



European Foundation for the Improvement of Living and Working Conditions

Annual report 2002





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The European Foundation for the Improvement of Living and Working Conditions is an autonomous body of the European Union, created to assist in the formulation of future policy on social and work-related matters. Further information can be found at the Foundation website at www.eurofound.eu.int.

The Foundation was established by Regulation (EEC) No. 1365/75 of the Council of the European Communities. Article 2 of the Regulation states:

- 1. The aim of the Foundation shall be to contribute to the planning and establishment of better living and working conditions through action designed to increase and disseminate knowledge likely to assist this development.*
- 2. With this aim in view, the tasks of the Foundation shall be to develop and to pursue ideas on the medium and long-term improvement of living and working conditions in the light of practical experience and to identify factors leading to change. The Foundation shall take the relevant Community policies into account when carrying out its tasks. It shall advise the Community institutions on foreseeable objectives and guidelines by forwarding in particular scientific information and technical data.*

The provisions of Article 13.1 of this Regulation require the Administrative Board to adopt a general report each year on the activities, financial situation and future guidelines of the European Foundation. The present report covering 2002 was presented and adopted by the Administrative Board of the Foundation at its 68th meeting on 27 March 2003. In conformity with Article 13.2 of the Regulation, the report will be distributed to the EU institutions and to the European Economic and Social Committee.

This publication contains 4 of the 11 annexes of the official Annual Report 2002.

The official version of the report is available for downloading from the Foundation's website at www.eurofound.eu.int or on request from the information centre at the following address:

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Making Europe a better place to live and work



Under the theme of promoting better employment, the Foundation tackled the key priority of the current four-year work programme 2001-2004 – *Analysing and anticipating change to support socio-economic progress* – in 2002, details of which are set out in this annual report. The year was marked by preparations for enlargement, including expanding the scope and geographical reach of the Foundation's monitoring tools and preparing to involve the candidate countries in the work of the Foundation in 2003.

The Foundation's four-year programme emphasises the need to link the analysis of living conditions to both the changing nature of employment, work organisation, and working conditions and to the modernisation of social protection and social welfare services. With the framework for a major data survey put in place during 2002, the quality of life of Europe's population will be at the centre of the Foundation's work in 2003 and 2004.

By focusing on a smaller number of significant research projects, and through increased transversal analysis of the findings, we hope the Foundation's work will have a wider and more profound impact. While we continue to make optimal use of our budget and staff resources, we have now also received funds under the European Commission's PHARE initiative, which will enable us to carry out some major activities in the accession countries.

The Foundation was established with the aim of providing European policymakers with the knowledge and information to assist in the improvement of living and working conditions. We will continue to bring our expertise to this process, focusing on 'diversity as an opportunity for Europe' as the theme for 2003.

Raymond-Pierre Bodin
Director

Eric Verborgh
Deputy Director



Towards a new orientation: an overview of the Foundation's activities

2002 has seen significant changes in both the orientation of the Foundation's work and in its output. As part of the Foundation's four-year programme for 2001–2004, monitoring activities have been incorporated into every core area, strategic research is now being carried out on fewer, but more substantial topics, and more cross-disciplinary work is taking place within the Foundation. There has also been an energetic move towards better quality information and more precise targeting with the Foundation's new information strategy. The results are already evident. The visibility of the Foundation has increased significantly and its role as a forum for constructive discussion and debate at European level has been greatly enhanced.

>> **Monitoring quality of life in Europe**

The new tool for monitoring and reporting on living conditions and quality of life throughout Europe was developed during 2002. The survey, to be carried out in 2003, will focus on employment, economic resources, family life, community life, health and education. The relationships between these areas will be another important aspect. Access to, and quality of, social provisions such as health care will also be a key topic. This monitoring and reporting instrument is being progressively extended to the candidate countries.

>> **Foundation papers in print**

During 2002 there was a concerted effort to consolidate and present Foundation research on specific topics in a user-friendly format. The aim was to provide a concise overview of work on specific themes linked to the EU social policy agenda and drawing on existing Foundation research. Each Foundation paper is the result of this 'cross-Foundation' approach to research in the Foundation, targeting specific 'transversal' themes. Three Foundation papers have been presented to date, covering two of the transversal themes, 'Promoting better employment' and 'Extending equal opportunities for men and women'. These are entitled: *Quality of work and employment in Europe*, *Access to employment for vulnerable groups* and *Quality of women's work and employment*. Preparations for Foundation papers have already started on the other three themes, 'Managing diversity', 'Supporting social inclusion' and 'Examining the changing use of time.'

>> **Shift in strategic research**

The balance between monitoring activities and strategic research has started to shift. More resources are now available for monitoring. While the work programme now contains fewer strategic research projects,

these projects are significantly more in-depth and substantial than previously. In addition, many of the topics are increasingly more transversal and embrace the work of most of the core areas of research. Examples of this are the studies on corporate social responsibility, seen from the different angles of restructuring, subcontracting, the environment and local community, and the company survey on time. In the current developmental activities – the knowledge society and mobility and migration – there is similarly input from all research teams.

>> Increased visibility

The introduction of a central information and communication theme for the first time in 2002 ensured the delivery of a more coherent message to the Foundation's target audiences. About 50% of all information and communication activities fell under the 2002 theme of 'Promoting better employment'.

The decision to promote the Foundation website as the main information and dissemination tool has proven to be a success. *Eurofound* saw a 78% increase in users compared with 2001. The EIRO website saw an even more substantial increase during the same period while the early signs from the EMCC web portal are promising. Important work on developing databases for the Working Conditions Observatory and the 'quality of life survey' on the web also took place during 2002.

There was also a greater focus on publications during 2002. New publication types were produced following the introduction of a new housestyle and overall the number of publications grew throughout the year. *Communiqué*, the Foundation newsletter, benefited from a makeover and media coverage increased significantly during the year. Visits to the Foundation also increased, growing by 45% compared to 2001.

>> Better targeting

Contacts with the European institutions have been strengthened with the opening of the *Brussels Liaison Office* in January. Already dissemination of Foundation information to relevant European Parliament committees and sections of the European Economic and Social Committee (EESC) has improved considerably. Collaboration with the Commission is now carried out on a more regular and intensive basis, resulting in joint reports in the fields of Industrial Relations and Living Conditions.

National Liaison Centres were established in seven Member States with a view to improving information links between the Foundation and its national constituencies. After the first implementation phase, which runs from late 2002 to the middle of 2003, an evaluation will be carried out before possibly expanding to all Member States in 2004.

>> A forum for debate

The first Foundation Forum on 'Challenges to the European social model' took place in Dublin in August 2002 with the support of the Irish government. The evaluation of the Forum proved successful in promoting the Foundation as a knowledge centre and furthering its role as a forum for debate. It also increased the visibility of the Foundation. Participants included 14 ministers from the EU and candidate countries as well as high-level socio-economic policy actors and thinkers in Europe. The Forum will be held biannually in future, with preparatory seminars taking place in the interim.

>> Improved internal efficiency

A redistribution of responsibilities between the Information and Communication section and the Information and Communication Technology section took place, with the arrival of the new head of the ICT section in the autumn of 2002. Information and Communication work is now focusing more on content and channels of communication. Internal research seminars were set up to improve the information flow and new structures were established to improve budgetary monitoring for each project. Extra resources in the form of a full-time press officer (early 2002) and additional web editors, as well as the recruitment of an editor-in-chief in January 2003, are aimed at improving quality and increased efficiency.

>> Enlargement initiatives

The Directorate's visits during 2002 to the 13 candidate countries and numerous meetings with representatives of the governments and social partners enabled the Foundation to obtain a better understanding of tripartism in these countries as well as national issues in the social policy area. These visits were carried out as part of the Foundation's preparations for EU enlargement. The candidate countries are now incorporated into the Foundation's work programme, in particular in its monitoring tools, research networks, and through invitations to the Foundation and Foundation events.



Quality of life in Europe: Living Conditions

Examining quality of life across Europe remained the focus of the Foundation's work in the Living Conditions area during 2002.

Specifically, the Foundation launched a new initiative to monitor and report on living conditions and quality of life throughout the European Union and the candidate countries. A workshop in October looked at how monitoring activities can contribute to benchmarking at EU level and examined how best to strengthen links between various monitoring initiatives throughout Europe. A report on *Integrated approaches to active welfare and employment policies* was published and launched at a joint conference with the Spanish government during their Presidency of the European Council. Strategic research was also carried out in the Living Conditions area on corporate social responsibility, organisation of time over the course of life, and on the link between chronic illness and disability and the broader themes of social inclusion and quality of life.

>> **Monitoring Europe's quality of life**

The Foundation embarked on its new initiative to monitor and report on living conditions and quality of life in Europe. The first challenge was to develop an approach to living conditions that is appropriate to the Foundation's mission, and therefore relevant to the needs of policymakers, specifically at EU level.

A report was prepared which identified the core focus for the Foundation's monitoring strategy. It concluded that, from the wide arena of living conditions issues, the domains of employment, economic resources, family, social and community participation, health and education are all 'core'. The report also highlighted the need to examine the relationships between these topics, notably between work and family and community life. Time, and the use of time, is seen as an important transversal dimension. The report also found that access to services such as health, education, information technology, employment, social services, as well as the quality of these services, are essential to the quality of life, but have been poorly documented in other monitoring activities.

Tracking change over time is central to monitoring. However, to understand multi-dimensional entities such as living conditions and quality of life, it is also necessary to probe the relationships between the different dimensions, and between them and external factors. This is a more complex task and hence an analytical rather than descriptive approach will add value and provide an essential foundation for evidence-based policy.

A database of statistical indicators based on existing EU data was developed as an in-house tool. This revealed the need for new information. This need will be met in part by a 28-country survey on 'quality of life of Europeans' to be carried out in May-June 2003. To assist in developing this work and in the interpretation of results, a network of experts has been established with members from each of the candidate countries.

>> Wide spectrum for strategic research

Time management

Research and conceptual work has continued on the organisation of time use during working life to meet other social needs such as family care, education or volunteering. The central focus is on changing time arrangements to improve the quality of life. The different needs and interests of relevant groups – workers, employers, government – have to be taken into account when examining the implications of new time options and the resulting new time arrangements. The concept report developed approaches to create a ‘win-win’, or a ‘win-no-lose’ situation for the different groups of actors involved. An illustrative report of recent policy developments in the EU Member States, Japan and the US was also prepared. The first results from the study were presented at a workshop in Brussels in November. The discussions highlighted the policy relevance of new working time arrangements over the course of life. There is, for example, a direct link to issues such as improving lifelong learning and employability, increasing the labour supply and the employment rate, securing pensions and extending the effective retirement age. Future work in the area will pay close attention to other Foundation research on time issues such as the ‘Company survey on time’, as well as new data on time use included in the monitoring instrument on living conditions and quality of life.

Illness and inclusion

People with chronic illness or disability are the focus of the study *Illness and Inclusion*. In keeping with the conclusions of the Lisbon Summit, the report identifies key policy measures to promote their social inclusion and improve their employment opportunities. The research found that, despite recent measures taken by private and public actors concerning this group, barriers remain to attaining this objective. More data on people with chronic physical or mental illness is needed and their needs must be better incorporated into workplace and public policies. The draft report, documenting problems faced by this group and outlining key policy measures to promote their inclusion, was presented at a workshop held in Brussels in November.

Corporate social responsibility

The theme of corporate social responsibility (CSR) concerns a wide range of issues of importance to the Foundation: social inclusion, local community, the environment, working conditions and diversity. Against this background, the Foundation launched two projects on CSR during 2002. The Living

Conditions section examined companies’ involvement in local community development and environmental activities while the Working Conditions section looked at the issue from the perspective of restructuring and subcontracting. Forty case studies were selected for the Living Conditions project covering the different welfare state models in the EU. From the findings, it was clear that companies embark on CSR activities for a number of very complex reasons. These include enhancing image, improving recruitment processes, philanthropy, adapting to the social welfare culture and management style. However, it was equally clear that companies do not place enough focus on the cost/benefit analysis of CSR activities. A workshop held in Dublin in October to disseminate results was attended by a wide spectrum of participants including representatives from the European Commission, European Parliament, NGOs, social partners, local community and business interests, as well as the research community. A final report will be published incorporating the results of both projects.

Access to employment

The Foundation Paper No 2, *Access to employment for vulnerable groups*, draws on research carried out by the Foundation into problems facing people at a high risk of exclusion from employment: older workers, people with disabilities, those in ethnic minorities and other disadvantaged groups. It identifies the policies and strategies which have been drawn up to address their needs and looks at existing Foundation research to examine how best to successfully implement these strategies at local level.

• Shaping the future of social services in Europe

The Foundation contributed to the tenth European Social Services conference which took place on 5-7 June in Barcelona. The debate focused on the future of social care: how it should be funded, who should provide it, who establishes priorities and monitors quality, and how citizens can be involved. It was organised by the European Social Network, with input from the Foundation, and attracted over 400 participants. These were mainly directors, managers and professionals in health and social services – from the public and independent sector – local and regional governments, offices and representatives of users of social services. The Foundation’s contribution focused on a review of quality indicators and standards in social services. The Foundation also organised a workshop on ‘Prospects for the future supply of care workers for dependent older people’.

- **Employment and labour market insertion strategies as a tool for social inclusion**

This conference was jointly organised by the Foundation and the Spanish Ministry of Employment and Social Affairs under the auspices of the Spanish Presidency of the EU and took place on 17-18 June in Toledo. The conference examined measures to improve the employment of vulnerable groups, using a more comprehensive approach involving policies and services in sectors such as social welfare, health and education as well as labour market measures. The four workshops on activation, coordination, prevention and evaluation were based on examples of good practice from Member States and drew out lessons for both practice and policy. The conference concluded that more information is needed on vulnerable groups and that the role of actors at the local level should be strengthened, including the promotion of organisations linked to vulnerable groups. Companies should also have fuller, better knowledge of social policies in order to be able to effectively assume social responsibilities. The Foundation Paper No 2, *Access to employment for vulnerable groups*, was officially launched at the conference.

- **Care workers – matching supply and demand**

How best to respond to the increased demand for care work and care workers was the focus of a conference held on 20-21 June in Sheffield, UK. Organised jointly by the Foundation and Sheffield Hallam University, it drew on the Foundation's earlier research on employment in household services. The workshops focused on the challenges and opportunities of job creation and entrepreneurship in the care sector, training and skills issues, working conditions and social protection, and the impact of different funding regimes on employment relationships. The main tension identified in the care sector was between demands for better quality, together with wider availability and accessibility of services in an environment where cost is increasingly an issue. In 2003 the Foundation will continue its examination of measures to increase the provision of care workers for children and older people living at home.

Key events

4-5 February

Extension of working life: gradual and flexible retirement systems, Lanzarote.

Spanish EU Presidency conference.

Rob Anderson presented a paper on 'Company measures in favour of an ageing workforce'.

5-7 June

Shaping the future of social services in Europe, Barcelona.

European Social Network conference.

The Foundation contributed with a plenary presentation (Rob Anderson) and organised a workshop on the 'Future supply of care workers for dependent older people', chaired by Hubert Krieger.

2-3 September

Labour supply and diversity – locally to globally, Göteborg.

International conference. Henrik Litske presented a paper on 'Migration and mobility'.

16-17 October

Indicators and quality of social services in a European context, Berlin.

Observatory for the Development of Social Services in Europe conference. Hubert Krieger and Rob Anderson chaired the opening and closing sessions.

17-18 October

European round table on poverty and social exclusion, Aarhus.

Danish Presidency and European Commission. Philippe Bronchain presented a paper on the 'Socio-economic problems of chronically ill and disabled people in Europe'.

In the spotlight

Integrated approaches to active welfare and employment policies

Strategic research

Over the past decade, European social policies have been strongly oriented towards the 'active welfare state' paradigm. This gives priority to the labour supply and the importance of measures for integration into the labour market, moving citizens from welfare dependency to work. The European Employment Strategy reflects this. It is designed to increase the employment rate through both active labour market measures, specifically education and training, and through employment-friendly reforms of social security and taxation. Recipients of social benefits are increasingly also participants in employment activation measures. This reinforces the need for close coordination between policies and services in employment and welfare. Research in the field of Living Conditions has examined strategies to coordinate labour market activation programmes for recipients of minimum income benefits in all 15 EU Member States.

Launched at the Toledo conference on 'Employment and labour market insertion strategies' in June 2002, the research report *Integrated approaches to active welfare and employment policies* is an analysis of initiatives in the 15 Member States designed to improve the coordination of employment activation measures for people receiving social assistance. The report highlights the need for input from national and regional bodies: these bodies have a crucial part to play in supporting coordination through setting clear direction and fostering the development of local solutions. Likewise, the report highlights the importance of European Union initiatives and funding in enabling coordination to take root and in supporting its development.

Research findings

- While legislative change can create the conditions for coordination, it is insufficient on its own to create the impetus for sustainable arrangements.
- Social partner involvement is crucial in shaping coordination at both strategic (helping to plan what services and responses are available) and operational (contributing to the running of the services) levels.
- Coordination measures need to be underpinned by three types of sustained resources: people, money and information.
- Coordination arrangements must reflect the needs of the people they serve.
- The multiple and complex needs of the most vulnerable must be recognised.
- Access must be given to a wide range of supporting services such as education, literacy, health, assistance with social skills and confidence-building and to directly job-related services.
- The research shows that effective coordination at a national and local level must be planned and maintained. It is unlikely to occur spontaneously, and when it does, it is unlikely to survive without both human and financial resources.
- However, it is clear that organisational approaches already exist which provide opportunities for innovative working, as well as enhanced outcomes in terms of employment and social exclusion.



Better jobs, better life: Working Conditions

Quality of work and employment remained the principal axis of the Working Conditions section's work in 2002.

The Foundation's commitment to developing the quality of work concept reflects the approach adopted by the EU Heads of State in Lisbon in 2000. At that summit, quality jobs were seen as a key support to the Union in its broad strategic goal to become the 'most dynamic, knowledge-based society in the world' by 2010.

One of the challenges in the European debate is to arrive at a definition of what constitutes job and employment quality and formulate indicators that allow policymakers to measure the concept. The Foundation and its international partners have developed a matrix of quality of work indicators focusing on four aspects of work quality: career and employment security, health and well-being, skills development and reconciling working and non-working life.

The first in a series of Foundation papers, the study, *Quality of work and employment in Europe: issues and challenges*, serves as a synthesis of the Foundation's work in this area. The conference 'Quality in employ-

ment and enlargement of the European Union' (October 2002) drew high-level actors from the candidate countries into the debate on quality of work. This event was coorganised with the ILO and Belgian government and was a follow-up to the 2001 Belgian presidency conference, 'For a better quality of work'.

>> Close-up on working conditions

The Foundation *Working conditions surveys* are important sources of data for researchers, policymakers and the public alike.

In 2002, the Foundation published and presented preliminary results from the *First working conditions survey in the candidate countries* carried out in 2001. A series of seminars held throughout 2002 in each of the 13 candidate country capitals served the dual purpose of disseminating the survey results and forging new contacts with working conditions experts and social partner representatives and researchers in those countries.

In 2002, the Foundation published some of the survey data on its website, Eurofound. The national breakdowns from the candidate countries survey and the EU Member States survey relating to issues such as working time, the physical work environment and different facets of work organisation were thereby made available. More extensive survey data will be made available in 2003 as part of the development of the Working Conditions Observatory. This will also feature links to information on working conditions surveys from other organisations, derived from an inventory of such surveys commissioned by the Foundation and completed in 2002.

In 2002, eight individual reports were published based on secondary analysis of the third survey data. These focused on working conditions under specific sub-themes such as health, work organisation, gender, age, employment status, sector and working time.

In addition, a series of fifteen national reports and a report on working conditions in the hotel and restaurant sector and the road transport sector were completed.

Research findings

- The average working week of European employees fell by one hour between 1995 and 2000, and now stands at 36 hours and 40 minutes. This average conceals wide differences; 17% of employees work 29 hours or less per week, whereas 14% work 45 hours per week.
- Atypical work schedules affect a large number of employees: 22% are engaged in shift work, 19% of employees work at least one night per month, 47% work at least one Saturday per month and 24% at least one Sunday.
- Although access to new technologies for workers over the age of 45 appears to have improved in the period 1995-2000, the proportion of those claiming to never use information technology at work still rises steeply after the age of 45.
- Significant gender differences remain: women continue to shoulder the main responsibility for running the home and looking after children, even when employed full-time.

Panel of companies

The 'panel of companies' project, which began life as a joint monitoring initiative, in cooperation with the Living Conditions and Industrial Relations teams, was incorporated into the 'company survey on time' during 2002. This project is now managed on a transversal basis.

>> Research round-up

Promoting gender equality in the workplace

This report focuses on how companies and policy-makers can formulate and implement sustainable equality plans at the workplace. Based on 21 case studies in seven EU countries, the report found that legislation and national equality programmes were often found to motivate only short-term action rather than a sustained long-term approach to gender equality. Furthermore, only a small number of the companies studied had a comprehensive monitoring system in place to track the impact of their actions in the area of equality. In many companies, however, gender

equality actions produced positive results. Female employees experienced a reduction in vertical and horizontal segregation and an improvement in reconciliation between work and home life. The organisation saw benefits in terms of improving employee job stability and post-maternity return rates.

Violence and harassment in the workplace

This report constitutes a synthesis of all existing research on this issue, with extensive coverage of the different legislative and policy approaches to the problem at EU and national level. It reveals that there is a rising trend of psychological abuse in the workplace throughout the European Union, with women still the most vulnerable group. About eight per cent of the EU workforce claim to have been subject to bullying at work over the last 12 months, according to the *Third Working Conditions survey*. However, this figure is open to debate as there is substantial under-reporting in some Member States on account of differences in awareness levels, legal systems and cultural differences. The Foundation's work also indicates that people who suffer from harassment are significantly more susceptible to stress than workers in general. The report will be published in early 2003.

Workplace flexibility seminar

At a seminar in Brussels in May, the Foundation invited experts in the fields of social inclusion, labour market flexibility and industrial relations to discuss the interactions between the labour market and social protection. This was one of a number of initiatives targeting workplace flexibility from three distinct perspectives – working time flexibility, labour market flexibility and work organisation flexibility – which will result in publications in 2003. A report examining social protection coverage for various forms of flexible employment (fixed-term contracts, temporary agency work, part-time work, etc) will be published in early 2003.

Corporate social responsibility

The Foundation produced two parallel projects on the theme of corporate social responsibility in 2002. The Living Conditions section carried out work examining company involvement in local community development and environmental activities. The Working Conditions section tackled the theme of corporate responsibility by focusing on two separate sub-issues: the management of restructuring operations and the monitoring of working conditions amongst subcontractors. The latter results are the product of collective work by researchers in four countries, Germany, UK, France and Hungary.

Their research findings are based on an analysis of 12 case studies featuring companies with a reputation for a pro-active approach to improving employment and working conditions. The main finding of the research was that implementation of good practices is still limited and that a gap remains between the aspirations evident in the expert discourse of CSR and its practical manifestation at company level. Bridging that gap is one of the principal challenges for CSR practitioners and the social partners. A final report incorporating the results from both projects will be published in 2003.

Temporary agency work in the European Union

In 2000, the Foundation commissioned a series of fifteen national reports on temporary agency work in the EU in order to capture the diversity of national situations in this fast-changing sector. The research focused on three main areas: working conditions, labour market aspects of temporary work and the extent of collective bargaining in the sector.

Key events

10-11 February

Employment in Europe: From Luxembourg to Barcelona, Madrid.

Spanish Presidency conference. Agnès Parent-Thirion presented results from the Foundation's work on the modernisation of work organisation.

19 February

EU labour and social policy, Ljubljana

Organised by DG Enlargement. Sabrina Tesoka presented the Foundation's transversal theme on extending equal opportunities for women and men.

16 May

Interactions between the labour market and social protection, Brussels.

The Foundation hosted this seminar featuring presentations by leading experts in the fields of social inclusion, labour market flexibility and industrial relations.

16-17 May

Working for the future and new chances for Occupational Health and Safety (OHS) research into the European research area, Seville

Pascal Paoli presented the Working Conditions team's current work to a meeting of the European Network of OHS institutes.

14-15 June,

Equal opportunities for women and men in the structural funds, Santander.

Spanish Presidency conference. Sabrina Tesoka chaired a session and presented the Foundation report *Promoting gender equality in the workplace*.

18-19 October

Quality in employment and enlargement of the European Union, Brussels.

The Foundation coorganised this event with the Observatoire Social Européen and the Belgian Federal Ministry of Labour and Employment.

11-12 November

Managing gender equality: policies, tools and best practices in Europe, Barcelona.

Sabrina Tesoka gave a presentation based on the Foundation's work in the 'Promoting gender equality in the workplace' project.

9 December

HSE Chief Scientists seminar, London.

Pascal Paoli gave a keynote speech on quality of work and employment in the EU.

In the spotlight

Trend towards temporary agency work

Temporary agency work has become the most rapidly growing form of atypical employment in the EU over the last two decades. Since 1992, it has at least doubled in all Member States and has increased five-fold in countries such as Denmark, Spain, Italy and Sweden. In 2000, the Foundation commissioned a series of fifteen national reports on temporary agency work in the EU in order to capture the diversity of national situations in this fast-changing sector.

The Foundation's research comes at a timely juncture. The growth of agency work has generated calls to regulate the sector more effectively and to ensure that agency workers do not become a second-class labour pool. Negotiations between the EU-level social partners on a framework agreement in the area, however, concluded without an agreement in 2001.

The Foundation's research focused on three main areas: working conditions, labour market aspects of temporary work and the extent of collective bargaining in the sector.

The consolidated report, *Temporary agency work in Europe*, published in February 2002 is based on material provided by 15 national reports commissioned by the Foundation in 2000. The report emphasises the main trends in temporary agency work, and the problems and challenges it poses for the different Member States and the European Union as a whole.

In the absence of a social partner agreement, the Commission brought forward a proposal for an EU directive designed to provide a minimum EU-wide level of protection to temporary agency workers and help the agency work sector develop as a flexible option for both employers and workers. The draft directive (which refers extensively to data from the Foundation project) establishes the principle of non-discrimination, including regarding pay, between temporary agency workers and comparable workers in the workplace to which the temporary agency worker has been assigned.

Research findings

- ❖ In total, it is estimated that some six million Europeans are employed by a temporary agency at least once during the year.
- ❖ There is a large diversity in the numbers of temporary agency workers in different Member States. Three countries – the Netherlands, France and the UK – account for about 70% of the total number in the EU. France has the largest number in the EU – 623,000 – while the Netherlands has the highest proportion of its workforce in temporary agency employment (4%).
- ❖ The majority of agency workers are men and agency work is highly concentrated among younger members of the workforce.
- ❖ Temporary agency work, compared to all other forms of employment, has the poorest record on some working conditions indicators, notably, the provision of information to the worker on health and safety risks.
- ❖ There is evidence that temporary agency workers receive less training opportunities than workers in other contract forms.
- ❖ Agency work can offer considerable economic benefits to user firms, advantages to the wider economy and profits to agencies and can do so without eroding or circumventing employment standards in the user firm.



Enlarging the scope: Industrial Relations

2002 saw the Industrial Relations section focus much of its work on monitoring and research on industrial relations in the candidate countries. The European Industrial Relations Observatory (EIRO) expanded its coverage to some of the candidate countries, notably Hungary, Poland, Slovenia and Slovakia. Several initiatives were also launched to strengthen the debate on industrial relations issues between the EU Member States and the candidate countries. These included research on social dialogue and Economic and Monetary Union in the candidate countries, a comparative study on industrial relations in the EU and candidate countries and an international conference on tripartism in an enlarged Europe. Strategic research during the year focused on the impact of Economic and Monetary Union on the private and public sector.

>> Monitoring activities

EIRO – Five years on

In 2002, EIRO celebrated its fifth anniversary. During this time EIRO has become a well-used and respected source of comparative information on industrial relations in Europe. The EIRO database of news and analysis has been used as a source to inform the work of the social partners and governments, the European Commission, the European Parliament, EESC, the High-Level Group on Industrial Relations and Change

and other European bodies on a wide range of issues. These include restructuring and industrial relations, collective bargaining developments, collective agreements, employment, gender issues, pay, time issues, migration, industrial disputes and major issues in industrial relations arising at national or European level.

More specifically, at the request of the European Commission and the High-Level Group on Industrial Relations and Change, EIRO produced the following reports:

- *Lifelong learning and collective bargaining.*
- *New practices in industrial relations.*
- *Reconciliation of work and family life and collective bargaining.*
- *Sectoral developments in financial services, aviation, tourism and information and communication technology.*

There has also been strong growth in the popularity of EIRO on the web, with up to 130,000 user sessions per month recorded during 2002. The total number of user sessions in the year reached over one million for the first time.

A publication summarising the main developments in industrial relations in Europe since 1997 was produced in 2002. The publication focused on five main themes illustrative of innovative developments in industrial relations: lifelong learning; equality, diversity and non-discrimination; health and safety at work; flexibility and the work-life balance; social dialogue and worker involvement.

2002 highlights

EIRO provided comparative overviews on the following topics:

- Working time developments;
- Pay;
- Labour costs;
- Gender pay equity;
- Economically dependent workers, employment law and industrial relations;

- Non-permanent employment, quality of work and industrial relations;
- Low wage workers and the 'working poor';
- Corporate governance systems and the nature of industrial restructuring;
- Collective bargaining coverage and extension procedures.

Research findings

- Average collectively agreed weekly working time remained relatively stable at around 38.2 hours. There were no major working time reductions across the EU over 2000-2001, with the notable exception of France.
- Average collectively agreed nominal pay increases rose from around 3.2% in 2000 to 3.5% in 2001. However, taking into account increases in prices and productivity, it seems that pay moderation has generally persisted.
- There has been a clear upward trend in hourly labour costs over recent years, with the average rate of increase rising from 3.3% in 1999 to 3.8% in 2000 and 4.3% in 2001.
- There are still significant wage differentials between women and men across the EU and Norway. On average, women's earnings are 79.6% of men's wages, ranging from 89% for Luxembourg to 67% for Austria.
- Despite country variations, non-permanent workers are likely to face discrimination in some areas, often owing to length-of-service requirements for entitlement to some legal or collectively agreed entitlements or benefits.
- Low pay continues to be a feature of employment throughout Europe, with around one in seven employees in the EU estimated to have a low wage.

Industrial relations in the EU, Japan and USA, 2001

To complement its range of comparative information, EIRO produced an overview of industrial relations in the world's three leading economies: the European Union, Japan and the USA. The study looked at a number of important structures and processes and the way in which several key issues – such as pay and working time – were managed during 2001.

European Works Councils (EWCs)

A pilot study into the functioning of European works councils was produced in 2002. The study looked at EWCs based in four Member States: France, Germany, Sweden and the UK. Based on the success of the pilot studies, forty further case studies were initiated. The scope of these studies was enlarged to include Italy and covered four business sectors: metal industry, financial services, food and beverages, and

pharmaceuticals. A new user interface for the database of EWC agreements on the web was developed and this will be operational during 2003.

EMIRE

A new phase of the European Employment and Industrial Relations Glossaries (EMIRE II) was initiated in 2002. The objective of this new phase is to produce an EU volume of the employment and industrial relations terms used at EU level. This will be done via an analysis of the primary and secondary legislation of the European Community, the judgments of the European Court of Justice as well as other relevant official documents of the European Union and the social partners. The project also aims to update the existing volumes as an electronic product (based on the existing EMIRE database). For that purpose a study was initiated to identify a common set of concepts regarding the employment and industrial relations situation throughout the 15 Member States. EMIRE will extend its coverage to the candidate countries within the coming years.

>> Economic focus to research

Impact of Economic and Monetary Union

The Foundation carried out a series of studies on the impact of Economic and Monetary Union (EMU) on the private and public sector. One study focused specifically on public sector reform under EMU.

Research findings

- The application of the Maastricht criteria for EMU has been effective in triggering a 'regime shift' in national budgetary and fiscal policy across EU economies.
- EMU increases the influence of a country's ministry of finance or treasury in public sector industrial relations and in the set-up of the industrial relations framework.
- EMU may counteract the trend of reform in financial and budgetary frameworks towards more autonomy at lower administrative levels, as EMU tends to increase financial constraints of central government.
- Recent international economic and political changes, such as the shift to a hard currency regime, have spurred a restructuring of public sector institutions and policies. There are trends towards decentralisation and devolved autonomy as well as internal and external privatisation.

Social dialogue and EMU in the candidate countries

Since 2002, the Foundation, in cooperation with the Swedish Work Life and EU Enlargement Programme, has been involved in the developmental project

'Social dialogue and EMU in the candidate countries'. This pilot project covers the candidate countries of Estonia, Hungary, Malta, Poland and Slovenia. In May 2002, a conference was organised in Vienna, during which all the participating countries drafted national development plans. These tripartite national teams consisted of two representatives from each government, as well as from trade unions and employer organisations. National researchers wrote background papers on the economic, political and industrial relations situations in their country of origin. Each national report includes an analysis of a country's economic development in view of the Maastricht convergence criteria and reflects on the political implications of compliance with the EMU criteria.

However, the report's main focus is on the national systems of industrial relations and their capacity to support the convergence process towards EMU via social dialogue. The seminar produced action plans on the basis of the workshop discussions. In October 2002 these reports were discussed at

national seminars with a wider audience consisting of employers, trade unions and government representatives. The national development plans were then forwarded to the national ministers of labour, as well as to the respective tripartite bodies for further consideration.

Financial participation

Reports have been completed on studies in five Member States (France, Germany, the Netherlands, Portugal, UK) into the policies and attitudes of key macro actors to financial participation arrangements. The main focus of this research was on employer organisations, trade union confederations, relevant ministries (finance/economics and labour/social affairs), investment banks and financial institutions and fund managers.

A conference on the 'Financial participation of workers' was coorganised by the Luxembourg Ministry of Labour and Employment and the Foundation. It took place in Luxembourg in September 2002 and attracted considerable media attention.

Key events

1-2 March

Developments in employee ownership and financial participation in the CEE countries, Budapest.

European Federation of Employee Share-ownership conference. Speaker: Kevin O'Kelly.

22-24 May

Social dialogue and EMU in the candidate countries, Vienna.

Workshop. Speakers: Raymond-Pierre Bodin, Timo Kauppinen and Christian Welz.

1 July

Trends in pay, working time and industrial restructuring in Portugal, Lisbon.

EIRO seminar organised by the Portuguese national centre. Speakers: Timo Kauppinen and Camilla Galli da Bino.

26 September

Financial participation of workers, Luxembourg.

Conference coorganised by the Luxembourg Ministry of Labour and Employment and the Foundation. Participants: Raymond-Pierre Bodin, Eric Verborgh, Kevin O'Kelly, Christian Welz.

7-8 October

Conference on financial participation, Brussels.

Organised by the European Confederation of Executives and Managerial Staff (CEC). Speaker: Kevin O'Kelly.

29-30 October

Tripartism in an enlarged Europe, Elsinore.

EU Presidency conference coorganised by the Danish Ministry of Employment and the Foundation.

Speakers/Participants: Eric Verborgh, Stavroula Demetriades, Elisabeth Lagerlöf, Isabella Billea, Timo Kauppinen, Ioanna Rossi, David Foden, Christian Welz.

15 November

Low-wage workers and the working poor, Athens.

EIRO seminar organised by the Greek national centre. Speakers: Stavroula Demetriades and Ioanna Rossi.

In the spotlight

Comparative report on industrial relations in EU and candidate countries

In search of basic information on key aspects of industrial relations in the candidate countries, EIRO conducted a study in cooperation with the Office for Central and Eastern Europe (based in Budapest) of the International Labour Organisation (ILO). This formed the basis of a comparative overview of the EU Member States and the candidate countries. This overview focused on the social partners, collective bargaining and representational employee participation.

This report, as well as the national draft reports on social dialogue in the candidate countries, was presented at the Danish Presidency Conference on 'Tripartism in an enlarged Europe' held in Elsinore on 29-30 October 2002. The conference provided a timely opportunity for discussion on current developments. Coorganised by the Danish Ministry of Employment and the Foundation, it also consolidated progress on issues relating to tripartism, collective bargaining and social dialogue in both the EU Member States and the candidate countries. Representatives from international and national organisations, specialist institutions, the social partners, experts and a wide range of participants from both EU Member States and the candidate countries took part.

The report distinguishes between EU and national levels of collective bargaining. At EU level, 'bargaining' – primarily over agreements to replace proposed EU legislation in the employment and social field – occurs between trade unions and employers and business representatives, after reaching agreement on issues which have been implemented in law through EU directives. Some of these agreements form part of the 'acquis communautaire' to be adopted by the candidate countries.

Collective bargaining plays a key role in industrial relations in both EU Member States and the candidate countries, though national systems differ very widely in terms of the level, coverage, content and nature of bargaining.

Research findings

- Relatively centralised industrial relations systems exist in the Member States.
- Bargaining is more decentralised and less developed in the candidate countries.
- Only Cyprus and Slovakia are close to the classic western continental European pattern of wage bargaining.
- Slovenia's highly centralised system is closer to that of Austria, Belgium and Ireland.
- The predominance of company bargaining throughout the candidate countries is most similar to the UK.
- Intersectoral bargaining is absent from all candidate countries, with the exception of Slovenia and to a lesser extent, Hungary and Latvia.
- Sectoral bargaining plays a dominant role only in Cyprus and Slovakia. It is an important bargaining tool in Slovenia and relatively significant in Hungary and, to a lesser extent, the Czech Republic.

A key feature of industrial relations in most EU Member States is the existence of a widespread system of indirect or representational employee participation at company or workplace level through elected works councils or similar bodies. Statutory works councils systems based on legislation or widely applicable collective agreements exist in many countries. The current situation in the candidate countries with regard to representational employee participation is diverse. Works council-type structures, however, generally seem less common and, where they exist, are often only now being introduced. Among the 10 countries considered here, works council-type bodies exist only in the Czech Republic, Hungary, Poland, Slovakia and Slovenia. Only in Hungary and Slovenia are these structures fully comparable with a 'typical' western continental European works council, i.e. widespread elected statutory bodies with an information and consultation role, generally coexisting with representation and collective bargaining through trade unions.



European Monitoring Centre on Change

The European Monitoring Centre on Change (EMCC) is the Foundation's newest information resource. Proposed under the European Commission's Social Policy Agenda 2000 and supported by the European Parliament, the Council of Ministers, the Commission, the social partners, and the Administrative Board of the Foundation, EMCC was launched at the end of 2001. Its aim is to contribute, along with other core areas of the Foundation's work, to the central objective of analysing and anticipating change to support socio-economic progress.

The strategic goal of the EU as defined by the 2000 Lisbon Council was 'to become the most competitive and dynamic knowledge-based economy in the world, capable of sustainable economic growth with more and better jobs and greater social cohesion'. This requires a positive and pro-active approach to change. Reliable information, data and resources are needed to assist the social partners in their awareness and understanding of effective and acceptable ways of managing change in the different sectors of the economy, in enterprises and in labour markets.

Since the launch of EMCC, there have been a number of important political initiatives at European level. These include the communication on corporate social responsibility (CSR), the resolutions of the European Parliament on restructuring, the CSR Green Paper, the High-Level Group on Industrial Relations and Change

Networking events

A series of workshops and seminars were organised as part of EMCC's start-up phase, aimed at boosting awareness of EMCC's objectives and activities.

14-15 May

Private equity deals as a chance for business turnaround – Where and how did it work? Dublin.

This was the subject of the first EMCC workshop. Participants included several high-level speakers and representatives from companies, social partner organisations, research and the academic world. Case studies were presented as a basis for group work.

23-24 September

Social partners and the development of competences and qualifications in Europe, Brussels.

This event was coorganised with Cedefop. The EMCC provided input to an international conference to present, review and discuss practical initiatives for delivering the policy objectives of the social partners' Joint Framework on Skills and Lifelong Learning.

3-4 December

Mergers and acquisitions in Europe – Anticipating and managing human resources implications, Dublin.

About 25 company representatives (management and workers) and experts from several countries attended this company network seminar. Four company cases were studied as part of the two-day event.

and the consultation process on restructuring. All of these further underline the need for a reliable and accessible information resource to assist employers and workers in understanding, managing and anticipating change. This is the role of the EMCC. Its purpose is to identify, collect, assess and process relevant and reliable information. This information will then help to raise awareness of change arising from technological, social and economic factors among the relevant key actors.

EMCC portal

The European Monitoring Centre of Change unveiled its web portal (www.emcc.eurofound.eu.int) during the EU Employment Week in Brussels in November 2002. The portal is part of the process of information accumulation and dissemination. It will act as the main medium for accessing and distributing knowledge and experience on anticipating and managing change. Content from research work has been uploaded to the portal. A feasibility study has also identified possibilities for further development of the EMCC portal in the area of content aggregation, search tools, personalisation, classification/categorisation, collaboration tools, content rating and online publishing. Development work will continue on the portal during 2003.

Network of companies

This project, aimed at establishing a network of companies to contribute experiences on industrial relations and human resource management practices, started as a joint initiative among the Working Conditions, Industrial Relations and EMCC teams. It was integrated into the work of the EMCC during 2002.

>> Research studies

Information and Communication Technologies (ICT) as a driver of change in the graphics and media sector

This research study examined how information and communication technologies have driven change in the graphics and media industries in the areas of com-

petitiveness, work organisation, employment and skills/qualifications over the last ten years. One report provided background information in order to establish the current situation of the sector. A further report identified relevant company cases, and established scenarios which anticipate the future development of the sector. A workshop on the same theme attracted about 40 participants from different companies of all sizes and from all EU countries and used the analysis, data and case studies output from the study reports.

ICT as a driver of change in the fishing sector

This research study examined how information and communication technologies have propelled change in the fishing sector (excluding aquaculture). The results show clearly that environmental and legislative/regulatory factors are the most significant drivers of change for the creation of a sustainable industry. It is, however, the use of technologies that has driven change for commercial reasons. The reports also analyse the various responses of these companies to the different drivers. Two possible scenarios were developed for anticipating the sector's future. The first, entitled 'Sustainable e-fishing 2007', provides an upbeat view of the sector, predicting a rapid growth in e-transactions and e-traceability. The second, 'Troubled waters 2007', portrays a sector where confidence is low and community fisheries policy reforms have failed to deliver the sustainability necessary for the sector.

Financial markets as a driver of change

This research yielded four studies: a descriptive account of developments in financial markets from 1990 to the present time; a literature review on the comparison of performance between family-owned and publicly-quoted companies; case studies on the impact of financial markets on companies; and scenarios outlining the future of enterprise financing in Europe. It also included an inventory of data sources and a study identifying indicators for monitoring development on financial markets.

Key events

14-15 October

Employment effects of mergers and acquisitions, Brussels.

This seminar presented the EMCC concept and project to members of the European Socialist Party and representatives of the social partners at the European Parliament.

19-21 November

Employment Week 2002: Managing Change in the labour market, Brussels.

The tenth annual event organised by the European Commission marked the launch of the EMCC portal at a plenary session presentation on 21 November.

In the spotlight

ICT impact on industry: focus on the graphics and media sector

A workshop for decision-makers working in and around the European media and graphics industry was organised by EMCC in December. About forty participants from eleven EU countries represented an impressive line-up of companies and pan-European sectoral and social partner organisations. The aim was to examine the changes that have driven, or are heavily influenced by, information and communication technologies in one of the most dynamic and multi-sectoral European industries.

The workshop began with a presentation of the findings from a new study carried out by EMCC. The study outlined some key facts about the changing structure of this wide and varied industry.

- ❖ The graphics and media sector has undergone, and is still undergoing, wholesale restructuring in certain sub-sectors of the industry, e.g. pre-press, printing, media convergence in telecommunications and broadcast, and corporate social responsibility in the context of mass media.
- ❖ Job loss and job creation, changes in skills requirements, the success and/or failure of education and training systems in responding to these changes and the impact of globalisation, all create a sector in transition.
- ❖ New skills requirements and lifelong learning issues are particularly important in the printing, publishing and audio-visual sub-sectors.
- ❖ For the sector as a whole, three areas in which change is particularly significant are:
 - trade union involvement in training;
 - the use of freelance staff and outsourcing practices;
 - the increasing access to, and use of technologies, which open up new vistas for job change and creation.

The objective over the two-day workshop was to examine the reality behind these key facts, bringing clarity and coherence to the complex picture. In-depth exploration of the stories behind the statistics in five detailed case studies from Denmark, Greece, the Netherlands, Sweden and the UK focused on good practice in the management of new technologies in the sector. These case studies, which covered sub-sectors as diverse as broadcasting (BBC, UK) and on-demand publishing of personalised books (Gopher Publishers, NL), were commissioned by EMCC and are available on the EMCC portal (www.emcc.eurofound.eu.int).



An integrated approach: transversal themes

In an effort to consolidate and disseminate the diverse work carried out by the Foundation on specific topics, the concept of transversal themes was introduced as part of the 2001-2004 work programme. This cross-project analysis draws on all areas of the Foundation's work and is produced internally by Foundation staff. It is published in the form of a Foundation paper, tailored to the information needs of the Foundation's target audiences. Significantly, each Foundation paper is written in the context of current EU policy objectives and developments and includes a future perspective on the relevant theme.

Another objective of the transversal themes is to bring greater consistency, coherence and an integrated approach to the three core areas of Working Conditions, Industrial Relations and Living Conditions, as they relate to the five issues below. An advisory committee was appointed by the Administrative Board to follow each of the five themes. The role of this committee is to advise on the selection of topics or issues for the Foundation papers, to discuss and comment on draft papers and to contribute to ideas on their dissemination.

>> Promoting better employment

Two Foundation papers were produced in 2002 on this theme. Marking the first publication in this new series, it addresses the issue of *Quality of work and employment in Europe: issues and challenges*. It is clearly anchored in the context of the Lisbon Summit objectives: creating more jobs and better jobs, combining security and flexibility, enabling competence development, promoting the reconciliation of working and non-working life, and avoiding health risks. With these objectives in mind, the publication analyses the issues and challenges facing Europe.

The second Foundation paper focuses on *Improving Access to employment for vulnerable groups*, specifically those people at a high risk of exclusion from employment: older workers, people with disabilities, those in ethnic minorities and other disadvantaged groups. It draws on previous Foundation research into the problems

facing people in vulnerable groups, the strategies identified to address their needs and, importantly, what has been learned about the successful implementation of these strategies at local level.

>> Extending equal opportunities for men and women

Improving the *Quality of women's work and employment* was the focus of the Foundation paper on extending equal opportunities for men and women, which was published at the end of 2002. This publication drew mainly, but not exclusively, on research carried out by the Foundation in this area over the past decade. It has highlighted both positive and negative change in this domain as well as the persistent challenges faced by women in their working lives. It also points to some tools and strategies identified in the Foundation's work which could enhance the quality of women's work and employment.

>> Managing diversity

The first advisory committee meeting on the theme of managing diversity was held in September 2002 and the agenda focused on a discussion of possible subjects for Foundation papers. The meeting contributed to clarifying the concepts of diversity, managing diversity, anti-discrimination and equal opportunities. It also discussed how, and to what extent, managing diversity could lead to economic and social progress. In its four-year work programme, the Foundation had identified the management of diversity as a potential tool to increase competitiveness and productivity, to improve working conditions and to create a more cohesive society in Europe. Drawing on its previous research, the Foundation is now preparing a first Foundation paper on this theme.

>> Supporting social inclusion

The first meeting of the advisory committee was held in December 2002. It reviewed previous Foundation work in this area in order to determine the scope for the preparation of up to three Foundation papers in the coming year, which would respond to the needs of the Foundation's target audiences. A second meeting at the end of January 2003 confirmed a list of proposals, including partnerships with civil society, a new role for social partners in social inclusion and access to social public services.

>> Examining the changing use of time

Work on this theme started in 2002 following the first meeting of the advisory committee. It was agreed that a first Foundation paper would be prepared on the topic of *Working time in Europe: trends and issues*. The meeting was followed by a seminar that brought together about 30 participants: members of the advisory committee and researchers on time issues who had worked on earlier Foundation projects. The objectives of the workshop were to reflect on previous work on time issues within the Foundation, to explore ways to improve research on time and to identify key issues for new work. Time was confirmed as a key dimension of analysis, linking together the Foundation's core areas of work and particularly relevant to areas such as gender equality, employability and the fulfilment of the Lisbon Summit objectives. It was agreed that further work should be carried out on integrating and better understanding both collective and individual cultural values of time.



Developmental activities

In an effort to prepare for information needs and policy development in the post-2004 period, the Foundation is also undertaking exploratory and experimental work on new issues on a transversal basis. This work, which aims to anticipate new developments and create awareness of them, will include research, networks building and exchange of information and expertise in the areas concerned. Developmental projects are innovative, experimental, explorative, and oriented towards the future.

>> Migration and mobility

Migration and mobility are important issues on the European Union's agenda. They are key elements to be addressed if Europe is to maximise its full economic potential and foster social inclusion.

Europe's ageing workforce and population are creating new labour market demands, especially in relation to the provision of care. Migration and mobility may be part of the solution to these problems. But migration is not an easy process and cannot be tackled from the labour market angle alone. The challenge of the economic and social integration of migrants has increased pressure on public authorities to provide social services, local networks, practical training, language education and other facilities appropriate to migrants' needs.

Against this background, the Foundation initiated a developmental project on this issue in 2002. A project team with representatives from the three core areas

was established, and an advisory committee formed. Work during 2002 focused on the problems faced by migrants, and the initiatives taken by private and public sectors to address these problems. The project will provide a glossary of the key concepts, collect and analyse relevant information at national and European level and postulate a ten-year forward-looking scenario. Results should be published in 2003, and a workshop will be held to debate the findings and discuss the migration policy for the next ten years.

>> Knowledge society foresight

The Foundation began the European knowledge society foresight project in 2001. The purpose of the project is to study the drivers of the knowledge society in relation to Living Conditions, Working Conditions and Industrial Relations, and to assess its impact. Closely related to the Lisbon objectives, the work aimed to provide support to the European Commission's DG Information Society and DG Research through the production of a handbook on foresight methodology. The project also has direct links with the work of DG Employment and Social Affairs. In 2002, pilot work commenced in four selected countries: Finland, Germany, Greece and Ireland. In 2002 the project produced a handbook on knowledge society foresight, which was presented at a November conference in Brussels. It also set up four national temporary foresight points, composed of national social partners, state representatives and researchers, in the pilot countries.

Other objectives of the project in the years 2002-2003 are to produce 'advancement indicators' of the knowledge society for EU countries; National models of knowledge society for the selected pilot countries; National knowledge society foresights for selected countries; A synthesis report on the European knowledge society foresight for Living Conditions, Working Conditions and Industrial Relations.



Increasing visibility: information and communication

Building the Foundation's information and communication strategy into its four-year work programme was the main task of the information and communication section during 2002. This has involved incorporating an information and communication dimension in all research projects and promoting the work of the Foundation's core activities. Ensuring increased visibility for the Foundation at national, European, and international levels was also an important part of the Foundation's work. The successful organisation of the first Foundation Forum, which took place in Dublin in August, was a significant milestone in the information and communication strategy.

>> Main message

'Better employment' was the central message for the Foundation in 2002. About half of the various information products produced, and the activities carried out, during the year embraced this central message.

>> Better targeting

The Brussels Liaison office has played a crucial role in disseminating information, expertise and knowledge from the Foundation to relevant European Parliament committees and sections of the European Economic and Social Committee. Collaboration with the Commission has become more regular and intensive, resulting notably in the production of joint reports in the fields of industrial relations and living conditions.

The National Liaison Centres were created to monitor national developments in social policy issues and to identify target groups and 'Friends of the Foundation', in order to widen the outreach of the Foundation's activities. Centres now exist in seven Member States: Austria, Belgium, France, Italy, the Netherlands, Spain and Sweden. After the first implementation phase, which runs from late 2002 to the middle of 2003, an evaluation will be carried out before possible expansion to all Member States in 2004. The first reports are satisfactory, giving signs that timely delivery of the right information at the right time at national level will be effectively managed by the NLCs.

Following visits by the Directorate to 13 candidate countries during 2002, the most important target groups in these countries were identified and these will now receive regular information from the Foundation.

Communication channel	No. of products or activities	% relating to theme 'Better employment'
Reports	70	51%
Foundation papers	3	100%
Press releases	26	50%
Web page articles	30	20%
Communiqué (articles)	30	26%
Own/joint EU conference	3	66%
Foundation Forum	1	50%
External conferences	94	57%

>> Message movers

The new policy for using flagship conferences as message carriers has been successful and the Foundation Forum has played an important role in consolidating the Foundation's role in the debate arena vis à vis the social partners and governments. Two joint conferences organised during the Spanish and Danish EU presidencies were important in this respect. The Foundation also contributed to ten other EU presidency events as either speakers or panellists and participated in eight EU presidency conferences.

The conference on *Indicators for better quality of work*, organised together with the Belgian government and the International Labour Office, emphasised the importance the Foundation placed on this area of its work.

The seminars on the *First working conditions survey in the candidate countries* during the Directorate's visits to these countries also served as an important tool in explaining the scope and content of the Foundation's research activities.

>> Spreading the news

More than 800,000 user sessions were registered for the Foundation's main website during 2002. This was an increase of 78% on the previous year. *Eurofound*, which provides a description of all ongoing and new projects, as well as summaries of research results and presentations of Foundation conferences, has grown progressively during 2002. The systematic introduction of consistent keywords and descriptions in the metadata of the *Eurofound* site has resulted in a clear increase in user sessions originating through search engines. About every fifth user of *Eurofound* is a repeat user, which is generally taken as an indication of user satisfaction. All new publications are available free of charge to download from the Foundation's website. In 2002 more than 100 publications were made available via the Internet.

EIROOnline, the website of the European Industrial Relations Observatory and the Foundation's first website, also saw an increase in user sessions during 2002, with a rise of 156%, to 1,124,568 user sessions. In November 2002 the EMCC web portal was inaugurated. A new version of the database of European Works Council agreements is also in progress and will be published on the web in 2003.

The Foundation's websites have also been made compliant with WAI accessibility guidelines so that users with disabilities will have easier access.

>> Increase in publication activity

During 2002, a total of 110 publications were published, compared to 48 in 2001. This includes 70 reports, of which 49 were published exclusively on the web. Sixteen web summaries of single reports were made available. Three Foundation papers were also produced. The Foundation paper is a new product, designed to highlight in synthesised form several years of Foundation research on EU social policy agenda issues. Another new product, the *résumé*, aims to summarise the results from a particular research area or large project. Four such *résumés* were produced during 2002.

In addition, four corporate products and three other promotional products were published during the year. The corporate brochures were produced in both EU and candidate country languages. Summaries of reports covering the candidate countries have also been translated into their languages.

>> A 'new' newsletter

The Foundation newsletter *Communiqué* benefited from a makeover during 2002. Adopting a more news-oriented manner, the newsletter now provides a clearer overview of all Foundation activities. The number of editions of the newsletter was reduced from ten to six issues per year, with an increase in the number of pages per issue from four to six in an effort to create a more substantial impact. An online version of the newsletter is published simultaneously, and the information can now be accessed on request via e-mail on a regular basis. It is planned to carry out an external assessment of *Communiqué* in 2003.

>> One press contact per day

The visibility of the Foundation in European media increased over the year, following regular and more coordinated press activities. The number of press releases issued in 2002 was 25, compared to just ten in 2001, and this yielded around 200 press article cuttings. To further foster a close relationship with journalists in the socio-economic field, a newsroom was added to the Foundation website, giving easy access to information about the Foundation's current work, press releases, and press cuttings. About 600 journalists registered with the Foundation newsroom for press releases and information via e-mail during 2002 and the number of queries from journalists increased to about 220 in 2002, averaging about one query per day.

>> Twofold increase in visitors

In 2002 some 980 people in 69 groups visited the Foundation, an increase of about 45% compared to 2001. The majority of visitors in 2002 came from Scandinavian countries (44%) while only 14% of the visitors were from southern EU countries. Social partners accounted for an average of 37% of all visitors during this period. In 2002, about three out of ten visitors represented the European Parliament, the Commission, embassies, ministers from EU Member States and individual Administrative Board members. One visitor in two came from the social partners, NGOs or the press, while one in five was a student or a person involved in education.

>> Conference and exhibitions outreach

A large number of events either organised wholly by the Foundation or jointly with another organisation took place in 2002. The Foundation took part in 96 external events with presentations or panellist appearances. The biggest event was, of course, the Foundation Forum which took place in Dublin in August.

Some 12 exhibitions took place in 2002. This is less than in earlier years but the focus is now on fewer, but bigger, external conferences. A new exhibition stand was developed for the Forum, reflecting the move towards electronically based exhibitions and up-to-date equipment. Policies and procedures for exhibitions are being developed and will be implemented in 2003.

>> Enquiries increase

In total 997 enquires were directed to the Foundation during 2002. An internal working group established a protocol for handling enquiries and agreed to develop standard responses to frequently asked questions in various languages. This will be implemented in 2003 in conjunction with the Contact Management System directed by the head of ICT.

Internally, the Information Centre further developed the library intranet presence with the creation of web bibliographies, link pages and the EU Newslog, in close cooperation with the Brussels liaison officer. Electronic access to specialised journals, in combination with access to bibliographic and business databases, were firmly established as the cornerstone of the information strategy. A cataloguing strategy was planned in 2002. By the middle of 2003, all recently acquired books will be inserted with a description in the web-based catalogue.

In 2002, plans were initiated for the refurbishment of the library to establish a designated central place for catalogue consultation and create a more user-friendly area.

>> Dissemination through education

A one-week seminar about research dissemination was organised on 10-15 March in Uppsala, Sweden, together with the Nordic Institute for Advanced Training in Occupational Health and other Worklife matters.

A three-day joint seminar with ETUI was held at the Foundation on 7-9 March on using the Internet as a tool for information on industrial relations.

>> Quality control

A new housestyle was introduced in January 2002 and an information and communications handbook on policies and procedures was adopted at the end of 2002. This covered conference and visitor policy and procedures as well as an editorial policy for both web and print. An author guide was included as part of quality standards, focusing on style and English writing conventions. The handbook also provided a policy for press procedures.

A project to improve the quality of translation was initiated, where terminology development plays an important role. A database has been developed to help translators access the correct translation terms used in the Foundation's research areas. Over 800 terms are now available in all European languages.

In addition, the development of an event database has, for the first time, made it possible to have an overview of all upcoming internal and external conferences and workshops. Presentation packages for visitors have also been developed and will be completed by the end of January 2003.

Throughout 2002, information and communication activities permeated all work of the Foundation. Information and communication initiatives were an increasingly integral part of each research project and programme. 2003 will see an even greater move in this direction in an effort to improve the Foundation's visibility amongst its target audiences, providing the right information, to the right people at the right time. As we move towards significant social policy change, the Foundation's role has never been more important.

Annex 1

Foundation budget 2002

1. Summary	
Research	54%
Information and dissemination	23%
Translation	7%
Administration	17%

2. Expenditure analysis										
	Activity									
	Research		Information and dissemination		Translation		Administration		Total	
Staff	4,014	43%	2,380	26%	521	6%	2,412	26%	9,327	54%
Administrative	546	34%	432	27%	118	7%	524	32%	1,620	9%
Operational	4,764	74%	1,136	18%	495	8%	0	0%	6,395	37%
TOTAL	9,324	54%	3,948	23%	1,134	7%	2,936	17%	17,342	100%

3. Staffing						
	Posts filled (number)					
	Research	Information and dissemination		Translation	Administration	Total
Grade A	16	6		4	4	30
Grade B	5	4		0	7	16
Grade C	8	10		1	10	29
Grade D	0	0		0	1	1
TOTAL	29	20		5	22	76

Annex 2

Administrative Board

(as at 31 December 2002)

Members of the Bureau

Government group

Vice-Chairperson of the Board

Marc Boisnel

Ministry of Social Affairs, Labour and Solidarity

Alternate

Kees J. Vos

Ministry of Social Affairs and Employment

Employers group

Vice-Chairperson of the Board

Jan Willem Van den Braak

Confederation of Netherlands Industry and Employers (VNO-NCW)

Employees group

Chairperson of the Board

Marjaana Valkonen

Central Organisation of Finnish Trade Unions (SAK)

European Commission

Vice Chairperson of the Board

Bernhard Jansen

DG Employment and Social Affairs

Representatives of the European Commission

Members

Bernhard Jansen

DG Employment and Social Affairs

Ylva Tiveus

DG Environment

Andrew Sors

DG Research

Alternates

Jackie Morin

DG Employment and Social Affairs

Klaus Schnuer

DG Environment

Ronan O'Brien

DG Research

Coordinators

Employers group

Member

Natascha Waltke

Union of Industrial and Employers Confederations of Europe (UNICE)

Alternate

Bernard Le Marchand

European Federation of Medium-Sized and Major Retailers (FEMGED)

Employees group

Member

Jean Lapeyre

European Trade Union Confederation (ETUC)

Alternate

Roger Sjøstrand

European Trade Union Confederation (ETUC)

EFTA Representatives at EF Meetings as Observers

Government

Marlene Elsensohn

Office of National Economy

Liechtenstein

Uwe Fischer

Arbeitsvermittlung Liechtensteinische

Landesverwaltung

Liechtenstein

Employers

Kristian Skjølaas

Confederation of Norwegian

Business and Industry

Employees

Antony Kallevig

Norwegian Confederation

of Trade Unions

Annex 2 (continued)

Administrative Board (as at 31 December 2002)

COUNTRY	Representatives of National Governments		Representatives of Employers' Organisations		Representatives of Employees' Organisations	
	MEMBER	ALTERNATE	MEMBER	ALTERNATE	MEMBER	ALTERNATE
Austria	Andreas Schaller Federal Ministry for Social Security and Generations	Birgit Stimmer Federal Ministry for Economy and Labour	Heinrich Brauner Federation of Austrian Industry (IV)	Christoph Parak Austrian Association for Public and Social Economy (VÖWG)	Renate Czeskleba Austrian Federation of Trade Unions (ÖGB)	<i>nomination pending</i>
Belgium	Michel De Gols Ministry of Employment and Labour	Luc Van Hamme Ministry of Employment and Labour	Roland Waeyaert Organisation for self-employed and SMEs (LUNIZO)	Arnaut de Koster Federation of Enterprises in Belgium (FEB-VBO)	Herman Fonck Confederation of Christian Trade Unions (ACV/CSC)	<i>nomination pending</i>
Denmark	Peter Nedergaard Ministry of Labour	Kim Taasby Ministry of Labour	Henriette Bennicke Confederation of Danish Employers (DI)	Nils J Andreasen Confederation of Agricultural Employers Associations (SALA)	Annette Bendixen Salaried Employees and Civil Servants Federation (FTF)	Niels Sørensen Danish Confederation of Trade Unions (LO)
Finland	Matti Salmenperä Ministry of Labour	Tuomo Alasoini Ministry of Labour	Tapani Saukkonen Confederation of Finnish Industry and Employers (TT)	Martti Virtanen Employers Confederation of Service Industries (PT)	Marjaana Valkonen Central Organisation of Finnish Trade Unions (SAK)	Leila Kurki Finnish Confederation of Salaried Employees (STTK)
France	Marc Boisnel Ministry of Social Affairs, Labour and Solidarity	Robert Mounier-Vehier Ministry of Social Affairs, Labour and Solidarity	Florence Cordier France Electricity and France Gas (EDF-GDF)	Emmanuel Julien Movement of French Enterprises (MEDEF)	Jean-Paul Peulet French Democratic Confederation of Labour (CFDT)	Michel Decayeux General Confederation of Labour (CGT -FO)
Germany	Wolfgang Koberski Federal Ministry of Economics and Labour	Sybille Röseler Federal Ministry of Economics and Labour	Rainer Schmidt-Rudloff Confederation of German Employers Associations (BDA)	Renate Hornung-Draus Confederation of German Employers Associations (BDA)	Dieter Pougin German Confederation of Trade Unions (DGB)	Reinhard Dombre German Confederation of Trade Unions (DGB)
Greece	Dimitrios Tangas Ministry of Labour and Social Security	Manolis Mylonas Ministry of Labour and Social Security	Eugenia Tsoumani-Spentza Federation of Greek Industries (SEB)	Elias Tsamoussopoulos Confederation of Greek Industries (SEB)	Alexandros Kalyvis General Confederation of Greek Labour (GSEE)	Dimitrios Moshogiannis General Confederation of Greek Labour (GSEE)
Ireland	William Jestin Department of Enterprise, Trade and Employment	John Kelleher Department of the Environment and Local Government	Dermot Killen Smurfit Ireland	Gavin Marié Irish Business and Employers Confederation (IBEC)	Rosheen Callender Services, Industrial, Professional and Technical Union (SIPTU)	Liam Berney Irish Congress of Trade Unions (ICTU)
Italy	Maria Teresa Ferraro Ministry of Labour and Social Policy	Michele Tiraboschi University of Modena and Reggio Emilia	Carlo Terraneo General Confederation of Italian Industry (Confindustria)	Stefania Rossi General Confederation of Italian Industry (Confindustria)	Gloria Malaspina General Confederation of Italian Workers (CGIL)	Angelo Masetti Union of Italian Workers (UIL)
Luxembourg	Nadine Welter Ministry of Labour and Employment	Paul Weber Labour Inspectorate (ITM)	Nicolas Welsch National Railway Society of Luxembourg	Georges Santer Federation of Luxembourg Industrialists (FEDIL)	René Piffaferri Luxembourg Confederation of Independent Trade Unions (OGB-L)	Nicolas Hoffmann Christian Trade Union Confederation (LCGB)
Netherlands	Kees Vos Ministry of Social Affairs and Employment	Martin Blomsma Ministry of Social Affairs and Employment	Jan Willem van den Braak Confederation of Netherlands Industry and Employers (VNO-NCW)	Gerard A M van der Grind Dutch Confederation of Agriculture and Horticulture (LTO Nederland)	Erik Pentenga Dutch Trade Union Federation (FNV)	Arie Voltmeijer National Federation of Christian Trade Unions (CNV)
Portugal	João Veiga Moura Institute for the Development and Inspection of Labour Conditions (IDICT)	Fernanda Santiago Ministry of the Environment	Alexandra Costa Artur Centre for Vocational Training for the Commercial Sector (CECOA)	Luis Ferrero Morales Association of Portuguese Industry (AIP)	Joaquim Dionisio General Confederation of Portuguese Workers (CGTP)	João de Deus Gomes Pires General Workers Confederation (UGT)
Spain	Cristina Galache Matabuena Ministry of Labour and Social Affairs	Carmen Briones Gonzalez Ministry of Labour and Social Affairs	Maria Angeles Asenjo Dorado National Confederation of Construction (CNC)	Rosario Escolar Polo State Society of Industrial Shares (SEPI)	Rosario Morillo Trade Union Confederation of Workers Commissions (CC.OO)	Iñigo Sagarna Odriozola Basque Workers Solidarity (ELA-STV)
Sweden	Inger Ohlsson National Institute for Working Life	Gunilla Malmberg Ministry of Social Affairs	Marie-Louise Thorsén-Lind Confederation of Swedish Enterprise	Eric Jannerfeldt Confederation of Swedish Enterprise	Mats Essemyr Swedish Confederation of Professional Employees (TCO)	Sven Bergström Swedish Trade Union Confederation (LO)
United Kingdom	George Clark Department for Work and Pensions	Anthony R Martin Department for Work and Pensions	James Fothergill Confederation of British Industry (CBI)	<i>nomination pending</i>	Richard Exell Trade Union Congress (TUC)	David Feickert Trade Union Congress (TUC)

Annex 3

Committee of Experts

(as at 31 December 2002)

Austria

Michaela Moritz
Federal Institute for Health (ÖBG)

Belgium

Marc Heselmans
Ministry of Employment and Labour

Denmark

Anders Rosdahl
National Institute of Social Research

Finland

Jouko Nätti
University of Jyväskylä

France

Françoise Piotet
University of Paris I - Panthéon Sorbonne

Germany

Norbert Altmann
Institute for Social Science Research

Greece

Christina Theochari
Athens Labour Centre

Ireland

Deirdre Carroll
Department of Social, Community
and Family Affairs

Italy

Silvana Sciarra
University of Florence

Luxembourg

Jean-Paul Demuth
Accident Insurance Association –
Industrial Section

Netherlands

Fred Huijgen
University of Nijmegen

Portugal

António Casimiro Ferreira
College of S. Jerónimo

Spain

Carmen Ortega Jiménez
Ministry of Labour and Social Affairs

Sweden

Bengt Furåker
Göteborg University

United Kingdom

John Ditch
Northumbria University

Observer: Norway

Tore Nilssen
SINTEF Foundation
for Scientific and Industrial Research

Annex 4

Foundation staff

(as at 31 December 2002)

Directorate

Raymond-Pierre Bodin, Director
Eric Verborgh, Deputy Director
Wendy O’Conghaile, Advisor to Directorate
Barry O’Shea, Advisor to Directorate **
Catherine Cerf
Cécile Deneys
Annick Menzies

Administration

Terry Sheehan, Head of Section
Sarah Hayes
Dolores McCarthy

Finance

Linda Byrne
Jennifer Corcoran (T)
Frances Doyle (T)
Elisabeth Gouilleux-Cahill
Nick McDonald (T)
Elizabeth Wade (T)

General Services

Michael Cosgrave
Kay Flynn (T)
Jackie Hayes (T)
Ewan Hogan
Brian Moore
Sally Anne Sloan

Information and Communication Technologies

Gloria Nistal, Head of Section

Support and Operational Team

Said El Aroussi
Jim Halpenny
Louise Shanley
Justin Smith (T)

Web Technology Team

Stephan Jaeger
Barbara Schmidt

Information and Communication

Elisabeth Lagerlöf, Head of Section
Måns Mårtensson
Michael Wimmer*
Antonella Pirami

Content Management and Dissemination Unit

Mattanja de Boer, Programme Manager
Fiona Murray, Web Manager
Martin Flynn
Sean Griffin
Philip Ireland
Chrysanthe Moschonaki
Hilary O’Donoghue
Colm O’Neill
Marie O’Meara
Karin Teeuwen
Jan Vandamme

Public Affairs Unit

Brid Nolan, Programme Manager
Roseanna Creamer
Sophie Flynn (T)
Doris Hirschfeld
Dolores Whelan (T)

Language Services Unit

Cristina Frawley
Brigitte Mariacher
Jacques Prieu
Evangelhos Psaroudakis
Clare Deasley (T)
Maria Santos

Human Resources

Raymond Comerford, Head of Section
Heather Brown
Aoife Caomhánach
Melina Fenelon (T)

Operational Support

Eberhard Köhler, Head of Section
Martine Deasy
Agnes Geraghty (T)
Patricia Kingston
Bernadette Lovatt
Ann McDonald
Mary McNeice

Research

Industrial Relations

Stavroula Demetriades, Coordinator
Isabella Biletta*
Maria Byrne (T)
Camilla Galli da Bino
David Foden
Timo Kauppinen
Kevin O’Kelly (T)
Marina Patriarka
Sylvaine Recorbet
Ioanna Rossi (T)
Christian Welz

Living Conditions

Rob Anderson, Coordinator
Javier Bernier (T)
Bianca Bottoni*
Philippe Bronchain
Sarah Farrell
Inma Kinsella
Hubert Krieger
Henrik Litske
Teresa Renehan

Working Conditions

Pascal Paoli, Coordinator
Catherine Flynn (T)
Christine Gollin
John Hurley
Judy McAuley (T)
Leontine Mastenbroek
Sophia MacGoris
Jean-Michel Miller
Sabrina Tesoka
Agnès Parent-Thirion

European Monitoring Centre on Change (EMCC)

Barbara Gerstenberger
Janet Smith
Sylvie Seigné-Monks (T)

(T) = Temporary staff

* Seconded National Expert

** Seconded from the European Commission



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