



Promoting health and safety in European Small and Medium-sized Enterprises (SMEs)



European Agency
for Safety and Health
at Work



SME Funding Scheme 2002-2003



European Agency for Safety and Health at Work

Promoting health and safety in European Small and Medium-sized Enterprises (SMEs)



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for Safety and Health
at Work

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Luxembourg: Office for Official Publications of the European Communities, 2004

ISBN 92-9191-071-6

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Printed in Belgium

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SME FUNDING SCHEME 2002-2003

European Agency for Safety and Health at Work

PROMOTING HEALTH AND SAFETY IN EUROPEAN SMEs

**Stephen Hughes, MEP, European
Parliament rapporteur on the
Community Strategy on Safety
and Health at Work**

The Community Strategy on safety and health at work (2002-2006) calls for specific measures in terms of information, awareness and risk prevention programmes for SMEs and especially for very small businesses. This has been reinforced by a recent Commission Communication on the implementation of EU safety and health Directives. According to the Commission, one of the keys to reducing the high level of accidents and ill-health must be to successfully communicate all necessary information to those who run small businesses. Managing health and safety must be an integral part of managing their business.

As the Agency's SME scheme provides such specific and tailored information for SMEs it has made a significant contribution towards this goal.

The Strategy also tells us that accident levels for small firms can reach up to 130% above the EU average (i.e. construction sector). As a result, support for SMEs has been one of the main safety and health priorities for the European Parliament.

The type of SME specific activity which has been encouraged by the Agency's SME scheme has shown that good practice can be developed and shared amongst companies. More than half a million SMEs have benefitted from the first scheme (2001-2002) and the number is similarly impressive for the 2002-2003 scheme. Both schemes have shown EU policy-makers, such as the European Parliament, that current safety and health legislation, if complemented by good implementation practices, can lead to improved health and safety standards also in small firms across the EU.

The European Parliament is very encouraged by the success of the second scheme and looks forward to continuing with this type of action, in particular, through support for future schemes, which will provide the transfer of know-how to the new Member States of the EU.



Foreword

Accidents and work-related illness hit employees and their families hard, in human terms and in loss of income. The days lost also cost businesses millions every year. Small businesses feel it worst, yet these are the ones least equipped to minimise occupational risks. Cancers, back problems, asthma, skin disorders, burns, cuts and 'burnout' are just some of the results of failure to invest in prevention and to see trouble coming before it is too late. Lack of trained staff and the pressure of work on small and medium-sized enterprises (SMEs) mean that training in occupational safety and health (OSH) generally comes low down the 'to do' list. Many project holders said how difficult it was to persuade SMEs to release their staff for seminars and workshops, even when no additional cost was involved.

This was the second year of Agency funding for promoting best practices, information actions and training projects in safety and health for SMEs throughout the EU Member States. In the end 51 projects were carried out: 40 national and 11 transnational – involving cross-border cooperation between partners. They reflected new European and national regulations in this field and the widespread use of the web as a source of information and as an interactive training tool to encourage the spread of good practices. But they also included training trainers and introducing analytical risk prevention tools into the workplace. They ranged from analysing working conditions in order to minimise risks in crèches in Luxembourg, through promoting healthier practices in the Portuguese textile industry, to a 'bottom-up' approach to stress prevention in vehicle repair shops in Austria.

There was particular emphasis on chemical hazards and stress-related illness, on the high accident rates in agriculture, woodworking and the construction industry and on what could be done to promote a culture of risk prevention. Some projects looked at very specific risks in particular sectors, others looked at how to raise awareness of OSH across the broad spectrum of small businesses.

This publication has summaries of them all, with contact addresses and websites. It is full of good ideas for making our working lives safer and healthier.

European Agency for Safety and Health at Work

May 2004

Introduction

The SME Scheme 2002–2003:

Good practice in reducing safety and health risks

As the key drivers in the European economy, 19 million small and medium-sized enterprises (SMEs) operate in hugely differing sectors, employing some 75 million people. However, SMEs also record a disproportionate 82% of all occupational injuries, even rising to about 90% for fatal accidents. A lack of financial and organisational resources means that many SMEs have only limited occupational safety and health (OSH) experience and capacity. Initiatives that aim to enhance SMEs' preventive know-how and ability to combat OSH risks can be of great benefit to small enterprises and their employees, as well as to the wider European economy.

The European Agency for Safety and Health at Work launched in 2002 the second SME funding scheme focused on reducing safety and health risks in Europe's SMEs.

The objectives of the scheme were to:

- raise awareness of safety and health risks and of the importance of targeted preventive efforts to reduce the heavy load borne by workers and their families, as well as the considerable economic consequences of sickness and accidents;
- promote the development of effective risk assessment and prevention practice, as embodied in safety and health directives;
- promote the development and the identification of effective good practices that reduce OSH risks in SMEs and facilitate their spread across Europe;
- encourage the development of sustainable OSH management practices involving employers and workers (and their representatives), or partnership programmes developed in particular by intermediaries working directly with SMEs;
- contribute to a reduction in the number and seriousness of work-related accidents in SMEs;
- promote OSH as part of business thinking and organisational development, and demonstrate to SMEs that 'good safety and health is good business';
- address the diversity of SMEs in Europe and respond to their specific needs.

The overall aim was to identify, communicate and support activities and projects that fulfilled these objectives.

Awards to projects focusing on the needs of SMEs

Like the first SME funding scheme, the second created huge interest.

The Agency received 258 applications, covering all the EU Member States. After evaluation with national governments, employers' and workers' representatives, independent experts and delegates from the European Commission, the Agency finally selected 52 projects: 11 EU/transnational, and 41 national projects, of which 40 were carried out.

The funded projects covered a broad range of sectors, risks, approaches, applicants and EU Member States. They provided the European Community with a huge number of practical solutions to the problems of managing occupational risks in SMEs.

More SME information

This publication is one of a number of Agency initiatives to communicate the outcomes of these projects to a large audience. You will find more details on the Agency website: <http://agency.osha.eu.int/sme/>



SME FUNDING SCHEME 2002-2003

European Agency for Safety and Health at Work

PROJECTS

11 EU/Transnational projects

AUSTRIA / ÖSTERREICH

- Health and well-being for workers with migrants and marginalised groups (OMEGA Health Care Center)

BELGIUM / BELGIQUE/BELGIË

- Training in fire prevention (Fondation Universitaire Luxembourgeoise)

DENMARK / DANMARK

- Exposure to vibration in farming (AkustikNet A/S)

GERMANY / DEUTSCHLAND

- Occupational safety and health for the self-employed (Innovation und Bildung Hohenheim GmbH – IBH)
- Stress management in the catering trades (Berufsgenossenschaft Nahrungsmittel und Gaststätten)

ITALY / ITALIA

- Preventing burnout in psychiatric care (Consorzio fra Cooperative Sociali Elpendù S.c.r.l.)

SPAIN / ESPAÑA

- Accident prevention in the wine industry (Federación Agroalimentaria FTA-UGT)
- Loading ro-ro cargo ships (Fundación Estudios Portuarios – FUNESPOR)
- OSH in the gaming industry (Federación Estatal de Trabajadores de Comercio, hostelería, turismo y juego – UGT)
- Safety and health in meat processing (Federación Agroalimentaria de Comisiones Obreras)
- Safety in logistics (transport and warehousing) (Confederació d'Empresaris del Baix Llobregat (COFEM))

Health and well-being for workers with migrants and marginalised groups

People who work with marginalised groups, especially refugees and migrants, need help in reducing the high risk of psychological stress, psychosomatic symptoms and 'burnout syndrome'. OMEGA Health Care Center in Graz tackled this need with the aim of maintaining the health of the staff in such organisations. OMEGA, with their partner in Barcelona and Copenhagen, investigated the special problems that arise from working with marginalised groups, using a specially developed questionnaire. In parallel, the OMEGA 'Portobella Catering Service' was monitored as a model for the project. Staff took part in a series of seminars addressing 'Health and stress prevention at work'.

Who organised the project?

OMEGA Health Care Center

Who were the partner organisations?

CEPS-ITD, Barcelona, Spain

Danish Red Cross, Asylum Department, Copenhagen, Denmark

What was it called?

Multicultural Health at Work – Migrants & Marginalised Groups

What was the project about?

This project was about supporting people who work with migrants and refugees and other marginalised groups. Many of those who work in such organisations are themselves immigrants. As well as understanding their language and culture, they may also identify quite closely with those they are helping, which can be an additional stress factor. The project was designed to promote their physical and psychological well-being through outreach and counselling services, training and the development of written guidelines in six languages. There was also a useful exchange of relevant experience between the three countries involved.

What did they do?

The team ran a counselling service that offered advice, personally or by telephone, 18 hours per week for the staff of organisations working with migrants, refugees and marginalised groups. They held regular meetings of all the heads of refugee centres in Graz, to exchange experience and good practice, and twice a month met individual heads of refugee centres. Regular meetings were also held with staff members and teachers working with migrant children. Six seminars were held for OMEGA staff (attended by a total of 82 people) including the managers and staff members of refugee centres. The team presented the project at a conference on women's health, reaching a wider public through press coverage of the event.

OMEGA also had an information booth where they answered individual questions, discussed issues more personally and provided information. A short questionnaire on the topic 'stress at work' was available at the booth encouraging people to reflect on their personal experience of stress.

A survey, similar to the 'stress at work' questionnaire used in Graz and Barcelona, was conducted in Denmark through the Red Cross Asylum Department and the results of all three surveys were used to inform the subsequent guidelines.

Out of 82 respondents, 89% rated the level of stress in their own organisation as moderate to very high. Respondents indicated that their personal communication in general in the workplace was good, and reported pleasure in working in

OMEGA Health Care Center

Type of organisation

✓ Non-governmental organisation

Sector

✓ Care of migrants

Activity

✓ Research

✓ Seminars

✓ Publication

Outputs

✓ Guidelines

✓ Questionnaire

✓ Final report

Total budget: € 130,254

Agency support: € 84,574

their multicultural environment. Dissatisfaction appeared to focus more upon the nature and structure of the organisations. Issues of concern included job insecurity, lack of information transfer throughout the organisation, more work to do than could be achieved in the hours provided, a lack of material and human resources, and of appropriate remuneration.

What was produced?

The 60-page *Guidelines - Health, Well-being and Stress Prevention in Work with Multicultural and Marginalised Groups* was produced in German, English, Bosnian-Serbian-Croatian, Spanish and French. It is available through OMEGA and can also be downloaded freely via the OMEGA-homepage (<http://www.omega-graz.at/>). It was to be distributed at national and international conferences and meetings and sent to organisations working with the target groups.

Section one is about stress in the workplace in general: causes, effects, and how to reduce it. Section two is about specific problems and strategies in working with refugees, migrants and marginalised groups. Each of the problem areas is illustrated by a case study, factors relating to stress and strategies for prevention.

The OMEGA homepage has a link to 'Health at Work', which has brief information about the project, including contact addresses and further links. The questionnaire 'stress at work' was developed in English and translated into German and Spanish. A final 100-page report in English and German, with more detailed information about the project activities, is available through OMEGA. Media coverage included a page in the Internet magazine *Infodienst* under the title 'Migration und Öffentliche Gesundheit' (public health). It can be found at <http://www.infodienst.bzga.de/migration/>.

Would you like to know more about this project?

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<http://www.omega-graz.at/>



Training in fire prevention

Fires on business premises are still a major cause of damage, injury, and even death. In France the vast majority of safety risks incurred by companies still involve fire (47% of the risks listed by BARPI, the office for industrial risk and pollution analysis). Each year in Belgium over 100 companies are affected by fires on their premises, with the result that a third of these are forced to cease trading.

The indications are that things are getting better, but professionals visiting business sites continue to note on a daily basis numerous gaps in the field of prevention measures. While most people know what to do when a fire starts, not enough are trained in making sure fires do not start in the first place. This project, to ensure effective fire prevention strategies in SMEs was developed from the needs identified by businesses themselves.

Who organised the project?

Fondation Universitaire Luxembourgeoise

Who were the partner organisations?

Bureau des experts, France

CCI St Diè, France

AOA, Luxemburg

CREFOPS, France

Centre Européen Pour la Sécurité, Belgium



Fondation Universitaire Luxembourgeoise

Type of organisation

✓ Academic institution

Sector

✓ General

Activity

✓ Training

Outputs

✓ Website

✓ Support materials

Total budget: € 196,791

Agency support: € 124,392

What was it called?

Training strategy for fire prevention adapted to SMEs

What was the project about?

This project addressed the lack of training in fire prevention. Its aim was to promote, develop and support fire prevention in SMEs through staff training. It set out to encourage the exchange of good practices through networks (connecting SMEs, experts and big companies), and to adapt training tools in fire prevention for SMEs.

What did they do?

The project holders devised a complete fire prevention training strategy. This included a training session intended for executives, company managers or security managers; and a session for several companies organised at local level.

These were supported by a website for the remote training of executives and security managers, enabling them to pursue their training in their company at their own pace. Further training of staff could also be carried out within companies with the help of the website and support materials.

A number of additional training sessions within individual companies had been planned at the time of the project holder's final report. There were also plans for sessions bringing together several companies at a senior level in order to convince senior management of the importance of fire prevention. This approach could also be applied to other aspects of occupational safety and health and to other areas in which training is needed.

Distribution of information was achieved through various channels, notably chambers of commerce, fire services, and suppliers of fire prevention equipment.

What was produced?

The team created a website (www.prevention-incendie.org) in four parts. The first (free with no password) included project information and links to partners' sites. The second (with a fee and password) included practical information, support material for discussion between participants and downloadable posters. This collaborative site was written by the project partners. Partners can also add to it and insert documents. The third part (with a fee and password) is a training site providing support for trainees in fire prevention. The fourth part is a test site, going over some exercises to test the participants' knowledge of fire prevention.

The fees for access to chargeable parts of the site are included in the training costs. Each company that registers for training has access to the remote training without any extra costs.

They produced a 24-page participants' notebook containing basic information on fire prevention. Trainees can also add to it so that they end up with a reference document that takes into account the particular needs of their own businesses. They also produced a poster showing an 'average' company and 15 situations where there is a fire risk.

The training and support was priced as a single package since the aim of the project was not to market the tools individually but to offer a complete toolbox.



Would you like to know more about this project?

Contact: Louis Goffin
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E-mail: goffin@ful.ac.be

Websites for more information:
www.ful.ac.be
www.prevention-incendie.org

Exposure to vibration in farming

Vibration from hand-held tools can damage the hands and arms of users. 'Hand-arm vibration syndrome' is a painful, irreversible condition that includes 'vibration white finger'. Effects can include impaired blood circulation, damage to the nerves and muscles, and loss of ability to grip properly. 'Whole body vibration' from driving a tractor can cause back damage as vibration passes through the seat into the driver's body through the buttocks. It can also be caused by standing on a vibrating platform so that it passes through the feet. Experiences from different countries and expert views on the implementation of the European directive on vibration formed the basis of a website on the subject, intended as 'state of the art' but suitable for use by non-experts.

Who organised the project?

AkustikNet A/S

Who were the partner organisations?

Bygholm, Denmark

KS-Miltek, Sweden

AAC, Spain

What was it called?

Good practice for dealing with exposure to vibration in EU agriculture

AkustikNet A/S

Type of organisation

✓ Acoustic consulting services

Sector

✓ Agriculture

Activity

✓ Research

Outputs

✓ Website

Total budget: € 132,454

Agency support: € 100,000

What was the project about?

This project was about developing good practices to combat vibration hazards in the farming industry. It was aimed at agricultural organisations as well as farmers and farm workers and foreshadows future national legislation in EU Member States to implement the physical agents (vibration) directive. New regulations must come into force by July 2005. The directive requires employers to reduce exposure to vibration to a minimum, provide information and training, assess levels of exposure, and to monitor health and take remedial action when exposure reaches certain specified levels. A number of studies have shown an increased risk of lower back problems for groups exposed to vibration compared with the rest of the population. Tractor drivers were found to have approximately double the risk of the average person.



What did they do?

At a meeting in Vitoria (Spain) in December 2002 a detailed work plan was discussed and agreed, along with the responsibilities of each partner. Each partner then worked on their briefs, which included interviewing experts, planning seminars and information campaigns and identifying manufacturers. A second meeting was held in Vienna in the following March to report back on progress. The materials collected were the 'knowledge base' for providing information to farmers' organisations and represented a consensus on what was relevant to agriculture.

The key event was a two-day symposium held in Denmark for 19 delegates from eight countries representing government, farming and medical expertise. All those attending had the opportunity to drive a tractor on a standard test track for determining the extent of vibration (ISO 5008 – measurement of whole-body vibration on farm vehicles).

A further meeting made some adjustments to the project plan and timetable. The details of the website were finalised in October for completion in November.

What was produced?

The main outcome was a website (www.agrivib.com) dedicated to vibration from agricultural machinery and its effects on the whole body as well as arms and hands. It was designed to be used by non-experts.

Guidance on farm machinery includes instructions to operators. Drivers can themselves make a huge difference to their exposure to vibration: by adjusting the seat to their own stature weight and comfort; by stretching the back regularly – especially before leaving the machine; by not jumping down from it or lifting heavy weights after prolonged vibration exposure. Drivers should also be made familiar with the optimum speed for minimum exposure levels.

The website advises on how to select machinery: manufacturers are obliged to declare vibration emissions and declared values should be comparable between different manufacturers. It should therefore be possible to choose a machine that gives a low exposure. There are links to international databases containing exposure values for comparative purposes.

The website also gives pointers to selecting a seat. A poorly chosen seat can amplify vibration so it is important to have the best one for the machine. It must provide support to the operator's back and its suspension should be appropriate to the machine. Non-compact suspension seats, whose seat cushion and backrest move vertically, are often used on all-terrain vehicles. Pneumatic suspension seats are increasingly mounted in lorries and farm tractors. The seat should have mechanisms to allow the operator to adjust it easily. New farm tractor seats must have undergone vibration testing and be certified, and the typical lifetime of a seat rarely exceeds five years.

A number of unpublished PowerPoint presentations are available from the project holders and an article on progress on European standardisation relating to acceptable levels vibration in agriculture has been written. An information brochure in Danish for the farming sector was also planned.



Would you like to know more about this project?

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Websites for more information:
www.akustiknet.dk
www.agrivib.com

Occupational safety and health for the self-employed

The aim of this project was to raise the awareness of safety and health in the workplace among potential entrepreneurs and students planning to go into self-employment. The German coordinator dealt with the laboratory, while the Spanish partner addressed the office. The training modules they devised serve as guides to carrying out seminars aimed at raising the level of consciousness of safety and health in the laboratory and the office. The website contains numerous information sources geared toward the laboratory and the office, including laws, regulations, organisations, checklists, literature, links and contacts.

Who organised the project?

Innovation und Bildung Hohenheim GmbH - IBH

Who was the partner organisation?

Servicio de Implantación de Programas de Creación de Empresas (SPICRE S.L), Spain

What was it called?

Implementation of safety and health in entrepreneurship education

What was the project about?

This project was about education in occupational safety and health (OSH) for prospective entrepreneurs starting up small businesses and those taking courses with a view to self-employment. The partners devised training modules for the office and the laboratory that were designed to raise awareness of OSH issues, and to enhance their knowledge and preventive capabilities. They are also intended to encourage trainees to build OSH into their company plans and put them into effect when they start an enterprise. A website was at the core of the project.

What did they do?

They put together and carried out two training modules, aimed at raising the level of consciousness of safety and health in the laboratory and the office. The target groups were those who had not yet started companies, founders of small-sized companies, and students of entrepreneurship. These two training modules were put into practice in seminars in Germany and Spain respectively.

In Germany IBH formulated a two-hour module for the laboratory under the title, 'Work in the laboratory and stay healthy and safe'. Seminars took place in Stuttgart and Tübingen with a total of 22 participants. The invitations and supporting information placed particular emphasis on biotechnology. The seminars covered the route to a healthy and safe laboratory and gave information about those who offer support to start-up entrepreneurs. They also introduced a new Internet portal (www.sh-ee.org) and gave out a folder that included government safety information, information from the website, project contacts, a questionnaire, information for start-ups from the government safety organisation, and checklists.

The Spanish project partner, SPICRE, put together two-hour awareness raising modules for the office in Spanish and English that included presentation material (47 PowerPoint slides), two videos (4 minutes each), a students' manual (229 pages), and a teachers' manual (21 pages).

Innovation und Bildung Hohenheim GmbH - IBH

Type of organisation

✓ University-owned business incubator

Sector

✓ Self-employment

Activity

✓ Web creation

✓ Training

Outputs

✓ Website

✓ Training modules

✓ Support materials

Total budget: € 125,483

Agency support: € 99,973

They set out to make company founders and entrepreneurs aware of the importance of implementing a risk prevention scheme in the office; of including one in their business plans; and of identifying the resources needed to carry out the scheme effectively.

SIPCRE collaborated with the Polytechnic University of Valencia to make the training available to their students. The training uses techniques that strongly encourage group participation. There were four sessions.

The team put out a series of press releases during the course of the project.

What was produced?

They created a website (www.sh-ee.org) at the heart of the project. This was translated into three languages and has a total of 70 pages. Detailed country-specific information (e.g. German environmental conditions for the laboratory) is available in the relevant language. General information has been translated for both the laboratory and the office.

They produced a mouse pad and a brochure in three languages (English, German, Spanish) that includes a presentation of the project, the training modules for the laboratory and the office and information on the website.

The Akademie für Weiterbildung (Academy for further education) planned to integrate the module into their 'Intensive course for entrepreneurs'. The Polytechnic University of Valencia has added the module to its entrepreneurship support workshops scheme. The modules were designed for use by further education institutions and can be applied for.

All products and website contents are available free of charge.

Would you like to know more about this project?

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Stress management in the catering trades

The catering trades are a high-risk sector for stress, which not only harms human health but also damages performance and competitiveness. Most of the stress arises from conditions that are characteristic of the sector. These include shift work, long periods standing up, heat, and emotional stress in dealing with customers.

Here the team took an approach based on the provision of resources to help meet these challenges. They took the form of general guidelines, coaching schemes and the establishment of 'stress hotlines'. The project involved 20 German, Dutch and Belgian institutions representing more than 600,000 small and medium-sized enterprises (SMEs). Training formats were tailored to the individual trades and included: workplace design, management style, work organisation and time management, stress management, handling complaints, employee and customer communications, recommendations for female entrepreneurs, and practical operating advice.

Who organised the project?

Berufsgenossenschaft Nahrungsmittel und Gaststätten

Who were the partner organisations?

Akademie Überlingen, Germany

Albrecht-Dürer-Schule Düsseldorf, Germany

Allgemeine Ortskrankenkasse (AOK) Rheinland, Germany

Bureau voor Arbeid en Gezondheid (BAG), the Netherlands

Commit Arbo BV, the Netherlands

Deutscher Hotel- und Gaststättenverband (DEHOGA) Nordrhein, Germany

FED. Ho.Re.Ca Vlaanderen, Belgium

Friesland College, the Netherlands

Gesundheitsamt Emden, Germany

Gewerkschaft Nahrung Genuss Gaststätten (NGG), Germany

International Social Security Association (ISSA)

Koning Willem I College, the Netherlands

Koninklijk Horeca Nederland, the Netherlands

Koninklijk Technisch Atheneum Turnhout, Belgium

PREVENT, Belgium

Netherlands School of Occupational Health, the Netherlands

Royal Association MKB-Nederland Noord, the Netherlands

UNIZO, Belgium

Zentrum für Aus- und Weiterbildung des Mittelstandes Eupen G.o.E., Belgium

Berufsgenossenschaft Nahrungsmittel und Gaststätten

Type of organisation

✓ Institution for statutory accident insurance and prevention

Sector

✓ Hotel and catering

Activity

✓ Training

✓ Consultancy

✓ Creating transnational network

Outputs

✓ Website

Total budget: € 158,590

Agency support: € 96,423

What was it called?

The small enterprise in focus: stress and mental strain in the catering sector. Constructive stress management for SMEs through international networking.



What was the project about?

This project developed and implemented training in dealing with stress in small and micro catering businesses in Belgium, Germany and the Netherlands. So a resource-based approach was chosen with a series of seminars on stress. They were specific to the catering trades and practical.

Alongside seminars a coaching service was made available to small businesses, allowing for an individual approach. The stresses and strains facing the business were analysed and solutions drawn up jointly with the employees. The project partners oversaw their implementation in an advisory capacity. Some 13,500 SMEs were mailed with details of the project and more than 400 people took advantage of the services on offer.

What did they do?

In Flanders the team carried out a study into psychosocial stress in four different small businesses (two restaurants, one training centre and one catering firm). By using the participatory risk analysis method, they identified the psychosocial stresses and their causes and drew up options to alleviate them. They ran two workshops on the subject of psychosocial stress in the catering trade in Ghent and Turnhout, publicised in two specialist magazines and on the partners' websites.

They also ran two transnational seminars for businesses in the catering trade in the border towns of Eupen (Belgium) and Aachen (Germany) on dealing successfully with complaints. A coaching approach aimed at analysing and altering stress in the workplace, which has already been successfully used in large businesses, was applied to a catering business in Eupen in a two-hour workshop with the employer and six employees. In addition to this, an analysis of the safety conditions in the business took place lasting two-and-a-half hours.



In Germany, in the Lower Rhine region, the team ran three seminars on dealing successfully with stress, and another three on dealing successfully with complaints. They ran two two-hour workshops with an Emden-based group of companies that owned two hotels with a total of 50 employees. The aim of this participatory approach is to analyse stress in the workplace with the employees and to come up with suggestions on how to solve the problems. Articles featuring the project appeared in two specialist journals.

In the Netherlands the partners designed and arranged a stress management seminar entitled 'Stress...I've no time for it'. They focused

on practical aspects of occupational medicine and the catering trade. Five workshops were held altogether. A total of six events on pressure at work, stress and well-being took place in the Friesland region. These included three workshops for catering trade employers and one workshop for first-year hotel trainees. A workshop was held for trainers in catering businesses and another for lecturers at trade schools. The topic was linked to subjects that are currently relevant for SMEs, such as the legal requirement to carry out a risk assessment and the regulation for reintegrating employees following a period of illness.

What was produced?

The primary aim of the project was to organise a transnational network to encourage the design and implementation of continuing education and consultancy geared to the specific needs of small businesses in the catering trade. They also created a website on the project with a view to providing consultancy to the target group, even beyond the duration of the project.

Would you like to know more about this project?

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Preventing burnout in psychiatric care

Burnout is a syndrome characterised by emotional exhaustion, loss of individuality and reduced personal fulfilment. It affects people under interpersonal or organisational stress, especially those working in the caring profession and notably in psychiatry. It is damaging not only to the person concerned, but also to family and friends, organisation, colleagues and patients, and in some cases can force staff to leave their jobs altogether. Even though it was first recognised in the 1970s, our ability to remedy it is still limited and largely derived from subjective experiences and some observation, particularly in the psychiatric profession.

The project sets out to raise awareness of the problem among managers and staff, and to promote training in this area; to increase understanding of the potential risks posed by their working environment and by their interpersonal relationships; and to introduce preventive training in order to foresee and manage stress and burn out.

Who organised the project?

Consorzio fra Cooperative Sociali Elpendù S.c.r.l.

What was it called?

Prevention of 'burnout' in therapeutic and rehabilitative psychiatric care

What was the project about?

The aim of this project was to develop training activities and procedures to combat burnout. Based on current knowledge, the project set out to acquaint staff with the potential risks posed by their working environment and by their interpersonal relationships; to introduce preventive training in order to foresee and manage stress; to train managers in order to eliminate the organisational and psychosocial factors contributing to burnout; and to train staff in relaxation techniques and in improved stress management strategies.

Consorzio fra Cooperative Sociali Elpendù S.c.r.l.

Type of organisation

- ✓ Non-profit institution

Sector

- ✓ Psychiatry

Activity

- ✓ Research
- ✓ Seminars

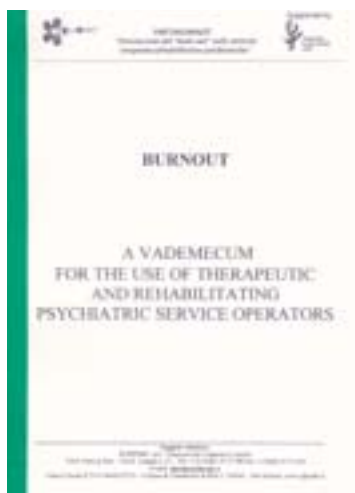
Outputs

- ✓ Leaflet
- ✓ Handbook
- ✓ Guide

Total budget: € 181,879

Agency support: € 145,503





What did they do?

This project provided a series of information packs, particularly for those involved in psychiatric care, to increase awareness and understanding of the problem of burnout. The content emerged from two national seminars held in Italy and Greece in November 2002, and a two-day transnational seminar held in Athens in December. These seminars examined the literature on the syndrome and determined the information material to be distributed. They were followed by two more transnational seminars in Athens and Bari in September 2003.

The project was publicised by newspaper articles, and television and radio broadcasts in Italy and Greece. An information leaflet was widely distributed in both countries. They also offered 25 staff in Italy and Greece a series of training activities designed to prevent the development of the syndrome in a psychiatric environment. They divided the group into two, one of which was made up of professionals and the other one of support staff. Training covered the following areas:

- increasing trainees' self-awareness and understanding of relationships and the dynamics of their working environment;
- learning to manage interpersonal relations and to plan and monitor working activities;
- coping with the additional stress of dealing with disturbed patients and the emotions that this can trigger;
- managing organisational change and the working environment to reduce stress and increase a sense of community;
- monitoring and evaluating different behaviours;
- using support materials for preventing burnout.

What was produced?

The first transnational seminar produced an eight-page information leaflet on burnout widely distributed in Italy and Greece. It described the project, burnout and its symptoms, the problems it causes and suggested remedies. In Greece a CD on relaxation techniques was also produced.

The second produced a handbook that covered the syndrome and its symptoms; remedial measures from international literature and the World Health Organization; useful strategies to prevent stress caused by 'disturbing emotions' arising from contact with psychiatric patients; ways to manage interpersonal relations with colleagues in order to prevent stress; self-protection strategies to cope with interpersonal and organisational stress; and organisational methods most likely to avoid burnout in caring institutions.

Working groups in Italy and Greece collaborated to produce a 130-page guide to the way the project was handled in each country, in its various scientific and technical aspects. All products, except the training notes, were published on the websites www.elpendu.it and www.epapsy.gr and can be freely accessed.

The Italian publication will be used as a textbook in the degree course in psychology of work and organisations at the University of Bari.

Would you like to know more about this project?

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Accident prevention in the wine industry

The wine industry takes in a huge number of activities involving the use of chemicals, agricultural machinery, vehicles and sharp tools as well as a great deal of hard physical labour. Not surprisingly this exposes staff to a wide range of occupational safety and health (OSH) risks and requires a fairly broad understanding of good practices. There is a general appreciation among small and medium-sized enterprises (SMEs) in Spain, Italy and France that not enough attention has been paid to them. The partners in this project set out to address the problem with a manual of good practices that could easily be understood by the industry's employees.

Who organised the project?

Federación Agroalimentaria FTA-UGT

Who were the partner organisations?

Instituto de Formación y Estudios Sociales – IFES

CIPA-AT, Italy

FAI-CISL, Italy

FLAI-CGIL, Italy

ADEFOCSA, France

What was it called?

Information campaign and awareness for the prevention of accidents in wine sector SMEs

What was the project about?

This project was about raising awareness of OSH among SME employees in the wine industry in Spain, Italy and France. The most significant risks were identified and examples of good practice were described.

What did they do?

The project partners collected information on the current situation of wine industry SMEs in Spain, France and Italy. They identified the main risks and proposed examples of good practice. The partners first met in Valencia (Spain) in April 2003 and discussed the work completed so far and the results obtained.

After pooling the risks identified and the proposed examples of good practices the 'final document' and the manual were written. These were presented at a final meeting in Sienna (Italy) in June. The documents were distributed in all three countries directly to SMEs and at workshops and industry events. The results were also spread through the European network Euroreso, of which IFES held the presidency. More than ten visits to workplaces were then made per country to evaluate the campaign's results with questionnaires for employees.



In the final implementation phase of the project three workshops were held in September to publicise the more significant results and conclusions, one in Castel Porrone (Italy), one in Valencia and one in Saint Remy de Provence (France). These were attended by SME employees and others in the industry.

A final evaluation meeting took place during the Valencia workshop.

Federación Agroalimentaria FTA-UGT

Type of organisation

✓ Trade union

Sector

✓ Wine Industry

Activity

✓ Research

✓ Publication

✓ Distribution

✓ Workshops

Outputs

✓ 'Final document'

✓ Manual

Total budget: € 118,917

Agency support: € 94,218

What was produced?

Two documents were published in Spanish, French and Italian: a 'final document' compiling the main risks identified in the wine sector and examples of good practice associated with them, and a manual of good practices only.

The final document presents the risks and proposed good practices grouped in the following categories: handling phytosanitary products, (fertilisers, pesticides, mixtures, packaging); using agricultural machinery (tractors and trailers, grape harvesters, cisterns, fertilising machines, sprayers); using work tools (pruning, cutting, etc.); bodega work (physical load, thermal atmosphere, biological risks and mental load). The print run was 200 in Spanish, 200 in Italian and 100 in French. The Spanish version is approximately 90 pages long.

As a complement to this document, a manual containing only the good practices was produced, answering the need to spread the good practices to the maximum possible number of SME employees. It was in the same form as the final document and is approximately 34 pages long. The print run was 400 in Spanish, 600 in Italian and 200 in French.

All the materials are available free of charge and the members were to put them on their respective web pages.



Would you like to know more about this project?

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Loading ro-ro cargo ships

There are close links between the ports of Lisbon and the Canary Islands, and the use of roll-on roll-off cargo ships between the islands and into Lisbon has been expanding. This brings with it a range of occupational safety and health (OSH) problems of concern to the Foundation for Port Studies in Tenerife. These include falls, knocks, cuts, exposure to high temperatures, noise and vibration, contact with dangerous substances, fire, collisions between vehicles and injuries arising from strain and repetitive movements. This programme to raise safety standards was aimed especially at the 400 or so (out of 1,000) port workers in Santa Cruz de Tenerife, Las Palmas de Gran Canaria and Lisbon who regularly load and unload ro-ro cargo ships.

Who organised the project?

Fundación Estudios Portuarios - FUNESPOR

Who were the partner organisations?

Sindicato dos Estivadores, Trabalhadores do Tráfego e Conferentes Marítimos do Centro e Sul de Portugal, Lisboa, Portugal
Coordinadora Estatal de Trabajadores del Mar, Spain

What was it called?

Diffusion of effective good practice examples in loading and storing in cargo ships (roll-on)

What was the project about?

This project was about the OSH implications of loading practices on ro-ro cargo ships in the ports of Santa Cruz de Tenerife, Las Palmas and Lisbon. The teams identified and assessed the risks involved in these operations and designed a pilot training programme to promote good practices in cargo handling and stowage.

What did they do?

The first conference was held in Lisbon in February 2003, with stevedoring companies, union representatives, the port authority and delegates from the other ports involved in the project. A presentation of the project and Lisbon's part in it was given and the responsibilities of the project partners were agreed. A similar conference held in Las Palmas in March.

Fundación Estudios Portuarios - FUNESPOR

Type of organisation

- ✓ Independent non-profit institution

Sector

- ✓ Shipping

Activity

- ✓ Research
- ✓ Training

Outputs

- ✓ Safety manual
- ✓ Safety forms
- ✓ Online course
- ✓ Web page
- ✓ CD-ROM
- ✓ Poster

Total budget: € 158,731

Agency support: € 126,985





Courses on good practices were held at workshops in June in Lisbon, in June/July in Santa Cruz de Tenerife and in July in Las Palmas de Gran Canaria. Informative posters in Spanish or Portuguese were put up in workplaces and businesses at each port (Las Palmas de Gran Canaria, Lisbon, Santa Cruz de Tenerife).

A presentation of support materials was made to the 'Commission for occupational safety and health for the prevention of occupational risks of the state coordinator for maritime workers', at a meeting held in Algeciras in July. These included training documents on safe loading practices for ro-ro cargo ships, a safety manual and occupational safety technical forms for

each professional category involved in ro-ro loading, and the safety website for ports. A similar presentation was made in Lisbon in August. The outcomes of the project and its impact in the ports involved were assessed at a conference in Santa Cruz de Tenerife, also in August.

What was produced?

A safety manual was published in Portuguese and Spanish. This manual forms part of the training course on good practices. The first of three parts has general instructions on accident prevention (including responsibility at work, safety signs and labelling of dangerous goods, tidiness and cleanliness at work, road safety in the port and on board and personal protective equipment).

The second part deals with specific safety issues for port workers. It identifies general risks for each professional category, describes each risk factor, indicating its cause and finally describes the preventive measures required to reduce or eliminate the risk. Each risk is accompanied by an illustration.

The third part deals with instructions for firefighting and first aid. The 110-page manual is free of charge and can be accessed through the 'funespor' website below. All the workers involved in the project were given a copy.

Technical safety forms for each professional category working at the ports were published in Spanish and Portuguese. The form is divided into three different parts: steps to be taken before and during work, instructions on how to use an extinguisher and basic rules of conduct in an emergency.

An online distance learning course in English, Spanish and Portuguese includes: a section on regulations and case law related to accident prevention; a prevention consultation section where each professional category can check what the occupational risks of their workplace are – the preventive measures for each risk are identified; a forum for participating and giving opinions on matters of general interest; a facility for requesting risk assessments; and access to the prevention expert for the project and for requesting the training manual and other material.

A distance learning CD-ROM was made in Spanish and Portuguese, with a training course that includes legislation on prevention, technical preventive notes and contact email address. All the publications can be accessed through the websites below. Details of the project were published in the magazine *La Estiba*.

One tangible out-come was that Lisbon subsequently followed the other two ports and acquired personal protective equipment for all its workers.



Would you like to know more about this project?

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www.prevenzionpuertos.org (Spanish version)
www.prevencaodeportos.org (Portuguese version)
www.portsprevention.org (English version)

OSH in the gaming industry

There is a general belief that the occupational safety and health (OSH) risks in the gaming industry, and therefore the hours lost and accident rates, are minor compared with most other industries, yet this does not seem to be the case. A number of areas of OSH concern in the gaming industry have been identified. Broadly these are physical conditions that could lead to accidents, such as machinery, equipment and electrical hazards; environmental factors such as noise, temperature and air quality; workload, the organisation of work, working relationships and associated stress. The project holders set out to raise awareness of the importance of occupational risk prevention in the industry.

Who organised the project?

Federación Estatal de Trabajadores de Comercio, hostelería, turismo y juego - UGT

Who were the partner organisations?

Instituto de formación y estudios sociales (IFES), Spain

Sindicato dos profissionais de banca dos casinos, Portugal

Fisascat, Italy

CFDT, France

What was it called?

European information campaign on prevention in the gaming sector

What was the project about?

This project was about raising awareness of OSH issues in an industry where the majority of businesses employ less than 50 workers. Their understanding of OSH and their ability and inclination to introduce proper measures is less than it would be in larger enterprises. So the team set out to analyse the risks, accidents and sicknesses in the gaming industry and to develop an information programme.

Federación Estatal de Trabajadores de Comercio, hostelería, turismo y juego - UGT

Type of organisation

✓ Trade union

Sector

✓ Gaming

Activity

✓ Research

✓ Publication

✓ Seminar

Outputs

✓ OSH document

✓ Brochure

✓ Leaflet

✓ Posters

Total budget: € 97,219

Agency support: € 76,939



What did they do?

The first meeting of project members was held in Valencia (Spain) in January 2003. Agreement was reached on carrying out research into risk factors, occupational diseases and prevention mechanisms (good practice). The partners then worked on their respective sectors and national areas (from regulations to their application in the workplace). IFES then used the information provided by each member to carry out a comparative analysis along the same lines. A second meeting was then held in Estoril (Portugal) in April to agree how information campaigns would be carried out in each country, after which publicity materials (see below) were prepared in four languages.



These were simultaneously distributed in the four countries. This was done through training activities, events involving organisations and workers in the sector, and direct distribution among companies and workers. They were also disseminated by means of the Euroreso European network, made up of many organisations from various countries and currently chaired by IFES.

A final seminar to publicise the project at transnational level was held in Valencia in September. This discussed what had been achieved and was attended by 38 delegates from the project's target public, including workers, trade union representatives, business people and representatives of business associations. The project partners also held a final meeting to assess the project's implementation.

What was produced?

Four types of material were published: the 'final document' or report, pamphlets, leaflets, and posters. These were produced in Spanish, Portuguese, Italian and French (60 copies in each).

The final (53-page) document was intended mainly for organisations and people involved in the sector, as it includes comprehensive information on the analysis carried out during the project. It covers the principal risk factors and occupational diseases, and the associated preventive measures.

The first section is an introduction to the project and the document itself, and establishes the legislative framework of the sector in the four countries. The principal risk factors and risks in the gaming sector are then dealt with, as are the associated preventive and corrective measures. Occupational accidents and work-related diseases in the gaming sector are identified and described.

The information pamphlets included the same information as the reports but in a much smaller format. Some 400 copies were distributed in each language.

Would you like to know more about this project?

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http://www.chjugt.com/home_lr.cfm

The (2,000) leaflets contain basic information on the project and a summary of the principal risk factors, risks, work-related diseases and preventive measures in the gaming sector. They describe how to contact the organisations involved in the project to obtain further information. They were intended for distribution at events and in workplaces

Like the leaflets, the (1,200) posters for display in workplaces include basic information on the principal risk factors, work-related diseases and preventive measures. They also show how to get further information.

All the material is available free of charge through the project partners, who were to post electronic versions of the documents on their websites.

Safety and health in meat processing

Heavy loads, sharp knives and wet floors, as well as machinery and vehicles, are all significant factors in the toll of injuries that occur in the meat processing industry – a much higher rate of injury than the average for manufacturing industries as a whole. As well as injuries, occupational ill-health can also arise from manual handling, upper limb disorders and noise-induced hearing loss. The problem of ensuring proper staff training in occupational safety and health (OSH) and making employers aware of what preventive measures they need to take is a bigger one in smaller businesses. So the project partners set out to raise awareness of the importance of these issues by spreading good practices across four countries.

Who organised the project?

Federación Agroalimentaria de Comisiones Obreras

Who were the partner organisations?

CNV Bedrijvenbond, Netherlands

Naerings- og Nydelsesmiddlearbej der Forbundet, Denmark

Federazione dei Lavoratori dell'Agroindustria (FLAI-CGIL), Italy

What was it called?

IHSEMPI - Improving health and safety for the European meat processing industry

Federación Agroalimentaria de Comisiones Obreras

Type of organisation

✓ Trade union

Sector

✓ Agriculture and food

Activity

✓ Research

✓ Workshops

Outputs

✓ CD-ROM

Total budget: € 141,094

Agency support: € 112,381



What was the project about?

The project was about sharing know-how and good practices among SMEs in the meat processing industries of four European countries: Spain, the Netherlands, Denmark and Italy. Its aim was to reduce accident risks and sickness rates by spreading these good practices effectively, and to create a European network for information exchange and joint research into ways of preventing accidents.

What did they do?

The first phase was to study good practices in SMEs in the meat processing industry. This was done by each of the partner organisations. In June 2003 a two-day meeting and workshop was held in Madrid to discuss their conclusions and to agree on the next steps.



A training CD-ROM was then prepared in three languages (Italian, English and Spanish). It included a description of good practices and of the organisations involved. Distribution was done by each of the partners.

In the Netherlands a workshop was held in The Hague in September for



organisations involved in health and safety, employers and government officials. A leaflet entitled 'Inspiring examples on working conditions from Europe' was given out (explaining the contents of the CD-ROM). The CD-ROM itself was to be distributed by meat businesses, trade unions and industry bodies, and within training organisations, consultancies and the Ministry of Social and Labour Affairs.

In Italy a workshop was organised in Mantova in September with the main organisations in the meat industry. Interest was centred on the project's training material and 980 CD-ROMs were distributed at the workshop and subsequently to meat businesses.

In Denmark a summary of the project was to be published on the partner's website (www.nnf.dk). A workshop was held in October with a presentation attended by 120 people from the meat processing industry. Further meetings were to be held at a later stage where the CD-ROM would be distributed.

In Spain the CD-ROM was presented at a training workshop in September. Governmental and other occupational safety and health (OSH) bodies with links to the meat processing industry as well as the media were invited. The project would be further promoted and full details would be put on the organiser's website (www.ccoo.es). The CD-ROMs would be distributed throughout Spain to trade unions and the business sector.



What was produced?

CD-ROMs (5,000) were to be distributed free in three languages, English, Spanish and Italian. Short summaries of all the good practices would also be available in Dutch and Danish.

The CD-ROM is designed to be easily navigated and is in Microsoft Word and pdf format. It includes brief descriptions and links to good practices. It puts particular emphasis on injuries from repetitive movements such as the boning of cured ham and contains an assessment tool. It deals with posture at work and includes an ergonomic study in an area of Vich (Spain) and discusses changes in the organisation of work. It considers injuries from straining, handling loads and cuts (and how to avoid them). Finally it outlines the application in Spain of the European framework directive.



Would you like to know more about this project?

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Safety in logistics (transport and warehousing)

Barcelona's Bajo Llobregat logistics park (ZAL – zona de actividades logísticas) is a transport crossroads that brings together sea, air, rail and road transport and warehousing all within a radius of five kilometres. One frequent cause of injury here is the manual and mechanical handling of loads. This was the focal point of an effort to encourage good practices in risk reduction in the ZAL. The local Employers Confederation set out to do this by presenting new management tools and examples of good practice to the park's businesses and their clients through information programmes on the web.

Who organised the project?

Confederació d'Empresaris del Baix Llobregat (COFEM)

Who were the partner organisations?

Centro Intermodal de Logística SA, Spain
Europlatforms GEIE, Italy
Barcelona Centre Logistic (BCL), Spain
CCOO Baix, Spain
UGT Baix, Spain
Fundación Universal, Spain
Université de Bordeaux I, France
Université de Liège - Institut de Mécanique et Génie Civil, Belgium
Globusbusiness, Spain

What was it called?

Logistical prevention

What was the project about?

The project was aimed at a very specific problem (risks resulting from manual and mechanical handling of loads) and a very specific sector. As a result the tools and results can be used by others in the same field throughout Europe. The business-to-business platform (www.globusbusiness.com) is intended as a virtual meeting point for the whole of the logistics and warehouse sector.

What did they do?

The team first publicised the project in *Creixement* business magazine, which serves enterprises in the province of Barcelona. They then gave a presentation on 'Hazard prevention in logistics' in the port area of Barcelona. This was targeted at senior prevention officers and technicians. Information was provided for all those with managerial responsibility for occupational safety and health (OSH), internal and external health and safety officers and workers. This was followed by similar presentations in Liege, with a visit to the Logistics Training Centre and to transport simulators (further information at www.liege4logistics.be), and in Bordeaux.

The project took a stand at the 5th International Logistics Exhibition in the Barcelona Port Authority Pavilion and distributed information on the prevention of hazards in logistics enterprises. Some 750 copies were handed out in the course of personal interviews.

Confederació d'Empresaris del Baix Llobregat (COFEM)

Type of organisation

✓ Employers' Confederation

Sector

✓ General (logistics)

Activity

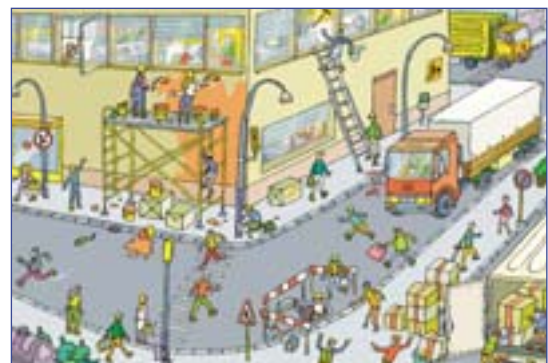
✓ Consultancy
✓ Training
✓ Web creation
✓ Publication

Outputs

✓ Website
✓ Training materials

Total budget: € 208,930

Agency support: € 160,000



Further promotion of the website was planned for September in the media, plus a seminar at the biannual meeting of small and medium-sized enterprise (SMEs) from logistics parks.

What was produced?

They produced a set of materials, 'Hazard prevention in logistics', focusing on the prevention of employment hazards in logistics parks. These are a mixture of models, practice, workplace back-up material, examples and cases, published in two volumes, a management manual, and a series of information sheets to be used in preventive work.

A management manual: a guide to the application and prevention of workplace hazards in logistics parks runs to 363 pages and is available in Spanish, French and English. It can be downloaded free of charge from the 'Prevención Logística' web page on the www.globusbusiness.es portal. The first section is a presentation of the framework and references used in its production. The second is an analysis of the various processes employed in logistics parks. The third focuses on implementing safety management in logistics parks. The fourth and fifth detail the compliance structures related to safety in all enterprises in logistics parks.



The manual is mainly aimed at ZAL managers who offer a wide range of services to enterprises operating in their park. It may also be of interest to occupational safety and health workers; entrepreneurs and managers of enterprises located in logistics parks; directors of human resources, quality and the environment; training directors; external consultants and others.



There are 99 information sheets running to 240 pages in all. They are available in Spanish and French and on the web as above. They are arranged in four sections dealing with: national legislation (Spanish legislation in the Spanish version, and French legislation in the French version); emergency plans; hazard prevention in SMEs in a ZAL; relations between a ZAL and SME clients (and joint activities). These sheets highlight all OSH issues that relate to logistics activities. They are presented as back-up material for workers' information and training. They are all available from the website as above.

Finally 1,500 copies of a CD-ROM containing the training material were produced for distribution at appropriate events.

Would you like to know more about this project?

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40 National projects

AUSTRIA / ÖSTERREICH

- Better health and safety in vehicle repair shops (Wiesenthal & Co Troststraße)
- Combating stress in vehicle repair shops (Autohaus Robert Stipschitz GmbH)

BELGIUM / BELGIQUE/BELGIË

- A safety network for SMEs (Prevent)

DENMARK / DANMARK

- Diagnosing psychosocial problems in SMEs (Centre for Alternative Social Analysis)
- Knee problems in the floor laying trade (Arbejds-og Miljømedicinsk afdeling - Skive Sygehus)
- Promoting the use of less dangerous chemicals (BST Sjælland ApS)

FINLAND / SUOMI

- Cutting accidents in the transport industry with traffic safety advisers (LT-Konsultit Oy)
- Power network – a web service on safety at work (Jyväskylän ammattikorkeakoulu)

FRANCE

- Good farming safety practices in western France (Fédération Régionale des Syndicats, Poitou Charentes et Pays de la Loire)
- Looking after temps: partnership between employers and agencies (Caisse régionale d'assurance maladie (CRAM), Pays de la Loire)

- Risk assessment and first aid in the building trade (Organisme professionnel de prévention du bâtiment et des travaux publics (OPPBT))
- Risks and accidents in cleaning companies (Fédération des Entreprises de Propreté)

GERMANY / DEUTSCHLAND

- Cutting down on organic solvents (USG Umwelt-Service Gesellschaft für das Kfz-Gewerbe mbH)
- Non-technical accidents in metalworking (Süddeutsche Metall-Berufsgenossenschaft)
- Eye-catching prevention in the building materials industry (Steinbruchs-Berufsgenossenschaft)
- Safety for start-up businesses (Verwaltungs-Berufsgenossenschaft)

GREECE / ΕΛΛΑΔΑ/HELLADA

- Dealing safely with asbestos (Ministry of Labour and Social Affairs)
- Promoting health and safety in aquaculture (KEK Diastasi Astiki Etairia)
- Safer use of dangerous chemicals (Hellenic Institute for Occupational Health and Safety)

IRELAND

- Assessing chemical risks in non-chemical SMEs (Irish Business and Employers Confederation)
- Safer farms by CCTV (Farm TV)
- TOSH – taking ownership of safety and health (Health and Safety Authority)

ITALY / ITALIA

- Safety and health in the car repair business (CNA - Confederazione Nazionale Artigianato e della Piccola e Media Impresa)
- Safety management for cooperatives (Prisma Servizi srl)
- Safety management in tourism (Ergon Ambiente e Lavoro S.r.l)

LUXEMBOURG

- Avoiding back injury and other problems in crèches (Service de Santé au Travail Multisectoriel)

NETHERLANDS / NEDERLAND

- A digital approach to safety in the electromechanical and metalworking industries (Stichting Adviescentrum Metaal)

PORTUGAL

- Alerting textile workers to danger (FESETE (Federação dos Sindicatos dos Trabalhadores Têxteis, Lanifícios, Vestuário, Calçados e Peles de Portugal)
- Best practices in the confectionary and baking industry (Fabridoce - Doces Regionales Lda)
- High-risk and high-stress activities in the Algarve (Prévia-Saúde Ocupacional Higiene e segurança, Lda)

SPAIN / ESPAÑA

- Improving poor working conditions (Instituto Nacional de Seguridad e Higiene en el Trabajo)

- Occupational health clauses in collective bargaining (Instituto Sindical de Trabajo, Ambiente y Salud)
- Preventing accidents and ill health in the textile, fur and leather industries (Asociacion ESM: Instituto de Investigacion en Seguridad y Factores Humanos)
- Raising the profile of risk prevention in Cordoba (Consortio Provincial de Desarrollo Económico)
- Tackling psychosocial problems in the workplace (AELLA Associació Empresarial)

SWEDEN / SVERIGE

- Sharing know-how on the working environment (Work Life Forum (Swedish Work Environment Association))

UNITED KINGDOM

- Bringing drama to construction safety training (BOMEL Ltd)
- Cutting the risks in small manufacturing (Sheffield Chamber of Commerce and Industry)
- Preventing accidents and illness in woodworking (Woodworking Machinery Suppliers Association (WMSA))
- Understanding safety issues in the boiler house (Combustion Engineering Association)

Better health and safety in vehicle repair shops

Vehicle repair workshops present a lot of health and safety problems. Movement of vehicles, equipment, hazardous substances and pressure of work all point to the need for a particularly high level of safety consciousness. In this group of companies, employees and management of the various sites as well as external experts were actively involved in making everybody more safety conscious. The aim was to come up with effective and practical measures to prevent accidents and ill health in vehicle repair workshops. The outcome was a series of training sessions and an employee's manual, *Health and safety at the workplace*, that was introduced and used on the training courses. The focal points were equipment, dangerous substances and stress management.

Who organised the project?

Wiesenthal & Co Troststraße

Who were the partner organisations?

Wiesenthal & Co Troststraße GmbH, Vienna, Austria
 Wiesenthal & Co St. Pölten, Austria
 Wiesenthal Autoservice GmbH & CoKG Krems, Austria
 Wiesenthal & Co Motor City Süd, Vösendorf, Austria
 Wiesenthal & Turk Autoservice GmbH Zwettl, Austria
 Wiesenthal & Co Truck Service GmbH, St. Pölten, Austria
 Wiesenthal & Ott, Austria
 Wiesenthal & Co Strebersdorf, Austria
 G. Karwinsky Autoservice GmbH, Austria
 Wiesenthal & Co Donaustadt GmbH, Austria
 G. Bergstaller & Co Autoservice GmbH, Austria

Wiesenthal & Co Troststraße

Type of organisation

✓ Private company

Sector

✓ Automotive industry

Activity

✓ Training

Outputs

✓ Training manual
 ✓ Additional training materials
 ✓ Intranet site
 ✓ Internet site

Total budget: € 199,510

Agency support: € 80,000

What was it called?

The implementation of practically oriented measures for enhancing safety and health in 11 automotive repair shops (Mercedes Wiesenthal & Co) by developing and installing a html page

What was the project about?

The project was about improving the safety record in a series of vehicle repair workshops. Wiesenthal & Co and its partner companies decided to run a series of workshops covering every aspect of health and safety in their particular workplace, and to produce a manual to ensure that the lessons learned would not be forgotten (and could be made available to others) and that high safety standards could be maintained.

What did they do?

They planned the project to run in six phases. Phase 1 was an introductory workshop for the 11 Wiesenthal-companies who were to take part. Agreement was reached that the following should be involved from each partner company: the business manager, the foreman of the workshops, a mechanic or varnisher and a trainee. This was in the autumn of 2002.

Phase 2 (early 2003) was to get a clear health and safety picture of each of the companies. There was a questionnaire on the working environment; a pull-together of industrial accidents and their causes; inventories of tools and equipment and of dangerous substances at the workplace. The data were then analysed and the conclusions made available for the next phase (and to the outside specialists).

Phase 3 (March) was a further workshop in which the conclusions of the previous phase were discussed (with all partner companies). This phase included the introduction of benchmarks; SWOT-analysis (strengths, weaknesses, opportunities, threats); examples of best practice; and a plan for measures that needed to be taken, for a manual, and for an intranet page.

Phase 4 (March to May) was work on the individual chapters of the manual, putting them together and refining them.

Phase 5 (June to August) brought together all the training materials, and a checklist for internal examinations. Training took place in the partner companies, involving nearly all the staff. The employees' manual *Health and safety at the workplace* was handed over to the companies.

Finally Phase 6 (July to August) was the completion of the intranet site, based on the manual and training materials. Very similar content was used for the external site.

What was produced?

During the course of the project these materials were produced.

- Checklists for each workplace, records of occupational accidents, inventories of equipment and dangerous substances.
- Analyses of data from the above checklists.
- A PowerPoint presentation to introduce the project to the participants.
- A manual *Health & safety at the workplace*, consisting of 11 chapters, each covering: dangers, points for particular care, personal protective equipment, work equipment and substances.
 1. Rights and responsibilities of employees
 2. Workshop and processing/conditioning
 3. Varnishing and metal-working
 4. Selling of spare parts
 5. Selling and the office
 6. Tidiness and cleanliness
 7. Management of stress
 8. First aid
 9. Fire prevention and organisation of alarms
 10. Symbols of danger and dangerous substances
 11. Links to the Internet.

The single chapters of the manual are available as pdf documents as well as on CD-ROM

Trainings materials for each of the sessions for all participants of the 11 partner companies.

A PowerPoint presentation of the manual.

An intranet site, based on the single chapters of the manual, for quick access.

A nearly identical Internet site available to other workshops and companies.

Would you like to know more about this project?

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Combating stress in vehicle repair shops

An Austrian vehicle repair company was already aware of an increase in stress levels among its workforce, arising from changing and more demanding tasks, and believed that these were an important contributory factor to sickness and absenteeism. The research carried out in the course of this project seemed to bear out their concerns as they found a much higher than average rate of absenteeism through sickness. They set out to tackle the problem of stress, within the wider context of general health and well-being, by involving staff in identifying problem areas and suggesting solutions and steps to improve the working environment.

Who organised the project?

Autohaus Robert Stipschitz GmbH

What was it called?

Stress in an automotive repair workshop. Assessment of stress-related causes and risks and development of preventive and corrective measures with active involvement of staff

What was the project about?

This project was about the management and prevention of stress within the wider context of occupational safety and health and the quality of the working environment in a vehicle repair workshop and dealership. They sought to tackle the problem through a health management system and through health forums in which staff could talk about their problems and discuss measures to improve the quality of the working environment. They adopted a 'bottom up' approach, involving staff heavily in the implementation of the project. This had the advantage of gaining wider and more sustained acceptance within the company.



Autohaus Robert Stipschitz GmbH

Type of organisation

✓ Private company

Sector

✓ Automotive industry

Activity

✓ Research

✓ Health Forums

Outputs

✓ Handbook

Total budget: € 108,971

Agency support: € 56,665

Through questionnaires and an outside analysis of sick leave they tried to get an accurate picture of stress factors in the company's working life. They refined this and looked for solutions during a series of regular health forums for each of six departments. They summarised the results in a set of guidelines on 'Stress in the workplace in an automotive company'. These were influenced by a variety of factors specific to the company, but are likely to be of value to other similar companies.

What did they do?

The project holders set up a 'stress in the workplace' group within the company to plan and monitor the project and liaise with external specialists. They collected literature on the subject and distributed an information sheet to all employees. With outside help they then carried out a survey to determine the current sources and consequences of stress within the company. Of 150 questionnaires handed out, 120 were returned.

At the same time they obtained an evaluation of sick leave in 2002 in order to identify the main reasons for absence from work. These figures showed that the company was almost 50% above the average for illnesses and days off work. Of the diagnoses performed 'acute infection of the upper air tracts' was the most frequent (24%), followed by

'unspecified infection of the digestive system' (14%). More than half the illnesses and sick days occurred in the mechanical workshops, which accounted for only a third of the employees.

As a result of the survey and the sickness analysis, they decided to deal with stress in the wider context of health in the workplace and to set up six health forums on the subject. All staff were invited to attend on a voluntary basis, but top management were excluded to avoid unduly influencing staff. There were 43 meetings in all with a total of 37 staff for a minimum of two hours each session. The health forum sessions were moderated by external health professionals

They ran a seminar on work psychology (to be run on a regular basis), primarily aimed at supporting managers in dealing with stress factors such as difficult customers, complaints, managing employees, insurance cases and contacts with manufacturers. All these activities contributed towards the production of guidelines, summarising measures to prevent stress in a vehicle company. They also scheduled a 'health day' to which families of staff were invited.

What was produced?

They created a set of guidelines, 'Stress in the workplace in an automotive company', summarising preventive measures derived from their research and appropriate to the business. These can be accessed on the website (www.stipschitz.at). The contents are:

- Introduction and short description of the company
- Targets of the project
- Overview of terminology
- Evaluation of stress-related factors in each department
- Practical guidelines and measures
- Literature
- Links



Would you like to know more about this project?

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A safety network for SMEs

Small and medium-sized enterprises (SMEs) of between 10 and 50 employees account for 15% of all companies, but represent over 23 of all employees in Belgium – nearly a quarter of the total. An accident prevention consultant has to be appointed in most of these companies, and in sectors at risk this consultant will also have received supplementary training. But the expertise often comes from outside: advisers from occupational accident insurers, consultants from external occupational prevention and protection services, and labour inspectors. These experts are also an important source of information. SME employers often obtain information also from employers' organisations and trade associations. The project holders wanted to work through such intermediary organisations in order to focus existing and new initiatives on the prevention of occupational injuries and ill health in small and medium-sized enterprises. It represented the first attempt in Belgium to approach simultaneously the various networks to which SME employers belong.

Who organised the project?

Prevent (the Belgian occupational safety and health institute)

Who were the partner organisations?

Verbond van Belgische Ondernemingen (VBO) – Federation of Belgian Enterprises

Union des classes moyennes (UCM) – Union of self-employed workers (Wallonia)

Unie van zelfstandige ondernemers (Unizo) – Union of self-employed workers (Flanders)

What was it called?

Pro-safe, an information and awareness raising campaign for health and safety in SMEs

What was the project about?

The Pro-Safe campaign was about creating an umbrella structure, under which intermediary organisations could initiate health and safety programmes aimed at SMEs, in order to achieve an integrated and efficient SME policy, added value and economies of scale. Its objective was to make the target SMEs aware of the problems of occupational safety and health (OSH); of the need to protect employees' welfare; and of the need to operate accident prevention policies based on risk assessment.

The initiative for this originated from the employer organisations and the various organisations of experts. The idea was that this approach would produce economies of scale and better use of available resources, and would give occupational health and safety a higher profile with SMEs. The campaign brought together employees' and employers' organisations, as well as the Belgian Government (Ministry for Employment), and was coordinated by Prevent, the Belgian occupational safety and health institute. The campaign was supported by a group of experts in the field, including consultants with occupational safety services and the Belgian professional association of insurers.

What did they do?

The project holders created a website that would also serve as a gateway to other relevant sites. It brings together information on occupational safety and health, and contains links to partner and other useful websites. They also set up a Pro-Safe Award and bought in training by external consultants. Having set up a pilot project with the timber trade they

Prevent

Type of organisation

✓ Non-profit institute

Sector

✓ General

Activity

✓ Training

✓ Promotion

Outputs

✓ Website

✓ Briefing papers

✓ Press packs

Total budget: € 187,728

Agency support: € 75,691

launched a media campaign, with press releases and standard articles that could be used by in-house journals. In approaching SMEs the team picked those times when employers were likely to be most receptive to occupational safety issues, such as before a visit by an inspector or an industrial medical officer, before an audit for obtaining a quality or safety label or following a work accident.

They chose information channels that SMEs would be familiar with, so their threshold of resistance would be lower and less effort would be needed to attract interest in the first place. These channels included the magazines and websites of trade associations and employers' organisations, as well as the general and specialist press.

What was produced?

The campaign produced a website, briefing papers, press releases and articles, as well as a health and safety profile of the timber industry. It also produced 130,000 copies of a pack to raise awareness of OSH among employers.

Five press dossiers were prepared. These provided information on specific topics: awareness raising; dangerous products; slips and falls; prevention of back injury; and risk analysis. Each dossier consisted of an introduction, an article on the topic, copies of other interesting articles, and a list of references. They were sent out to the trade press and to employers' and trade union publications and resulted in several articles.



Would you like to know more about this project?

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www.pro-safe.be

Diagnosing psychosocial problems in SMEs

Occupational safety and health (OSH) programmes aimed at small businesses in Denmark have mostly addressed chemical and physical problems in the working environment, and have only dealt in a very limited way with psychosocial problems and stress. These problems do exist, but in small businesses they are often described using different terms from those used by OSH professionals.

In this case the project holders looked specifically at ways to prevent stress and other emotional effects, and found a number of medium-sized companies that had all succeeded in improving the working environment and the psychosocial health of their workers. Through interviews and discussions with eight smaller companies they then developed diagnostic tools to identify 'psychosocial risks' and a methodology that could easily be used by companies of a similar size.

Who organised the project?

Centre for Alternative Social Analysis

Who was the partner organisation?

BST Sjaelland (formerly BST Sorø), Denmark

What was it called?

Management of psychosocial working conditions in SMEs – guidelines for practice

What was the project about?

This project was about improving working conditions and psychosocial health, and reducing stress in small businesses by developing methods to diagnose risk and strengthen work on safety and health issues. The project's target groups were: owners and employees' representatives in small businesses; employers and employees' organisations; professionals who advise small businesses on the psychosocial working environment; and inspection authorities.

The idea behind the project was to take the existing experience of medium-sized businesses in this field to implement a scheme for small businesses. The medium-sized businesses were already members of two networks: 'The Learning Safety Organisation; and 'Managing the Emotional Working Environment and APV'.¹ They also had programmes to define and improve psychosocial working conditions.

Centre for Alternative Social Analysis

Type of organisation

✓ Independent research and consultancy organisation

Sector

✓ Social analysis

Activity

- ✓ Research
- ✓ Interviews
- ✓ Seminars

Outputs

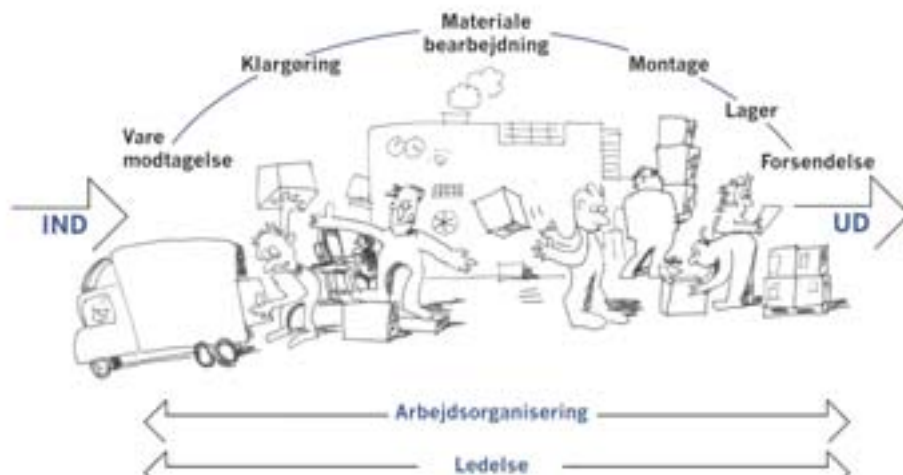
- ✓ Manual
- ✓ Website

Total budget: € 132,373

Agency support: € 75,000



¹ Arbejdspladsvurdering, workplace conditions



What did they do?

The Centre for Alternative Social Analysis (CASA) organised a series of seminars with medium-sized companies (50-500 employees). These were chosen as having had substantial experience of improving the psychosocial working environment. The aim was to agree on good practice in this field and the outcomes were written up with general conclusions and case reports. They developed a methodology for analysing the psychosocial working environment in small companies and a guide for interviews with small companies.

Meanwhile the partner organisation, BST Sjælland, was responsible for finding the small companies that would take part in the project, from among their affiliates. They focused on those with 11 to 50 employees but without restriction as to trade. Interviews were then conducted with employers and employees' representatives in eight small businesses.

From the seminars and interviews they developed models and diagnostic tools for identifying risks. A seminar, attended by representatives of the eight businesses, discussed examples of everyday experience relating to social and psychological conditions. The results of the seminar were then used to refine and finalise the methodology. The outcome was a manual (see below), aimed at SME employers and OSH consultants working with them.

What was produced?

The centre produced a 45-page reference manual (available in Danish and English) on how to improve the emotional climate of the workplace, *One big family – making the small business an attractive workplace*. It includes a series of drawings, and guides the reader through the text under the following chapter headings:



1. Why bother about the psychosocial climate when everything's running so smoothly?
2. Visible problems and warning signs
3. The small business – a productive family. A chapter about the importance of social relations
4. The production process. A chapter about the relation between the production process and the psychosocial working environment
5. Doing a job you enjoy
6. Is there a good way to find good solutions?
7. Typical situations and interventions that address a range of stress-related problems
8. Turning the focus to the demands of the job – a checklist
9. If you need more information.

They also developed a website (in Danish only) that carries a more interactive version of the manual, leading the reader from one issue to other related chapters, descriptions and tools.



Would you like to know more about this project?

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Knee problems in the floor laying trade

For obvious reasons floor laying has traditionally been done in a kneeling position. This is an unnatural position in which to spend the working day, and even with protective equipment it places a strain on the knees (and on other parts of the body) and frequently leads to injury and long-term problems. But studies have shown that with recently developed tools much of the work could be carried out standing up. So the team in Denmark set out to reduce knee problems by showing how floor layers could cut down the time spent putting undue strain on the knees. They trained instructors in using the new tools so that they could in turn instruct operational floor layers on a region-by-region basis. An evaluation of the new working methods was then carried out.

Who organised the project?

Arbejds-og Miljømedicinsk afdeling - Skive Sygehus (Department of Occupational Medicine – Skive Hospital)

Who were the partner organisations?

AMU-center MidtVest, Denmark

Wood Industry and Building Workers' Union, Denmark

Floor Laying Employers' Association, Denmark

What was it called?

Reduction of knee-straining working activities in the floor laying trade.
Prevention of knee disorders.

What was the project about?

This project was about reducing the number of working positions in the floor laying trade that put undue strain on the knees, by using new working methods. The project team set out to spread these methods by training ten instructors from the trade. These instructors subsequently trained floor layers in using tools which make it possible to prime, glue and weld from an upright position. Altogether 292 floor layers took part in courses between February and June 2003. They completed questionnaires before and three months after the course. The project evaluation also included semi-structured interviews of floor layers, employers, instructors, and people from the organisations involved.

What did they do?

The project team arranged eight two-hour regional meetings: in Kolding, Aalborg, Herning, Aarhus, Glostrup, Naestved, and Bornholm. They were attended by 174 people (91% floor layers and 9% employers). The trade union and the employers' association gave information about the project, and some theoretical and practical instruction in the new working techniques. Ten instructors then took part in a two-week course in the new working techniques, in ergonomics and in passing on their knowledge. They in turn ran two-day courses on the new working techniques for working floor layers. These took place at local technical schools around the country. The programme for the courses included:

- theoretical instruction in different kinds of new tools;
- theoretical instruction in their use;
- practical instruction in the use of the tools when priming, gluing, welding, cutting welding wire, and cutting up linoleum.

Arbejds-og Miljømedicinsk afdeling - Skive Sygehus

Type of organisation

✓ Occupational Health Service

Sector

✓ Floor laying

Activity

✓ Training

Outputs

✓ Training materials and report

Total budget: € 276,616

Agency support: € 80,000

Altogether the project ran: four local courses with 38 participants (October-November 2002); a two-week course for the ten instructors at AMU MidtVest (January 2003); and 43 local courses for 254 participants given by the ten newly trained instructors (February-June 2003).

The floor layers filled in questionnaires on the two-day courses. These included questions about musculoskeletal health problems, psychological conditions, and about the new working methods. The response rate was 98%.

Further questionnaires were sent out after three months and 66% had been completed by the time the final project report was written. The team also interviewed ten floor layers with varied experience in using the new tools, four employers and seven instructors, including four in a focus group. Representatives from the trade union and the employers' association were also interviewed in a focus group. All had been given questions in advance.

One representative from the employers' body and one specialist teacher representing the floor layers assessed the quality of the work, looking at floors made in the traditional way and using the new working methods. The evaluations were 'blind' so the examiner did not know which technique had been used. Timed studies were also carried out.

The quality study found no difference between the work done by traditional methods and that done with the new tools. The time study showed no difference in the time spent on a task, although there was a tendency for the instructor (who was well trained) to be able to speed up the job using the new techniques. More importantly the floor layers using the new tools reported less musculoskeletal pain from the neck, shoulders, wrists, back, and knees.

What was produced?

They produced a four-page brochure for floor layers and their employers; instructional material for working in an upright position; articles for the trade journal and a 66-page report.



Would you like to know more about this project?

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Promoting the use of less dangerous chemicals

Hazardous chemicals are a significant cause of accidents and ill health at work. Inevitably they are a risk factor in all the industries where they are used. But advances in chemical research and in our understanding of chemical substances mean that it is increasingly possible and practical to substitute less dangerous ones. For some time people working in occupational safety and health (OSH) have been calling for greater awareness and knowledge of the possibilities.

Because of the time and resources involved, this is an area in which most small and medium-sized enterprises (SMEs) are very poorly informed. They simply do not have much experience of using substitutes, but could learn from larger businesses that have. So the project holders set out to find ways of making that experience available to SMEs and their consultants, and to help them carry out their legal obligations in this area.

Who organised the project?

BST Sjælland ApS

What was it called?

Examples of use of less hazardous chemicals (substitution) - an interactive Internet catalogue

What was the project about?

This project was about identifying and spreading examples of the substitution of hazardous chemicals. The target group was SMEs with less than 50 employees, especially in the metal industry, cleaning, graphics, construction work and other industrial sectors. These enterprises usually have very few internal resources allocated to occupational health and little or no knowledge of successful chemical substitutions.

The aims of the project were: to promote and encourage the development and identification of good practices that can minimise health risks with chemicals; to contribute to the reduction of the number of work-related diseases; to improve and support preventive work in small enterprises, by developing tools that can easily be used by employers and employees; and to develop networking to share solutions to problems with the use of chemicals.

What did they do?

From November 2002 until September 2003 their main activity was collecting examples of chemical substitutions from businesses, occupational health services, consultants, the Danish Occupational Health Authority, public reports suppliers of chemical products and other organisation. They ran two workshops for a total of 42 chemists. They then carried out personal and telephone interviews with around 50 firms and other bodies, and surveyed over 120 enterprises by letter and extracts from reports.

A great deal of effort was spent on promoting the homepage, making the project and the homepage known to potential users, and establishing a network of suppliers of examples. Finally they launched the website to the press and public.

BST Sjælland ApS

Type of organisation

✓ Health Service Centre

Sector

✓ General (all using hazardous chemicals)

Activity

✓ Research

✓ Promotion

Outputs

✓ Website

✓ Articles

✓ Pamphlet

Total budget: € 106,899

Agency support: € 36,922

What was produced?

www.catsub.dk is an interactive site carrying examples of chemical substitution. It consists of: 208 example pages, on which those with a passport can comment; a front page with an introduction to the homepage (free access), the project and financial support; links; a search function; indexes of examples and contributing enterprises; a list of the 'catsub' network (the 40 people with passwords who can put up new examples); and a 'last score' list of who put up the last six examples.

The 208 examples, on the web at the time of writing their final report, came from occupational health services, enterprises, the Danish Occupational Health Authority, consultants, suppliers and other bodies. They came from the following sectors: iron and metal industry; rubber and plastics industry; laboratories and hospitals; graphics industry; construction industry; social and health care; chemical industry; and education and research.

They designed a logo for the project and produced 3,600 copies of a promotional pamphlet, distributed to OSH professionals and to small enterprises taking part in the European Week for Safety and Health at Work.

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Cutting accidents in the transport industry with traffic safety advisers

The role of micro and small firms in the transport sector in Finland is significant. And within this sector traffic movement is the biggest work-related risk. So the best way of increasing the work safety of employees is to improve traffic safety. As resources in small firms are limited drivers cannot take part in training that takes them away from work for long. So the aim here was to test a new approach where traffic safety advisers trained SME staff locally about traffic safety issues and taught the companies to evaluate their traffic-related risks. The main idea was to organise training so that SME staff did not need to travel long distances.

Who organised the project?

LT-Konsultit Oy

Who were the partner organisations?

Central Organisation for Traffic Safety in Finland

Finnish Institute of Occupational health, Finland

Ministry of Transport and Communications Finland

Finnish Trucking Association, Finland

What was it called?

Traffic safety adviser in micro firms - pilot study

LT-Konsultit Oy

Type of organisation

✓ Private company

Sector

✓ Transport

Activity

✓ Training

Outputs

✓ Support material

✓ CD-ROM

Total budget: € 61,762

Agency support: € 35,000

What was the project about?

This was about reducing accidents at work by tackling the safety aspects of traffic movement – the major cause of accidents in the transport industry. Recent studies have shown that Finnish SMEs not only need education in this field but are willing to take part in the necessary training in traffic safety. But they cannot be spared for courses lasting several days or involving long-distance travel. This was a pilot study directed at SMEs within the trucking sector of the transport business designed to get round the problem. It set out to train and appoint traffic safety advisers to educate SME staff on safety issues.

The format and content of the training was planned in cooperation with the central organisation for traffic safety in Finland and the Finnish institute of occupational health. A before-and-after questionnaire was used to evaluate the development potential of the pilot training programme and the results.

What did they do?

The project group selected five cities (Helsinki, Turku, Oulu, Rovaniemi and Kuopio) to give the advisers four-hour seminars covering the following topics:

- background and purpose of the pilot study;
- traffic safety in Finland;
- road safety objectives;
- traffic conditions;
- factors affecting traffic safety;
- rest and driving-time regulations;

- anticipatory driving;
- cargo loading and fastening;
- traffic safety and work;
- evaluation of traffic-related risks.

They put together a 25-page information package and a CD-ROM containing the necessary slides for the advisers free of charge. The advisers then held three-hour sessions in four cities: Turku, Helsinki, Oulu and Rovaniemi. Altogether 29 companies, varying in size from 1 to 50 employees, took part. Half of the companies had less than 10 employees.

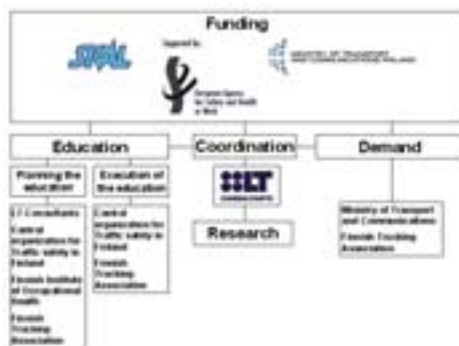
The course consisted of a traffic safety lecture, training material and risk evaluation, which was carried out by using a 'general audit of traffic issues' questionnaire which covered: fleet; personnel and working time; control and follow-up; condition of vehicles and fuel consumption; accidents; and education, guidance and quality systems. Of the original 29, 16 companies returned the questionnaire and three requested visits from a traffic safety adviser.

Both the companies and the advisers were asked to fill in questionnaires to evaluate the results of the study. All 6 advisers and 14 companies returned the questionnaire. The results of the study were given at the 5th Nordic Safe Community conference, held in Helsinki in August, 2003.

What was produced?

The team produced 25 pages of support material, free for those who took part in training. This material covered: the background and purpose of the pilot study, traffic safety in Finland, road safety objectives, traffic conditions, factors affecting traffic safety, rest and driving time regulations, anticipatory driving, cargo loading and fastening, traffic safety and work and evaluation of traffic-related risks.

They also produced a CD-ROM for the advisers, containing seven slide shows.



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Power network – a web service on safety at work

Small and medium-sized enterprises (SMEs) often find it difficult to access suitable occupational safety and health (OSH) advice. This web service provides news and current affairs, interviews with specialists, best practices and workplace solutions. The aim of the project was to provide information and examples of good practice to promote and support safety initiatives. The core of this information service is a website with audio programmes and multimedia presentations (audio with pictures and text). It is a free service with material that SMEs can adapt for use in their own training programmes.

Who organised the project?

Jyväskylän ammattikorkeakoulu

What was it called?

Power network

What was the project about?

The project was about communicating information and good practices via a web service designed to encourage, support and promote OSH initiatives in micro and small enterprises. The project focused especially on internal procedures, cooperation and well-being in the workplace as the basis of promoting safety and health and preventing risks.

The goal was to reinforce occupational safety and health expertise, networking, preventive measures, risk evaluation and management. The Internet was used to carry interviews with experts from various fields and multimedia programmes presenting experience of good practice. The programmes were designed to be easily adaptable as content in training sessions and developmental projects in the workplace. The programme content was planned in cooperation with workplaces, labour market organisations, expert and research organisations, and state authorities. At the same time the project served to establish an extensive cooperative network between these organisations in order to ensure operational continuity.

The aim of the project was that the way organisations deal with occupational safety and health is the basis for good working health and an accident-free environment. The project was designed to be broadly applicable, both in Finland and in other countries.

What did they do?

The project created an information service and content for the Internet (<http://www.paja.to>). This open forum – PAJA – is a totally open and free service. All the project's activities took place via the Internet, which served as the collection point for stories, interviews and presentations that could be used in SME training programmes. PAJA material is saved and updated, and its continuous production creates a rich and practical resource for promoting safety and health. Professional journalists are responsible for the content creation and for ensuring its high quality. The project was publicised through the local media and has its own daily 30-minute programme on the Internet through the Finnish Broadcasting Company (<http://www.yle.fi/multifoorumi>).

What was produced?

The basic content was in the form of audio programmes and multimedia presentations (audio with pictures and text). By the end of the project PAJA offered about 30 audio programmes, with an average duration 30 minutes, and 50 multimedia presentations. Production is being continued after the project period. PAJA has been invited to be a content production

Jyväskylän ammattikorkeakoulu	
Type of organisation	✓ Educational institution
Sector	✓ General
Activity	✓ Creating web content
Outputs	✓ Website
Total budget:	€ 88,106
Agency support:	€ 48,247

partner of the multimedia section of the Finnish Broadcasting Company, which will extend the availability and delivery of PAJA's products.

PAJA can be accessed at: <http://www.paja.to>. The multimedia section of Finnish Broadcasting Company, YLE Multifoorumi, is at: <http://www.yle.fi/multifoorumi>.



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Good farming safety practices in western France

Agricultural holdings in western France are very small: most of them have fewer than five employees. Farm workers do a lot of jobs that involve a potential risk. But most farmers were brought up in the spirit of one-man businesses and have very little awareness of health and safety issues. Farm accidents are often the result of failure to take elementary precautions. As a result the project holders found that their main difficulty was getting enough people to take part in the training sessions. Occupational safety and health (OSH) issues do not seem to be regarded on agricultural holdings as a subject in which training is possible. So they decided to give priority to raising awareness and then telling people about who could help them take the next steps.

Who organised the project?

Fédération Régionale des Syndicats, Poitou Charentes et Pays de la Loire
(Regional Union of Farmers, Poitou Charentes and Pays de la Loire)

Who was the partner organisation?

Mutualité Sociale Agricole, France

What was it called?

Promoting good practices in agriculture in western France

What was the project about?

This project was about identifying and promoting good practices in the farming industry. The project holders found that training in the prevention of accidents on farms was given very low priority, so concentrated on raising the level of awareness of the importance of accident prevention, and raising the level of knowledge of farmers of the resources available to them in this area. They held meetings with farmers' representatives at district level and encouraged them to hold local meetings.

The project involved a large-scale programme of information, awareness raising and training of farmers and farm workers with a view to developing a safety culture on farms. The objective was to minimise risks and reduce the number of accidents.

What did they do?

The project team focused on several aspects of farm safety: how to make agricultural machinery safe; developing safety training for employers and employees; developing an approach to occupational risk assessment; encouraging dialogue between employers and employees on OSH; and holding a symposium on the subject.

They held more than 140 meetings at district (*canton*) level with farmers (mainly local officials), who were then able to organise local meetings themselves. A brochure on safety issues for farmers was produced and distributed. They ran a press campaign in seven trade journals at county (*département*) level with a total circulation of nearly 50,000, and a forum hosted by SAFIR (the Feedingstuffs and Rural Initiatives Fair). This included the following topics:

- a welcome to new farm staff;
- a Viennese experience of risk analysis;
- an introduction to the health and safety workshops on the SAFIR site;
- a tour of workshops on the SAFIR site;
- a new regulatory approach to risk assessment;
- a presentation of a farm risk assessment and prevention resource.

Fédération Régionale des Syndicats, Poitou Charentes et Pays de la Loire

Type of organisation

- ✓ Trade union

Sector

- ✓ Agriculture

Activity

- ✓ Awareness raising
- ✓ Training

Outputs

- ✓ Brochures

Total budget: € 142,383

Agency support: € 80,000

The forum was complemented by an 'educational workshop' designed and run by their partner, the Mutualité Sociale Agricole, which highlighted certain risks and ways of preventing them.

What was produced?

The team produced an A4 brochure entitled 'Health and safety in agriculture ... stay healthy ... by minimising your risks'. This covered three broad areas: reminding employers of their legal liability; defining risk and how to evaluate it; and raising awareness of the value of preventing accidents in the first place.

They also produced a risk assessment resource: an A4 three-section folder setting out the main risks common to all farms regardless of their specialisation. It consists of some 15 items on the risks associated with specific activities and one on risk assessment and dealing with risks.

Would you like to know more about this project?

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Looking after temps: partnership between employers and agencies

The welfare of temporary workers tends to come rather low down the priority list of the companies that take them on. Because they are temporary, they can easily be overlooked. They are often not properly welcomed or inducted into the company and not enough attention is paid to occupational safety and health (OSH) issues, despite the high level of risk that they share with any other recruit, new to the job and unfamiliar with their surroundings. This project was about reducing the number of accidents and the level of sickness among them, by increasing the attention paid to their safety and well-being. The project holders sought to do this by working with employers and temporary agencies towards a better understanding of the problem and of the measures they could take to reduce, if not solve it.

Who organised the project?

Caisse régionale d'assurance maladie (CRAM), Pays de la Loire

What was it called?

Partnership agreements between private companies and temporary employment agencies

What was the project about?

This project was about reducing accidents and sickness among temporary workers and minimising their occupational risks. The immediate aim was to improve communication between temporary employment agencies and companies using their services. Employers, trade unions and the project holder drafted a tripartite partnership agreement. This was intended for firms with less than 50 employees, to be signed by companies, employment agencies and the project holder. This was promoted by seminars, training for temporary employment agency staff, a brochure, a poster and a video. They also produced a booklet for the guidance of employers and agencies on the occupational safety and health of temps.

What did they do?

In cooperation with workers' and employers' representatives, and occupational health professionals, CRAM drew up a cooperation agreement between employers and temporary employment agencies. CRAM launched the agreement at the 'Prévent'Ouest' exhibition in Nantes in June 2003. There were six seminars on OSH issues during the exhibition, including one on temporary workers where 400 people attended a presentation of the project.



The first agreement was signed between a company and four temp agencies, which were its main suppliers, and CRAM Pays de la Loire. It was launched with a press conference, resulting in two explanatory articles. This was also the subject of an edition of *Prévention Enterprise*, of which 65,000 copies were sent out free to companies in the region. The project holders ran a training programme for 40 temporary employment agency staff, with the emphasis on risk assessments. In addition they arranged a series of meetings (one in each of five *départements*) to promote dialogue on OSH between companies and agencies. They also produced a brochure, a poster, a video and a document on good practice (see below).

Caisse régionale d'assurance maladie (CRAM), Pays de la Loire	
Type of organisation	✓ Regional health insurance
Sector	✓ General (Temporary work)
Activity	✓ Training ✓ Promotional activities
Outputs	✓ Video ✓ Brochure ✓ Booklet ✓ Poster
Total budget:	€ 80,929
Agency support:	€ 37,074

What was produced?

The purpose of the video was to encourage the care of temporary workers, to provide information on how to welcome and train them and to promote the cooperation agreement. It was 23 minutes long and aimed at employers, agencies, unions and employment professionals.

The 60 x 80 poster showed an accident victim and drew attention to the risk to temporary workers in unfamiliar premises.

The agreement is for guidance only and should be adapted to suit each company that signs it. Like most of the other materials, it is available on the CRAM website (www.cram-pl.fr).

The booklet on good practice sets out temporary work regulations, gives advice on risk assessment, promotes training and helps with form filling.



Would you like to know more about this project?

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Risk assessment and first aid in the building trade

The building trade in France is mainly made up of small and micro companies with fewer than 20 employees. But new national legislation means that they all have to make a formal risk assessment in the form of a standard report and a prevention plan. The project holders decided to take advantage of the new requirements in order to promote work safety and health awareness and to encourage the development of good practices among construction industry SMEs. In addition to the safety and health aspect one objective was to improve the image of the building trade and to help recruitment, as it needs at least 600,000 new people in the next 10 years to replace those retiring.

Who organised the project?

Organisme professionnel de prévention du bâtiment et des travaux publics (OPPBTB)

Who were the partner organisations?

Fédération Française du Bâtiment (FFB), France

Confédération de l'Artisanat et des Petites Entreprises du Bâtiment (CAPEB), France

Fédération Française du Bâtiment (FFB), France

Fédération Nationale des Sociétés Coopératives Ouvrières de Production (FNSCOP), France

Fédération Nationale des Travaux Publics (FNTP), France

Fédération Nationale des Salariés de la Construction et du Bois (FNCSB) – Confédération Française Démocratique du Travail (CFDT), France

Syndicat National des Cadres, Techniciens de Maîtrise et Assimilés des Industries du Bâtiment et des Travaux Publics (CFECCG), France

Fédération BATI-MAT-TP- Confédération Française des Travailleurs Chrétiens (CFTC), France

Fédération Nationale des Travailleurs de la Construction de la Confédération Générale du Travail (CGT), France

Fédération Générale Force Ouvrière (CGTFO), France

What was it called?

From risk evaluation to occupational first aid officers training: BTP branch project

What was the project about?

The project was about promoting the development and exchange of good practices to improve health and safety in small firms in the building trade. Some of these training activities were aimed particularly at apprentices and students.

What did they do?

OPPBTB carried out a programme of information and training for small and micro companies in the building trade and public works. As a first step they ran a campaign to increase awareness of the need to assess risks in the workplace and to have properly trained first-aiders. Then they ran a series of training courses on these subjects. The campaign was concentrated

Organisme professionnel de prévention du bâtiment et des travaux publics (OPPBTB)

Type of organisation

✓ Non-profit members' institution

Sector

✓ Construction

Activity

✓ Training

Outputs

✓ CD-ROM

✓ PowerPoint presentation

Total budget: € 247,054

Agency support: € 76,400

on the 'National Week of Prevention in the Building Trade and Public Works' in the first week of April, 2003. This event aimed at promoting the development and exchange of good health and safety practices. It was the first of its kind in the building trade in France.

About 50 people took part in the launch (with a press kit) in early February. A CD-ROM was then sent to each regional OPPBTP committee so that they could hold their own local press launches. There were a number of local meetings to encourage people to attend training courses in risk evaluation and occupational first aid. Leaflets were also sent out to local companies and institutional partners in the regions.

The training courses themselves taught a new method of risk evaluation and helped employers with plans to improve the level of risk prevention within their companies. There were 43 courses held over two-and-a-half days altogether, combining theory and practice, and supplemented by a follow-up half day with advice from an OPPBTP counsellor on the premises.

The 24 two-day first aid courses focused on how to get help, and how to examine, protect and help accident victims. They covered: recognising and eliminating risk, examining the patient, organising first aid within a company, and appropriate first aid measures in response to different injuries and states of health. The courses were recognised by a diploma issued by the Regional Health Insurance Office and qualified trainees as 'Occupational first-aid officers'.

Probably because of the legal requirements, the occupational hazards courses attracted more trainees than the first aid courses.

What was produced?

A training course in risk evaluation was designed for small and micro companies in the building industry, with a different approach for each of the 10 trades most represented. This was presented on a CD-ROM and sent to all the project holder's regional committees and used as teaching support for training trainers. It consists of about 100 PowerPoint slides that each trainer could supplement and adapt, and attempts to fit the real working conditions of each trainee as closely as possible.

Among the regional developments was a campaign to prevent falls from a height, which is one of the principal causes of accidents in the building trade. This includes a video with interviews done in different companies and covers human, legal, financial aspects. This module was combined with the risk evaluation training course.

Would you like to know more about this project?

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Risks and accidents in cleaning companies

Cleaning occupies a huge number of people with relatively low skills and education levels, employed mostly by fairly small firms. The cleaning sector is one of Europe's biggest employers with some 2.3 million employees. In France there are 300,000 workers in around 12,000 businesses. Most of them are small and carry out their work on clients' premises, away from direct supervision. This, and the kind of work they do, poses particular problems in the field of occupational safety and health (OSH). This project was about instilling a safety culture in the small and medium-sized enterprises (SMEs) and in their customers, so that workers are fully aware of the safety aspects of their jobs. The significance of the project was reflected in its backing by the European Industrial Cleaning Federation.

Who organised the project?

Fédération des Entreprises de Propreté

Who were the partner organisations?

Fédération Européenne du Nettoyage Industrielle (FENI), Belgium

Groupement Ile de France des Entrepreneurs du Nettoyage (GIFEN), France

Syndicat Patronal des Entreprises de Nettoyage Rhône-Alpes (SPENRA), France

Chambre syndicale des entreprises de propreté Sud-Est (CREPSE), France

What was it called?

Risk evaluation and prevention in cleaning enterprises

What was the project about?

The cleaning business raises a whole series of OSH issues of which awareness is generally low, certainly in the small companies that employ most of the staff engaged in it. This project was about helping these companies and their customers identify occupational risks and take appropriate action. Cleaning contractors were asked to analyse both their in-house risks and those encountered in providing their services to their customers – in terms of their gravity and frequency; and to develop corresponding courses of action. Customer organisations were also invited to draw up their own operational plans for minimising risks.

What did they do?

The project team provided SMEs with the tools to analyse their risks and to enable them to carry out preventive measures. They took part in meetings of the various regional trade associations and held several meetings for cleaning firms, in order to create a greater awareness of safety issues.

Cleaning firms were given help with the process of risk evaluation and the establishment of in-house safety systems, in a series of measures across the whole of France. First the team ran four-day training courses in the country's five major cities. These were aimed at in-house safety officers and included industrial accidents, occupational diseases, risk sources and regulatory requirements. The courses were supported by a 'Safety officer's guide'.

Secondly they carried out advisory work with companies to help them introduce a system of risk analysis, draw up action plans and incorporate these in a 'Single Document'. Thirdly three safety guides were targeted at different groups: cleaners, management and supervisory staff, and customers. Finally they did safety diagnoses in about 20 cleaning companies. These were based on a questionnaire for cleaners and supervisors.

Fédération des Entreprises de Propreté

Type of organisation

✓ Non-profit members' business confederation

Sector

✓ Cleaning

Activity

✓ Meetings

✓ Training

✓ Investigations

Outputs

✓ Manual

✓ Guides

✓ Diagnoses

Total budget: € 93,303

Agency support: € 50,000

What was produced?

They produced a 130-page manual, a 'Safety officers' guide', aimed at supervisory staff and containing information on safety in cleaning firms under broadly the following headings: the advantages of prevention; the costs of industrial accidents; sector statistics; regulatory requirements; and methods of risk evaluation.

For those who had not been able to take part in safety training, they compiled separate four-page guides for cleaners, management and supervisory staff, and customers. These contain details of compulsory accident prevention requirements. For example the cleaners' guide (2,700 copies) covered the following areas: possible safety training topics; use of personal protective equipment; awareness of customers' in-house safety regulations and 'prevention plans'; use of suitable equipment and products; observance of safety rules and instructions; responsible behaviour; and reporting dangerous situations.

They produced diagnoses of cleaning firms' willingness to address safety issues for about 20 businesses employing between 10 and 100 staff, and also helped firms draw up their 'Single Document' containing companies' risk analyses and action plans.

Would you like to know more about this project?

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Cutting down on organic solvents

New regulations came into effect in Germany in 2001 on the use of chemical solvents. In effect they meant that the amount used in vehicle paint shops had to be greatly reduced, encouraging a return to the use of water-borne base coats. These regulations followed new guidelines from the EU on volatile organic compounds (VOCs). In Germany the deadlines imposed for reaching the final target emission values are November 2004 for new plants and 2007 for old plants. Here the project holders set out to help vehicle repair and paint shops achieve the reductions needed to comply with the law. This meant raising awareness of the problem, supplying information and supporting the training of staff.

Who organised the project?

USG Umwelt-Service Gesellschaft für das Kfz-Gewerbe mbH

What was it called?

Implementation of good practices in substituting organic solvents

What was the project about?

This project was about complying with the new solvent regulations that came into effect in Germany in August 2001, based on the European Union's Guideline (1999/13/EG) on volatile organic compounds (VOCs). In the companies involved in the project they set out to achieve compliance with the maximum limits on enclosed exhaust gases, diffuse emissions or total emission levels. This involved helping them with complex calculations. They also helped the companies with their strategies, including treatment of exhaust emissions to reduce VOC content and other compliance measures.

Inspections in 20 participating enterprises resulted in a database of current emissions for each one. A solvent balance was set and the necessary level of solvent reduction to fulfil the regulations were determined. The project also supplied them with information about lacquer suppliers and producers.

What did they do?

Despite some coverage in the trade press, the launch of the project on the 'Implementation of the German solvents regulation in the vehicle repair business' attracted little immediate interest from companies. But by the end of May 2003 the project team had formed a pool of 20 participating companies, whose chief interest was in on-site consultation. The number of participants was limited to 20 because of the unforeseen high costs of the company's consultation and the associated data collection and research into solvent emissions in these companies.

The project team organised two workshops in June and produced a short information brochure for them. These were used to explain how to handle hazardous materials, particularly solvents, and ways to reduce their use. Experiences and the preliminary results of the project were then exchanged. It became clear that the sector was still not adequately prepared for the accelerating effect of the new regulation and the preparation of data required by law.

At the same time companies increasingly called on the USG to advise them in their dealings with the authorities. USG staff took part in a number of planned discussion days with environmental offices and helped with the completion of documents required by 25 August.

Solvents statements were issued for the 20 Berlin and Brandenburg paint companies, analysing the first factory tours and the databases obtained. These statements were designed to provide companies with a basis for planning the measures required to reduce solvents. During the second round of factory tours the solvents statements were discussed, and

USG Umwelt-Service Gesellschaft für das Kfz-Gewerbe mbH

Type of organisation

✓ Private company

Sector

✓ Automotive industry

Activity

✓ Research

✓ Training

Outputs

✓ Brochures

✓ Reports

✓ Presentation

Total budget: € 80,006

Agency support: € 39,043

amendments accepted and subsequently incorporated. This formed the basis of an internal analysis of preliminary reduction measures.

As a further measure, discussions were once again sought with paint suppliers and finishing firms, and possibilities of changing the way particular companies bought their products were outlined.

The final event with the participants was a presentation given in September. An information workshop was to be held in October for the technical staff of government environmental offices, at which the USG had been asked to report on the project.

What was produced?

The team produced a 14-page brochure for making practical decisions on the implementation of the solvents regulation for spray-painting shops. It contained information on the results of the project with 20 automotive spray-painting shops in Berlin/Brandenburg. Copies of the brochure are available from USG mbH and can be downloaded from the web (<http://www.kfz-innung-berlin.de>).

The project produced a 23-page PowerPoint presentation giving an overview of solvent emissions in spray-painting shops, information on the legal situation, reports on the project and suggestions on reducing solvents. It can be obtained from USG mbH.

Would you like to know more about this project?

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Non-technical accidents in metalworking

The most important non-technical causes of accidents in small and medium-sized enterprises (SMEs) in the metal industry are organisational shortcomings, time pressures, staff shortages and arbitrary working procedures. Employers and employees are often too busy to appreciate that time spent on preventive measures – in this case through ‘complete works contracts’ – is recovered in reducing the time taken out through injury and ill health, quite apart from the advantages in human terms and the benefits to morale that follow. The South German statutory accident insurance and prevention institution for the metalworking trades targeted SMEs, including SMEs in central and eastern Europe already active in Germany or planning to operate there. It promoted through seminars the idea of complete works contracts as a means of minimising risk.

Who organised the project?

Süddeutsche Metall-Berufsgenossenschaft

What was it called?

Non-technical causes of accidents in metal industry SMEs – the ‘complete works contract’ as a means of prevention

What was the project about?

The project was about promoting ‘complete work contracts’ as a means of preventing accidents (the German acronym for this concept is VAMP). Complete work contracts were designed partly on the basis of legal obligations on employers and partly in response to the findings of accident analyses. They are especially useful in the case of short-term contracts entered into at short notice, for example for work on building sites. They cover the most important safety measures that management has to put in place and are designed for smaller enterprises with few managers and little planning capacity. They consist of three parts: preparation, implementation, and assessment.

In SMEs, guidelines that are easily accessible and immediately usable are the most valuable. The central focus in an SME is the very considerable time pressure, together with work processes that are highly complex from an organisational and social perspective. The lack of an overview and unexpected demands from clients (that have to be dealt with despite existing bottlenecks) increase the everyday stress on employers and employees.

What did they do?

They held two one-day pilot seminars on the ‘complete work contract’ approach, entitled ‘Keeping the wheels turning – stress management in SMEs’.

Sixteen supervisory staff with extensive experience of contact with SMEs were trained as ‘multipliers’ at a workshop held in May 2003 at the training centre of the *Süddeutsche Metall-Berufsgenossenschaft (SMBG)* in Lengfurt. All regional prevention services in southern or eastern Germany covered by the SMBG were represented. As a result SMEs in these regions will be able to benefit from VAMP workshops organised by these services.

A further pilot seminar was held in July in Jössnitz/ Plauen in eastern Germany. Just under 50 SMEs from the region, with between two and ten employees, were invited. The selection criteria included previous participation in SMBG seminars. They were from the iron and steel, tool-making, custom mechanical engineering, plant assembly, vehicle manufacturing, building installations and indeed car dealer sectors. Despite contacts with SMEs in Hungary, Slovakia, the Czech Republic and Poland, only two Hungarian SMEs were able to attend, plus sixteen of the German ones.

Süddeutsche Metall-Berufsgenossenschaft

Type of organisation

✓ Statutory accident insurance and prevention institution

Sector

✓ Metalworking

Activity

✓ Seminars

Outputs

✓ CD-ROM

✓ Promotional materials

✓ Guidelines

✓ Accident database

Total budget: € 35,183

Agency support: € 21,110

The seminar concept was publicised in an article in an SMBG information sheet received by 70,000 companies in the metalworking sector, most of them SMEs. The seminar papers were offered to all accident insurance and prevention institutions in the metalworking sector and to other such institutions that expressed an interest. Information in brief is available to the public on the SMBG website.

What was produced?

The main outcome was a set of guidelines, 'Keeping your business going', which was modified and adapted in the light of the information and experiences covered in the seminars. It has been distributed in print, on a CD-ROM and via the Internet.

The CD-ROM contains: guidelines for SMEs on health and safety at work; the SMBG guidelines; information on work-related stress and on managing it; checklists on risk assessments for SMEs; an accident information system (users can search for typical accidents with appropriate photographs and indications of causes and measures to take, for different types of company and different activities). The material is also available free from the SMBG in print form (in German), plus a VAMP flyer.



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Eye-catching prevention in the building materials industry

Regulations alone are not enough to prevent accidents in the building materials industry – especially one of the commonest forms of accident, involving injury to the eyes. It is typical of these accidents that people usually put themselves in danger by wrongly assessing the level of risk to which they are exposed. And they lack awareness about eye protection.

Effective protection can only be achieved when every employee is well informed and fully aware of the risks, and of the steps that need to be taken to minimise them. So the German trade association, the Steinbruchs-Berufsgenossenschaft, with the help of an advertising agency, devised a project to maximise their impact on the target group of workers. The main outcome was a journal that provided information about risks and protective measures in an attractive form for the target group, and addressed the subject emotively and directly.

Who organised the project?

Steinbruchs-Berufsgenossenschaft

What was it called?

'Bauz prevention of eye injuries' – a preventative programme

What was the project about?

The quarrying trade association is responsible for accident insurance for the building materials industry in Germany. That involves around 180,000 workers, employed in 6,500 or so affiliated enterprises. In recent years the number of accidents with technical causes among these workers has been falling, but in the case of eye injuries they are levelling out. The association is notified of some 5,000 eye injuries every year.

Accidents on vehicles or machinery in the quarrying industry are frequent and can often be attributed to the drivers' and operators' impaired sight. Conditions of poor visibility in extraction and processing in all weathers and in poorly lit halls and dusty surroundings add to this problem. Since visual acuity usually deteriorates gradually, sufferers are not usually conscious of the growing danger.

Given the importance of raising workers' level of awareness in this area, the first problem was how to reach them. The association concluded that this could best be done with something easy to read and diverting, but at the same time carrying essential messages.

What did they do?

The association created the BAUZ journal 'Avoiding eye injuries', an insurance journal in the style of the tabloid newspaper *BILD*. It gave typical examples of accidents, their causes and effects and carried information about eye injuries and avoiding them. It also contained crossword puzzles and jokes. One prize for a quiz

Steinbruchs-Berufsgenossenschaft

Type of organisation

- ✓ Trade association

Sector

- ✓ Building materials

Activity

- ✓ Publication and distribution of awareness-raising materials

Outputs

- ✓ Journal on eye injuries
- ✓ Textbook
- ✓ Technical brochure
- ✓ Posters
- ✓ Calendars
- ✓ Promotional materials

Total budget: € 305,823

Agency support: € 70,000





on eyes and eye protection was a set of five high-quality protective goggles. The project also produced support materials, for example, a presentation textbook, technical brochures, posters and calendars.



Staff safety specialists were sent more detailed information in the form of a new brochure, 'Eyes and their protection', along with a textbook about eye protection. In order to make the training as successful as possible, materials were designed that actively involved employees. A further idea that arose during the project was to design a mobile eye exhibition. This was set up in an Airstream trailer, built in the US some thirty years ago and an eye-catcher in itself.

This allowed direct dialogue between specialists and the workforce on company sites and cooperation with local opticians who performed eye tests in the trailer. The exhibition shows incidents that have led to eye injuries. A film demonstrates the energy released from loose tools and materials, to which the eye is exposed, and shows how the appropriate goggles offer effective protection. Technical progress can also be seen in the 'welder's station'. A modern protective helmet of a light structure with a visor can be tried on; it automatically darkens within milliseconds when looking at a light source and immediately clears again when the welding flame goes out.

The obligation to carry protective goggles has since been introduced in a growing number of enterprises on the strength of the campaign.

What was produced?

The BAUZ journal 'Avoiding eye injuries' had a print run of 280,000 and was distributed to insured workers in the affiliated enterprises. Additional materials were developed to provide fuller information on the subject. There is a large wall calendar, a textbook specifically for staff safety specialists, and a technical brochure.

There were also items used as publicity for the campaign, such as notepads, big round eyes and, of course, protective goggles, donated by well-known manufacturers. Products can be obtained through the Steinbruchs-Berufsgenossenschaft head office in Langenhagen. They are free to affiliated enterprises.

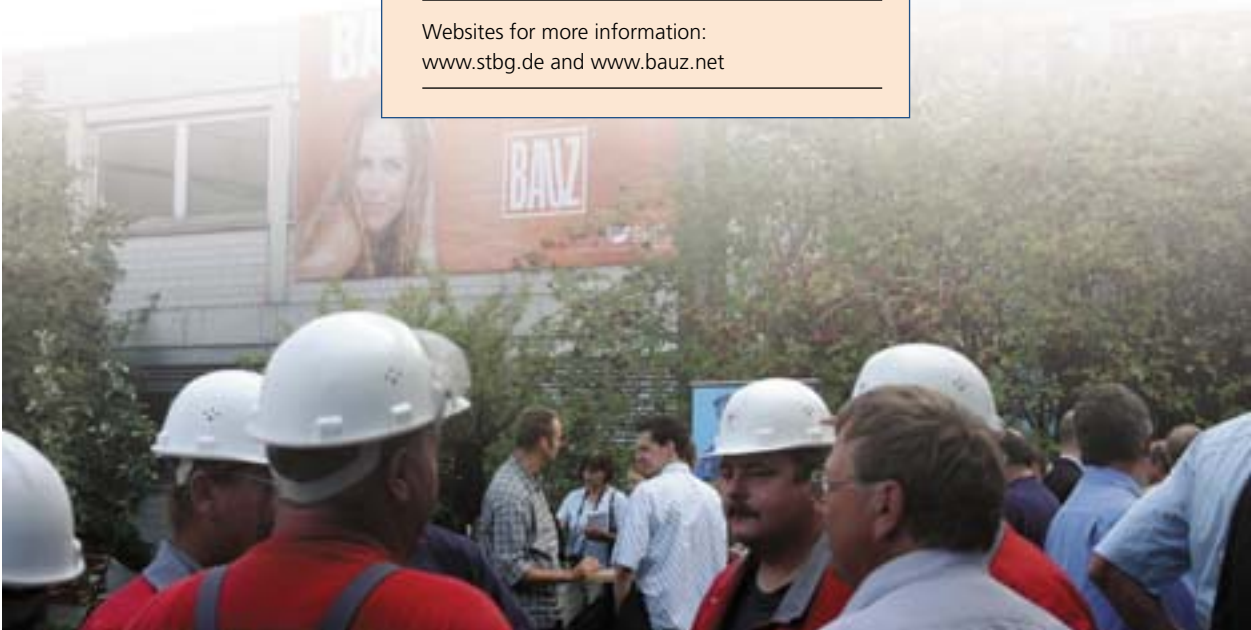


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Safety for start-up businesses

Topics like occupational safety and health (OSH) protection are seldom discussed in seminars for people founding new businesses. Start-ups want brief and specific information about what they have to do and where they can get help. Time is a problem and they are often deluged with masses of indigestible material.

The project holders wanted to provide information on a scale and in a form that start-up companies could cope with. The seminars they put on were poorly attended, again for reasons of time, so they concentrated on information and teaching material. The aim of this project was to catch businesses at the start-up phase in order to make sure that occupational safety and health protection would be a part of their culture from the very beginning – to convince them that a healthy company was a robust one.

Who organised the project?

Verwaltungs-Berufsgenossenschaft

What was it called?

Start-up businesses – start safely – stay well and fit

What was the project about?

This project was about targeting the founders of new businesses with information on OSH right at the start, and making it available at the right level and in the right quantities. Some of the targeted entrepreneurs had already been self-employed for some years, but without having employees. As a result they had equally poor knowledge about regulations and requirements in the field of occupational safety and health.

The team found out what information new businesses needed, made it available and offered their services without charge. They devised teaching materials especially for founders of new businesses and their advisors. They also looked at OSH and took over its supervision in seven selected enterprises in order to identify problems and develop possible solutions for the target group.

What did they do?

The project holders researched the information needs of start-up companies, assessing existing knowledge about compulsory accident insurance, occupational safety and health protection. Some 400 enterprises were asked (unsolicited) to answer 18 questions. Of these 160 answered all the questions in detail. They identified the most useful information materials for founders of a new business, and which institutions would be important to them as partners in a network of start-up companies.

Two seminars were held for start-up companies that included the role and services of the Berufsgenossenschaft (BG) and the rights and responsibilities of employers in OSH.

The project team took part in two entrepreneur evenings organised by external advisers for new business founders in the Zwickau and Dessau area. Under the project title, young entrepreneurs were advised on OSH questions and discussed how they could benefit economically from

Verwaltungs-Berufsgenossenschaft

Type of organisation

- ✓ Statutory insurance body

Sector

- ✓ General

Activity

- ✓ Research
- ✓ Training
- ✓ Publication

Outputs

- ✓ Guides
- ✓ Leaflets
- ✓ Directory
- ✓ Flyers

Total budget: € 116,292

Agency support: € 49,930





integrating occupational safety and health into their management. Their suggestions were taken into account during the compilation of information materials.

Members of the project team took part as tutors in two other seminars for new business founders, organised by the Federal Employment Offices in Saxony. The project team also supported 'Founders' days', organised by the Federal Employment Offices in Dresden and Pirna, where they addressed OSH issues. At a start-up fair in Essen they distributed a special edition of the magazine *Work and Health*, compiled during the project, and other material. A number of institutions were contacted with a view to possibly building a start-up network in Saxony.

What was produced?

The project holders produced a service booklet for new business founders, start-up entrepreneurs and small companies, with coupons for BG products – for example free consultations or seminar offers – to motivate entrepreneurs to get in contact with the BG.

An 'information map' was published to help small companies evaluate their working conditions. This summarised on flip cards 16 different topics, such as the examination of electrical systems, and the organisation of first aid.

They produced a set of flyers on the following topics:

- everything you want to know from only one source
- your first office
- your first lease contract
- your first employee
- teaching occupational safety and health protection, references and contact addresses.

A special 16-page edition of the magazine *Work and health* was published under the project title. They also brought out a teaching compact disc with the project title. They drew up a service directory for new business founders, giving an overview of all the services and contacts of the Berufsgenossenschaft, and produced an Internet trade portal to help small companies with the design of offices and workstations (the link is at <http://www.bc-verlag.de/stu-vbg-bueroportale/default.htm>). Finally the official newsletter of the Verwaltungs-Berufsgenossenschaft, *Safety Report* covered the project.

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Dealing safely with asbestos

Even though the use of asbestos is now virtually banned in the European Union, buildings and materials containing asbestos will remain and continue to present a danger. Demolition and maintenance activities appear to be the greatest source of exposure to asbestos and removal of asbestos is one of the operations posing the greatest risk to workers' health. The aim of this project was to inform employees and employers of, and to protect them from, the risks of asbestos in any form. The Greek government provided detailed information on the dangers from asbestos and the diseases that can result from exposure to it. They also trained workers likely to be exposed to it in order to minimise the risks.

Who organised the project?

Greek Ministry of Labour and Social Affairs

What was it called?

Asbestos – protection measures

What was the project about?

Materials containing asbestos are a risk factor for those who come into contact with them, especially employees carrying out dismantling and demolition work. The hazards attached to asbestos will have not disappeared with the adoption of the proposed Community directive (amending Directive No 83/477/EEC) prohibiting the production and use of asbestos. There will still be a vast range of products in existence containing asbestos. This presents hazards that are probably not fully understood by employees and employers in small and medium-sized enterprises (SMEs).

So the project was about producing and distributing training and information materials related to asbestos. These were aimed at people engaged in the training of employers and employees on health and safety issues related to asbestos. They were also addressed to technical engineers, occupational physicians, labour inspectors, safety representatives and others involved in the direct control of existing asbestos hazards. This includes those who manage premises with materials containing asbestos.

What did they do?

They prepared a training folder containing:

- general information on asbestos (what it is, its properties, how it has been used in the past, the types of products or materials that are likely to contain asbestos and the uses and locations of asbestos materials in buildings and plants);
- background information on the hazards from asbestos, including the diseases which can result from exposure to it, medical examination requirements and emergency procedures;
- historical data on asbestos;
- information about the management of asbestos in premises (including the general principles of an asbestos management plan, identification, assessment, managing asbestos left in place, repair and removal, and waste disposal);
- safe work practices for the safe removal of asbestos or asbestos-containing materials (planning and programming considerations, removal techniques for buildings and structures, equipment for asbestos removal, general hygiene requirements, protective clothing and equipment, environmental monitoring of removal site, and dismantling of asbestos removal area);
- safe work practices for handling of asbestos-cement products;

Ministry of Labour and Social Affairs

Type of organisation

- ✓ Government department

Sector

- ✓ General - all exposed to asbestos (esp. demolition and maintenance)

Activity

- ✓ Production of training materials

Outputs

- ✓ Training folder
- ✓ Leaflets

Total budget: € 83,098

Agency support: € 49,427

- a selection of suitable respiratory protective equipment for work with asbestos;
- task guidance sheets for the building maintenance trades;
- the relevant legislation.

They also prepared a leaflet that includes information on asbestos for employees and the public.

What was produced?

The project holders produced 5,000 copies of the training folder (about 300 pages of A4), which includes detailed information on the hazards from asbestos (see above). They also produced 5,000 copies of the leaflet (16 pages of B5).

All the materials arising from this project are free of charge and available through the website of the General Directorate of Conditions and Safety in the Workplace at the Greek Ministry of Labour and Social Affairs.

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Promoting health and safety in aquaculture

Marine aquaculture is important for Greece and for other EU countries. It is a significant source of employment and a focus for local communities, as well as being a valuable source of national revenue. The vast majority of firms active in the sector are small and medium-sized enterprises (SMEs) employing up to 30 people. Protection of employees' health and safety, prevention of occupational risks and the more general improvement of conditions in the workplace is crucial and sometimes overlooked. Training in occupational safety and health (OSH) was certainly in need of updating. This project was about minimising dangers and health risks through the development of professional training methods and tools for use by the industry.

Who organised the project?

KEK Diastasi Astiki Etairia

Who were the partner organisations?

Federation of Greek Maricultures, Greece

Hellenic Association of Aquaculture Specialists, Greece

What was it called?

Safety at work and health risk prevention in aquaculture (Aquasafe)

What was the project about?

Accident prevention and associated health risks are a major concern for aquaculture, fish-farming and related industries. This project was designed to meet that concern. Its overall objective was to reduce occupational risks to health and safety in SMEs working in marine aquaculture: by developing training activities; determining the potential risks for accidents in fish farms and developing of preventive measures; raising awareness of the risks and their consequences for both employees and enterprises; defining and developing good practices; promoting the measures set out in official directives on health and safety; encouraging cooperation between employers and employees; promoting health and safety awareness at work as an inseparable element of business thinking; and demonstrating to SMEs the principle that a good business is based on proper health and safety.

What did they do?

The project team undertook wide-ranging research into the occupational risks of aquafarming, both from existing sources and from field research using questionnaires. They analysed the data and carried out risk assessments. They carried out a pilot development of a diagnosis and prevention system for all relevant risks and undertook a trial implementation. They produced and distributed a guide (*Aquaculture Health and Safety Guide*). They researched and implemented training programmes for marine fish farmers on risk diagnosis and prevention issues.

The team ran four-day seminars in Athens, Agrinio, Nafplion and Kranidi for SME personnel (with 20 participants for each seminar and two trainers with long experience in the field of OSH). They also ran a workshop and conference for employers and employees. They used existing websites to make their materials widely available and collaborated with specialist journals in aquaculture. Finally they organised internal and external evaluations of the project accompanied by a critical review of the work plan and the outputs.

KEK Diastasi Astiki Etairia

Type of organisation

✓ Training Centre

Sector

✓ Aquaculture

Activity

✓ Research

✓ Training

Outputs

✓ Diagnostic tools

✓ Handbook

✓ Information leaflets

✓ Training materials

Total budget: € 93,149

Agency support: € 49,494

What was produced?

They developed training material in printed form and for PowerPoint. This is also available in digital format, appropriate for multimedia use. All the training material is freely available in the Internet, and printed copies can be obtained on request. 4,000 information leaflets were published, aimed at employees and any other interested parties. The Internet site maintained by KEK is at www.aquasafe.gr and further material can also be found at www.kekdiastasi.edu.gr and <http://connect.to/pasti>.

They piloted the development of a system for diagnosing and preventing risks, producing a risk prevention system and checklists and 3,000 copies of the *Aquaculture Health and Safety Guide* in A5.

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Safer use of dangerous chemicals

Smaller firms often have inadequate knowledge and awareness of the hazards that arise from the handling, storage and transport of dangerous chemicals. These are commonly used as raw material during production processes or for secondary purposes such as lubricating or cleaning. So the team set out to alert small and medium-sized enterprises (SMEs), especially in the craft industries, to the occupational safety and health (OSH) issues involved in their production and use, and to promote to employers and employees the idea of a safe and healthy workplace.

A questionnaire was developed by OSH experts and was distributed to a large number of small firms through their associations. Data obtained from the responses was supplemented by visits and interviews with managers and staff. The results were analysed to identify shortcomings in how they produced and used dangerous chemicals.

Who organised the project?

Hellenic Institute for Occupational Health and Safety

What was it called?

Hazardous chemical substances

What was the project about?

The project was about raising the level of knowledge and awareness of hazardous chemicals among SMEs. Incorrect use of chemicals in the workplace routinely causes injury and damage to health. As a result a great deal of attention has been paid in recent years to insuring that information on all types of hazardous chemicals is available and that certain procedures have to be followed when dealing with them. Nevertheless it is clear that the level of understanding of the issues among small businesses in general is low. The team analysed questionnaires, visited sites, produced chemical checklists and ran seminars on all aspects of dealing with chemicals.

What did they do?

They began by developing a user-friendly questionnaire that could be answered easily and briefly by safety engineers in each industry. These were distributed to about 320 SMEs by the project holders and through Greek labour unions and the Federation of Greek Industries. The team visited sites, interviewed staff and in many cases assessed themselves how hazardous agents were managed and used in the workplace. They collected some 820 questionnaires, each one referring to a specific chemical substance. These provided valuable data about the handling of chemicals in Greek industries and

Hellenic Institute for Occupational Health and Safety

Type of organisation

- ✓ Independent non-profit institution

Sector

- ✓ General

Activity

- ✓ Research
- ✓ Training

Outputs

- ✓ Questionnaires
- ✓ Checklists
- ✓ Support material

Total budget: € 84,798

Agency support: € 49,861



contributed to the production of chemical checklists. The checklists, included in a booklet, were sent to all participating SMEs and posted on the project holder's website.

The project team held four seminars, in Ioannina, Athens, Tripoli and Thessaloniki respectively. These lasted about six hours each and covered a wide range of subjects including: European and international legislation and regulations, occupational risk assessment, threshold limit values, transport, storage and handling of hazardous chemicals, warning signs and labelling, and methodology for measuring various chemical agents. They also presented the data originating from the collected questionnaires. About 1,000 people attended these seminars and were given support materials.



What was produced?

The questionnaire consisted of 20 questions related to the information contained in a Material Safety Data Sheet (MSDS). These are usually provided by the suppliers of chemical products on delivery. The questionnaire asks whether an MSDS contains all the appropriate information, essential for the safe handling, storing and transporting of the respective chemical agent.

They also produced a checklist, suitable for exploring chemical hazards at the workplace. This consisted of seven separate multiple-choice checklists, each one corresponding to a specific group of chemical substances categorised as toxic, flammable, explosive, corrosive, oxidising, hazardous to the environment and harmful/irritating.

Each had eight parts: information appearing on the product label, physical and chemical properties, handling, storing, transporting, dealing with leaks, special dangers and properties and first aid measures in case of exposure. All seven checklists were incorporated in a single 20-page booklet including a table outlining the meanings of different 'risk phrases' and 'safety phrases' (giving standard information on hazards and safety precautions), illustrations of hazard symbols and an example of a product label. The checklists were sent to all participating SMEs and published along with the questionnaires on the website.

Training material including the checklists and lecture notes was produced for the four seminars. The project's products are available through the Institute's website (www.elinyae.gr).

Would you like to know more about this project?

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Assessing chemical risks in non-chemical SMEs

In recent years new legislation has tried to give people better protection from the risks posed by exposure to chemical agents at work. Traditionally this focused on the prevention and control of exposure, specific protection measures, and providing the right information, training and consultation. More recently the focus has shifted to assessing chemical risk and evaluating the potential of danger of exposure to chemical agents. But many smaller enterprises do not have the expertise to conduct such thorough risk assessments. Examples include the printing, engineering, food, entertainment, and agricultural and service industries. So the aim was to develop a chemical risk assessment programme and training workshop aimed specifically at small and medium-sized enterprise (SME) owners and managers in the non-chemical sectors.

Who organised the project?

Irish Business and Employers Confederation

Who was the partner organisation?

Small Firms Association, Ireland

What was it called?

Chemical risks assessment workshops for non-chemical SMEs

What was the project about?

This project developed a series of training workshops to enable SME owners and managers to perform chemical risk assessments. This included understanding the hazardous properties of the chemical, the level, type and duration of exposure, the presence of occupational exposure limits (OELs) or biological limit values (BLVs), preventative measures and health surveillance. The main target was SMEs not involved directly in the chemical industry but who used chemical agents extensively – primarily those in the printing, engineering, food, entertainment, agricultural and services industries.

The programme enables non-scientific personnel to conduct appropriate chemical risk assessments for their enterprise. Strong emphasis is placed on the perception of chemical risk, and the relationship between the inherent hazard and exposure is developed in considerable detail.

A training programme, delivered in a series of workshops, was designed to enable owners, managers and people responsible for safety in SMEs to perform chemical risk assessments.

What did they do?

The Occupational Health and Safety unit of the Irish Business and Employers Confederation (IBEC) developed a training programme, delivered in a series of public workshops throughout the country, designed to enable and empower owners, managers and people responsible for safety in SMEs to perform chemical risk assessments.

The course was developed by experienced chemical safety professionals and was based on their experience of working with micro-enterprises and SMEs. The half-day course covered hazardous chemicals, legislation and how to conduct a chemical risk assessment. There were a number of case studies and worked examples. The presentations were supported by course papers that made a more interactive approach easier. One of the key skills developed with the participants is the ability to retrieve information from a variety of sources. For example a significant amount of time was dedicated to retrieving relevant information for using chemicals in the workplace.

They advertised the course through the website of the Small Firms Association (SFA), with a mailshot to over 3000 companies, and through advertisements in IBEC and SFA publications.

Irish Business and Employers Confederation

Type of organisation

✓ Non-profit members' institution

Sector

✓ General

Activity

✓ Training

Outputs

✓ Training support materials

Total budget: € 39,907

Agency support: € 17,403

Eight training workshops were held at seven venues around the country during the months of June and July. Of the 149 people who attended these courses 102 completed a pre-course evaluation form.

Results from the pre-course evaluation were:

- 25% of companies used 1–10 chemicals on site;
- 34% of companies used 11–50 chemicals on site;
- 16% of companies used 51–100 chemicals on site;
- 25% of companies used more than 100 chemicals on site.

Of these 74% had a full inventory of their chemicals and 40% had conducted some chemical risk assessments. Of the 140 who completed a post-course evaluation form 96% felt that, having completed the course, they had sufficient knowledge to conduct a chemical risk assessment.

What was produced?

The main product from the development of the course was a workshop that equipped trainees with the necessary skills to conduct a chemical risk assessment. This was supported by a booklet of all the presentations, case studies and other information, including a list of websites with user-friendly information. There were also handouts of representative chemical risk assessment forms and safety data sheets. This was supplemented with a laminate outlining the main hazards symbols and a list of risk and safety phrases.

Would you like to know more about this project?

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Safer farms by CCTV

The Irish farming community has the highest death rate of any of the country's industries – it is twice as high as in construction. The presence of machinery, power tools and vehicles farms are inevitable risk factors, but farms are also homes, frequently with children, and there are seldom clear boundaries between home and farm. The aim here was to raise awareness of safety issues by using closed circuit television (CCTV) in Ireland's livestock markets to transmit specially made training programmes on farm health and safety issues to a weekly audience of 30,000 farmers.

The underlying aim was to provoke changes in agricultural practice on farm safety issues and so reduce the number of accidents. Specific objectives included increasing the number of safety notices on farms, creating a greater awareness of the need for safe play areas for children, and ensuring an improved lifestyle for farmers through the introduction of proper stress management methods.

Who organised the project?

Farm TV

Who were the partner organisations?

ESB (Electricity Supply Board), Ireland

Health and Safety Authority, Ireland

What was it called?

Provision of training and dissemination of information on health and safety issues in Irish farms

What was the project about?

The rate of fatalities in Irish farming is higher than in any other business: 15.82 per 100,000 of the workforce compared with 7.7 in construction (HSA Report 2001). Farm TV, through its national TV network in Ireland's livestock marts, designed a campaign to train and provide information to farmers on health and safety issues. Livestock marts are spread throughout Ireland and are where farmers gather to trade in livestock by auction. Farm TV has monitors in the canteen and restaurants at these livestock marts.

What did they do?

They focused on five topics: farm safety statements, child safety, electrical safety, farm machinery safety and stress management. Programmes on each of these were screened on the Farm TV network. In addition they distributed and made available farm safety statements in the mart locations. These could also be downloaded from the Farm TV website.

The videos consisted of short information segments averaging a minute on each of the topics. Each safety message was repeated every 15 minutes. They ran for eight hours a day, with the marts open an average of 2.5 days per week for 11 months. So the total number of screenings was 3,840 per mart venue from November 2002 to October 2003.

A developing trend was for farmers to contact Farm TV and ask for further information about topics they have seen on the network. Most requests related to safety statements. At the time of the final report 260 videotapes have been distributed free of charge from requests directly associated with the project.

Farm TV

Type of organisation

✓ Private company

Sector

✓ Agriculture

Activity

✓ Training

Outputs

✓ Videos

Total budget: € 125,047

Agency support: € 57,584

What was produced?

The following programmes were produced and screened on Farm TV.

Farm safety statements: the content was agreed with Teagasc, the Irish farm advisory board, and was used as the core of the safety training. Blank safety statement forms (2,500) were distributed to the marts in the network. They were also distributed directly at each location and were available on the web.

The farm is not a playground (2 mins): a sequence dramatising the lead-up to an accident; children were then shown in safe surroundings away from the farmyard.

Look up (1 min): urges farmers us to remain vigilant and be well informed.

Jack of all trades (1 min): highlights the need for safe electrical installations. This 'infomercial' draws attention to the need to get expert advice on electrical installations and to consult the ESB's 'Farm well, farm safely' booklet.

Overheads (1 min): using a play on the financial meaning of 'overheads' it highlights the importance of being aware of the dangers of overhead powerlines.

Stress management: Farm assist scheme (5 mins): in view of the poor take-up of a government support scheme in this area, the video aimed to make farmers aware of their entitlements and encouraged them to use the 'Farm assist scheme'.

Mastermind (90 secs): underlines the specialist knowledge associated with safety demands.

Guard your future (1 min): highlights the need for proper guarding of PTO (power take off) shafts on farm machinery.

Would you like to know more about this project?

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TOSH – taking ownership of safety and health

The figures for accidents at work in the Louth region of Ireland are pretty much in line with the national average. Over a three-year period six fatal accidents, 799 'reportable' accidents and seven 'dangerous occurrences' were reported. The majority of the accidents were in manufacturing but surprisingly there were 73 in health and social work and 60 in public administration and defence. Two of the fatalities and 113 reported accidents were in construction, where there is thought to be under-reporting. The figure for the resulting economic loss was nearly EUR 1,608,000 but even that cannot be regarded as comprehensive. The aim of this project was to use the data to impress on people in the region the importance of taking responsibility for occupational safety and health (OSH).

Who organised the project?

Health and Safety Authority

What was it called?

Prevention – taking ownership of safety and health (TOSH)

What was the project about?

The aim of this project was to use the impact of data on accidents and ill-health to press home the importance of OSH with a view to establishing local networks that could take ownership of OSH matters, initially in County Louth and in due course in all the Irish regions. The plan was to link up with local SME proprietors and worker organisations, to establish programmes to meet local OSH needs, and to develop links with major businesses in order to promote the principles of corporate social responsibility (CSR). The long-term objective is to ensure that local workforces can access information and training, and are properly informed on OSH matters.

The project set out to concentrate a large amount of resources, which would normally be spread nationally, in a single definable region. All the principal risks and needs within SMEs would be established by consultation and then targeted. The available pool of workers, young workers and those coming back to the workforce were included.

What did they do?

In the first stage they collected statistics from all the major insurers, the Health and Safety Authority and local authorities. They approached all the major players in OSH, including the National Safety Council, Disability Board, County Enterprise Board, County Development Board, three local authorities and two chambers of commerce, the National Irish Safety Organisation, trade unions and educational establishments.

The year started with a seminar on risk assessment arranged by Drogheda Chamber of Commerce and attended by 25 SMEs from all sectors. Some risk assessment tools were highlighted, including the insurance companies' online 'Risk Assist', which gave SMEs a reduction in premiums of 5% if they used it.

The project contacted 16 secondary schools in the region and provided an information pack free of charge. This contained a video, CD and floppy disk with a PowerPoint presentation on types of workplace and issues facing young workers.

The Dundalk Chamber of Commerce carried out a consultation with members to identify their OSH needs and Drogheda Chamber of Commerce agreed to establish a register of local training providers, to be made available throughout the region. The Health and Safety Authority carried out visits to establish the issues in high-risk areas. These included access to ships at three medium-sized docks, public works, the use of forklift trucks and the training of drivers.

Health and Safety Authority

Type of organisation

- ✓ Government agency

Sector

- ✓ General

Activity

- ✓ Research
- ✓ Seminars
- ✓ Promotion

Outputs

- ✓ Schools pack
- ✓ Training register
- ✓ CDs

Total budget: € 21,660

Agency support: € 5,240

Following identification of a major area of concern, the National Irish Safety Organisation in conjunction with the Health and Safety Authority promoted a seminar on CE marking of machinery. This was attended by 25 people from manufacturing, suppliers, engineering companies and other concerned SMEs. The issue of corporate social responsibility was also addressed at this seminar.

The National Disability Board supplied information and a publication on work and the ergonomics of the disabled workplace. The project supplied libraries with information to allow them act as OSH information points for their customers, with support from the Health and Safety Authority.

The County Enterprise Board arranged training for SME start-up companies. Training sessions were due to be delivered in Dundalk and Drogheda, the two principal towns in the region. The project prepared a CD on safety management and risk assessment CD.

What was produced?

The schools pack was supplied free to all secondary schools in County Louth and has been supplied for EUR 40 (with support material) to other schools in the country. The training register is free to all SMEs in the region and the risk assessment CD is available to SMEs on request (details on the Irish focal point website).

Would you like to know more about this project?

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Website for more information:
www.hsa.ie

Safety and health in the car repair business

There are some 80,000 very small car repair businesses in Italy that are represented by the CNA – the small business craft federation. These include mechanics, car body repairers, tyre repairers, car electricians and others. These businesses have particular problems with the management of chemical risks. They do not usually have qualified technicians on the staff, and have difficulty accessing information on occupational safety and health (OSH) and on best practices in reducing chemical risks. So the CNA set about gathering best practices on chemical risk management and risk evaluation systems, in order to create a system of benchmarking between the enterprises, and to spread best practices. Their aim was to improve health and safety conditions in general, but with particular attention to chemical hazards.

Who organised the project?

CNA - Confederazione Nazionale Artigianato e della Piccola e Media Impresa

Who were the partner organisations?

ASQ network: ASQ Roma, ASQ Sixtema Modena, ASQ Torino, Sintesis, Italy
Pisa Livorno, Gea tech Bologna, Italy

What was it called?

Car repairers network

What was the project about?

The project was about raising safety and health standards in the car repair business, and especially in the use of dangerous chemicals. The CNA set out to introduce best practices in handling and using chemical agents in the car repair sector and to ensure that regulations on risk evaluation and analysis procedures were observed.

What did they do?

They collected and analysed existing data in the companies and service providers of the ASQ network. These covered a number of areas: evaluation of chemical risks; preventive measures and best practices for reducing chemical risks; integrated systems for managing safety in companies; information and training instruments; and suitable communication techniques for very small companies.

The team assessed best practices for managing risks on site. In doing this they took account of studies and research already carried out and analyses underway with the Italian Institute of Occupational Safety and Prevention (ISPESL). They compiled a list of 25 procedures for evaluating and managing risks in very small car repair companies under six headings: spray painting, preparation for spray painting, welding, mechanical equipment, portable machine tools and garage equipment, and 'general'.

They tested and evaluated 'standard instruments' in some 30 car repair companies in Rome, Florence, Modena, Bologna, Turin and Livorno. Out of this came a CD-ROM prototype.

Working with six provincial authorities the project holders ran six car repair seminars involving around 200 car repair companies. The results were widely distributed within the trade. The publication of best practices and of the material produced was also achieved by creating a website dedicated to the project and the dissemination of results. All companies can access it free of charge. The promotion of the website, and of best practices and procedures, was also done through trade journals and the national press.

CNA - Confederazione Nazionale Artigianato e della Piccola e Media Impresa

Type of organisation

✓ Small business federation

Sector

✓ Crafts

Activity

✓ Research

✓ Seminars

✓ Training

Outputs

✓ Guidance

✓ Reports

✓ CD-ROM

Total budget: € 161,331

Agency support: € 77,794

What was produced?

The team produced the 25 procedures referred to above, as Word documents, and distributed these to around 200 car repair companies during the initial phase of the project. They also produced an index of procedures:

- list of reference standards: laws, decrees, and technical standards;
- acquisition: checklists required for health and safety;
- installation: verification of secure installation of equipment, and putting up safety signs;
- maintenance: general maintenance work; procedure for maintaining spraying booths;
- utilisation procedures: proper working procedure, prohibitions, personal protective equipment, and informing and training staff;
- emergency procedures: for fires, explosions and chemical leaks;
- general training and information;
- inspection plan and inspection points: to verify safety levels;
- checks: to be carried out on a regular basis;
- adjustment: instruments to be adjusted and frequency of adjustments (surveyors etc.);
- external environment: procedures for managing waste, atmospheric emissions and water.

These are on the Internet at <http://www.sicurezzaapmi.it/autoriparazione> and on CD-ROM. They also produced a free CD-ROM entitled: *Procedure per la salute e sicurezza nel lavoro di autoriparatore* (Safety and health procedures in the car repair sector). This includes a program for managing occupational safety and health. Chemical risks can be evaluated using the safety scale for products on the premises.



Would you like to know more about this project?

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www.sicurezzaapmi.it
<http://www.sicurezzaapmi.it/autoriparazione>

Safety management for cooperatives

Small cooperatives could do more to learn from one another in the field of occupational safety and health (OSH). The overall aim of this project was designed to improve, develop and reinforce the network of contacts of the members of the Veneto Regional Cooperative League in occupational health and accident prevention. Specifically it set out to promote the Easygest CD-ROM – a complete OSH management system. They did this through seminars, meetings, trade fairs, training courses and an advertising campaign. The system, purposely designed for use by cooperatives in Italy, can be adapted to the varying needs of SME cooperatives. It consists of ready-to-use forms, online guidance and multimedia case histories.

Who organised the project?

Prisma Servizi srl

Who was the partner organisation?

Cooperativa Lavoratori Metalmeccanici srl, Italy

Lisa Servizi srl, Italy

Chronos srl, Italy

What was it called?

Easygest – construction and distribution of an effective operational safety and health management system in cooperative organisations

What was the project about?

The project was about identifying, developing and communicating activities aimed at increasing efficiency and improving the ability of SME cooperatives to minimise occupational safety and health risks. It aimed to increase awareness of occupational safety and health hazards; to ensure effective implementation of the European Directive on Health and Safety at Work and the Guidelines of the Tripartite EU Committee; to identify, develop and promote good practices; to develop OSH management practices in association with employees, workers and their representatives; and to contribute to a reduction in the number and gravity of accidents at work, while meeting the specific needs of cooperative organisations.



Prisma Servizi srl

Type of organisation

- ✓ Consultants

Sector

- ✓ General (small cooperatives)

Activity

- ✓ Promotion
- ✓ Training

Outputs

- ✓ CD-ROM
- ✓ Website
- ✓ Information materials (including a booklet, leaflets and panels)

Total budget: € 79,559

Agency support: € 40,774

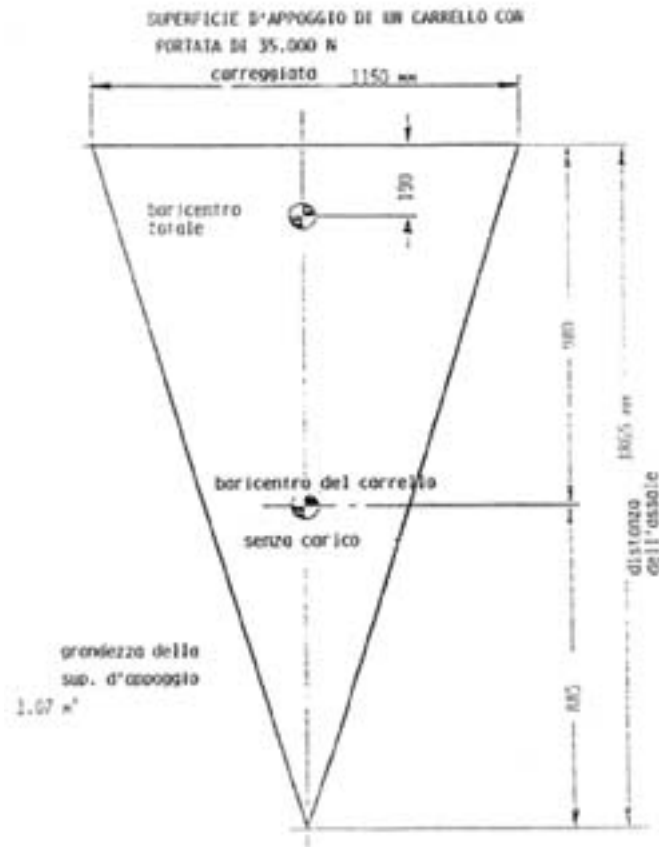
What did they do?

The project holders field-tested the Easygest safety management system with the Cooperativa Lavoratori Metalmeccanici. They then promoted it through two seminars and information meetings, participation in trade fairs, training courses and an advertising campaign.

The first public seminar was held at Dolo, in the Province of Venice (on the results of a study of compliance in the province) in June 2003. The Easygest safety project was introduced in the context of safety management systems in business. The event was also covered by the local press. The second public meeting was held at Marghera, in the municipality of Venice, under the heading 'Managing health and safety at work: from the logic of imposition to management systems'.

They took stands at the Civitas Trade Fair in Padua in May, and at the Parma Trade Fair on quality, testing and certification instruments and services in June. During the latter they also ran six mini training seminars, attracting 51 people from 38 businesses.

Four one-day training seminars on the Easygest management system were held in September, attended by a total of 73 people from 35 businesses. The system was also demonstrated and explained on



the premises of 36 cooperatives in the Veneto Region.

They advertised in specialised journals, sent out targeted mailing, obtained media coverage, put banners on specialised websites and launched a website.

What was produced?

They produced information material in the form of publicity leaflets, four 100 x 70 cm coloured panels for stands at trade fairs and meetings, twenty 100 x 70 cm promotion panels, a CD-ROM and a ten-page booklet of articles on safety management systems and finance for Easygest.



The website (www.easygest-safety.com) contains information on the project, links, legal documents, 11 best practice PowerPoint presentations, a summary of training sessions and meetings, FAQs and an introduction to the CD-ROM (a number of files from it can be downloaded free of charge).

The CD-ROM comprises 109 files (Word and Excel) with hypertext links. There are 9 manuals with 23 procedures, 57 forms and 20 specimen documents. The SGS model complies with UNI-INAIL Guidelines and OSHAS 18000. Since it is a model, all files can be edited for specific organisational requirements. The CD-ROM is sold online.



Would you like to know more about this project?

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Websites for more information:
www.easygest-safety.com
www.prismaservizi.it

Safety management in tourism

The tourism industry is of vital importance to Sicily's economy, but the safety and health of those who work in it is not always paid enough attention. As the project holders found, there is considerable suspicion among small and medium-sized enterprises (SMEs) of anything that appears to be bureaucratic interference, and especially of inspections. So in the first place they had to overcome this and persuade small businesses that their sole concern was to help cultivate an occupational safety and health (OSH) culture in the industry. Their programme was to train people to carry out safety audits and at the same time to carry out surveys themselves in small tourism firms.

Who organised the project?

Ergon Ambiente e Lavoro S.r.l

Who was the partner organisation?

Ente Bilaterale Regionale Turismo Siciliano (EBRTS), Italy

What was it called?

Safety management at work in the tourism industry

What was the project about?

This project was about promoting a safety culture at all levels of the tourism industry but especially in the SMEs operating in association with the regional tourist board (EBRTS). The plan was to develop procedures and guidance that would make it easier for small businesses to understand OSH and to assess the risks in their workplaces. This included the development of training modules and examples of good practice, as well as the introduction of validation and control procedures.

What did they do?

The team began by approaching relevant national and regional bodies in order to draw up the working tools (checklists, inspection plans) to be used in ensuring that safety regulations were being properly observed. They then launched the project with a presentation, explaining what had been agreed.

The next stage was to organise training for Workers' Safety Representatives (RLSTs), which was also open to Prevention and Protection Service Managers. They initially found it difficult to persuade companies to allow staff to attend training, which put back starting dates. In the end 20 people attended a course in Palermo, and 19 in Catania. From a teaching point of view, the smaller numbers improved the overall quality of the learning.

The course provided the learners with enough scientific, technical and legal knowledge to perform safety-related services; and enough knowledge of legal, medical, scientific and technological matters related to safety at work in general, and especially those aspects related to the prevention of accidents, the improvement of environmental conditions at work, and the planning of medical checks on staff.

The project also carried out surveys at the premises of 67 businesses in the tourist sector, though SMEs in Sicily were reluctant to open their premises up to checks, even if these were merely advisory. From the experience of the surveys and the information provided by the audit reports, best practices were drawn up, and formalised in a simple, quick and easy-to-use format.

Ergon Ambiente e Lavoro S.r.l

Type of organisation

✓ Private company

Sector

✓ Tourism

Activity

✓ Training

✓ On-site assessments

Outputs

✓ CD-ROM

✓ Guidelines

✓ Training materials

✓ Inspection documents

Total budget: € 113,008

Agency support: € 57,114



Buone pratiche per il personale di cucina

L'ambiente potenzialmente più pericoloso è la cucina dove sono concentrati la maggior parte degli agenti fonti di pericolo:

- detersivi,
- coltelli,
- fuoco,
- acqua,
- elettrodomestici grandi e piccoli,
- metano o GPL.



Bisogna essere molto prudenti nel loro uso sia per quanto riguarda il pericolo di tagli che per quello delle folgorazioni.

Bisogna fare molta attenzione al pericolo meccanico: gli elettrodomestici, se male utilizzati, possono essere fonti di infortunio alle mani e dita che vengono in contatto con le parti meccaniche (es: tritacarne, frullatori, etc.).

E' quindi necessario l'utilizzo obbligatorio di guanti protettivi.

Bisogna evitare di usare attrezzature elettriche in prossimità dei locali di lavaggio, oppure quando si può verificare una interazione fra diverse mansioni (es: lavapiatti e personale di macelleria che utilizzi il tritacarne elettrico).

Progetto SME2002/4462/IT "La gestione della sicurezza sui luoghi di lavoro nel comparto turistico", cofinanziato dall'Agencia Europea per la Sicurezza e la Salute sui luoghi di lavoro

Ten businesses were identified that showed a particularly poor level of attention paid to safety regulations. These were chosen for the next stage of the project: remote consultancy, provided by the Ergon consultants in collaboration with the potential RLSTs who, during the course had shown sufficient IT capability.

The computer-based training materials were published on the Internet. A round table, which presented the results of the project, was attended by around 120 people from tourist businesses.

What was produced?

The main products were:

- formalised inspection documents
- training materials
- best practices in safety in the workplace for the tourist sector
- a website



- project specifications for the activation of an online helpdesk on safety for tourist establishments in Sicily.

Formalised inspection documents consisted of a 17-page checklist of seven sections broken down into 50 points, together with instructions for use; and an example of a business inspection plan, with instructions on how to implement it.

The training materials were in print and computerised format in the form of slides broken down by subject. There were 267 pages in nine pdf files. There were 31 formalised best practices, all expressed in very simple and immediate language, with animations.

The website (www.ergon.palermo.it/progettosome.htm) carries the documentation (available free) and provides detailed information about the project. It also has specifications for an online helpdesk on safety for tourist establishments in Sicily.

Would you like to know more about this project?

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Avoiding back injury and other problems in crèches

Musculoskeletal problems are a particular occupational hazard for people working in crèches. These, and especially lower back pain, can easily result from the way people lift young children and the kind of postures they adopt when caring for them. The original plan was to study only the risks of musculoskeletal problems. But the nature of their analytical tool made them realise that it would be sensible to widen the scope of the project to embrace other health and safety issues (including psychosocial ones).

Working with crèche staff the project team analysed the problems arising in 15 crèches. From this they developed a guide to good practices, which was then sent to staff for further feedback before its completion. The project also provided training for crèche staff in three specific areas: how to avoid musculoskeletal disorders and especially lower back pain; other risk factors in crèches; and how to use the project's analytical tool themselves.

Who organised the project?

Service de Santé au Travail Multisectoriel (STM) (Service National de Santé au Travail until 1 January 2003)

What was it called?

Guide to good practices for avoiding musculoskeletal disorders in crèches

What was the project about?

The aim of the project was to develop good practice and encourage the avoidance of injury and sickness among people who work in crèches. The chief outcome was the production of a guide, compiled with the cooperation of crèche staff. The project team was particularly concerned to alert staff to the risks of musculoskeletal disorders and to methods for preventing such risks. The approach involved analysing typical crèche working conditions and making a comprehensive risk assessment, then identifying best practices and developing special ergonomic training procedures.

What did they do?

The multidisciplinary staff of the project visited 15 crèches to collect information about the specific problems that arise in this field of work. Together with the crèche staff they analysed the working environment, using a tool called DEPARIS (**d**épi**s**tage **p**articipatif des **r**isques – joint risk screening) developed by Professor J. Malchaire of the Catholic University in Louvain (Belgium). This is a method not only of identifying problems, but also of putting forward improvements that have been developed with employees – the people who have the best understanding of the needs of their workplaces.

Good practices that already exist in some companies have been included in the guide that was produced as a consequence of this exercise. The guide was sent to 12 crèches for feedback about its structure and content before completion.

The STM offered specific training to crèche staff in three parts:

1. How to avoid musculoskeletal disorders and especially lower back pain. They learned how best to handle children and weights, and the best exercises to do to prevent lower back pain.
2. General information about risk factors in crèches.
3. How to use the DEPARIS tool themselves.

The training courses were 12 hours long and ran from June to September 2003. A total of 48 people took part.

Service de Santé au Travail Multisectoriel

Type of organisation

- ✓ Public institution

Sector

- ✓ Childcare

Activity

- ✓ Research
- ✓ Training

Outputs

- ✓ Handbook

Total budget: € 71,720

Agency support: € 36,000

A press campaign was organised, and a press briefing was held to launch the guide, with representatives of the government ministries responsible for the family and for working conditions.

The staff of all the crèches were later invited to a presentation of the results of the project. A presentation of the different parts of the guide, the DEPARIS method and the training courses was attended by 52 people.

What was produced?

The *Guide de bonnes pratiques pour les crèches* was the major production. The whole guide is downloadable in French or German on the website (www.stm.lu) or can be obtained from the project holder. A brochure is available free of charge in French and German from the project holder.

The guide is 87 pages long and has four chapters including annexes, covering the following topics:

- general information including definitions, procedures and regulations;
- risk factors in crèches;
- ergonomic recommendations for the planning of new workplaces or the amelioration of existing workplaces;
- annexes including the DEPARIS tool.

The chapters are divided as follows:

Chapter 1

- ➔ Introduction
- ➔ Legislation
- ➔ Definitions
- ➔ Procedures
- ➔ Risk factors treated.



Chapter 2

- ➔ Handling and postures
- ➔ Infections
- ➔ Risks for pregnant women
- ➔ Mental load
- ➔ Lighting
- ➔ Noise
- ➔ Fire.



Chapter 3

- ➔ Planning of buildings
- ➔ Ergonomic recommendations for different tasks
- ➔ Equipment.

Chapter 4 (Appendices)

- ➔ DEPARIS tool
- ➔ Procedure for evacuation in case of fire
- ➔ Form for evaluation
- ➔ References.

Would you like to know more about this project?

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A digital approach to safety in the electromechanical and metalworking industries

A number of aspects of occupational safety and health (OSH) were identified as in particular need of attention in these industries. These were the proper use of personal protection equipment (PPE); exposure to dangerous substances and their safe use; exposure to noise; physical strain; and the maintenance and safety of workplace equipment and tools. But the project holders also set out to produce an overall reduction in working risks and in loss of working time. The outcome was an interactive digital handbook – an adaptable tool dealing with both the technical and procedural aspects of good safety practices, but focusing on the risks and solutions that are specific to the electromechanical and metalworking industries.

Who organised the project?

Stichting Adviescentrum Metaal

Who was the partner organisation?

Lichtveld Buis & Partners BV, The Netherlands

What was it called?

Manual for the protection of employees in the electromechanical and metalworking industries

What was the project about?

The 'Foundation for consultancy in the electromechanical and metalworking industry' set as its ultimate objective to make a significant contribution to reducing health and safety risks and to raise awareness of OSH issues among employers and employees. This project was about providing these industries with an interactive digital handbook on the risks they face in the workplace and on measures they can take to minimise them.

What did they do?

They initially carried out 50 so-called 'risk inventory and evaluation'(RIE) tests in companies within the electromechanical and metalworking industry ('the branch'). They produced a leaflet with the results and distributed these throughout the branch. These were covered in an issue of the journal 'Milieumagazine' which had OSH as its theme. It was also the topic of a Foundation seminar so that consultants could communicate the results to their clients.

As a result a matrix was designed to relate typical recurring OSH issues to specific production processes in the branch. This matrix formed the basis for the interactive OSH manual. They studied the use of Internet and web-based technology in the branch and decided to create this online. Although this had higher initial costs it was much easier to update than a CD-ROM version.

Existing figures showed that:

- almost all SMEs (98%) in the branch have at least one computer;
- over 80% of these use the Internet and Internet applications;
- half of them advertise their services and expertise through the Internet.

The Foundation's partner company, LBP, programmed a system into which Foundation consultants could input information for the manual. A pilot version was then subjected to tests in which ten companies took part. From these tests it became

Stichting Adviescentrum Metaal

Type of organisation

- ✓ Private Company

Sector

- ✓ Electromechanical and metalworking industries

Activity

- ✓ Research

Outputs

- ✓ Web-based OSH manual

Total budget: € 116,154

Agency support: € 60,000

clear that entrepreneurs are very much process-oriented whereas the manual was oriented to OSH itself as a theme. So they adjusted their approach. Foundation consultants visited 92 companies to discuss the project and its outcomes.

What was produced?

The Foundation developed an interactive and digital 'manual for the protection of employees in the electromechanical and metalworking industries'. The manual was designed to help entrepreneurs identify problems and implement OSH-related measures in their companies. It uses links between the production process and OSH to give the user information about legislation, developments in OSH policy and potential solutions to OSH-related problems.

The interactive aspect of the handbook was created using a tool called 'arbo-id'. With the help of arbo-id, each entrepreneur can generate a quick overview of the potential risks in his company and produce a list of possible solutions. OSH-scans for individual companies produce an overview of the production processes and a summary of potential OSH-related issues. Potential solutions and measures are presented in an action plan, which can be further fine-tuned by adding specific action points from the company's RIE.

This creates a digital OSH-management module for individual companies using arbo-id. This will be frequently updated by the Foundation with experience from the field. A number of product safety data sheets of commonly used gasses are displayed. Enterprises can easily extend this database with manual safety data sheets and product safety data sheets of toxic or dangerous substances specific to their situations.

The first section of the handbook concentrates on technical aspects of the industry's production processes. This is followed by search directions on specific operating procedures. The basic handbook is accessible online for anyone, while a more specifically tailored version is available at a cost.

Would you like to know more about this project?

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Alerting textile workers to danger

FESETE is a federation of unions in the textile, clothing, footwear and leather sectors, where issues of health, hygiene and safety at work are very important and where workers are exposed to especially high levels of risk. Training and information are therefore crucial. Six areas were identified as worth particular attention: posture in general, dust, noise, manual handling of goods, stress and using chemicals. FESETE set out to get workers involved in solving the problems faced by small and medium-sized enterprises (SMEs). The project's aim was to raise their awareness of physical and psychosocial risks and their understanding of preventive measures. The team encouraged them to take an active role in ensuring their own safety and good health and to elect their own safety representatives.

Who organised the project?

FESETE (Federação dos Sindicatos dos Trabalhadores Têxteis, Lanifícios, Vestuário, Calçados e Peles de Portugal)

What was it called?

Campaign for the improvement of workers' quality of life and the competitiveness of SMEs in the textile and clothing sector. ('An alerted worker is a protected worker!')

What was the project about?

This project was about tackling the risks to which workers are exposed in the textile and clothing sectors. It was an opportunity, at least within the companies in where training sessions took place, to contribute towards a change in attitudes to occupational safety and health (OSH), to the benefit of workers and their companies. The main problem was convincing people, mainly employers, of the importance of these issues and the connection with their productivity and competitiveness.

What did they do?

The team launched the project at a seminar in Porto in January 2003 with 100 participants, and followed this in the summer with ten training seminars held in different firms around the country. Videos were shown and discussions held about working conditions and aspects of occupational safety and health.

For example at Ralf (producing bath robes and other pieces in the same material) in Campo-Santo Tirso, the room in which production took place had an air-conditioner and a dust extractor. Nonetheless there were a number of issues to be addressed: the chairs, the needle protections in the machines and the use of protective masks for working with some materials.

At the end of each session leaflets of the campaign and a special edition of the bulletin *Venceremos* were distributed to all participants. An evaluation of the campaign was made at a final seminar in Porto in September attended by 80 participants.

What was produced?

The team produced six leaflets, on postures, dust, noise, manual handling of cargo, stress at work and chemical products.

- **Postures:** definition, brief explanation of the joints, images of good and bad postures, examples of prevention of musculoskeletal problems, advice to workers, table of high-risk jobs, prevention of posture problems and finally (in all six leaflets) a table on the European approach to prevention.
- **Dust:** defining byssinosis as a dust-related disease, explanation of the breathing system, how to detect problems and preventive measures, advice to workers, jobs exposed to higher risk, and (briefly) Portuguese legislation on byssinosis.

FESETE

Type of organisation

- ✓ Trade Union

Sector

- ✓ Textiles

Activity

- ✓ Training
- ✓ Promotional activities

Outputs

- ✓ Leaflets
- ✓ Support files
- ✓ Videos
- ✓ Newsletters
- ✓ CD-ROM
- ✓ Website

Total budget: € 57,681

Agency support: € 34,000

- **Noise:** definitions, the hearing system, effects of noise, measures to take, advice to workers, jobs exposed to higher risk, and reference to Portuguese legislation.
- **Manual handling of cargo:** postures, spine and joints, examples of good and bad postures, examples of simple and inexpensive solutions, advice to workers, jobs exposed to a higher risk, cargo handling and repetitive movements (and legislation).
- **Stress at work:** defining stress, the nervous system, the brain and the effects of stress, how to detect problems, the need for breaks throughout the working period, jobs exposed to higher risk, and legal aspects.
- **Hazardous chemical products:** definitions, jobs exposed to higher risk, symbols and indications of hazardous chemical substances, advice to workers, and the situation in Europe.

The team also produced support files for the sessions inside businesses. These included an introduction to the campaign and support files for each of five videos. These are covered in the following way: jobs exposed to higher risk, the consequences of a long exposure to risk, and the need for prevention (equipment, the responsibility of the employer, and the need for individual protection).

The support videos covered noise, dust, manual and mechanical handling of cargo, chemical products, and organisation of work (dealing with monotonous and repetitive work and stress). These videos are ten minutes long and are free, as long as they are properly supported.

There were two four-page issues of *Venceremos*. The first was devoted to the launch of the campaign; the second included examples of some of the sessions within businesses and examples of good practices.

The FESETE website, www.fesete.pt, carries campaign information and support materials. There is also an introductory CD-ROM with samples from the videos.

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Best practices in the confectionary and baking industry

Workers in the confectionary industry in Portugal face a number of problems in the field of occupational safety and health. Premises are frequently old and ill suited to modern requirements. Traditional methods and manufacturing processes cannot easily be changed. At the same time the workers themselves tend to resist change – they find it difficult to accept agreed good practices and to adapt to improved food safety regulations.

Specific risks include long periods standing up, manual handling of heavy loads, burns, exposure to high temperatures and the stress associated with repetitive and monotonous tasks. The high level of female employment also leads to a higher than usual level of psychosocial problems. This project was designed to address these difficulties through analysis and risk assessment in one particular factory, through training, the production of a handbook of good practices and regular inspections.

Who organised the project?

Fabridoce - Doces Regionales Lda

What was it called?

Developing best practices in the confectionary industry

What was the project about?

The project was about addressing the health and safety problems of the confectionary and baking industry. The overall objectives were to improve health and safety conditions; to prevent adverse health effects arising from occupational hazards; to minimise the adverse health effects of repetitive tasks; to increase employees' motivation; to promote employee participation in detecting risks and finding solutions; to study, develop, implement and communicate best practices; and to create a solid knowledge database, transferable to other companies, industries or regions.

The team covered all the company's activities, the acquisition of raw materials, production, packaging and dispatch. They addressed employers, managers, confectionery professionals, and shop floor workers (the majority of whom are women). A complementary goal was to influence other companies from the same industry and region.

What did they do?

The project holders began with a risk assessment of the company, looking at the layout and safety of the premises, equipment and jobs. An exhaustive report was produced with the cooperation of managers, technicians, workers and external consultants. It defined the priority areas where risks could be minimised or avoided through best practices. Workers were surveyed to obtain their perception of existing problems and suggestions for improvements.

They collected information on working conditions from similar companies (benchmarking with companies in the sector), and information on best practices from technical and regulatory bodies. All this was used to draft a company handbook of good practices. Sixteen technical data sheets and three general procedures were drawn up.

Fabridoce - Doces Regionales Lda

Type of organisation

- ✓ Private company

Sector

- ✓ Confectionary production

Activity

- ✓ Research
- ✓ Analysis
- ✓ Training
- ✓ Shop floor changes

Outputs

- ✓ Handbook
- ✓ Training literature
- ✓ Website material

Total budget: € 83,656

Agency support: € 47,023





They then implemented and monitored these good practices. Some changes were made to the premises and equipment to provide better working conditions. The diagnosis did not show any necessity to make significant changes to the manufacturing process. The effects of the improvements were assessed in technical audits and a further survey.

Management and senior technicians underwent training that included: awareness of hazards and risks; general principles of prevention; risk assessment methods; employers' obligations; and implementation of occupational safety and health management systems. Training for the workforce included: awareness of hazards and risks; specific risks of the job; risk situations associated to stress; protective measures; workers' obligations; and safer means of operating.

What was produced?

The project's main products were the handbook of good practices and the working procedures, based on analysis of the risks associated with 16 different jobs. They also produced: an assessment of the risks in the different sectors of the company; two surveys (carried out at the beginning and end of the project); training literature; and changes to the content of the company website, on which project details and products can be requested.



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High-risk and high-stress activities in the Algarve

The construction industry has a high level of accidents and injuries. Those caused by falls from a height, burying and crushing are especially worrying. By the nature of the work the level of risk is high and it is not helped by the scant attention given to occupational safety and health (OSH) among small and medium-sized enterprises (SMEs) in the building trade. Moreover managers in these businesses have little basic training themselves and are often ignorant of their legal obligations in the field of OSH. On quite a different plane the tourism industry produces very high levels of stress, caused by its complexity in organisational terms and by direct contact with customers with high expectations and a low tolerance of disappointment. The project holders sought to address both these areas of concern through on-site training.

Who organised the project?

Prévia-Saúde Ocupacional Higiene e Segurança, Lda

What was it called?

Prevention and good practices at work, a dynamic campaign

What was the project about?

This project was about providing practical guidance, training in the use of safety equipment, the dissemination of good practices and other preventive procedures. It involved SME management and workers, SME associations and other social partners. On-site training sessions focused on accident prevention in the construction sector, and on the causes and prevention of stress in the tourism sector, both in the Algarve. The approach was to talk to people in their place of work and as far as possible to adapt training to their reality.

What did they do?

Prévia's team started work in October 2002 with planning and sourcing campaign materials. They began contacting major business associations at the beginning of December. They also contacted the leaders of the 'Parque das Cidades', which was developing the biggest site in the region for the EURO 2004 international event.

In January 2003 they started a press campaign, which led to six radio interviews during the course

of the project. They launched a website and later created a link to one of the most visited regional Internet sites (Diário-online).



In March they made the first visit to a construction company in Algoz. Unexpectedly none of the workers or company owners was Portuguese. With this experience in mind support material in several languages was produced and the training was adjusted to bring in more visual effects that anyone could understand.

The training related to stress was more predictable, as they primarily contacted business associations and the appropriate union. These sessions focused on a practical approach to stress - what it is, how it arises, why, and how to avoid and deal with it. The main task of the trainers (including a

Prévia-Saúde Ocupacional Higiene e segurança, Lda

Type of organisation

✓ Private company

Sectors

✓ Construction
✓ Tourism

Activity

✓ Training

Outputs

✓ Data
✓ Leaflets
✓ Posters

Total budget: € 83,311

Agency support: € 38,781





psychologist) was to discuss a subject about which there is still a great deal of ignorance.

The campaign went on until September with the team divided between construction and tourism companies throughout the Algarve. Some companies even included the training for their quality certification. The project trained a total of 723 people, mostly workers, in 100 SME construction companies. A total of 225 people from 30 enterprises attended the stress at work training. At these sessions there were more directors and managers as they were in the strongest position to improve conditions in order to reduce stress.

They took part in regional fairs, enabling them to reach a large number of people in one place, and in several other events. They were helped in their work by two local organisations, Nera (Associação Empresarial da Região do Algarve) and AIHSA (Associação dos Industriais Hoteleiros e Similares do Algarve).



Romanian). Manuals on safety guidelines were given free to the management of each company involved.

What was produced?

For the training sessions in the construction industry the team produced: statistical data on construction accidents in the European Union and Portugal; an assessment of construction workers' attitudes to safety at work; the major causes of fatal accidents in construction in Portugal; and information on corrective measures and personal protective equipment. They also arranged for leaflets to be translated into other languages (for example Ukrainian and

Romanian). Manuals on safety guidelines were given free to the management of each company involved.

The training sessions for tourism were more interactive, supported by a presentation in PowerPoint. The internet site (www.previa.pt) has information regarding both subjects, covering legislation and good practices. An FAQ page carries answers to questions received. A3 posters were distributed at several public events.

Would you like to know more about this project?

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Improving poor working conditions

Poor working conditions can lead to absenteeism through sickness and low morale and reduce the quality of work. This applies to the ergonomics of the workplace, notably the design of workstations, and to broader psychosocial aspects – relationships between workers and with their managers. But employers in small and medium enterprises (SMEs) tend to overlook these. This is partly because of scarce resources but also because they commonly regard such risks as more difficult to assess, in comparison with issues like safety and hygiene, in the absence of specific evaluation methods for small businesses.

So in this case the project holders set out to develop a manual of the ergonomic and psychosocial issues that need to be taken into account by SME managers when dealing with this field of risk prevention. The manual provides guidance on simple and effective ways of identifying and assessing problems.

Who organised the project?

Instituto Nacional de Seguridad e Higiene en el Trabajo

Who was the partner organisation?

Instituto de Biomecánica de Valencia, Spain

What was it called?

Prevention of ergonomic and psychosocial risks in SMEs

What was the project about?

This project was about providing practical help to SMEs over a wide range of ergonomic and psychosocial issues arising in the workplace.

What did they do?

The project holders prepared a handbook on procedures and methods for identifying and evaluating ergonomic and psychosocial risks in SMEs. They included examples of practical measures to solve problems and reduce these risks.

Instituto Nacional de Seguridad e Higiene en el Trabajo

Type of organisation

✓ Public non-profit organisation

Sector

✓ General

Activity

✓ Research

✓ Conferences

Outputs

✓ Handbook

Total budget: € 95,976

Agency support: € 57,585



To prepare the handbook, surveys were sent out to 1,000 companies with no more than 250 workers. Their aim was to assess the extent of the burden placed on companies in trying to evaluate and prevent ergonomic and psychosocial risks and the kind of help needed. They received about 300 completed questionnaires, which were then used in writing the handbook.

The handbook was launched at two conferences, in Madrid and in Valencia (both in September 2003), on the subject of ergonomic and psychosocial problems in SMEs. The conferences were publicised among companies and trade unions with a leaflet and on the websites of both agencies. Both events also looked at the results of the survey and the contents of the handbook.

Some 325 people from companies, insurance agencies and prevention services attended the Madrid conference, where speakers stressed the difficulties of organising and implementing preventive measures and discussed suitable tools to implement the evaluation and prevention of the relevant risks. The conference in Valencia was attended by more than 100 people from broadly the same backgrounds as in Madrid. Speakers dealt with problems from both the employer's and the trade union's point of view, and with the latter's strategy for minimising risks.



What was produced?

The handbook was addressed primarily to those responsible for preventive measures in SMEs. It includes simple and practical measures to identify and evaluate ergonomic and psychosocial risks, and concludes with some examples of evaluation procedures and some preventive measures. The handbook is on sale for EUR 31.25.

The first chapter deals with the situation of SMEs in Spain: the legal framework for the prevention of risks in the workplace; the problems according to data from the National Survey on Work Conditions; and the results of the survey addressed to SMEs.

The second chapter is an introductory one. The third is about setting out to identify risks. The fourth looks at methods of evaluating particular risks: ergonomic and psychosocial risks; thermal risks and discomforts; risks from exposure to noise; risks from workplace lighting conditions; risks from workplace design; risks for working with display screens (VDUs); risks from the manual handling of loads; risks from body position or repetitive movements; risks from mental stress; and a further look at psychosocial risks.

The fifth chapter looks at practical aspects in the workplace and takes various examples: handling packs of cans; selecting fruit; tele-operations; assembly work; office work; and dressmaking. The sixth and final chapter deals with applicable guidelines, regulations, technical rules, bibliography and computer applications.

Would you like to know more about this project?

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Occupational health clauses in collective bargaining

The majority of Spanish workers (some 64%) are protected by safety and health clauses, but these tend to be too general and poorly adapted to actual working conditions. Accordingly, negotiating the best possible clauses on occupational health in workplace agreements is an important field. The project holder brought together those working in this field, with a view to distilling their collective wisdom and experience and spreading good practice in collective bargaining as widely as possible. They took an analysis of good clauses as their starting point, added to them and looked at how best they could be included in agreements.

Who organised the project?

Instituto Sindical de Trabajo, Ambiente y Salud

Who was the partner organisation?

Mutua Universal, Spain

What was it called?

Good practices in collective bargaining on occupational health

What was the project about?

Spanish occupational safety and health legislation imposes minimum standards. But these have to be upgraded and adapted to specific working conditions by a process of collective bargaining. This project was designed to encourage and develop good practices in collective bargaining, both in terms of quality and relevance, and including the organisation of work and psychosocial issues. The main focus of the project was a series of six seminars carried out in different Spanish locations. These seminars analysed good clauses and discussed the difficulties and possible recommendations for their introduction into collective agreements.

What did they do?

The project holder began by examining clauses in workplace agreements that made a positive contribution to the prevention of sickness and accidents. The project was originally based on a study of 300 regional and sectoral agreements, but new clauses were included, either from the work carried out by the project technical team or as a result of the contributions of seminar participants.

They then carried out a programme of seminars to discuss the good clauses. The initial project provided for five: in Madrid, Valencia, Palma de Mallorca and Barcelona, but this was increased to six with an additional seminar in Seville.

All the seminars lasted one day. Attendance was free and by invitation, since the seminars were geared towards a very specific target audience. Everyone who attended was given a preliminary version of the study of good clauses. This was expanded and adjusted throughout the project. All the seminars were run according to the following programme:

After an initial explanation of the project, the study of good clauses was presented. This was followed by a plenary session looking at resistance and obstacles, and proposals for making it easier to agree good clauses – along these lines:

- general impressions of the work (objective, method, results);
- identification of known good clauses which are not covered in the study;

Instituto Sindical de Trabajo, Ambiente y Salud

Type of organisation

- ✓ Trade union

Sector

- ✓ General

Activity

- ✓ Research
- ✓ Seminars
- ✓ Training

Outputs

- ✓ Book
- ✓ Online information

Total budget: € 84,005

Agency support: € 49,950

- assessment of the difficulties in disseminating these good clauses and producing more clauses of better quality;
- possible action to overcome these difficulties.

Conclusions were then drawn. The obstacles negotiators encounter in including the good clauses in agreements were analysed, and recommendations were made to facilitate good practices in including occupational health clauses in future agreements, so ensuring that the project has a positive impact.

What was produced?

In addition to the seminars a final report was published in book form and online, entitled *La salud laboral en la negociación colectiva en España. Recopilación de buenas cláusulas* (Occupational health and safety in collective bargaining in Spain. Compilation of good clauses). This study includes selected good practices of occupational health clauses divided into different categories.

It also includes views on the good clauses by those who participated in the seminars, a study of the difficulties found by negotiators to include such clauses in collective bargain, and conclusions and recommendations to promote the adoption of health and safety clauses in future collective bargain agreements. A series of documents going into greater detail on the different aspects addressed during the project and seminars was also included in annexes.

The report is available free in printed format and as downloadable pdf file at the ISTAS website www.istas.ccoo.es and the Mutua Universal site: www.LaPrevencion.com along with a wide range of information on the project.

Would you like to know more about this project?

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Preventing accidents and ill health in the textile, fur and leather industries

Most firms in the textile, fur and leather industries in Spain are small, with less than five workers in 72% of them. But altogether they employ more than 260,000 people. The number of work accidents and occupational diseases increases every year. In 1999 alone there were more than 23,000 accidents at work. The need for training is clear, but the smaller the enterprise, the less likely it is that staff will be properly, if at all, trained in minimising health risks. In addition, the training in occupational safety and health (OSH) that they do receive tends to be generic and does not take account of the specific risks posed by their particular jobs. This project focused on providing training resources for those responsible for OSH, with the emphasis on small and medium-sized enterprises (SMEs).

Who organised the project?

Asociación ESM: Instituto de Investigación en Seguridad y Factores Humanos

Who was the partner organisation?

Federación de Industrias Afines de la UGT, Spain

What was it called?

Interactive didactic files on prevention of risks for workers in the textile, fur and leather sectors



What was the project about?

The project was about e-learning or 'tele-training' for employees and safety representatives in the textile, fur and leather industries – in practice the design and production of a package of interactive instructional files in CD-ROM form.

What did they do?

The first stage of the project was to design and produce educational study material. This consists of a package of 20 courses, each corresponding to a job found in the leather and textile industry, plus a user handbook. The team selected 20 specific jobs from a choice of over 300. They collected documents on the structure of the industry, visited companies and held meetings and interviews with key personnel.

Training was then carried out – courses for those who could attend in person, and for those who could not, telephone contact and support material by post, followed by monitoring of progress. All trainees had access to a tutorial service and a record was kept of their activities.

The team promoted the project with a leaflet that included a teaching file registration form, with a poster and with postal and electronic mail shots.

Asociación ESM: Instituto de Investigación en Seguridad y Factores Humanos

Type of organisation

- ✓ Independent non-profit institution

Sector

- ✓ Textile, fur and leather

Activity

- ✓ Design and production
- ✓ Training
- ✓ Promotion
- ✓ Evaluation

Outputs

- ✓ Training courses
- ✓ CD-ROM
- ✓ Web pages

Total budget: € 121,968

Agency support: € 60,000

A provisional assessment indicated that those with a working understanding of PCs found e-learning an effective medium for training in risk prevention.

What was produced?

The main outcome was a CD-ROM with 20 teaching files on occupational safety and health in the industries.

The courses consist of study material specifically designed for e-learning. The backup for these files is the portal (www.e-prevencionfiaugt.com) from which it was already possible to cover all stages of the training process. They are available to anyone interested in the industries.

Would you like to know more about this project?

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Raising the profile of risk prevention in Cordoba

In Cordoba, as elsewhere, occupational safety and health (OSH) is rarely seen as a high priority in small and medium-sized enterprises (SMEs). This is especially the case with risk prevention. Recent legislation on the subject is generally regarded, both by employers and workers, as more of an obstacle to getting work done than an advantage in terms of safety and more efficient production. As a result neither are benefiting from it as they should.

The project holders wanted to send a clear message about the importance of occupational risk prevention to SMEs in Cordoba, since these are generally where awareness and access to information is at the lowest level. The overall objective was to promote a spirit of preventive action, and to contribute directly to a reduction of accident rates in the industries concerned. The project focused on the furniture, textile, meat, building and agricultural industries.

Who organised the project?

Consortio Provincial de Desarrollo Económico

Who were the partner organisations?

Unión General de Trabajadores (UGT), Spain

Comisiones Obreras (CC.OO), Spain

Confederación de Empleados de Córdoba (CECO), Spain

What was it called?

Infoprev (Information to prevent health risks in SMEs)

What was the project about?

The project was about promoting a preventive culture in SMEs working in the agricultural, wood and furniture, building, textile and meat industries. The recent Act on Occupational Risk Prevention is not generally understood properly as an advantage in terms of safety and a step towards reducing the economic and social costs incurred by injuries and occupational ill-health. So it was necessary to focus initially on the advantages of establishing a culture of prevention in companies at all levels.

What did they do?

The project holders planned a series of seminars on health and safety issues. To ensure that as many people as possible could attend them without disrupting the working day, they were held on Saturday mornings. Municipalities were selected in which the sectors covered by the project had the greatest economic weight. Documentation was produced on each sector and contributors to the project provided speakers who specialised in each sector.

Fewer people attended the seminars than expected and one had to be cancelled because of date clashes. In the other seminars, however, the speakers presented aspects of the application of the relevant legislation, the specific risks involved in the sectors concerned and the preventive measures to be applied. The project

Consortio Provincial de Desarrollo Económico

Type of organisation

- ✓ Local public body

Sector

- ✓ Agricultural, wood and furniture, building, textile and meat industries

Activity

- ✓ Seminars
- ✓ Competition

Outputs

- ✓ Brochures and leaflets
- ✓ Posters

Total budget: € 52,471

Agency support: € 30,328



monitoring team concluded that running the seminar on a Saturday may have made it more difficult, rather than easier, for people to attend; and that in the companies concerned there was, as yet, little stress on a culture of prevention and little awareness of its importance among employers or workers.

All the material produced for the project – three-page posters, leaflets, documents on the act and regulations – was distributed by the various contributors among their members and affiliates. The consortium also distributed it among the various administrations and bodies with which it has signed cooperation agreements.

What was produced?

The project produced industry-specific brochures on risks and preventive actions, leaflets summarising the current state of the law and files for the seminars. These contained: the text of the Act on Occupational Risk Prevention, and the Royal Decree that approved the Prevention Services Regulations; a three-page leaflet on the origin, content and development of the project; a three-page leaflet on occupational risk prevention in the sector covered by the seminar; guidance on applying the law; and a leaflet on the posters and slogans competition.

The project also resulted in a winning poster and a winning slogan in the competition. These were due to be distributed as widely as possible.



Would you like to know more about this project?

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Tackling psychosocial problems in the workplace

Psychosocial factors play a huge role in the workplace and can make the difference between a healthy, happy and productive workforce and one that is stressed, lacks motivation and is frequently on sick leave. This project sets out to help organisations identify and understand psychosocial risks and problems – that is psychological problems arising from interaction between workers, bosses and employers, and between workers and their environment. At the same time it tries to raise awareness of the issues through the media.

Questionnaires were used to identify problem areas in a business. Each one then received a report and an in-depth interview took place to explain the implications, giving the directors a psychological profile of their company. Recommendations were made on which the directors could choose to act. The overall objective was to improve the health of workplaces and reduce the accidents and absenteeism that arise from stress, fatigue and a generally unsatisfactory working environment.

Who organised the project?

AELLA Associació Empresarial (Asociación de Empresarios del Llobregat-Anoia)

What was it called?

PSICORISC ('Psycho risk')

What was the project about?

This project was about identifying, and learning to identify, the signs of psychosocial problems in the workplace; and helping businesses overcome these problems. From the questionnaires returned the following problems emerged (cited in % of returns):

- Stress 18.7%
- Burnout 6%
- Mobbing (bullying) 7.7%
- Fatigue 13.8%
- Job dissatisfaction 12.7% (social/work) 7.7% (psychosocial)

What did they do?

PSICORISC was launched with an e-mail campaign aimed at three target groups. These were the associates of AELLA, other businesses, and specifically those who attended a conference on 'labour risk prevention'.

Using the web page businesses could register and members of their workforce could take tests that enabled the project team to evaluate the psychosocial risks at their workplace. The business would then receive the results and specific recommendations. They chiefly focused on ways to:

- overcome stress
- avoid burnout
- improve the work environment
- prevent mobbing (bullying)
- improve relationships within the workplace

AELLA Associació Empresarial

Type of organisation

- ✓ Business association

Sector

- ✓ General

Activity

- ✓ Devising a questionnaire
- ✓ Analysing the results
- ✓ Providing feedback and support

Outputs

- ✓ Manual
- ✓ Website
- ✓ Reports for participating companies
- ✓ Media coverage

Total budget: € 100,332

Agency support: € 50,000



- enhance employees' self-esteem
- provide incentives for further training.

They sent out information about PSICORISC to 11,210 companies on AELLA's database. They later called some 1,800 companies to talk about the project and 12% agreed to participate. Eventually 60% of these saw the programme through. Of these businesses 60% had less than 25 workers, 37% had 25 to 50 workers, and 3% had more than 50 workers. All the participants agreed that the project allowed them to look for solutions and to act on them, and did not merely show up the mistakes and problems of the organisation (as they had feared at the beginning).

The project also carried out a public relations campaign to raise awareness of psychosocial risks in the workplace, aiming in particular at those sections of the media specialising in labour affairs and business news. A number of radio stations carried stories, interviews and even debates about the project and the issues arising. But PSICORISC had more extensive coverage in the written press where there were a number of newspaper and magazine articles and reports.

Cataluña TV published an article about the project in their website (www.tvcatalunya.com). It was also covered by other websites (www.bdntraining.com, www.prevencion.com and www.foment.com).

What was produced?

The project's website carried information about it. Companies could also register to take part, and take the test evaluating psychosocial risks with a view to getting recommendations back.

The project also produced a 'Manual of healthy workplace behaviour' and reports and conclusions from participating companies. It also provided an e-mail service for dealing with queries.



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INSATISFACCIÓN
LABORAL

www.psicorisc.com

Conocer el estado en el que se encuentra tu empresa te evitará problemas

Participa en el proyecto e insíbete en informac@aella.es

Un proyecto de:



Subvencionado por:



Agencia Europea para la Seguridad y la Salud en el Trabajo

Work in progress at the time of the project's report included more website information about psychosocial risks. A database compiled in the course of the project will be accessible to public or private institutions.

FATIGA **ESTRÉS** **INSATISFACCION LABORAL**

MOBBING **BURN-OUT**

Conocer el estado en el que se encuentra tu empresa te evitará problemas

Participa en el proyecto e insíbete en informac@aella.es

www.psicorisc.com

Un proyecto de: **aella** Asociación Empresarial

Agencia Europea para la Seguridad y la Salud en el Trabajo

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Sharing know-how on the working environment

Individual small and medium-sized enterprises (SMEs) in Sweden have a lot of experience and knowledge about how to create a good working environment, so they could learn a huge amount from one another. Visiting a company in the same line of business or with an interesting solution to a problem, and seeing and discussing the issues, makes it easier to visualise the opportunities to improve one's own working environment. This project is a benchmarking model for SMEs to help them share their experiences and spread good practices.

A database, catalogue and website enable enterprises with useful experience to show they are willing to receive visits from other enterprises. The catalogue is structured according to type of work, region, area of development, a short description of the company and the key factors of success. Any interested SME then has the opportunity to arrange a visit.

Who organised the project?

Work Life Forum (Swedish Work Environment Association)

What was it called?

Inside Sweden – a simple model of exchanging experiences designed for SMEs

What was the project about?

This project was about making it easier for small businesses to share their problems and experiences with a view to improving their working environments. By visiting other appropriate workplaces employers can better understand where the development of their own working processes might lead.

What did they do?

The project team began by carrying out research into the working environment and finding examples of good practice. They contacted institutions and organisations involved in competitions, marks of distinction and benchmarking activities. Contact was made with more than 700 workplaces known, as the result of prizes or evaluations, for good practices that reduced safety and health risks. The team asked for their participation, and eventually succeeded in gaining the cooperation of more than 40 of them. They then made these good practices available on the Internet in the form of a database. At the time of the project's final report the intention was to market a catalogue, based on the database, with a print run of 80,000, to be distributed via the network of the Work Life Forum (Arbetsmiljöforum). They would also publicise the project and the catalogue on their stand at autumn trade fairs. They arranged seminars at which project information was available. By September 2003 there were 46 companies in the database.

Companies in the private sector were reluctant to become involved. Time was the main factor here and private businesses clearly did not see it as a good opportunity to show the workforce that they were good employers. Hence the need to market the database more effectively.

During the course of the project they changed its name to emphasise its focus as a meeting place and forum for the exchange of experiences. The Swedish word *Träffpunkt* means that. The whole project is divided into three stages over a period of two years. By the end of stage three at least 100 companies should be in the database. Beyond that point companies will pay a fee for visits to cover both the administration of the database and the costs of the host company.

Work Life Forum (Swedish Work Environment Association)

Type of organisation

- ✓ Independent non-profit organisation

Sector

- ✓ General

Activity

- ✓ Research
- ✓ Marketing

Outputs

- ✓ Website
- ✓ Database
- ✓ Catalogue

Total budget: € 102,679

Agency support: € 60,838

What was produced?

They produced a database on a website (www.traffpunkt.se) together with a catalogue to enable small workplaces to get useful information and experience when they visit each other. The catalogue, the database and the website are structured according to type of work, region, area of development, description of the workplace and key factors of success. At this first stage they are free of charge to users.

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marianne.gustavsson@arbetsmiljoforum.com

Websites for more information:
<http://www.traffpunkt.se>
www.arbetsmiljoforum.se

Bringing drama to construction safety training

There are many and well documented problems in ensuring safety on construction sites and the industry's accident record is in dire need of improvement. Hence the novel approach adopted here of using drama and role-playing to engage site workers in occupational safety and health (OSH) issues and to bring risk assessment 'alive'. This method was able to rely very little on written instructions and to concentrate on visual examples and the spoken word, using topics to which the audience could readily relate such as football, eagerness to get away to the pub and pressure from the boss. These provided the context within which actors could play out examples of bad practice and involve the audience in re-running the scenes with good safety practices.

Who organised the project?

BOMEL Ltd

Who was the partner organisation?

Dramanon, United Kingdom

What was it called?

Interactive role play to encourage SME risk assessment in construction

What was the project about?

The project was about using actors and interactive role-play to bring the issue of risk assessment in the construction industry to life. The aim was to communicate effectively with small organisations and their employees by presenting practical, visual examples of how to prevent accidents and illness, as a partial alternative to written instructions and paperwork.

What did they do?

The team developed inter-active role-play scenarios for use with construction industry SMEs. The primary themes, based on a new campaign by the Health and Safety Executive, were: the 'basics' – a tidy site and decent welfare; falls – especially from ladders and roof work; asbestos; manual handling; and transport. A scenario was developed around each theme.

These scenarios reflected typical bad practice features that are seen in the industry. The steps and findings that should emerge from a proper risk assessment were considered so that good practice measures could be outlined. Rehearsal sessions were held as the scripts were developed with particular guidance from BOMEL's construction and human factors teams on technical and attitudinal and behavioural issues. The bad practice scenes initially showed a catalogue of events leading to an accident or health problem, followed by audience interaction to call out identifying mistakes and solutions. The actors then engaged with the audience (acting in character) to discuss the safer options and steps that should be taken. This was tested through the rehearsal stages to help the actors develop the characters and to give them breadth and depth of understanding about the practical issues and positions the construction audiences might take.

Following the interaction each scene was re-played by the actors except that the site planning and risk assessment were clearly articulated, good practice checks and practices were demonstrated and safe completion of the work was shown. The tempo, with a combination of emotionally moving scenes complemented by frequent humour, made the approach particularly effective.

Alongside this project activity, BOMEL worked extensively with potential customers to persuade them of the benefits and further to understand how the approach could best be tailored to meet their current needs. The team were also involved in a forward planning session for Safety and Health Awareness Days at which some 20 construction SME intermediary bodies

BOMEL Ltd

Type of organisation

✓ Consultancy

Sector

✓ Construction

Activity

✓ Training through drama

Outputs

✓ Health and safety scenarios

Total budget: € 23,101

Agency support: € 9,892

from across Britain were represented. This was the first meeting of the group and the only meeting opportunity within the project period.

With hindsight, investment in the pilot to develop the scenes as a vehicle for the approach to 'sell itself' with the target audience was the key to getting the project off the ground. It provided a novel approach to engaging SMEs in the process of managing risks in construction.

What was produced?

The principal outcome was a demonstration that the use of actors and role-play works in the context of a hard and hazardous industry such as construction, where a macho culture often prevails and recourse to written guidance is relatively uncommon. It therefore ensures others can take the approach forward with confidence in other arenas. The outline scenarios themselves are freely available by email from BOMEL. The acting team is available to perform these health and safety scenarios, which could in the future be recorded on video or DVD.

Would you like to know more about this project?

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Cutting the risks in small manufacturing

This project addressed the need to increase understanding of the importance of risk assessments in small manufacturing businesses, and so reduce the actual risks – and of course the number of accidents. Small businesses often have no one trained in risk assessment techniques, and they need to be persuaded that in the long term this is a worthwhile use of time and resources. Better workplace safety makes sense in economic as well as human terms.

As a result the project came up with a combined package of information, training and 'on the job' help with carrying out risk assessment audits. A leaflet to raise awareness of safety issues was sent out to some 1500 small manufacturing employers across South Yorkshire. One-day training courses were targeted at their employees. Finally the project promoted a 'twinning' system where safety representatives from larger firms would help smaller businesses with their own risk assessments.

Who organised the project?

Sheffield Chamber of Commerce and Industry

Who was the partner organisation?

Trade Union Congress, United Kingdom

What was it called?

Reduction of risks in small manufacturing enterprises in South Yorkshire

What was the project about?

The project was about raising awareness – through a leaflet, seminars and actual risk assessment audits – of the benefits of carrying out full risk assessment audits in relation to health and safety matters. It targeted some 1500 businesses, employing less than 50 employees, operating in the manufacturing sector within the Sheffield and South Yorkshire region.

What did they do?

They first carried out a general awareness raising exercise, with a leaflet aimed at all the target companies within South Yorkshire.

Then they ran a series of eight training seminars, free of charge to interested companies, over a period of two months. Both the chamber and its partner, the TUC, were involved in designing and coordinating the seminars, which were delivered by a specialist from Sheffield chamber of commerce. They were attended by a total of 47 delegates. Each lasted for one day and covered the following key areas:

- hazard identification
- people at risk
- risk rating
- recording information
- implementing suitable control measures
- underpinning legal requirements.

Sheffield Chamber of Commerce and Industry

Type of organisation

- ✓ Non-profit, members' institution

Sector

- ✓ Small manufacturing

Activity

- ✓ Awareness raising
- ✓ Training

Outputs

- ✓ Leaflet
- ✓ Press releases
- ✓ Training sessions
- ✓ Networking
- ✓ 'On the job' support
- ✓ Improvements to the Chamber's training portfolio

Total budget: € 32,784

Agency support: € 19,306

There were problems in getting people to attend the workshops and feedback suggests that this was due to the following key reasons:

- lack of time and resources – both companies and individuals;
- seminars were free of charge therefore perceived as of low value;
- in a few instances employers were put off by the link with the trade unions.

Efforts were made to overcome the difficulties, by reinforcing the benefits, stressing that this was part of an already funded project, and allowing more than one individual from interested companies to attend. Also a future 'Train to Gain' initiative will fully fund both employee training costs and salary costs for one-day learning programmes.

The final element of the project was to undertake actual risk assessment audits with the help of safety representatives from bigger manufacturing companies. At the time of reporting these audits were yet to be completed due to the knock-on effect of an initial delay in starting the project. They were to be carried out on the company premises by a competent person, with the employee who attended the training. So the experts provide the trainees with practical hands-on skills and give them the confidence and ability to carry out their own risk assessments and reports in the future. They also provide the small businesses, in many cases, with their first risk assessment audits and reports, which can form the basis for future improvements and a continuous assessment of best practices.

What was produced?

An awareness-raising leaflet was produced in conjunction with experts from the Trades Union Congress. This was promoted by direct marketing activities. Press releases were sent to the local and regional press, and also used within the Chamber's own media and business magazines.

Copies of the leaflet are free of charge to organisations wanting to know more about the benefits of risk assessment practices. The leaflets have been circulated to all Chamber members, 85% of which are within the SME sector, covering a broad sector base.

Would you like to know more about this project?

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Preventing accidents and illness in woodworking

Woodworking is one of the most dangerous manufacturing industries. Accidents arise from workers' contact with the moving parts of machinery and from pressure of work. Most machines have very sharp cutting tools rotating at high speed, in some instances with the blade exposed to allow the operator to see exactly where to cut or shape the timber being machined. Many of the injuries involve cuts to hands and fingers and some involve amputations.

In addition wood dust can cause cancer, typically cancer of the nose or lungs due to the inhalation of wood dust particles, as well as other health problems. The sector is also prone to accidents resulting from falls, and to the stress and damage that arises from the high noise levels of heavy machinery. The Woodworking Machinery Suppliers Association (WMSA) set out to devise and run a series of interactive seminars aimed at actively improving the industry's currently poor safety record.

Who organised the project?

Woodworking Machinery Suppliers Association (WMSA)

What was it called?

WMSA safe working seminar programme

What was the project about?

The high number of hand-fed woodworking machines in the UK, a declining number of training places and a poor intake of trainees have all contributed to a bad accident record in recent decades. Of all machinery accidents, those at wood machines are the most frequent and are often severe. A survey of all reportable accidents – almost 1,000 over a 20-month period in the UK woodworking industry in the late 1990s – revealed that 83% occurred in factories employing less than 25 employees in the furniture and timber processing sectors.

Of the total, 73% took place on four machines: the circular table saw, the surface planing machine, the vertical spindle moulder and the narrow band-sawing machine and 54% involved operators under the age of 25 – lack of proper training was cited as one of the major causes. So this project was about educating operators and those responsible for the users of wood machinery.

What did they do?

They held a series of seminars on aspects of safety in woodworking. Three 'walk-in' seminars at the National Exhibition Centre in Birmingham during the Woodmex Exhibition in 2003 each covered three topics: the Provision and Use of Work Equipment Regulations 1998 (PUWER 98), risk assessment and dealing with wood dust.

Elsewhere, in Nottingham, St Albans, Edinburgh and Bristol these subjects were each covered in a separate seminar. A further seminar covering all three topics was planned for the end of 2003. Lack of awareness of the issues among the target group of manufacturers was overcome by direct marketing and as a result the number of applicants for places was much higher than could be accommodated. For the most part attendance at each seminar was between 40 and 60 people, giving a total of 752 managers, health safety representatives and workers in all. Vouchers for free attendance at the seminars were distributed with the sale of each new machine.

A news release on the project that stressed the need to develop a policy of risk prevention in the sector resulted in several articles in the specialist press.

Woodworking Machinery Suppliers Association (WMSA)

Type of organisation

✓ Trade Association

Sector

✓ Woodworking

Activity

✓ Seminars

Outputs

✓ Seminar delegates' packs

Total budget: € 104,138

Agency support: € 43,139

What was produced?

Delegate packs were produced and distributed, with information on PUWER 98, risk assessment and dealing with wood dust.

Machinery guards are often badly adjusted or simply removed in an effort to do the job quicker. So the support material reminded people about the requirements of PUWER 98. The publication of an Approved Code of Practice entitled 'Safe use of woodworking machinery' has proved an effective means of helping machinery users comply with the PUWER 98 Regulations, setting out as it does, guidance on the requirements for the safe and effective guarding of hand fed wood machines.

The support material outlined the risks from wood dust, some of which, in particular hardwood dust, can cause nasal cancer. An increasing number of employees in the woodworking industry also suffer from asthma, skin disorders and rhinitis due to exposure to wood dust.

A lot of practical ways of controlling wood dust were demonstrated at the seminars and outlined in the delegate packs, including cleaning procedures, container systems and dust extractions systems. They also demonstrated respiratory protective equipment and discussed appropriate control measures and action plans in this area.

The Health and Safety Executive's Principal Inspector has acknowledged that the WMSA's safety seminars and the associated publicity have played an important part in helping to reduce accidents at woodworking machines in the UK.

Would you like to know more about this project?

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Understanding safety issues in the boiler house

The commercial and industrial boiler industry in the UK, which includes some 10,000 individual boiler plants, has become increasingly the subject of a reduced workforce and remote control. Experienced and highly paid managers and workers have been replaced by largely lower paid and inexperienced staff who rely on automatic control and alarm systems to safeguard the operation of the plant. They do not generally have a good understanding of the possible risks and are poorly educated in the practical implications of health and safety legislation. The project holders set out to address this problem with a guide that provides straightforward practical advice on good health and safety practices in the boiler house.

Who organised the project?

Combustion Engineering Association

What was it called?

A Guide to Health & Safety in the Boiler house

What was the project about?

This project was about raising currently poor levels of awareness and understanding of health and safety issues in the commercial and industrial boiler industry. It was aimed at small and medium-sized (SME) boiler house operators in the food, drink, chemical, plastics and paper industries. There are estimated to be up to 10,000 industrial boiler plants within the UK, a considerable proportion of which are in the SME category.

What did they do?

The project holders produced *A Guide to Health & Safety in the operation of Industrial Boiler Plant*. This is a practical guide for managers and operatives responsible for and operating industrial and commercial boiler plant in the UK. They then targeted SME boilerhouse operators throughout the UK – from their own database (including member companies of the Combustion Engineering Association), through advertising and press coverage, and via their website. They also contacted association member companies involved in related fields, such as the manufacture of boilers and associated plant, energy contracting and maintenance contracting. The guide is being distributed to SME delegates to the association's regular series of conferences on health and safety throughout England, Scotland, Wales and Northern Ireland.

What was produced?

A Guide to Health & Safety in the operation of Industrial Boiler Plant runs to some 50 pages in A5 size and contains guidance on all basic UK legislation applicable to the operation of commercial and industrial boiler houses. The guidance not only covers the actual operation of boilers in this sector but also the health and safety requirements and related procedures.

Information is also included on official guidance documents published by the UK Health & Safety Executive such as Document PM5, covering the remote and automated operation of boiler plant. Guidance on this aspect is particularly important as the official guidance notes, while not actual legislation, can be quoted in legal proceedings. Subjects covered

Combustion Engineering Association

Type of organisation

✓ Industry association

Sector

✓ Industrial and commercial boilers

Activity

✓ Awareness raising

Outputs

✓ Safety guide

Total budget: € 12,878

Agency support: € 7,727

include the handling of asbestos and hazardous materials, the risk of explosions, harmful emissions, injuries caused by 'water hammer' (the banging caused by suddenly turning off the flow of water) and the release of pressurised steam, and general health and safety risks in the boilerhouse.

There was a print run of 2,000 hard copies and CD-ROMs were produced in-house. Adobe Acrobat copies can be downloaded, free of charge, from the association's website (www.cea.org.uk).

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APPENDIX – ACKNOWLEDGEMENTS

The successful administration of the SME funding scheme 2002-2003 is the culmination of many months of intensive work by a wide group of people. The Agency would like to take this opportunity to extend our gratitude to the following for their unswerving professionalism and dedication:

The **SME/EW group members:**

Ms Celia Alexopoulou, Mr Paul Ambrosini, Ms Pilar Arroyo De Diego, Mr Jose Ramón Biosca De Sagastuy, Ms Maria Manuela Calado Correia, Ms Janine Delahaut, Ms Emanuela Fattorini, Ms Esmeraldina Rita Ferro Peguinho, Ms Nuala Flavin, Mr Reinhard Gerber, Mr Trifon Ginalas, Mr Willy Imbrechts, Ms Gabriele Kaida, Mr Henrik Lindahl, Mr Jan Martin, Mr Pat O'Halloran, Mr Olavi Parvikko, Mr Peter Rimmer, Ms Marianne Rosling, Mr Antonios Serkedakis, Mr Hannu Stalhammar, Mr Sven Timm, Mr Jozef Vanderwal, Mr Rex Van Der Sluys, Mr Mario Van Mierlo, Ms Natascha Waltke.

The **European jury members:**

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The **Focal Points:**

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Finally, the following **Agency staff members** were responsible for the management and promotion of the SME funding 2002-2003: Françoise Murillo, Siobhán Savage, Brenda O'Brien, Pascale Turlotte and Marta de Prado.

Last but by no means least, the Agency would like to thank the **SME project holders** for all of the work they put into the projects from conception to realisation. Although the projects may differ in background - they all show how improved safety and health can make a difference to both the work place and the profit sheet. We would also like to acknowledge that all of the photographs in this report, unless otherwise stated, were provided courtesy of the project holders.

European Agency for Safety and Health at Work

Promoting health and safety in European small and medium-sized enterprises (SMEs)

Luxembourg: Office for Official Publications of the European Communities

2004 — 127 pp. — 21 x 29.7 cm

ISBN 92-9191-071-6



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

European Agency for Safety and Health at Work <http://agency.osha.eu.int>



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Publications Office
Publications.eu.int

ISBN 92-9191-071-6



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