companies. Representatives of stakeholders took part in the work of advisory committees and through regional and local events and activities.

The British legislation does not specify the rules of cooperation with stakeholders in non-inspection activity. The selection of partners for the campaign was affected by many factors, such as: experiences from previous cooperation, knowledge of the agricultural sector of the economy and

expression of interest from industry and trade bodies. The method of selecting partners was not specified in any formal document.

c) Sources of financing the project in the labour inspectorate's activity.

The project was financed solely by the Health and Safety Executive.

d) Preparation of the project.

During preparations for the project, use was made of the inspectorate's own database of work accidents and occupational diseases, as well as analyses of the causes of temporary and permanent inability to work, carried out by scientific institutes. The project was prepared by the labour inspectorate's unit – the agriculture and food sector team. Its role is to develop and support the actions of HSE during inspections or other forms of activity in the agricultural and food industry sectors. The unit employs 16 members of staff, of which 12 were engaged in the described project.

Inspection activities were planned in relation to those employers that did not actively participate in preventive activities. During the project, inspections were conducted among a precisely specified group of employers after key phases of the campaign scheduled in the project's plan.

The project's plan included information concerning: direct marketing, press and Internet advertising, Safety and Health Awareness Days (SHADs), promotional work at agricultural shows, engagement of equipment suppliers, promotion of the improvement of vocational qualifications, identification of stakeholders relevant for the campaign. The target group of the non-inspection project was specified in the relevant plan. Selection of the target group focused on farmers of the agricultural and arboriculture sectors, based primarily on the number of fatal accidents and the accident rates in those sectors of economy.

e) Types of tasks undertaken during the non-inspection activity.

During the project's implementation, HSE conducted visits to enterprises and cooperated with partners to collect and develop a set of „good practice”. Training sessions were organised, publications and audio-visual materials were distributed, and legal advice was provided. The HSE arranged preventative programmes to improve working conditions for enterprises, based on voluntary participation and various competitions. Moreover, it

organised seminars during which participants shared experiences and information on work safety in farming. Promotional activities were undertaken during the Safety and Health Awareness Days (SHADs). Information about the campaign was published in the regional and national press, as well as broadcast by regional TV stations, and local and national radio stations. Cooperation with the mass media during the project's implementation comprised over 150 instances of media coverage, reports and broadcasts in the mass media.

Basic information was disseminated before and after local events, such as the Safety and Health Awareness Days (SHADs), organised by stakeholders. These were programmes broadcast in the local mass media, devoted mainly to actions undertaken in the framework of the campaign, and dates of their broadcasting were connected with dates of the events in question. The general public was also informed about the campaign via the official website of the British labour inspectorate. The effectiveness of disseminating information among the general public was not assessed.

f) Methods of disseminating information about the undertaken project.

A plan to communicate information about the project to stakeholders was developed. The plan specified ways of informing stakeholders through direct mailing, trade press, working groups of trade bodies, industry specific web pages on the HSE's website, and through trade unions.

The plan included key messages communicated to stakeholders, as well as information identifying and targeting the addressees/recipients of the campaign. The general public was informed about the project first and foremost through the local mass media and the HSE's website. No separate plan was developed to inform the general public about implementation of the campaign.

Communication with stakeholders was assessed, but dissemination of information to the general public was not. Evaluation was conducted by IPSOS MORI, an independent research company, which made the assessment via telephone surveys and in-depth interviews with representatives of stakeholders. The most effective ways of communicating information to stakeholders turned out to be: firstly, direct marketing, secondly, presentations of case studies at Safety and Health Awareness Days (SHADs), thirdly, direct communication through existing stakeholder groups.

g) Evaluation of promotional activities. Methods and tools of evaluating promotional undertakings.

Evaluation of the project was based, first of all, on the number of responses from employers covered by promotional activities during the campaign, and on surveys. The scope of evaluation of promotional activities was, in the first place, to make sure that the campaign was targeted at the right people in the most effective way. The campaign was evaluated each year to ensure that its continuation would be an effective and efficient method of using HSE resources. A document with evaluation was prepared by the HSE but included review and evaluation work by IPSOS MORI, an external evaluator. IPSOS MORI conducted interviews of dutyholders, farmers and other industry stakeholders. The final report comprised: summing up of the external evaluation conducted by IPSOS MORI and information concerning accident data for the agricultural sector in the period of the campaign. The report was submitted and discussed at the HSE's Management Board.

The key indicators for evaluation of the campaign's effects were: industry accident data, the number of dutyholders targeted and pledges of improvement from dutyholders. No inspections by HSE were planned as part of the evaluation process.

Farmers and sector-related entrepreneurs covered by the project filled in questionnaires, which were evaluated by IPSOS MORI. 48% of information included in the overall pool of information about the effects of the non-inspection activity was obtained from the questionnaires. Additionally, a survey through telephone interviews was done. The interviews were not anonymous, yet answers to the surveys were anonymised. That survey covered 1% of the project's recipients. Farmers and entrepreneurs active in the sector were targeted by the survey. Other tools used to evaluate effects of the project were interviews with stakeholders from the sector, and with visitors to the HSE stands at agricultural shows.

h) Summing up of the project's results.

The communication campaign „Make the Promise” delivered 15 000 responses from the industry in the first two phases over 14 months. The third phase targeted 46 000 previous recipients and 150 000 new farmers. That increase in the number of recipients raised the project's profile in the

industry and stimulated activity by dutyholders. The Health and Safety Executive is awaiting response from farmers covered by the third phase of the campaign.

The campaign won accolades and awards from the media industry for effectiveness and appropriate methods of reaching the target group. „Make the Promise” project is a brand, a trademark of the best events in the agricultural sector designed at promoting good practice and delivering safety training for farmers.

IV. SUMMARY

1. Good practice in inspection activities.

a) Preparation of the campaign.

1. **Analyses of work accidents & diseases.** During preparation of the campaign „Work Related Vehicle Inspection”, implemented by the Irish Health and Safety Authority to reduce the number of accidents involving vehicles used during work processes and to raise awareness of employers about management of hazards created by vehicles in workplaces, the basis for a decision on developing a plan for the campaign was a reliable recognition of needs in this respect, referring first and foremost to analyses of incidents which had resulted in work accidents, including fatal and serious ones, and of the causes of work-related diseases. The priority areas selected for the campaign are hazards resulting in the largest number of fatal accidents connected with work activities. In this way, the campaign is targeted where it is really needed. One can expect that described activities of the labour inspectorate will contribute significantly to the reduction of negative effects of hazards connected with the use of vehicles at work throughout the country.

2. **Complaints as a source of information.** The priority area for the campaign in transport, conducted by the State Labour Inspectorate of the Czech Republic to verify observance by employers of OSH provisions during repairs and driving of vehicles, was a specific sector of economy – transport, which was selected due to high rates of accidents (including fatal

and those with serious consequences for health of the victims). Complaints were an important source of information used for the selection of the priority area. The campaign addressed the real public needs, which were confirmed by both the number of work accidents and the number of complaints lodged by workers employed by employers from the inspected sector.

3. EU-OSHA's database of work accidents. Within the framework of the inspection campaign in educational units, conducted by the National Labour Inspectorate in Romania, concerning compliance with occupational safety and health provisions in educational units in relation to employees, trainees, students and pupils, during selection of priority areas for the campaign, in addition to the inspectorate's own databases of work accidents and occupational diseases, use was also made of a database of work accidents compiled by the European Agency for Safety and Health at Work (OSHA).

4. Trade unions' suggestions. The campaign „Risk assessment of psychosocial hazards – developing and testing a guidance tool for the inspection”, conducted by the Austrian labour inspectorate (Arbeitsinspektion), was based on the analysis of real needs, resulting from social partners' suggestions, mainly those of trade unions, supported by statistical data, reports and other papers, including the ones of the European Agency for Safety and Health at Work from Bilbao, concerning ill-health and inability to work caused by psychosocial hazards existing in workplaces. Owing to that, limited resources of the labour inspectorate were assigned for implementation of the task which brought about tangible effects.

5. Research institutions' database & analyses. When selecting the priority area for the inspection campaign „Paving 2010” the Dutch Labour Inspectorate used external database of occupational diseases, results of analyses of temporary and permanent causes of inability to work conducted by research institutions, proposals submitted by employer and worker organizations, complaints lodged with the inspectorate and results of a dedicated survey.

6. Political support. The campaign „Special effort: Special intense inspections” implemented by the Danish Working Environment Authority

concerning intensified inspection in companies typified by a potentially high level of occupational hazards gained a wide political support. The very initiative was due to an parliamentary agreement between the Government, its parliamentary supporters and some of the opposition parties. A broad political support is particularly important when the campaign's timeline covers a period of several years (2007-2014).

7. Utilise experiences from the first phase. In the framework of preparations for the second phase of the campaign „Work safety and health in industrial cleaning enterprises”, conducted by Austrian Arbeitsinspektion, concerning small and medium-sized enterprises, implemented in 2010, experiences gained in the first phase of the campaign of 2008 were utilised. Checklists used by labour inspectors during visits were refined by adding new issues, among others the ones connected with psychosocial risk factors.

8. Decide on the inspection timeline. During preparation of the „Special plan for agriculture and construction”, conducted by the Italian labour inspectorate to counteract illegal employment and to inspect compliance with occupational safety and health provisions in enterprises operating in the farming and construction sectors in Southern Italy, while planning periods of visits to farms, account was taken of harvesting periods in various seasons of the year, depending on the type of agricultural production; owing to that it was possible to carry out inspections in the periods of peak employment in the sector.

9. Social Insurance Institution's database. During selection of individual companies for inspection in the course of preparations for the inspection campaign „Safety management in small companies (employing up to 50 workers) with a poor accident record” carried out by the Polish labour inspectorate, the NLI made use of Social Insurance Institution's database of persons injured in work-related accidents and contact details of relevant companies. This allowed the inspectorate to economize on time related to searching for companies which fulfilled the selection criteria of the inspection topic.

10. Send questionnaires before the campaign. Within the framework of the campaign „Risks from Dangerous Substances in the Workplace”,

implemented by the National Labour Inspectorate (Národný Inšpektorát Práce) in Slovakia to disseminate information and promote work practices which are in line with the European legislation concerning exposure to dangerous chemical substances in the workplace, while selecting employers who were inspected during the project, labour inspectors took avail of information resulting from questionnaires sent to enterprises before the commencement of the inspection campaign. To specify the target group for inspections, the labour inspectorate first of all selected employers who did not send answers to the questionnaires, and also those whose answers implied that supervision by the labour inspectorate was necessary.

11. Selection of entities at a local level. In the framework of the inspection campaign Risk assessment in the use of dangerous substances, implemented by the Greek Labour Inspectorate with a view to enforcing compliance with OSH regulations on the use of chemicals in the workplace and increasing the risk-related awareness among employers and workers, the number of companies to be inspected in a given area was determined individually by a Director of each of the Centres for the Prevention of Occupational Risk. In that regard the annual plan of work and the number of furniture and wood processing companies in a given area were taken into account. Leaving the decision about the number of companies to be inspected at the discretion of each Centre facilitated the effective use of capacities and resources of the Labour Inspectorate.

12. Nearly 100% of entities inspected. At the stage of planning of the inspection campaign in private security companies, conducted by the Portuguese Labour Inspectorate (ACT – Autoridade Para as Condições do Trabalho), concerning elimination of irregularities in respect of legal protection in labour relations, promotion of fair competition and good trade practices in the private security sector, it was assumed that the inspections would cover nearly 100% of entities registered in the *private security* sector. During selection of entities for inspection, the criterion applied was the number of complaints concerning a given workplace and general knowledge of labour inspectors supervising the aforesaid sector. Such detailed specification of the number of entities for inspection made it possible to obtain a complex picture of the situation of compliance with provisions on



the legal protection in labour relations in Portuguese private security companies.

13. **Specific targeting of entities.** When planning the inspection campaign in hotels, conducted by the Occupational Health and Safety Authority in Malta, concerning compliance with existing provisions of occupational safety and health in hotels, it was assumed that inspections would cover all hotels with a rating from three to five stars. Such specification of the number of workplaces to be inspected made it possible for the inspectorate to obtain a comprehensive picture of the occupational safety and health standards in the hotel sector.

14. **Precise selection criteria.** In the framework of the inspection campaign in companies servicing car tyres that was implemented by the Swedish Work Environment Authority in respect of occupational hazards connected with manual handling of tyres and wheels, as well as the risk pertaining to the use of pressure and lifting devices and the exposure to noise and vibrations, the selection of companies for inspection was made along the two criteria: the company had to employ at least two workers and have no record of previous inspections. That allowed to inspect all companies operating in the target branch which had not been inspected by the SWEA prior to the campaign.

15. **Inspecting all entities ensures no bias.** In the period of 2005-2011 in the framework of the campaign „Screening and adapted inspections” the Danish Working Environment Authority inspected all companies employing workers, which was made possible owing to a labour market reform. Prior to that, inspections concentrated on selected branches of industry and companies and were based on industry-level documentation of risks. The employers are not notified of the forthcoming screening inspections and any given company might be re-inspected. Therefore, none of the companies can believe that inspections do not concern them. This situation, in turn, encourages all employers to improve occupational safety and health.

16. **Set targets for the total number of inspections.** While preparing the campaign „Health and safety in the workplace”, conducted by the Italian labour

inspectorate, concerning compliance with occupational health and safety provisions by employers operating in the construction sector, the number of establishments for inspection was specified as the number of inspections to be conducted by one labour inspector. Every inspector participating in the campaign was obliged – in accordance with the annual plan of labour inspectorate’s activity – to conduct at least 70 inspections within the campaign. With 335 labour inspectors involved in the campaign, it was possible to conduct inspections at 29 729 employers operating in the construction branch. Such substantial number of inspected establishments allowed for a complex evaluation of compliance with OSH provisions in construction.

17. **Short questionnaires.** In connection with the campaign „Work Related Vehicle Inspection”, implemented by the Irish Health and Safety Authority to reduce the number of accidents involving vehicles used during work processes and to raise awareness of employers about management of hazards created by vehicles in workplaces, a questionnaire with a limited number of questions was developed. It is limited to key issues connected with 5 most important hazards resulting from the use of vehicles at work. The questions refer, among others, to the following: whether the employer has adequate assessment of risks related to transport in the workplace, including a traffic management plan, installation of safety devices in vehicles, and ensuring necessary maintenance and servicing of vehicles. This helps labour inspectors to conduct inspections, and also focus their attention on issues which are most important from the point of view of occupational hazards and their results.

18. **Inspector’s brief-pack.** As part of preparations for the inspection campaign in construction – refurbishment inspection initiative, conducted by the Health and Safety Executive in the United Kingdom to verify observance of occupational safety and health provisions and to promote good practices on construction sites during refurbishment of existing buildings, labour inspectors involved in the campaign were equipped with: the rationale of implementing the campaign, a description of its aims and methods of conducting relevant tasks, a specification of requirements for collective information about the campaign results, examples of how to react in typical incorrect situations which labour inspectors could come across during visits, information about the

rules of applying enforcement measures (enforcement guidance) and exemplary templates of enforcement notices used to eliminate irregularities.

19. Consistent and uniform approach. During the „Multi Site Employer Inspection” project, conducted by the Irish Health and Safety Authority, concerning the improvement of safety standards in companies which are corporations and operate in a number of separate places, much emphasis was placed on ensuring a consistent and uniform approach of labour inspectors to inspected issues. This was achieved by training of inspectors and provision of indispensable auxiliary materials to be used during visits – checklists, descriptions of hazards typical of the sector, examples of how to intervene in typical incorrect situations which labour inspectors could encounter while implementing the campaign.

20. Multi-level training system in labour inspectorate. Labour inspectors who implemented the campaign „Work safety and health in industrial cleaning enterprises”, conducted by Austrian Arbeitsinspektion, had been selected on the basis of the criterion of knowledge and competence adequate to the campaign’s topic. They were trained by regional leaders, prepared by external experts, and they were equipped with additional materials – description of the campaign’s objectives, checklists, description of requirements for reports, specialist materials on the campaign’s topics, manuals of good practice concerning issues covered by the campaign, as well as promotional and information materials for employers.

21. Cooperation with the Ministry of Health. While preparing for the inspection campaign at hospitals and clinics in 2010, the labour inspectorate in Cyprus initiated cooperation with the Ministry of Health, which provided the Department of Labour Inspection with a list of 80 entities (names and addresses of hospitals and clinics) that met the campaign criteria. Out of that group, 50 entities were selected for inspections on the basis of details from the labour inspectorate’s database and labour inspectors’ practical knowledge.

22. Keep stakeholders informed. One month before the start of the campaign in the car repair sector, conducted by Belgian FPS Employment,

Labour and Social Dialogue, a meeting was organised with the employers' federation for the sector. They informed labour inspectorate about a kind of quality label developed by the sector. Two of the criteria used to obtain the label are more or less related to safety and health at work. For that reason labour inspectorate decided also to compare the results of companies with the label and the other ones and to use it as a criterion for the selection of the companies to visit.

23. External specialists training labour inspectors. When planning the SEGUMAR campaign implemented by the Spanish labour inspectorate (Inspección de Trabajo y Seguridad Social) in sea fishing companies with regard to working conditions, and compliance with labour law and social insurance provisions, other institutions dealing with supervision of labour protection in the target branch (sea fishing) were invited to cooperate, namely: the Navy Social Institute (Instituto Social de la Marina) and Directorate General Merchant Navy. Representatives of the above institutions were a part of the training team which prepared selected labour inspectors for carrying out inspections on fishing vessels. Moreover, while selecting employers to be inspected in the framework of the campaign, the labour inspectorate used databases on work-related accidents and diseases that are kept by the Navy Social Institute NSI (Instituto Social de la Marina).

24. Communication plan. In the framework of the inspection campaign addressed to companies from the car tyre service sector, which was implemented by the Swedish Work Environment Authority to address occupational hazards connected with manual handling of tyres and wheels, as well as the risk pertaining to the use of pressure and lifting devices and the exposure to noise and vibrations, at the preparatory phase of the project the labour inspectorate developed a communication plan for sharing the campaign's results with the social partners and the general public. The plan contained information about the target groups, general and specific objectives of the campaign, its schedule and evaluation methods.

b) Implementation of the campaign.

1. The model of action on harassment & discrimination issues. In the framework of the project on occupational safety and health in the health care

sector, the Ministry of Social Affairs and Health, Department for Occupational Safety and Health in Finland, findings made in the course of inspections referred to various issues concerning broadly understood work safety. Besides issues regarding performance of work (in a physical meaning), inspections also focused on harassment and discrimination issues which gave rise to developing a model of action for such instances. The assessment of mental load on the workers was also included.

2. **One-day inspections.** Within the framework of the inspection campaign in construction – refurbishment inspection initiative, conducted by the Health and Safety Executive in the United Kingdom to verify observance of occupational safety and health provisions and to promote good practices on construction sites during refurbishment of existing buildings, inspection activities in workplaces were conducted on one day, for 2 to 4 hours in total. Except for the application of penal and administrative sanctions, other activities connected with inspections, performed in the HSE’s office, lasted no more than 2 hours on one day. The adopted method of conducting inspections made it possible to carry out all relevant inspection-related activities, both in the workplace and in the HSE’s office, excluding the application of penal and administrative sanctions, within one day.

3. **‘Quick inspections’** – simplified procedures. Campaigns concerning various aspects of labour protection in construction, conducted by the Bulgarian Labour Inspectorate with the aim to improve work organisation and other actions connected with securing work safety during construction works, in the years 2008 and 2010 were planned and conducted as the so-called quick inspections, whose scope was limited to a specific problem – taking indispensable and fast actions to reduce the number of work accidents in construction. Activities were based on a limited scope of inspected aspects, with the use of simplified procedures, which enabled the inspectorate, by uncomplicated and fast methods, to exert an impact on employers who were in breach of existing provisions.

4. **Special inspection methodology for multi site employers.** In the „Multi Site Employer Inspection” project, conducted by the Irish Health and Safety Authority, concerning the improvement of safety standards in

companies which are corporations and operate in a number of separate places, a noteworthy aspect is the applied methodology, which consisted in conducting a series of inspections of one employer in a particular region and then compiling the results of such inspections and presenting them, along with conclusions, to the inspected company, and also in securing commitment of the top management of the inspected corporation to improve the safety management system throughout the corporation. In this way, the HSA ensured the cooperation of the inspected corporation during conducted activities, because the corporation became convinced that actions of the Authority would contribute to its vital interests. A further phase of the methodology was to verify effectiveness of solutions implemented by the employer in other sites all over the country (in regions other than the one in which inspections of the corporation were started).

5. Wide scope of leader's activity. In connection with the campaign on work safety at timber harvesting, conducted by the Czech labour inspectorate in 2011, the „train the trainers” method was used for preparing labour inspectors. At first, a group of leaders at the central level was appointed, and they were trained about topics of the inspection campaign. Afterwards, their task was to train other labour inspectors performing inspections within the campaign. Additionally, leaders monitored progress of activities within the framework of the campaign, for example, by participating actively in inspection activities (in at least half of the conducted inspections). Moreover, by communicating over the phone or via e-mail, they helped labour inspectors involved in the campaign solve problems, and they also conducted detailed analyses of checklists filled in by labour inspectors.

6. Harmonised approach guaranteed. To guarantee a harmonised approach and evaluation of the check-list used for the inspection campaign in the car repair sector, conducted by Belgian FPS Employment, Labour and Social Dialogue, only two inspectors in every provincial unit were appointed to take part in the project. The inspectors received an information pack and a specific training for the campaign. The preparation of the information pack and the training program is also part of the responsibilities of the coordinators as well as a „help line” for labour inspectors providing inspections in scope of the campaigns.

7. Assistance of foreign labour inspectors. During implementation of the inspection campaign in construction, conducted by Inspection du Travail et des Mines in Luxembourg, concerning observance of occupational safety and health provisions, labour law and legality of employment in enterprises operating in the construction sector, labour inspectors from other European Union Member States took part in individual visits on the basis of bilateral agreements.

8. Inspection team of specialists. Inspections in the framework of the SEGUMAR campaign implemented by the Spanish labour inspectorate (Inspección de Trabajo y Seguridad Social) in sea fishing companies with regard to working conditions, and compliance with labour law and social insurance provisions, were conducted by inspection teams comprising three persons: a specifically pre-trained labour inspector from each seaside province, an occupational medicine doctor and a Merchant Navy Inspector. The three-person inspection ensured the most effective use of specialist knowledge of the team members and made it possible to achieve measurable effects in improving the working conditions on sea fishing vessels.

9. Cooperation with bilateral bodies. During implementation of the campaign „Special plan for agriculture and construction”, conducted by the Italian labour inspectorate to fight illegal employment and to inspect compliance with occupational safety and health provisions in enterprises operating in the farming and construction sectors in Southern Italy, the Italian labour inspectorate cooperated closely with branch organisations – bilateral bodies in agriculture and construction. The bilateral bodies provided the labour inspectorate with information about the rules of functioning of enterprises from those sectors, they highlighted the most significant phenomena requiring intervention in the inspected sectors, and they collaborated during activities aimed at raising awareness of existing legislation among inspected entities.

10. Cooperation in promotion of fair competition. Inspection campaign in private security companies, conducted by the Portuguese labour inspectorate (*ACT – Autoridade Para as Condições do Trabalho*), concerning elimination of irregularities in respect of legal protection in labour relations, promotion of

fair competition and good trade practices in the private security sector, was a result of the suggestion made by social partners. Also other authorities for labour protection participated in the campaign – cooperation took place at all stages of the project implementation process: planning, informing about the campaign, implementation of inspection tasks, final evaluation of the project and at the stage of promoting information about its results. Representatives of the aforementioned institutions took part in preparation of auxiliary inspection materials and inspection activities. Moreover, social partners disclosed to the labour inspectorate auxiliary materials crucial to inspection activities – a table of minimum prices for services (*tabela de preços mínimos dos serviços*). Such broad participation of public institutions and social partners in the campaign had a significant influence on the effectiveness of labour inspectorate's activities.

11. Co-production of educational films. In the course of the inspection campaign addressed to companies from the car tyre service sector, which was implemented by the Swedish Work Environment Authority to address occupational hazards connected with manual handling of tyres and wheels, as well as the risk pertaining to the use of pressure and lifting devices and the exposure to noise and vibrations, the labour inspectorate cooperated very closely with trade organizations at every stage of the campaign. In the framework of the cooperation, following the completion of inspections, the labour inspectorate and its partners co-produced educational films on work-related hazards in companies servicing car tyres.

12. Two subgroups of inspected entities. In the framework of the campaign „Safety management in small companies (employing up to 50 workers) with a poor accident record” carried out by the Polish labour inspectorate, the group of all companies scheduled for inspection was divided into two subgroups the first of which was inspected at first and then the employers from that group were invited to attend workshops on carrying out occupational risk assessment and determining the causes and circumstances of work-related accidents. Companies from the second subgroup at first underwent training and were subsequently inspected. Although the thematic scope of the workshops was identical the events were based on a different material: for the already inspected companies they based

on case studies of accidents and occupational risk assessments of the companies while the companies which underwent training first received more information of general nature and regarding legal requirements. The training was then evaluated in surveys distributed to all participants. Marrying up inspection and training activity appealed to the employers greatly as training prepared by the NLI is valued for its well-informed content and the opportunity to attend free of charge.

13. Individual consultation meetings. In the framework of the inspection campaign „Risk assessment in the use of dangerous substances in the workplace” carried out by the State Labour Inspectorate of the Republic of Lithuania, whose aim was to improve working conditions and support employers in their efforts to reduce risk related with occupational exposure to chemical agents, labour inspectors carrying out workplace visits arranged individual consultation meetings on the above hazards for employers and workers of inspected companies, but also for social partners – representatives of employers’ and workers’ organizations.

14. Provide targeted training for stakeholders. Before the commencement of inspections within the framework of the inspection campaign in construction, conducted by Inspection du Travail et des Mines in Luxembourg, concerning observance of occupational safety and health provisions, labour law and legality of employment in enterprises operating in the construction sector, labour inspectors conducted training for occupational safety and health coordinators employed in construction.

15. Promotional project together with inspection campaign. In the case of the campaign „Work Related Vehicle Inspection”, conducted by the Irish Health and Safety Authority to reduce the number of accidents involving vehicles used during work processes and to raise awareness of employers about management of hazards created by vehicles in workplaces, its implementation is accompanied by a communication and promotional campaign. It is, therefore, possible to address the campaign message and advice to a much wider group of recipients than by inspection activities only. Owing to this, awareness increases among all persons whom the problem concerns, not only employers, but also workers and other individuals (e.g.

investors in road works). Moreover, communication activities improve the image of the labour inspectorate, regarded not only as an enforcing authority, but also as a body committed to helping employers comply with legal requirements.

16. Weekly reports during a campaign. During the inspection campaign on observance of the law in labour relations, the Bulgarian labour inspectorate supervised the implementation process throughout its period and prepared weekly reports for the Minister of Labour and Social Policy. Such activities required permanent contacts of 26 supervising persons with 370 labour inspectors in regions, efficient coordination of their work, as well as effective and fast flow of information. Weekly reports gave the possibility to monitor progress of the campaign and react quickly to any interruptions resulting from its organisation, used tools or other problems, which may have occurred during visits.

17. Special software. Actions of labour inspectors within the framework of the „Temporary Work” campaign, conducted by labour inspectorates of German Federal States to reduce the number of work accidents and to improve organisation of occupational safety and health management systems, were coordinated and monitored with the use of electronic tools. To implement the campaign, a specifically tailored software interface was developed and applied.

18. One month for corrective actions. In the framework of the campaign „Inspections with previous announcement” carried out by the Hungarian Labour Inspectorate an employer selected for the programme is notified with a month’s notice of the forthcoming visit, its scope and exact day it is scheduled to commence. That kind of arrangements allows the employer to eliminate the existing irregularities before the inspection proceedings begin. Announced inspections effectively complement prevention activity carried out by the Inspectorate in the occupational safety and health area. They also constitute a positive incentive for employers who, at their own initiative, make efforts to ensure compliance with the law.

19. Preannounced inspections. In connection with the inspection campaign in hotels, implemented by the Occupational Health and Safety

Authority in Malta, concerning compliance with existing provisions of occupational safety and health in hotels, all employers who were to be inspected received written information about objectives of the campaign and the range of issues on which inspections were to focus. Employers were not informed, however, about exact dates of visits to individual hotels. That procedure gave employers a half-year period to prepare themselves for inspections and eliminate any existing irregularities beforehand. Announced inspection visits effectively complement preventive activity in the area of occupational safety and health and are a positive incentive for employers who try to ensure compliance with the law on their own initiative.

20. Wide advertisement of the inspection campaign. Information about the Danish Working Environment Authority's campaign „Screening and adapted inspections” was widely advertised so it could reach the largest possible number of employers operating on the Danish labour market. The information was disseminated via the internet and the mass media and – if applicable – at meetings with social partners. The message contained information about the new method of conducting inspections (screening and optional, adapted inspections to companies experiencing problems with working conditions) and about the sectors of economy which had been scheduled for the first phase of the campaign. The concerned parties were informed that the screening inspections would cover all companies in all sectors and that they should undertake actions to improve working conditions. Moreover, the message contained information that companies with documented working environment problems will be prioritise for further inspections until all problems have been solved. The above initiatives were to motivate employers to undertake remedial actions on their own prior to being visited by a labour inspector.

21. Inform the general public via the mass media. As part of the inspection campaign in educational units, conducted by the National Labour Inspectorate in Romania, concerning compliance with occupational safety and health provisions in educational units in relation to employees, trainees, students and pupils, the labour inspectorate forwarded information about its results to cooperating institutions on a current basis. At the central level, the Ministry of Education was informed, first and foremost to guarantee its

support in the subsequent phases of the campaign. At the local level, county school inspectorates were informed about results of inspections. The forwarded information referred to: the number of conducted visits, the number of identified irregularities, results of questionnaires used during the campaign, as well as difficulties, mentioned by employers, in securing work safety and occupational health standards in line with legal requirements.

The general public was also informed about the ongoing project. In each region at least one press conference was arranged or one article was published in the local press which were devoted to the campaign. Information disseminated to the general public via the mass media included: the number of conducted inspections, the number of identified irregularities, the number of applied sanctions, the most frequently identified irregularities, results of questionnaires used during the campaign, as well as plans for labour inspectorate's future actions connected with the campaign. For example, in December 2005 information about the implemented campaign was disseminated to the general public at 49 press conferences and in press coverage. Newspapers and magazines published 58 articles, radio stations broadcast 43 programmes, and TV stations broadcast 30 speeches devoted to actions of the labour inspectorate as part of the campaign.

c) Evaluation and outcome of the campaign.

1. **Indicator combining quantitative & qualitative aspects.** In the case of the campaign „Risk assessment of psychosocial hazards – developing and testing a guidance tool for the inspection”, conducted by the Austrian labour inspectorate (Arbeitsinspektion), the indicator used for evaluation of its effects combined both quantitative and qualitative aspects, that is the number of properly drafted assessments of occupational risk connected with psychosocial hazards. Practical application of the results of such assessments and implementation of preventive measures can help reduce the number of instances of ill-health and inability to work caused by psychosocial hazards

2. **Work accident database as an indicator of evaluation.** The results of the inspection campaign in construction – preventing falls from heights, conducted by the Labour Inspectorate of the Republic of Slovenia to verify compliance with provisions of occupational safety and health in enterprises operating in the construction sector, and in particular to eliminate hazards

connected with work at heights, were assessed on the basis of information included in a database of work accidents compiled by the labour inspectorate. Data on the number and types of work accidents in the sector covered by the campaign give grounds to a conclusion that the campaign contributed to reducing the number of work accidents in the construction sector.

3. Opinion poll. In connection with the inspection campaign in educational units, conducted by the National Labour Inspectorate in Romania, concerning compliance with occupational safety and health provisions in educational units in relation to employees, trainees, students and pupils, an opinion poll among persons (staff of educational units, trainees, students and pupils) covered by actions of the inspectorate was conducted in December 2005 to assess the results of the campaign. 87% of respondents knew about the campaign conducted by the labour inspectorate: 14% from the mass media, 18% from school inspectorates, 46% from school staff, 8% from leaflets prepared by the labour inspectorate. 95% of respondents stated that information provided during the campaign had made them aware of work safety and health issues and their importance. 88% of respondents wanted to obtain further information about OSH.

4. Follow-up visits. Evaluation of the campaign „Forklifts”, concerning observance of existing occupational safety and health provisions during use of forklifts, and of the inspection campaign in hotels, concerning compliance with the existing provisions of occupational safety and health in hotels (both implemented by the Occupational Health and Safety Authority in Malta) was made on the basis of data collected by labour inspectors in the course of subsequent visits. A decision to conduct a follow-up visit depended on results of a previously filled out questionnaire and analysis of photographs collected in the first round of visits. Therefore, during assessment of effects of the campaign, efforts of the labour inspectorate focused on employers in whose companies irregularities requiring intervention by labour inspectors had been previously identified.

5. Analysis of quantitative & qualitative reports. As regards the inspection campaign at hospitals and clinics, conducted by the labour inspectorate in Cyprus in 2010, the most important indicator for the evaluation

of the project's results was the number of instances when following the labour inspector's visit employers carried out occupational risk assessment and implemented the system to manage that risk. When the labour inspector determined that such documents were missing, he obliged the employer to prepare them no later than within two months. After that deadline, the inspector re-inspected the company so as to check the adequacy and completeness of the prepared material. The labour inspector carrying out a repeated visit was obliged to verify the issues of work safety and health which had been inspected previously.

The final report included quantitative and qualitative analyses of the campaign's results, and in particular it presented: the number of inspectors participating in the campaign, entities which made occupational risk assessments and implemented risk management systems, as well as entities which engaged employees in that process and established Safety Committees. Additionally, the report included information about activities undertaken by labour inspectors during and after the visits, a commentary about the progress of the campaign and conclusions which can be used in the course of next campaigns. The report was utilised to determine the scope of an inspection campaign for the following year, and to specify the types of activities which should be undertaken in order to improve standards of work safety and health in the inspected sector.

6. Consider the inspector's views. When evaluating the effectiveness of the inspection campaign „Paving 2010” implemented by the Dutch Labour Inspectorate, the evaluation team, besides standard evaluation means, also took account of labour inspectors' own experience and comments.

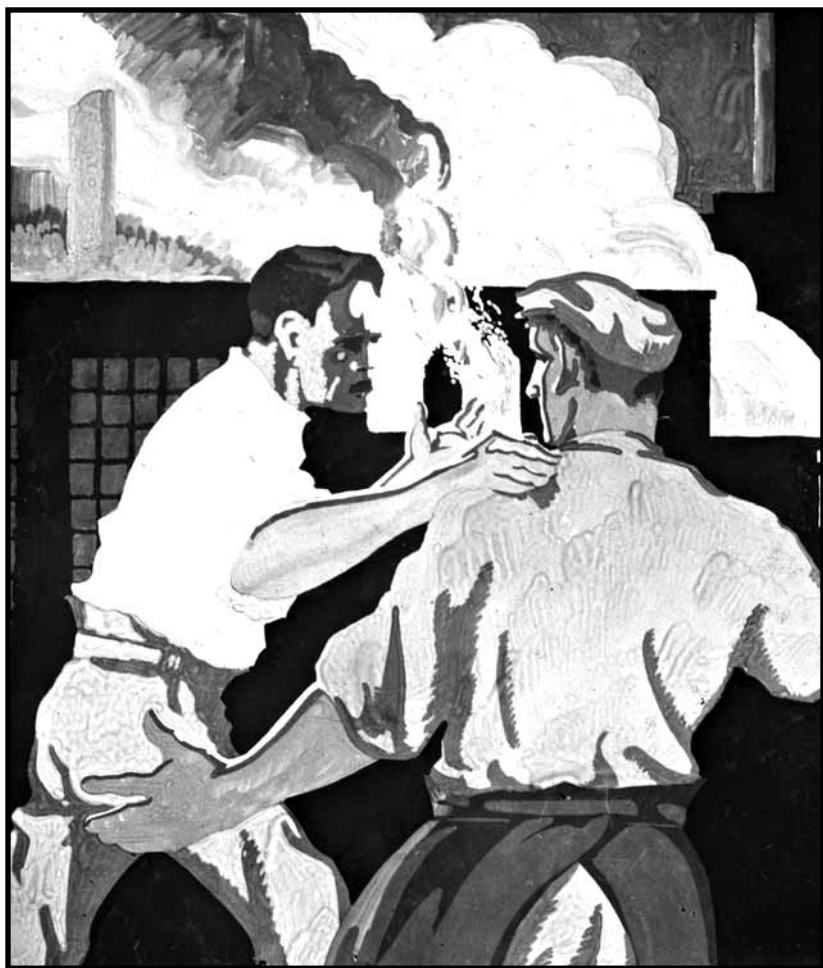
7. Adjust the inspection methods. In the period of 2005-2011 in the framework of the campaign „Screening and adapted inspections” the Danish Working Environment Authority inspected all companies in all sectors. The experience gained in the course of the programme and the outcome of its partial evaluation in 2006 were used for adjusting the inspection methods in 2007 when the programme was still underway, which made it possible to apply positively appraised solutions without having to wait for the programme's completion.

8. Provide feedback to supervisors of inspected entities in the public sector. Results of the inspection campaign at hospitals and clinics, conducted by the labour inspectorate in Cyprus in 2010, along with specification of the most serious irregularities concerning work safety and health in public hospitals (e.g. lack of occupational risk assessments or risk management systems) were sent to the Permanent Secretary at the Ministry of Health. The information was provided so as to make the authority supervising public hospitals in the country aware of the necessity to take corrective measures as regards occupational risk assessment and systems to manage that risk in the subordinate entities. Such actions will improve safety standards for employees and other persons present in hospitals and clinics.

9. Higher-level rating. Evaluation of results and effects of the „Temporary Work” campaign, conducted by labour inspectorates of German Federal States to reduce the number of work accidents and to improve organisation of occupational safety and health management systems, was made on the basis of information provided by labour inspectors about the level and extent of improvement of occupational safety and health. The information was collected during the second round of visits. The evaluation comprised an overall rating and classification of enterprises according to the quality of risk assessment procedures and organisation of work safety. It was commissioned by a higher-level entity: National Safety and Health Conference (NAK).

10. External consultants. The evaluation of the campaign „Screening and adapted inspection method” of the Danish Working Environment Authority carried out in 2006 was contracted to an external consultant in the form of a qualitative and quantitative analysis. It was based on information collected in the course of visits to approximately 100 companies and replies to some 1 600 phone polls.

11. Share your evaluation results with stakeholders. Evaluation of results of the inspection campaign in companies from the car tyre service sector, which was implemented by the Swedish Work Environment Authority to address occupational hazards connected with manual handling of tyres and wheels, as well as the risk pertaining to the use of pressure and lifting devices and the exposure to noise and vibrations, was included in the



executive report that was forwarded to the social partners and trade organizations with a view to disseminating the effects of the inspectorate's actions among employers operating in the target sector.

12. **'The smiley scheme'**. The smiley scheme is an integral part of the framework of the campaign „Screening and adapted inspections” carried out by the Danish Working Environment Authority. It consist a classification of the companies marked with traffic lights' colours (green, yellow, red) in the form of smileys (the smiley scheme), which constitutes an innovative approach to classifying employers according to their compliance with working environment regulations. The smiley scheme motivates companies to stay focused on maintaining a safe and healthy working environment by awarding a positive green smiley to companies without working environment problems at the screening. It is also a motivating factor in itself to avoid getting a negative (red or yellow) smiley, which is issued if the company receives compliance notices. As a result public can keep up to date with the current working environment condition in each and every inspected company on the WEA webpage.

13. **Final report.** Evaluation of the campaign „Special plan for agriculture and construction”, conducted by the Italian labour inspectorate to fight illegal employment and to inspect compliance with occupational safety and health provisions in enterprises operating in the farming and construction sectors in Southern Italy, was done in the form of a report prepared by the Directorate General of the Labour Inspectorate on the basis of data forwarded by provincial labour departments. The report illustrated positive effects of the conducted project. Particularly significant information included in the report concerned a decrease in the number of illegally employed persons as a direct result of activities of labour inspectors who carried out repeated, systematic and strict inspections. Moreover, the final report was used to develop new guidelines for inspections aimed at preventing illegal employment and to prepare strategy of actions for the labour inspectorate for subsequent years.

14. **Legislative amendments.** The tangible effect of the Cypriot campaign in health sector was direct and close cooperation of the Department of

Labour Inspection with the Ministry of Health, and the resulting proposal to amend the law provisions concerning private hospitals. On the basis of adopted legislative amendment, a representative of the Department of Labour Inspection will take part in the work of a commission granting permits for operation of private hospitals. Additionally, based on that amendment, a person responsible for managing a private hospital is obliged to obtain a statement from the Chief Inspector of the Department of Labour Inspection stating that the private hospital has an adequate risk management system in place. In order to implement that stipulation, in each territorial unit 2 labour inspectors were trained and they are competent to suggest the issue of such statements to the Chief Inspector. The Department of Labour Inspection also developed a special checklist, which is to help labour inspectors inspecting private hospitals.

2. Good practice in non-inspection activities.

a) Preparation of the project.

1. **The Declaration.** The campaign „Work safety in construction – falls and slips”, implemented by the Polish labour inspectorate, was prepared with support from social partners of the labour inspectorate, such as: the Social Insurance Institution – which financed additional broadcasting of TV and radio spots and printing of the campaign’s publications; Polish Association of Engineers and Construction Technicians and „Budowlani” Trade Union – which promoted the campaign’s message and participated in preparation of the campaign’s materials. The National Labour Inspectorate involved entities from the private sector – 7 largest contractors operating in the Polish construction market. Those companies signed a *Declaration on the agreement for work safety in construction*, in which they undertook to conduct joint actions to prevent accidents at work, share good practice, cooperate to develop common OSH standards, and influence subcontractors – medium-sized and small construction companies, where accident rates are the highest. The above-mentioned companies also took part in displaying the campaign’s banners on their construction sites and their OSH experts participated in preparing the labour inspectorate’s materials designed for the construction sector.

2. **Multi-organization support.** A working team was established to prepare and implement the „Keep Safe” project, conducted by the Irish Health and Safety Authority to present children with practical messages concerning safety in various situations. The team was composed of labour inspectors and representatives of partners – future participants of the campaign: electricity supplier ESB Networks, national bus operator Bus Eireann, advisory body for farming „Teagasc”, County Council (Road Safety Section), Fire Services, Water Safety, Civil Defence, Irish Coast Guard, Health Services Executive, Construction Industry Federation, the Police Force (Gardai), „Junior Achievement” – organisation supporting pupils in skills development and vocational preparation, and Mountain Rescue. This facilitated the development of participation rules already at an initial stage and enriched the contents of the programme – each participant had experience and competence in a different area connected with safety. Their combination facilitated the development of a consistent and complex programme to promote safety in almost all areas of life.

3. **Internal and external resources.** During preparations for the SEGUMAR project, implemented by the Spanish labour inspectorate (Inspección de Trabajo y Seguridad Social), concerning working conditions and compliance with labour law and social insurance provisions in sea fishing companies, several sources were used, such as: internal database of work accidents, database of work accidents kept by the Navy Social Institute (Instituto Social de la Marina), internal database of occupational diseases, database of occupational diseases kept by the Navy Social Institute (Instituto Social de la Marina), suggestions from the Navy Social Institute (Instituto Social de la Marina) as the cooperating institution, and proposals from Directorate General Merchant Navy as the authority supervising the selected sector.

4. **Steering committee.** In the preparation and implementation of the non-inspection campaign „Work Related Vehicle Safety Five Year Plan”, implemented by the Irish Health and Safety Authority to reduce the numbers of: fatalities, seriously injured victims and persons suffering from serious illnesses caused by using vehicles at work, in all sectors of economy, social partners from both the public and private sectors have been involved. In the selection of partners, account was taken of experience gained so far during

cooperation on previous initiatives. They are not formally documented, but derived from experiences at many different levels. The public sector partners: Road Safety Authority (RSA) and the Police Force (An Garda Síochána) form part of a steering committee. The private sector partners are: insurance institutions (both private and public), employers' representatives, sectoral bodies for transport, construction and agriculture. They are engaged in consultations and help deliver the message and contents of the project to the target recipients in individual sectors. Participation of those partners at the preparation stage of project not only facilitated better development of the campaign's plan, but also contributed to greater involvement of the partners in implemented tasks at the delivery stage of the campaign.

5. Advisory committees. During preparation and implementation of the non-inspection project titled „Make the Promise”, conducted by the Health and Safety Executive in the United Kingdom to raise the profile and awareness of safety in agriculture so as to deliver a reduction in the accident rate in that sector, the HSE's partners from the private sector included: the National Farmers Union, as well as food purchasing and production companies. Representatives of stakeholders took part in the work of advisory committees and through regional and local events and activities. The selection of partners for the campaign was affected by many factors, such as: experiences from previous cooperation, knowledge of the agricultural sector of the economy and expression of interest from industry and trade bodies.

6. The synergy effect. The non-inspection project „Campaign for the prevention of occupational risks in agriculture”, prepared by the Portuguese Autoridade Para as Condições do Trabalho, was of comprehensive nature. Establishment of an Advisory Committee, in which the campaign's partners were represented, enabled the organisers to involve many entities from the public administration, scientific community, employers' organisations and trade unions. The organisers paid special attention to introducing the topics of occupational safety and health in information flows between organisations of employers and employees, and to developing relations in that area between organisations and the state administration. The achieved synergy resulted in the implementation of awareness programmes and development of information materials, and actions in the mass media.

7. Government's financial support. The project „Free access to e-learning”, carried out by the Irish Health and Safety Authority with the aim of enabling specific groups of learners to increase their awareness of safety, health and welfare matters in the school environment, was financed from a grant allotted by the central government for special projects. Already at the stage of the project's preparation, the working team knew what resources would be available for it, so they could focus on subject-related issues and adapt the planned tasks to financial resources.

8. Funds guaranteed in the legislation. The project titled „Counselling Service on Safety and Health at Work”, implemented by the Hungarian Labour Inspectorate in order to promote issues of occupational safety and health, labour protection and working conditions, to limit the risks and hazards related to work tasks so as to reduce the number of work accidents and occupational diseases, has a financing mechanism guaranteed in the legislation. The project's budget has been established based on provisions of the Hungarian legislation, which specifies that funds from fines imposed on employers for infringements of work safety and health regulations should be used for the promotion of work safety and health.

9. The plan of actions. During selection of companies taking part in the project „Dialogue meetings with large public and private companies with many work sites which report more than 100 workplace accidents a year” implemented by the Danish labour inspectorate use was made of the Working Environment Authority's database of workplace accidents. The focus was placed on those companies which recorded the largest number of workplace accidents in 2008. The assumptions of the project were prepared by a team of workers representing various divisions in the Authority. The plan of actions developed by the project team included dialogue meetings with key individuals representing the management of participating companies, organization of workshops on health and safety management to be held in the involved companies, participation in coaching and idea generation for new initiatives, organization of thematic/experience days, setting up information exchange networks between companies.

10. Use data from previous inspections. In the case of the information project for regional and local authorities as clients for construction work (roads, waterways, electrical and telecommunication infrastructure, earth works), implemented by the Dutch labour inspectorate to provide regional and local authorities with information and increase their awareness of legal responsibility for ensuring safety during implementation of contracts for construction projects, the results of analyses of data collected in the course of previous inspection activities in the construction sector were used at the project's development stage. Past inspections showed the lack of awareness among representatives of regional and local authorities as regards the client's role and legal responsibility for work safety and health during construction projects.

11. Use a range of sources for targeting. In the case of the non-inspection project „Taking Care of Business & BeSMART”, implemented by the Irish Health and Safety Authority to reduce the number of accidents, cut down on administrative costs for small and medium-sized enterprises, and increase employers' compliance with legal requirements, a range of available sources were used to select the priority area. These were: the inspectorate's and external databases of workplace accidents, suggestions of stakeholders – other supervisory authorities, employers' organizations, and trade unions. First and foremost, use was made of the analysis of data from inspections conducted by labour inspectors, indicating that although, generally speaking, almost 90% of employers fulfilled the duty to assess risk and develop a safety statement, yet in the group of employers engaging fewer than 50 employees, the corresponding percentage is only about 40%. Thus, the campaign is targeted at the actual needs.

12. Early interventions with prospective workforce. During preparation of the campaign „Work safety and health – a cultural value”, conducted by the National Labour Inspectorate in Romania with the aim to raise awareness of young people who are still at school concerning the creation of a healthy and safe working environment, and to strengthen the culture of reducing hazards in the working environment, account was taken mainly of statistical data which shows that young Romanians are increasingly willing to take up employment as soon as they are 16 years of age, or even earlier. The majority of them perform seasonal work during their summer holidays. They are

tempted to work illegally and to accept work tasks unsuitable for their physical and mental development. Young people often suffer injuries in work accidents because they carry out tasks which are most difficult, or most hazardous in terms of OSH. Moreover, they are not sufficiently informed about risks connected with performed work and inadequately trained in work safety and health and applied safety measures. Therefore, the campaign addressed real needs of the society connected with performing work by young people.

13. Use electronic systems to give advice. The objective of the project „Creation of a Help Centre and PR campaign”, prepared by the labour inspectorate of Luxembourg, was to create a national Help Centre, which was to eliminate the previous practices of providing legal and technical advice to anyone interested at various phone numbers or via e-mail communication with employees of the labour inspectorate. 600 answers to the most frequently asked questions were prepared for the newly established Help Centre and they were placed on the website. 90% of them referred to the employment relationship, and the rest – to technical aspects of work safety. During the project’s implementation, particular significance was attached to identification of the target group’s needs, including analysis of previous questions and complaints.

14. External subcontractors. In the case of the project „Free access to e-learning”, carried out by the Irish Health and Safety Authority with the aim of enabling specific groups of learners to increase their awareness of safety, health and welfare matters in the school environment, practical implementation of individual components within the project was entrusted to external companies specialising in the relevant area and selected in tender procedures. Thus, it was possible to ensure a high level of professionalism and a high level of the subject-related aspects, for which representatives of the labour inspectorate were responsible.

15. Encourage entities to take part. In the case of the information project for regional and local authorities as clients for construction work (roads, waterways, electrical and telecommunication infrastructure, earth works), implemented by the Dutch labour inspectorate to provide regional and local

authorities with information and increase their awareness of legal responsibility for ensuring safety during construction projects, the target group was specified in the project plan. A letter from the General Inspector was sent to regional and local authorities to inform them about activities of the labour inspectorate and invite all concerned parties to join the project. Over 50% of regional and local authorities accepted the labour inspectorate's offer.

16. Employers in the test phase. The non-inspection project „Taking Care of Business & BeSMART”, implemented by the Irish Health and Safety Authority to reduce the number of accidents, cut down on administrative costs for small and medium-sized enterprises, and increase employers' compliance with legal requirements, as well as the Internet tool (prepared as a result of the project) for making occupational risk assessment and drafting a document (safety statement) specifying how the employer manages work safety and health issues in his company, were the subject of broad consultations with social partners, both from the public and private sectors. In particular, the consultations were held with industry bodies and business owners. Its implementation was preceded by a test phase. Owing to participation of representatives of the prospective users in the work on the project, the final product better meets their needs, so one can hope that it will be used commonly.

17. Raise awareness through media. In the framework of the project „Bullying and harassment hotline”, carried out by the Danish Working Environment Authority, information about the possibility to obtain advice on bullying and harassment at work was disseminated through the press, radio, and television. Advertisements about the project appeared on 2 most viewed TV channels and at DR radio station; the information was also featured in national and local newspapers. The media interest was particularly noticeable at the very launch of the hotline. Communication with the mass media was one of the elements of the plan to disseminate information about the hotline and about bullying and harassment issues. The plan also envisaged ongoing communication with social partners. The idea was to raise awareness of the consequences of bullying and harassment at work, the need to undertake preventative actions by companies and to provide well-tested and uncomplicated solutions to the problem. The effectiveness of

undertaken actions can be measured by an increased number of phone calls made to the hotline.

b) Implementation of the project.

1. **Collaborate with external partners.** External partners from the public sector took part in the SEGUMAR campaign, implemented by the Spanish labour inspectorate (Inspección de Trabajo y Seguridad Social), concerning working conditions and compliance with labour law and social insurance provisions in sea fishing companies. In particular, specialists from the prosecutor's office and the Merchant Navy Inspectorate, together with labour inspectors, conducted training for employees and employers from each seaside province about subjects connected with the observance of labour law and social insurance provisions. Participation in the project of experts from various institutions supervising the selected sector contributed to the comprehensive presentation of the issue of legal compliance to the target group, that is entrepreneurs belonging to Fishermen Associations (Cofradías de Peces), as well as employers and employees from the fishing sector.

2. **Cooperation with several public & private partners.** In the implementation of the „Healthy Workplaces” Campaign Promoting Safe Maintenance, conducted by the Latvian State Labour Inspectorate to promote good practices related to work safety during broadly understood maintenance and to raise public awareness of occupational risk inherent in maintenance tasks, many external partners were involved from both the public and private sectors. External partners from the public sector involved in the project through participation in working groups and workshops organised in the framework of the campaign included the Ministry of Welfare and the Institute of Occupational and Environmental Health of Riga Stradins University. From the private sector, the following organisations participated in the project: the Latvian Employers' Confederation, professional associations that have cooperation agreements with the State Labour Inspectorate – the Latvian Professional Cleaning and Waste Management Association, the Latvian Security Business Association, „Building Development Strategic Partnership” as well as national partners – Toyota Material Handling Baltic, AA& Construction Campaigns, RBSSkals Serviss, FN Serviss and Inspecta Prevention.

3. The Focal Point coordination. During implementation of the project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases”, the labour inspectorate of Cyprus cooperated with the Ministry of Agriculture, Natural Resources and Environment, Mines Service, employers’ organisations, trade unions, and professional associations of engineers or work safety services. The cooperation was aimed at developing assumptions for the conducted campaign, sharing experiences and initiating additional activities and events during the campaign, which were organised by the partners. The cooperation was coordinated the Department of Labour Inspection as a Focal Point, and it was facilitated owing to meetings at which the project participants shared information. An important element of the campaign was involvement of partners, such as institutions and organisations, in collecting examples of good practice and popularising the campaign’s message. All stakeholders had the opportunity to support the campaign, among others: employers from the public and private sectors, branch associations, insurance or training companies.

4. Link inspection and non-inspection campaigns. During implementation of the project „Work safety at timber harvesting”, conducted by the State Labour Inspectorate of the Czech Republic to reduce the number of accidents at work connected with timber harvesting, by dissemination of information on causes of work accidents, regulations and good practices concerning safe methods of performing work, communication activities are targeted at employees and self-employed persons working at timber harvesting and they are carried out in the course of inspections of entrepreneurs providing forestry services. Inspections of forestry companies are conducted before, during and after communication activities.

5. Two-level selection process. In the framework of the campaign „Risks from Dangerous Substances in the Workplace”, conducted by the National Labour Inspectorate (Národný Inšpektorát Práce) in Slovakia to disseminate information and promote behaviours in line with European legal provisions concerning the exposure to dangerous chemical substances in the workplace, the process of selecting entities covered by the project progressed in two phases. The first phase consisted in the selection of enterprises to which official letters from directors of regional labour inspectorates, along with

questionnaires for employers, were to be sent. That phase was based on the analysis of existing registers and databases, with due consideration to information provided by external partners (industrial organisations, business associations, trade unions). Having received replies from employers, regional labour inspectorates made another selection of entities in line with the adopted criteria – employers, who had not sent back filled-in questionnaires or employers whose filled-in questionnaires included information indicating the necessity to pay special attention to them. Such entities were selected for the inspection campaign.

6. Pilot phase. Within the framework of the campaign „Work safety and health – a cultural value”, conducted by the National Labour Inspectorate in Romania with the aim to raise awareness of young people who are still at school concerning the creation of a healthy and safe working environment, and to strengthen the culture of reducing hazards in the working environment, the pilot phase of the project in the school year 2006/2007 was conducted for a small number of participants from a limited territory (1 regional labour inspectorate and 10 high schools) in order to test the progress of all its components. The pilot phase helped to improve the project and implement a country-wide campaign – in the school year 2008/2009 it covered 40 regional labour inspectorates and 400 high schools.

7. Provide professional recognition. In the framework of the project „Free access to e-learning”, carried out by the Irish Health and Safety Authority with the aim of enabling specific groups of learners to increase their awareness of safety, health and welfare matters in the school environment, completion of a course is confirmed with a CPD certificate (Continuing Personal or Professional Development), recognised by authorities responsible for education in Ireland. This is one of essential incentives encouraging prospective users to take part in e-learning.

8. Access to professional advice. The project titled „Counselling Service on Safety and Health at Work”, implemented by the Hungarian Labour Inspectorate in order to promote issues of occupational safety and health, labour protection and working conditions, to limit the risks and hazards related to work tasks so as to reduce the number of work accidents and

occupational diseases, is not combined with any inspection campaign. Provision of advice is clearly separated from inspection activities. The target group of the project are mainly small and medium-sized enterprises, and generally – anyone interested. Broad access of employers and employees to professional counselling on work safety and health gives a real possibility to maintain appropriate standards of work safety and health, especially in small and medium-sized enterprises.

9. **Hotline.** Preparation of the project „Bullying and harassment hotline”, carried out by the Danish Working Environment Authority took 3-4 months during which an essential set of facilities was provided including telephone lines, and a computer base supporting the operation of the hotline. Additionally, an educational and training programme for persons in charge of handling the hotline calls (15 labour inspectors) was prepared and implemented. The hotline was operational in April 2010 and is also available on all weekdays from 8.00 to 15.00. The hotline is addressed to the following four target groups: people being bullied at work, witnesses of bullying and harassment at work, businesses with bullying and harassment problems that want information and advice on how to deal with the problem, and businesses willing to take action to prevent bullying and harassment in the workplace.

10. **Activity diversification.** During the non-inspection campaign „Work Related Vehicle Safety Five Year Plan”, conducted by the Irish Health and Safety Authority to reduce the numbers of fatalities, seriously injured victims and persons suffering from serious illnesses caused by using vehicles at work, in all sectors of economy, all major mass media have participated in disseminating information: national and local press, national TV station, local and national radio stations. E-bulletins for subscribers have also been sent. Communications appeared in connection with a specific campaign or launch of specific actions within the framework of the project. Additionally, a campaign website has been specifically developed and launched. Relevant information has been placed on websites of the stakeholders: Road Safety Authority (RSA) and the Police Force (An Garda Síochána).

In 2010, owing to actions of the steering group, a number of publications were developed to promote and raise awareness amongst employers of the

need to manage Work Related Vehicle Risks. These included: information sheets on workplace transport safety, posters on load security, daily pre-check of HGV (heavy goods vehicles), vans, buses and cars, and guidelines for employers on driving for work. Moreover, employers and employees could familiarize themselves with the rules of managing work safety in the use of vehicles during four seminars held in regional centres in June 2010. In 2011, actions launched in the previous year are continued. Further seminars have been planned in regional divisions of the HSA for October 2011. Additionally, other publications within the framework of the project are being developed: video films on van and car checks, guidance on safe loading of vehicles, and a survey to research issues related to „driving for work” in Ireland.

11. Promotion of positive attitudes. In the framework of the project „Health and safety in the workplace”, implemented by the Italian labour inspectorate to promote positive attitudes to matters of occupational safety and health and to inform the general public about examples of such attitudes, in accordance with the principle that high safety culture is the best preventative tool reducing the number of accidents, many various activities were undertaken. Visitations to companies were conducted. Additionally, cooperation with partners was commenced to compile and develop a guide to good practice. Other activities comprised: training sessions, distribution of publications and audio-visual materials, programmes aimed at improving working conditions, based on voluntary participation of enterprises, provision of advice, seminars to exchange experiences and information. Information was communicated in the press, on the radio and TV (adverts and short informational spots), and on the Internet. A legislative initiative was also part of the campaign.

12. Multidisciplinary approach. In the framework of the project „Reducing the number of accidents at work”, conducted by the Labour Inspectorate of the Republic of Slovenia in order to increase its contribution to activities aimed at reducing the number of work accidents, the basic implemented tasks included education and dissemination of information. An Internet website, easy to access and user-friendly, has been developed. 1 200 visits by Internet users have been registered per month. In order to ensure a

multidisciplinary approach during the project, physicians, psychologists and engineers from the labour inspectorate, as well as teachers and disabled persons have been actively involved in it.

13. **Help Centre.** In the first phase of the project „Creation of a Help Centre and PR campaign”, implemented by the labour inspectorate of Luxembourg, based on close cooperation with project partners (including lawyers’ offices), problems were collected and afterwards they were the subject of 600 answers to the most frequently asked questions (legal advice). The national Help Centre was prepared and launched – a helpline available via the phone and e-mail. In cases when the Help Centre received complaints requiring intervention, the relevant information was communicated to labour inspectors who took appropriate action. The staff working at the Help Centre was prepared for implementation of tasks through adequate training. Activities connected with preparation and launch of the helpline were accompanied by promotion through the project partners, via the mass media and the Internet.

14. **Safety awareness events.** In the framework of the „Keep Safe” project, conducted by the Irish Health and Safety Authority to present children with practical messages concerning safety in various situations, one event lasts from 3 to 3.5 hours and is attended by about 100 pupils from 3-4 primary schools. Children are brought to a central location where they meet with representatives of between 10 and 12 agencies: the Health and Safety Authority, electricity supplier ESB Networks, national bus operator Bus Eireann, advisory body for farming „Teagasc”, County Council (Road Safety Section), Fire Services, Water Safety, Civil Defence, Irish Coast Guard, Health Services Executive, Construction Industry Federation, the Police Force (Gardai), „Junior Achievement” – organisation supporting pupils in skills development and vocational preparation, and Mountain Rescue. Each agency has prepared an interactive scenario for delivery to the children, who are organised in groups of 8-10. Each group visits each stand for a period of 10 minutes to participate in the scenario. The use of video on CD’s or PowerPoint presentations is not permitted. Representatives of the agencies must interact with the children and the aim is to impart one or two simple safety messages. Representatives of the agencies provide promotional and educational materials to the children free of

charge and a certificate of participation is given to each child on completion. They are educated to change their behaviour and attitudes in order to stay safe. Children improve their understanding of everyday situations where accidents are likely to occur.

15. Use a range of media. The „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases”, conducted by the labour inspectorate of Cyprus, was based on various forms of impact and communication of information. They ranged from a wide-scale campaign on TV, radio and in the press, Internet campaign, delivery of e-mails, through distribution of publications and other campaign materials, organisation of competitions and seminars, to provision of advice and visits to enterprises. An element of the campaign deserving special attention was the broadcasting of about 2 250 spots by national and regional TV and radio stations, which took place in the period from 2 October to 15 November 2010. The mass media message was supplemented by TV and radio programmes in which employees of the labour inspectorate took part.

16. Direct contact with IT tool. The Internet tool BeSMART, developed as a result of the non-inspection project „Taking Care of Business & BeSMART”, implemented by the Irish Health and Safety Authority to reduce the number of accidents, cut down on administrative costs for small and medium-sized enterprises, and increase employers’ compliance with legal requirements, is promoted not only via the mass media, but also through organisation of meetings with its prospective users, who are target recipients of the whole project. The dedicated website includes video films presenting the tool and the ways of using it in an easy way. A version for guests is also available and it enables a guest to learn about functions of the tool without the necessity to give personal details (yet it has some limitations, such as no possibility to save the outcome of one’s work so as to retrieve it later).

There is a plan to present the initiative in 26-44 regional locations over the next 2 years. For each of those presentations, a local communication campaign about the project and the meetings will be conducted and it will be targeted directly at recipients, using direct contacts with the target group, the local press and radio stations. Advertisements and information brochures



about the project will be prepared specifically for that purpose; they will include details about where to look for further information, as well as dates and venues of local presentations. Independently of the above, a public awareness campaign has been planned.

17. Personal consultancy at individual level. The authors of the project „Consultancy for persons managing construction companies”, conducted by the Austrian labour inspectorate, were of the opinion that positive changes in the awareness of risk and occupational risk assessment can be initiated by persons managing small construction companies. It is important that risk assessment in enterprises is made on the basis of conscientious identification of hazards existing during given types of work. Therefore, the communication campaign was conducted in the form of personal consultancy provided by labour inspectors – which facilitates the most effective promotion and creation of proper attitudes to work safety. The activities comprised visits to enterprises, provision of checklists and information materials to persons responsible for organisation of work, making them aware of hazards and clarification of issues connected with work safety.

18. Cooperation with stakeholders. In order to carry out the project „Dialogue meetings with large public and private companies with many work sites which report more than 100 workplace accidents a year” developed by the Danish labour inspectorate individual cooperation was established with each of the 54 participating companies. They were forwarded with information about work-related accidents and were subsequently visited by a labour inspector with a view to establishing a dialogue on work safety and preventative activity to reduce the number of accidents. Labour inspectors met with the key individuals – representatives of a given company’s management. Representatives of participating entities could exchange experience and information at seminars which were held in the framework of the project. The above actions were very motivating and inspiring, and led to initiation of preventative activities in a concerned company.

19. Benchmarking with TR. Assumptions for the project „TR safety observation method and safety competition of the construction industry in Southern Finland”, implemented by the Finnish labour inspectorate, were

developed on the basis of proposals submitted by social partners: employers' organizations and trade unions while the selection of participants is made with the use of databases on accidents at work (other than labour inspectorate's). The principal task entrusted to labour inspectors is to participate in the assessment of safety level in companies by applying the TR method.

Every year construction sector associations and public institutions in Finland assess and reward the best companies and construction sites for their work safety. TR Safety observation method is used as a tool for assessing and comparing companies taking part in the competition. The TR method consists in systematic monitoring of working conditions on construction sites and reflecting them in the form of a „safety index”. The competition has contributed greatly to introduction of the TR method as a commonly binding standard.

20. **Media.** The communication campaign „Assessment of risk related to dangerous chemical substances”, carried out by the Greek labour inspectorate, was based on direct contact of labour inspectors with recipients – during visits to enterprises, seminars and conferences. Additionally, the labour inspectorate informed national and regional mass media about scheduled activities, prepared press releases and ensured the presence of TV broadcasters at the most important events in the course of the campaign. Social partners were informed about the planned communication campaign in writing. Representatives of employers' and employees' organisations were familiarised with the project's assumptions at a meeting of the Council for Social Control of Labour Inspection. Information about the project was available on the website of the Ministry of Labour.

21. **Implement a clear communications strategy.** During preparations for the non-inspection project titled „Make the Promise”, conducted by the Health and Safety Executive in the United Kingdom to raise the profile and awareness of safety in agriculture so as to deliver a reduction in the accident rate in that sector, a plan to communicate information about the project to stakeholders was developed. The plan specified ways of informing stakeholders through direct mailing, trade press, working groups of trade bodies, industry specific web pages on the HSE's website, and through trade

unions. The plan included key messages communicated to stakeholders, as well as information identifying and targeting the recipients of the campaign. Information was published in the regional and national press, as well as broadcast by regional TV stations, local and national radio stations. Cooperation with the mass media during the project's implementation comprised over 150 instances of media coverage, reports and broadcasts in the mass media. Basic information was disseminated before and after local events, such as the Safety and Health Awareness Days (SHADs), organised by stakeholders. These were programmes broadcast in the local media, devoted mainly to actions undertaken as part of the campaign, and dates of their broadcasting were connected with dates of the events in question.

22. Visit of journalists. In the framework of the „Healthy Workplaces” Campaign Promoting Safe Maintenance, conducted by the Latvian State Labour Inspectorate to promote good practices related to work safety during broadly understood maintenance and to raise public awareness of occupational risk inherent in maintenance tasks, special emphasis was placed on communicating information about the progress and results of the „Good Practice” competition. In the period from April to October 2010 such information appeared in the press – 12 publications, on TV – 3 times, on radio stations – 8 times, and on Internet portals – 21 times. Moreover, in May 2011, a visit of journalists to the winner of the competition was organised. The visit was reported on TV, in the press and through the Internet.

23. External PR campaign. In the framework of the project „Creation of a Help Centre and PR campaign”, conducted by the labour inspectorate of Luxembourg, information about the newly established Help Centre was disseminated to the general public through a campaign prepared by an external Public Relations company. During the communication campaign, information about the project appeared 8 times on TV and 10 times on the radio. Moreover, a 25-minute programme devoted completely to the project was broadcast by the national TV. The organisers assessed that the communication campaign covered 80% of the target group.

24. 70% of audience targeted. Within the framework of the campaign „Work safety in construction – falls and slips”, implemented by the Polish

labour inspectorate, it was planned that inspection activities of the labour inspectorate would be supported by a broad mass media campaign under the slogan „Protect life. Safe work at heights”. There were broadcasts on TV and radio, and displays on the Internet. Simultaneously, information, training and preventive actions were conducted jointly with partners. Large construction enterprises helped reach small companies – often with only a few workers. This form of activity brought about the effect of addressing employers from the construction sector on an unprecedented scale. According to estimates, activities within the campaign reached over 70% out of 70 thousand construction companies.

25. **Social media.** Information about the project „Free access to e-learning”, carried out by the Irish Health and Safety Authority with the aim of enabling specific groups of learners to increase their awareness of safety, health and welfare matters in the school environment, was disseminated within the education sector through the stakeholders’ communication channels and social media (Twitter, Facebook, You Tube, etc.). Owing to wide communication activities, high levels of participation in the courses conducted so far were secured.

26. **Emotional campaign.** In the framework of the project „Health and safety in the workplace”, implemented by the Italian labour inspectorate to promote positive attitudes to matters of occupational safety and health and to inform the general public about examples of such attitudes, in accordance with the principle that high safety culture is the best preventative tool reducing the number of accidents, social partners were provided with information important for the sector which they represented. On the other hand, the general public was targeted mainly with an emotional campaign, promoting the main slogan of the project – „Safety at work is expected by people who are fond of themselves”, which focused not only on prevention but also on individual responsibility of involved parties, employers and employees – via advertisements in the mass media, and posters.

The Italian labour inspectorate attached special significance to evaluating the effectiveness of disseminating information about the project to social partners. Evaluation of the effectiveness of communicating information has shown that the most effective methods comprise: firstly – advertising

through the cooperating institutions (institutional advertising), secondly – training sessions, meetings and seminars, thirdly – directly via electronic means.

c) Evaluation of the project.

1. **Use questionnaires.** Evaluation of the effects of the non-inspection project „Assessment of occupational risk related to the use of chemical agents in wood processing and production of furniture”, implemented by the State Labour Inspectorate of the Republic of Lithuania, was conducted with the use of checklists filled in by labour inspectors in the course of the inspection campaign following the completion of the non-inspection project. The employers also filled in the checklists which were randomly verified by labour inspectors within the inspection campaign. The employers could be held liable for possible dissemination of false information in the checklist. Moreover, when evaluating the activities undertaken, personal questionnaires were used addressed to ca. 30% entities covered by the campaign that is representatives dealing with wood processing and production of furniture which were subsequently verified by labour inspectors.

2. **Publish the evaluation findings.** The State Labour Inspectorate of Latvia together with the „Media Consulta” Agency prepared a final report with the results and effects of the *Healthy Workplaces Campaign Promoting Safe Maintenance*, aimed at promoting good practices related to work safety during broadly understood maintenance and raising public awareness of occupational risks inherent in such work tasks. The report was written on the basis of questionnaires comprising the following information: the number of participants of individual events in the course of the campaign (planned/actual number of participants), methods of obtaining information about the project by participants of events, evaluation of topics presented at an event and its organisational aspects, obtaining new knowledge by participants of individual events, evaluation of possibilities of sharing information with other participants of an event, usefulness of the acquired knowledge for conducted activity, evaluation of an event’s influence on daily activity of the participant. Conclusions from the report were published on the labour inspectorate’s website.

3. **Discuss with partners.** Evaluation of the project „Campaign for the prevention of occupational risks in agriculture”, implemented by the Portuguese labour inspectorate, was based on discussions and exchange of opinions between the campaign’s partners. They participated in an evaluation workshop held half way through the project. A final report was developed by the Institute for Development and Inspection of Working Conditions and presented during the closing seminar.

4. **Audience surveys.** Evaluation of the results of the Cypriot project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases” was conducted only with regard to the communication campaign conducted via TV and radio stations. It was based on the survey of the number of TV viewers and radio listeners. According to market surveys, the mass media campaign reached 73% of the target recipients. Statistically speaking, every person had the possibility to see the message on TV 4.6 times. These are very high results, which show that conducted communication activities were of common nature.

5. **Assess take up of services.** The indicator of effectiveness of activities conducted within the project „Creation of a Help Centre and PR campaign”, implemented by the labour inspectorate of Luxembourg, was an increased interest in consultancy provided by the Help Centre. Monitoring of legal advice was conducted on an ongoing basis and it was assessed before and during the communication campaign, as well as 6 months after its completion.

6. **Survey stakeholders.** Evaluation of promotional activities undertaken during the campaign „Work safety in construction – falls and slips”, implemented by the Polish labour inspectorate, was conducted through public opinion polls, carried out by a specialised survey agency in the sample group of employers from the construction sector – the target group of conducted mass media activities. The survey took place after completion of the mass media campaign in 2010, and after the campaign of 2011. The issues covered by the survey included: the campaign’s coverage of the target group, assessment of individual media broadcasting and displaying the campaign’s topics, and assessment of a declared change in attitudes in the target group.

After the mass media campaign in 2011, 72% of persons from the target group declared that they had seen or heard the campaign's message at least once through the mass media used, 27% of employers intend to improve preparation of workers for safe work and increase supervision of work safety on a construction site, 23% of them intend to pay more attention to the scope and method of conducting OSH training. An additional result of the campaign is that the construction sector has been encouraged to initiate system changes to improve the safety of persons performing construction work.

7. Use independent organisations to evaluate. Evaluation of the project „Dialogue meetings with companies which report more than 100 workplace accidents a year” conducted by the Danish labour inspectorate was based on three indicators: the number of workplace accidents, interviews conducted in 15 chosen companies and interviews with inspectors implementing the project. Evaluation was entrusted to the external consultants company (Deloitte Business Consulting A/S). Indicators adopted for the purpose of evaluation were of mixed character: qualitative and quantitative, which should help achieve a balanced evaluation of the project. According to a report drawn up by the external auditor - Deloitte Business Consulting A/S – the initiative of the Working Environment Authority was positively received by the participating companies. Thus, it may be concluded that cooperation and dialogue offer which is one of communication methods typical of business operations, helped the labour inspectorate send a clear signal that it too is a „team player”. New perception of accident prevention as common interest among partners of the dialogue has created a fruitful foundation for future cooperation.

8. Have a clear evaluation plan. Evaluation of „Make the Promise” project, conducted by the Health and Safety Executive in the United Kingdom to raise the profile and awareness of safety in agriculture so as to deliver a reduction in the accident rate in that sector, was based, first of all, on the number of responses from employers covered by promotional activities during the campaign, and on surveys. Communication with stakeholders was assessed, but dissemination of information to the general public was not.

The scope of evaluation of promotional activities was, in the first place, to make sure that the campaign was targeted at the right people in the most

effective way. The campaign was evaluated each year to ensure that its continuation would be an effective and efficient method of using HSE resources. A document with evaluation was prepared by the HSE but included review and evaluation work by IPSOS MORI, an external evaluator. IPSOS MORI conducted interviews of dutyholders, farmers and other industry stakeholders. The final report comprised: summing up of the external evaluation carried out by IPSOS MORI and information concerning accident data for the agricultural sector in the period of the campaign.

The key indicators for evaluation of the campaign's effects were: industry accident data, the number of dutyholders targeted and pledges of improvement from dutyholders. No inspections by HSE were planned as part of the evaluation process. Farmers and sector-related entrepreneurs covered by the project filled in questionnaires, which were evaluated by IPSOS MORI. Additionally, a survey through telephone interviews was done. The interviews were not anonymous, yet answers to the surveys were anonymised. Farmers and entrepreneurs active in the sector were targeted by the survey. Other tools used to evaluate effects of the project were interviews with stakeholders from the sector, and with visitors to the HSE stands at agricultural shows.

3. Recommendations for the future.

The recommendations listed below have been formulated on the basis of examples of good practice included in the Code. The recommendations contain a set of actions that labour inspectorates can take to prepare and implement successful inspection campaigns and non-inspection projects and to carry out assessment of these initiatives afterwards.

Recommendations concerning preparation of an inspection campaign:

- Detailed analysis of information stored in data bases on work-related accidents and occupational diseases which are kept by labour inspectorates and other regulatory bodies for labour protection as well as insurance institutions can be helpful in determining the priority area of an inspection campaign. Workers complaints are also a valuable source of information on areas which require labour inspectorate's intervention and help determine the scope of the campaign.

- The process of developing inspection campaigns should also take account of one's own experience gained in the framework of previously implemented campaigns that is contained in records on results and effects of a labour inspectorate's earlier activities.

- Inspections conducted in the framework of campaigns in individual sectors of economy (e.g. in construction or in farming) should cover the periods of most intensive work in a given sector to capture the actual scale of possible irregularities.

- When selecting companies for inspection it is worthwhile to apply such criteria which will help elicit the group of companies fulfilling the adopted criteria that can be covered by inspections in full or in significant majority. Such selection of employers eliminates the probability of inspecting an accidental company and makes it possible to obtain a comprehensive picture of occupational safety and health in a particular branch or in companies where a specific, work-related hazard exists.

- An important element of an inspection campaign consists in appropriate preparation of labour inspectors who are to take part in it. Auxiliary materials prepared for labour inspectors, e.g. checklists, guidance on typical hazards, examples of interventions to be made when spotting a typical irregularity during implementation of the campaign, information on the rules of applying regulatory measures, good practice guides and training to build the knowledge and skills of inspectors participating in a given campaign – they all should ensure a coherent and consistent approach of labour inspectors to inspected companies and irregularities they identify in the course of the campaign.

- Cooperation with other bodies for supervision of working conditions, and with social partners is vital at the preparatory stage of an inspection campaign. Taking account of information obtained from the cooperating institutions and social partners, e.g. employers' organizations, trade unions, branch associations, may help identify the priority area of the campaign or influence the rules of selection for companies that are to be inspected so as to increase the effectiveness of labour inspectorate's actions. Moreover, the expertise of workers employed in cooperating institutions for supervision of working conditions may be taken advantage of during preparatory training for labour inspectors taking part in a campaign to help them execute their tasks.

- In the framework of preparations for an inspection campaign it might be useful to devise a plan of disseminating information about the actions undertaken within the campaign to social partners, and the general public. The plan should specify target groups, general and specific objectives of communication actions taken and the means of communicating the information, the schedule of activities and the rules of evaluating their effects.

Recommendations concerning the implementation of an inspection campaign:

- The scope of inspections should be determined in such a way that standard inspection activities (including the ones conducted on premises of the inspected company and in the labour inspectorate's office) do not take a labour inspector more than 8 hours to complete. The scope of inspections determined in this way allows for a time-efficient and wide coverage of companies within a particular inspection campaign and at the same time it has a positive influence upon the use of labour inspectorate's resources and effectiveness of its activity.

- In the event when a particular campaign is targeted at multi-site employers with entities located in a number or more regions covered by separate units of a labour inspectorate, it is advisable to inspect the entities located in one chosen area at the initial stage of the campaign and then visit the entities of the same employer in other regions of the country inspecting the implementation of measures applied after inspections that were carried out at the outset of the campaign. Owing to the above plan of inspections at multi-site companies it is possible to obtain information about the effects of labour inspectorate's actions at the national level.

- The core staff taking part in an inspection campaign should include campaign leaders, i.e. a select group of labour inspectors whose tasks would comprise organization and implementation of training for labour inspectors taking part in a campaign, monitoring of ongoing actions taken in local units of the inspectorate and provision of guidance for labour inspectors involved in the campaign through consultations and assistance in more complicated inspection activities.

- Checklists drawn up for the needs of a particular inspection campaign should be short and concise – they should be confined to the most essential hazards existing in a given branch or a group of companies where specific

work-related hazards are present. A checklist devised in this way allows one to conduct a quick and effective inspection which results in elimination of the most important irregularities and in accomplishment of the best possible effects within the resources available to a labour inspectorate.

- Participation of representatives of other institutions regulating working conditions in inspections carried out by labour inspectors may constitute a valuable element of an inspection campaign. Inspections conducted by two or three-person teams ensure that the inspecting team members' specialist knowledge will be used to the maximum and that tangible effects regarding the improvement of working conditions will be achieved.

- On the one hand, exchange of information with social partners (employers' organizations, trade unions and branch associations) in the course of an inspection campaign, allows labour inspectors to obtain information about the most significant problems in companies covered by inspections, and on the other hand, it helps reinforce administrative and supervisory activities with preventative ones, which in turn enhances the effectiveness of undertakings implemented by labour inspectorates.

- Preventative initiatives like training events and consultations which complement an inspection campaign and cover employers and workers, constitute an important element of an inspection campaign. They significantly broaden the group of immediate addressees of labour inspectorate's activities, which positively influences the effectiveness of the campaign by affecting the awareness and attitudes of employers and workers regarding work-related hazards. They also help create a positive image of a labour inspectorate as an institution which is not only a regulatory body but also a partner in cooperation for the improved working conditions.

- One of the conditions determining the effectiveness of an inspection campaign is a functional and effective system for monitoring its progress. The functionality and effectiveness of the system may be further improved by the use of Information Technologies and software packages designed specifically to execute direct supervision of actions taken by labour inspectors' who implement the campaign. Electronic monitoring system allows a person or a group of persons in charge of coordinating the actions to monitor the progress of the campaign and make timely reactions in case any irregularities are observed with regard to its organization, tools applied in its course and other problems that may arise during inspection activities.

- Experiences of labour inspectorates in other Member States of the European Union help formulate a conclusion that pre-notifying companies selected for inspection of the aims and scope of the inspection conducted within a particular campaign, ensures cooperation on the part of persons managing the company and motivates them to take corrective measures prior to the visit. Thus, tangible results in the form of improved working conditions, can be achieved without the necessity to apply supervisory measures or penal and administrative sanctions.

Recommendations concerning the assessment of an inspection campaign:

- One of the tools which facilitate the assessment of an inspection campaign's results are new, verifying inspections (i.e. reinspections). This tool is particularly effective in cases when reinspections cover those companies in which the most serious irregularities were earlier identified. The above system of selecting companies for reinspections makes it possible to record the greatest effects of labour inspectorate's activity.

- Doing surveys among employers covered by an inspection campaign and the workers they employ is an important element of assessing the effects of the campaign. The basic information which can be obtained in this way relates to the possible change of awareness and attitudes regarding occupational safety and health, which has been brought about by labour inspectorate's activity.

- One of the methods applicable in the assessment process consists in making partial assessment of results and effects of an inspection campaign at its individual stages. The above method proves particularly useful in long term and multi-year campaigns. Making a partial assessment after a preliminary phase of the campaign makes it possible to introduce necessary amendments to the adopted inspection methodology which in turn improves the effectiveness of labour inspectorate's activity.

- An external consultant tasked with making a comprehensive or partial assessment of results and effects of an inspection campaign may play an important and effective role in the assessment process. Experiences of labour inspectorates in some Member States of the European Union indicate that engaging an external consultant to evaluate inspection activities results in more emphasis being placed on a qualitative assessment of a particular inspection campaign. This is possible thanks to professional methods and tools which are at the disposal of agencies and which labour inspectorates often lack.

- A particularly important issue concerning the evaluation of an inspection campaign consists in the subsequent use of the evaluation. It should be used in devising and implementing future inspection campaigns. It is of vital importance that information included in the executive report be utilized in training organized by a labour inspectorate for employers, workers, students and pupils. Information obtained in the process of evaluating an inspection campaign should also constitute the subject of preventative activity of a labour inspectorate – the information should be presented to social partners and the general public in a comprehensible form. Moreover, the information can be used by relevant authorities to make amendments in existing regulations in order to ensure implementation of appropriate OSH standards.

Recommendations concerning preparation of a non-inspection project.

- An essential element of preparing a non-inspection project lies in cooperation with partners – other institutions responsible for labour protection and social partners (employers' organizations, trade unions and branch associations). Cooperation with institutional partners (other regulatory bodies) may provide a labour inspectorate with: access to databases at the planning phase of the project, specialist knowledge of representatives of other institutions that can be utilised during training for inspectors involved in the implementation of the project or during development and publication of materials distributed in the framework of the non-inspection campaign. Cooperation with other institutions is also conducive to concise and comprehensive activity of the whole public administration in the area of labour protection. On the other hand, cooperation with social partners at the preparatory stage of the project allows a labour inspectorate to obtain detailed information about the branch covered by a particular project and expectations of the recipients of labour inspectorate's activities. It also helps promote the project in the environment in which it is going to be implemented in its consecutive phase. What is more, cooperation with social partners at the preparatory stage of the project guarantees more dedicated commitment of the partners during its implementation.

- Determining the precise budget of a non-inspection project allows the project team to maximize the effective use of the available resources – by adjusting the tasks executed in the framework of the project and the resources for its implementation to financial capacity of a labour inspectorate.

- When preparing a non-inspection project a labour inspectorate should make use of the broadest possible spectrum of sources of information: internal and external databases of work-related accidents and occupational diseases, suggestions and proposals put forward by institutional and social partners, reports and news releases published in popular and scientific media, information about similar projects in other countries (especially in other Member States of the European Union). Information obtained in the course of previous inspections is of particular value. It allows a labour inspectorate to single out those areas in which communication and preventative activities must be carried out immediately.

- Selection of the target group of recipients in a particular project should be based, as much as possible, on the principle of voluntary participation. When employers voluntarily join the initiative started by the labour inspectorate, it is a guarantee that entities covered by the project will have strong motivation to take actions which are really aimed at improving working conditions, and thus it increases the effectiveness of a non-inspection project.

- An essential element of preparing the non-inspection project is to develop a plan of disseminating information about the project's message and contents to social partners and the general public. Such a plan should define, in particular: the types of disseminated information, together with specification of priorities, target recipients of communication activities, and the methods of delivering information.

Recommendations concerning implementation of non-inspection projects:

- Cooperation with other authorities active in the area of labour protection and with social partners is extremely important at the stage of implementing a non-inspection project. Collaboration with institutional partners makes it possible for the state administration to take comprehensive actions related to labour protection and it helps individual authorities avoid duplication of implemented tasks, thus facilitating the optimum use of public resources for promotion of proper standards of labour protection. On the other hand, cooperation with social partners guarantees that the project message and its contents reach a broad group of recipients. Experience of labour inspectorates of the EU Member States shows that the support of social partners improves the effectiveness of implemented non-inspection campaigns even when the collaboration is limited to providing basic

information about the implemented project to members of cooperating employers' organisations, trade unions and branch organisations.

- Combining a non-inspection project with the labour inspectorate's inspection activity brings about tangible effects. In the course of inspection visits which accompany a non-inspection project, labour inspectors have personal contact with prospective recipients of the campaign (employers, persons responsible for working conditions, employees, representatives of social partners) and they disseminate the message and contents of a specific project to them. Moreover, when a non-inspection project is accompanied by inspections, effectiveness of the labour inspectorate's activities is increased if inspection visits are planned in relation to companies that failed to implement preventive measures or were insufficiently involved in prevention.

- Valuable tools used in the course of non-inspection projects are help centres, info centres and hotlines. They ensure direct access for a wide group of the project's recipients to the contents and messages delivered during the campaign.

- Effectiveness of the non-inspection project usually results from the use of numerous means to disseminate the project's contents. Such means may include: the mass media (national and local TV stations, radio stations, press), the Internet (websites of the labour inspectorate, institutional and social partners, social media, e.g. Twitter, Facebook, YouTube, etc.), publications (leaflets, brochures, posters, manuals of good practice, audio-visual materials), as well as organisation of seminars, training sessions and participation of a labour inspectorate's representatives in branch events.

- Experiences of labour inspectorates of EU Member States show that the most effective methods of delivering the contents and messages of the implemented project to social partners and employers are as follows: direct marketing, presentations of good practice based on specific examples during branch events, delivery of information via working groups set up by social partners, advertising through cooperating institutions, workshops, training events, seminars and e-bulletins sent to subscribers. The most effective method of communicating with the general public is through the mass media (TV, radio, press, the Internet).

- An important tool ensuring the effectiveness of non-inspection projects is also direct contact of labour inspectors with the target group of the campaign's recipients, especially with persons responsible for work safety

and health, and with persons who take decisions about financing of preventive actions in an enterprise. Such activities are strongly motivating for the project's recipients and they significantly raise the possibility that employers will voluntarily initiate preventive actions.

Recommendations concerning evaluation of non-inspection projects:

- Labour inspectorates use various tools to evaluate the results and effects of non-inspection projects. These are, first and foremost, various surveys and questionnaires filled out by the project's target recipients and participants of events organised within the framework of the non-inspection project. Surveys and questionnaires are also conducted over the phone. They may include questions on: the methods of obtaining information about the non-inspection project, evaluation of an event organised within the framework of the project, information about the new knowledge acquired by an event's participant or a target recipient of direct activities, the possibilities of sharing experience as part of the labour inspectorate's project, and the usefulness of obtained knowledge and skills – their impact on daily professional activity of an event's participant or a target recipient of direct activities. Other tools which may be used to evaluate the effectiveness of non-inspection projects include: interviews with representatives of the target group, specialised monitoring of the mass media market (monitoring of numbers of viewers and listeners), reviews conducted jointly with the project partners (institutional, social), as well as inspections after completion of the non-inspection project, which may show how effective the non-inspection measures of the labour inspectorate were.

- A very useful tool to evaluate a non-inspection project is an assessment conducted during its progress, for example evaluations of pilot projects, partial and ongoing evaluations after each activity implemented in the framework of the campaign. Such a system of evaluating results and effects of a non-inspection project helps take decisions on further development of the project, monitor its progress on a current basis, make necessary amendments to the project and continuously improve non-inspection tools in use. Another possibility is to use surveys or questionnaires to target recipients of a specific activity in the framework of the project both before and after its implementation. Such evaluations – assessing the level of knowledge and skills of the surveyed person – facilitate the assessment of changes in the awareness of issues related to occupational safety and health.

- An important and effective role in the evaluation process may belong to an external expert, whom the labour inspectorate entrusts with a comprehensive or partial evaluation of the non-inspection project's results and effects. Experience of labour inspectorates in some EU Member States shows that engagement of an external expert to evaluate inspection activities increases the share of a qualitative analysis in the evaluation of an inspection campaign. This is possible due to professional and modern methods and tools of market research, which are at the disposal of companies dealing with opinion polls, but not at the labour inspectorate's disposal.

- A particularly important aspect in the evaluation of non-inspection projects is the subsequent use of the conducted evaluation. It may be utilised for preparing and implementing future projects. It is also a perfect source of information for planning inspection campaigns – information obtained during implementation of a non-inspection project can serve to properly specify the priority area, define the campaign's objective and scope.

V. INDEX

Inspection campaigns and non-inspection projects described in the code.

A. Inspection campaigns.

1. Campaign „Work safety and health in industrial cleaning enterprises”, Arbeitsinspektion (Austria).
2. Campaign „Risk assessment of psychosocial hazards – developing and testing a guidance tool for the inspection”, Arbeitsinspektion (Austria).
3. Inspection campaign in the car repair sector, FPS Employment, Labour and Social Dialogue (Belgium).
4. Campaigns concerning various aspects of labour protection in construction, Labour Inspectorate (Bulgaria).
5. Campaign concerning observance of the law in labour relations, Labour Inspectorate (Bulgaria).
6. Inspection campaign at hospitals and clinics, Department of Labour Inspection (Cyprus).
7. Campaign on work safety at timber harvesting, State Labour Inspectorate (the Czech Republic).
8. Campaign in transport, State Labour Inspectorate (the Czech Republic).
9. Campaign titled „Special effort: Special intense inspections”, the Danish Working Environment Authority - WEA (Denmark).
10. Campaign titled „Screening and adapted inspection method”, the Danish Working Environment Authority - WEA (Denmark).
11. Project on occupational safety and health in the health care sector, Ministry of Social Affairs and Health, Department for Occupational Safety and Health, (Finland).
12. Campaign on „Temporary Work”, labour inspectorates of German Lands (Germany).

13. European campaign: Risk assessment in the use of dangerous substances, European campaign, SEPE – Labour Inspectorate (Greece).

14. Campaign „Inspections with previous announcement”, Hungarian Labour Inspectorate (Hungary).

15. Campaign „Multi Site Employer Inspection”, Health and Safety Authority, (Ireland).

16. Campaign titled „Work Related Vehicle Inspection”, Health and Safety Authority (Ireland).

17. Campaign titled „Special plan for agriculture and construction”, General Directorate for Inspection Activity (Italy).

18. „Health and safety in the workplace” campaign, General Directorate for Inspection Activity (Italy).

19. Inspection campaign „Risk assessment in the use of dangerous substances in the workplace”, State Labour Inspectorate of the Republic of Lithuania (Lithuania).

20. Inspection campaign in construction, Inspection du Travail et des Mines (Luxembourg).

21. Campaign „Forklifts”, Occupational Health and Safety Authority (Malta).

22. Inspection campaign in hotels, Occupational Health and Safety Authority (Malta).

23. Inspection campaign in the paving sector – „Paving 2010”, Dutch Labour Inspectorate (the Netherlands).

24. Inspection campaign „Safety management in small companies (employing up to 50 workers) with a poor accident record”, National Labour Inspectorate (Poland).

25. Inspection campaign in private security companies, ACT – Autoridade Para as Condições do Trabalho (Portugal).

26. Inspection campaign in educational units, National Labour Inspectorate (Romania).

27. Campaign „Risks from Dangerous Substances in the Workplace” – National Labour Inspectorate (Slovakia).

28. Inspection campaign in construction – preventing falls from heights, Labour Inspectorate of the Republic of Slovenia (Slovenia).

29. Inspection campaign SEGUMAR, Inspección de Trabajo y Seguridad Social (Spain).

30. Inspection campaign in the tyre service sector, Swedish Work Environment Authority, (Sweden).

31. Inspection campaign in construction – refurbishment inspection initiative, Health and Safety Executive (the United Kingdom).

B. Non-inspection projects.

1. Non-inspection project „Consultancy for persons managing construction companies”, Arbeitsinspektion (Austria).

2. Non-inspection project „Annual Campaign on the Prevention of Work Accidents and Occupational Diseases”, Labour Inspection Department (Cyprus).

3. Non-inspection project „Work safety at timber harvesting”, State Labour Inspectorate (the Czech Republic).

4. Non-inspection project „Dialogue meetings with companies which report more than 100 workplace accidents a year”, the Danish Working Environment Authority (Denmark).

5. Non-inspection project „Bullying and harassment hotline”, the Danish Working Environment Authority (Denmark).

6. Non-inspection project „TR safety observation method and safety competition of the construction industry in Southern Finland”, Ministry of Social Affairs and Health, Department for Occupational Safety and Health (Finland).

7. Non-inspection project „Assessment of risk related to dangerous chemical substances”, SEPE – Labour Inspectorate, (Greece).

8. Project titled „Counselling Service on Safety and Health at Work”, Labour Inspectorate (Hungary).

9. Work Related Vehicle Safety Five Year Plan, Health and Safety Authority (Ireland).

10. „Taking Care of Business & BeSMART” project, Health and Safety Authority (Ireland).

11. Non-inspection project „Keep Safe”, Health and Safety Authority (Ireland).

12. Non-inspection project „Free access to e-learning”, Health and Safety Authority (Ireland).

13. Campaign „Health and safety in the workplace”, General Directorate for Inspection Activity (Italy).

14. „Healthy Workplaces” Campaign Promoting Safe Maintenance, State Labour Inspectorate (Latvia).

15. Non-inspection campaign „Assessment of occupational risk related to the use of chemical agents in wood processing and production of furniture”, State Labour Inspectorate of the Republic of Lithuania (Lithuania).

16. Non-inspection project „Creation of a Help Centre and PR campaign”, Inspection du Travail et des Mines (Luxembourg).

17. Information project for provinces and municipalities as clients for construction work (roads, waterways, electrical and telecommunication infrastructure, earth works), Labour Inspectorate (the Netherlands).

18. Campaign „Work safety in construction – falls and slips”, National Labour Inspectorate (Poland).

19. Non-inspection project „Campaign for the prevention of occupational risks in agriculture”, ACT – Autoridade Para as Condições do Trabalho (Portugal).

20. Campaign titled „Work safety and health – a cultural value”, National Labour Inspectorate (Romania).

21. Campaign „Risks from Dangerous Substances in the Workplace” – National Labour Inspectorate (Slovakia).

22. Campaign „Reducing the number of accidents at work” – Labour Inspectorate of the Republic of Slovenia (Slovenia).

23. SEGUMAR campaign, Inspección de Trabajo y Seguridad Social (Spain).

24. „Make the Promise” campaign, Health and Safety Executive (the United Kingdom).