

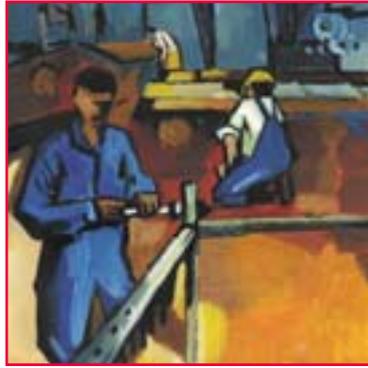
## Promoting health and safety in European small and medium-sized enterprises (SMEs)



EUROPEAN PARLIAMENT



SME Funding Scheme 2001 - 2002



European Agency for Safety and Health at Work

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



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European Agency for Safety and Health at Work

# PROMOTING HEALTH AND SAFETY IN EUROPEAN SMEs

SME FUNDING SCHEME 2001 - 2002

**Anna Diamantopoulou,  
European Commissioner for  
Employment and Social Affairs**

'The European Social Agenda sets out as one of its key health and safety objectives, the promotion of the application of legislation in SMEs, taking into account the special constraints to which they are exposed. The *Community Strategy on Safety and Health at Work (2002-2006)* also calls for specific measures tailored for SMEs and very small businesses through information, awareness and risk prevention programmes.

The European Commission would like to congratulate the European Agency for this publication of its first SME activities during 2001-2002. We look forward to the successful continuation by the European Agency in its efforts to collect further good practice examples specific to SMEs. In this way, we hope that this will provide a powerful tool in assisting Member States in the practical implementation of EU health and safety legislation at the workplace level.'



**Theodorus J. J. Bouwman MEP,  
Chairman of the Employment and  
Social Affairs Committee of the  
European Parliament**

'The development and collection of SME specific good practice examples are the perfect illustration of how the Agency's resources can be put to use in assisting workers and employers in Europe's SMEs at a practical level. Such practical activities are the essential complement to European legislation - which is why the European Parliament has promoted the scheme from the very beginning. The projects supported illustrate how things can and should be done in practice, while providing a wealth of information available for all to use. These SME good practice examples show us that it is often the 'will' and not the 'rules' which are the barrier to proper implementation of EU health and safety standards. We look forward to the Agency continuing to lead the way in showing us all that SMEs can also attain those EU standards when there is sufficient know-how and assistance provided by both national and EU authorities.'



# Foreword

Unfortunately work-related accidents in small and medium businesses (SMEs) are still one of the EU's most pressing safety and health issues. The SME accident prevention funding scheme was initiated by the European Parliament to promote the business case of prevention and to provide practical information on how to reduce the disproportionately high accident rate in these enterprises.

Right from the outset, this scheme provoked a huge amount of interest. Over 450 applicants applied for funding, and were narrowed down to 51 covering a broad range of sectors, topics, approaches, categories, applicants and EU Member States.

The projects show how workers and employers in many different industries from all over Europe benefited from a tailored approach to a specific problem area. Portuguese stone workers, Irish craft butchers, Swedish graphic artists, Italian metal workers, Austrian health care workers, German bakers, Belgian caretaker farmers – were just some of the beneficiaries of practical solutions to reduce work-related accidents in their trade.

What is also remarkable about this scheme is the range of innovative solutions found for issues as diverse as: looking at ways of tackling the risks of explosions for metalworkers, reducing slips and falls in charity shops; accident prevention in shipbuilding and repair; learning from mistakes by examining near-accidents; and communicating the occupational safety and health message across borders. Activities included training, information campaigns and the development of effective health and safety practices, focusing on priority hazards and high-risk sectors

This publication provides you with summaries, results and contact details for all of the projects. However it is not simply a compendium of projects. The results are not only interesting but also transferable and applicable. So, use them. Benefit from the lessons learnt. Contact the projects that have the most relevance for your field and take this opportunity to reduce and ultimately stop work place accidents – 'Success is no Accident'!

**European Agency for Safety and Health at Work**

April 2003

# Introduction

## The SME Accident Prevention Scheme 2001-2002

Work-related accidents – especially in small and medium-sized enterprises – are still one of the EU's most pressing safety and health at work issues. The heavy load borne by workers and their families and the economic cost of work-related accidents to the European economy are a serious cause for concern. According to Eurostat, in 1996 in the EU, there were almost 4.8 million work-related accidents that resulted in more than three days absence from work, amounting to some 146 million working days lost. Fatal accidents for the same year were over 5,500.

The problem is particularly acute in small and medium-sized enterprises: for example, the incidence rate for fatal accidents in enterprises with less than 50 workers is around double that of larger companies.

## Supporting higher health and safety standards in European SMEs

A large proportion of SMEs are faced with inadequate financial and organisational resources and have limited occupational health and safety knowledge and preventive capacity. Initiatives that aim at enhancing SMEs' knowledge and preventive capacity to combat safety and health risks, and to prevent work related accidents, can be of great benefit for small businesses and their employees as well as for the whole European economy.

This is why, in 2001, as part of its drive to reduce accidents in Europe, the Agency launched a €5 million SME funding scheme. The European Parliament and the European Commission allocated the budget for the accident prevention scheme to the Agency.

Objectives assigned to the scheme,<sup>(1)</sup> were to:

- raise awareness of accident risks and of the heavy load borne by workers and their families, as well as the considerable economic consequences for SMEs;
- promote the development and the identification of effective good practice examples that reduce accident risks in SMEs, and facilitate their dissemination across Europe;
- promote the development of risk evaluation and prevention practice as embodied in safety and health directives and the provision of early intervention/access to diagnosis and treatment, in particular in SMEs; Motivate duty holders to take action and to develop preventive measures;
- encourage the development of sustainable and European added value occupational safety and health (OSH) activities involving employers, workers and their representatives or partnership programmes developed in particular by intermediaries who are working directly with SMEs to improve their practices, for example organising intervention programmes;
- contribute to the reduction of the number and seriousness of work-related accidents in SMEs;
- promote OSH at work as part of business thinking and organisational development and demonstrate to SMEs that 'Good Safety and Health is Good Business';
- address the diversity of SMEs in Europe and respond to the specific needs of SMEs.

The overall objective of the first ever SME scheme run by the Agency was to identify, communicate and support activities and projects with effective added value that motivate, develop, support and sustain effective organisation of OSH management in SMEs.

<sup>(1)</sup> as outlined in the call for project proposals OSHA/SME/2001 - OJEC-S dated 21.04.2001.

## 51 awarded projects focusing on SMEs' needs

Right from the outset, this scheme provoked a huge amount of interest. By the closing date, the Agency had received 459 project proposals from all across the European Union, of which 410 were eligible (281 national and 129 European/transnational projects).

After in-depth evaluation and deliberation with national governments, employers' and workers' representatives, independent national and international experts and delegates from the European Commission, the Agency finally selected 51 project proposals for co-funding: 16 EU/transnational and 35 national projects. The Agency's decision<sup>(?)</sup> was widely communicated.<sup>(?)</sup> The awarded projects covered a broad range of sectors, topics, approaches, categories, applicants and EU Member States, and provide practical information on how to reduce the disproportionately high accident rate in SMEs.

The 51 selected projects received grants ranging from €25,000 to €190,000 and were successfully implemented, as reported back to the Agency by the project holders at the end of the 2002, and as recognised by IDOM, the external contractor responsible for the evaluation of the first ever SME funding scheme run by the Agency in its report.

## About the SME schemes

The SME accident prevention scheme is the first in a series of schemes run by the Agency and funded by the European Parliament and European Commission. The overall aim of these schemes is to identify and support activities and projects that will in turn motivate, develop, support, and sustain effective OSH organisation and management in SMEs. The selected SME projects are designed to have long-lasting positive effects at workplace level by stimulating more fruitful activities and cooperation.

This publication is one of a number of Agency initiatives to communicate the SME project findings to a large audience. The Agency will engage in a wide-ranging promotional exercise to highlight the results and lessons learnt from all of the schemes using all available media, in particular the Internet. You will find more details on the Agency website - <http://agency.osha.eu.int/sme/>



<sup>(?)</sup> Dated 24 October 2002 under reference DOC/WE(01)3152

<sup>(?)</sup> <http://osha.eu.int/sme/sme.php?lang=en&id=2>

European Agency for Safety and Health at Work

SME FUNDING SCHEME 2001 - 2002

# PROJECTS

# 16 EU/Transnational projects

## EUROPEAN BODIES

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- Involving workers - The experience in different EU countries (The European Trade Union Confederation)
- PREVENTISME – a byword for European good practice (UEAPME)
- Adopting SMEs – the godfather principle (Euro Info Centre du Luxembourg belge)
- European social partners focus on construction (Europäische Föderation der Bau- und Holzarbeiter)

## AUSTRIA / ÖSTERREICH

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- Learning from our mistakes by examining near-accidents (Arbeitsleben Geissler-Gruber KEG)

## BELGIUM / BELGIQUE/BELGIË

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- Training for employees from temporary employment agencies (Preventie en Interim)

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- Learning from victims of workplace accidents (Consulta Regionale Costruttori Edili Abruzzesi – Ance Abruzzo)

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- Ten Member States cooperate to improve occupational safety and health standards in SMEs (Chambre de Commerce du Grand-Duché de Luxembourg)

## SPAIN / ESPAÑA

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- Good practice in European merchant shipping (Federacion Estatal de Transporte, Comunicación y Mar – UGT)
- Information campaign for agricultural workers (Federacion Agroalimentaria FTA-UGT)

# Involving workers – the experience in different EU countries

There is a growing body of evidence to suggest that worker representation offers a powerful means to improve arrangements for health and safety management in small enterprises.

As work in small and medium enterprises becomes more widespread in EU economies, it is widely acknowledged that the level of work-related injuries, fatalities and ill-health experienced in these workplaces is unacceptably high.

At the same time, it is also recognised that health and safety management in such enterprises faces considerable challenges arising from the organisation and culture of work in the sector, as well as from under-regulation and low levels of inspection and enforcement.

## Who organised this project?

The European Trade Union Confederation.



## The European Trade Union Confederation

### Type of organisation

✓ Trade union

### Sector

✓ All sectors

### Activity

✓ Good practice provision

### Outputs

✓ Publications

✓ Workshops

**Total budget** € 213,393

**Agency support** € 160,000

## Who were the partner organisations?

1. European Federation of Building and Woodworkers, Belgium
2. South Bank University, UK
3. Sindnova, Italy
4. ISTAS (Instituto Sindical de Trabajo, Ambiente y Salud), Spain
5. LO (Landsorganisationen i Sverige), Sweden
6. TUC (Trade Union Congress), UK

## What was it called?

Developing a sustainable system of participation in prevention in SMEs; to identify, analyse and disseminate good practices in participation in workplace accident prevention in Europe's SMEs.

## What was this project about?

This project aimed to analyse and compare existing systems for involving workers and their representatives in improving health and safety conditions and preventing accidents in SMEs.

It focused on identifying instances of good practice, creating conditions to develop them, and criteria for making them transferable to different organisational contexts of prevention in Europe.

Four principal countries were analysed – Italy, Spain, the UK and Sweden – with some additional information from France, and an in-depth comparative examination of the woodwork industry took place.

## What did they do?

The main outcome of this project was the publication of a comparative report on good practice on worker representation and participation in health and safety across four European countries: Italy, Spain, the UK and Sweden (and a more limited coverage of France, due to the addition of a French colleague to the project steering group).

They also organised a European seminar to present the consolidated report, examine the different supports needed to implement participatory practices in SMEs (pooling of resources, funding and training schemes, information provision).

In addition, sessions were held on the participatory practices in the wood working sector, and a round table where representatives from UEAPME, UNICE and the Bilbao Agency outlined their views on the development of social dialogue in SMEs.

Representatives from 11 EU countries, one visiting Australian professor, and three European Industry Federations were present. Four representatives from candidate countries also took part (Malta, Poland and the Czech Republic) and one academic from Germany also attended.

### What did the report achieve?

This ETUC project investigated and highlighted the extent to which schemes for worker representation in health and safety acted to raise health and safety standards in small workplaces.



As well as looking at the incidence of these practices in several EU countries, the project set out to investigate the key factors that made them both possible and effective. The project identified and evaluated the supports and constraints on representative participation in health and safety in small enterprises. Such understanding helped gauge:

- the needs of worker representation in participatory OHSM in small enterprises
- its resource implications
- how resources might be deployed most effectively to raise health and safety standards.

Understanding these issues helped to determine the feasibility of transferring such schemes across sectoral and national boundaries.

The report first considers the importance of small enterprises to the economies of the EU countries, and the health and safety of the many workers employed in them. It then briefly reviews the nature of the problem of managing health and safety performance in smaller firms. This is covered in chapter one and includes the indicators of the nature and extent of the problem and a consideration of its causes.

Chapter two explores what is known about how to achieve effective solutions to the problem. The significance of third-party intermediaries in delivering, mediating and spreading preventive health and safety messages within small enterprises is of central interest, and it contains a discussion of why worker representation and its support by trade unions both can and does play an important role in this. Representative participation in health and safety has features that fit well with what is known about effective means of promoting and sustaining health and safety organisation in small enterprises.

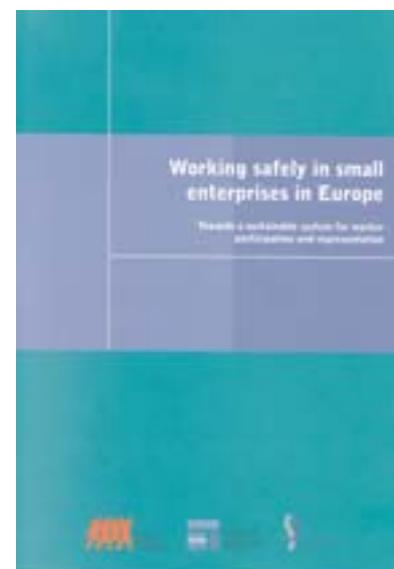
Different approaches to representative participation in health and safety in small businesses and related work situations in the different EU countries that were studied are then considered. Four countries were central to the investigation – Italy, Spain, Sweden and the UK. Further insights into trade union and joint initiatives on health and safety in small enterprises were gained by reviewing some practices in France, and collected information on practices in the woodworking industry from across a number of EU countries, embracing those that were the main focus of the study.

The four core chapters of the book explore the role of representative participation in improving health and safety in each of the four main countries studied.

Each chapter briefly considers the role of small enterprises in the national economy and the extent of the problem they represent for health and safety before turning to the role of worker representation and trade union in addressing it. The countries chosen are fairly typical of the range of size and economic structures present in the EU. They are equally typical of the range of different approaches to achieving a better working environment for workers in small firms and the role of trade unions and the state in achieving this.

Some countries like Sweden have a well-established legislative framework for worker representation in health and safety that extends to make specific arrangements to support this in relation to small enterprises.

Other countries, like Italy, have legislative provisions that could be taken up by trade unions and employers' organisations and developed through collective agreements to set up detailed representational arrangements for the health and safety of workers in small enterprises. However, these provisions are much more recent and so the system nationally and sectorally is as yet much less extensively established than in Sweden.



The national character of labour relations substantially influences the development of such systems. This applies in all of the countries examined, whether the arrangements are statutory or otherwise.

For each country, the report provides an outline of the relevant arrangements and how they worked, including first-hand accounts of participants. The focus was on identifying what made some initiatives successful and what acted as barriers to their success.

The concluding chapter discusses the experiences provided in the study within a wider context of sustainable ways forward for improving occupational health and safety within the European Union. The role of trade unions in developing and sustaining representation in small enterprises is seen to be essential to the effectiveness of such activities and also a useful means by which unions may develop their identities in the current climate of change in labour relations.

This would require a willingness and capacity on the part of trade unions to explore and extend non-traditional strategies on representation. Their capacity to do so would be clearly influenced by wider political and labour relations contexts and would have implications for legislative strategies on worker representation.

### What was produced?

The final report of the project was published in English and Spanish. This comprehensive report, with some 176 pages, had a print run of 1000 copies in English and 800 in Spanish.

- *Working safely in small enterprises in Europe: Towards a sustainable system for worker participation and representation* (English)
- *Salud y seguridad en las PYMEs en Europa: Hacia un sistema sostenible de participación y representación de los trabajadores* (Spanish)

The Italian version of the report has been posted on the Internet:

- *Lavorare in sicurezza nelle piccole imprese in Europa: Verso un sistema sostenibile di rappresentanza e partecipazione dei lavoratori*

See an executive summary of the report at: [www.etuc.org/tutb/uk/pdf/executive-summary-etuc.pdf](http://www.etuc.org/tutb/uk/pdf/executive-summary-etuc.pdf)

You can download the report in Spanish at: [www.istas.ccoo.es/](http://www.istas.ccoo.es/)

You can download the report in Italian at: [www.626.cisl.it](http://www.626.cisl.it)

Information on the project, seminar and/or national reports is posted on the partners' websites:

TUC: [www.tuc.org.uk/h\\_and\\_s/tuc-5565-f0.cfm](http://www.tuc.org.uk/h_and_s/tuc-5565-f0.cfm)

Sindnova: [www.626.cisl.it](http://www.626.cisl.it)

ISTAS: [www.istas.ccoo.es/](http://www.istas.ccoo.es/)

LO: [www.lo.se/arbetsmiljo](http://www.lo.se/arbetsmiljo)

ETUC: [www.etuc.org/tutb/uk/sme.html](http://www.etuc.org/tutb/uk/sme.html)

### Would you like to know more about this project?

Contact: Jean Lapeyre or Janine Delahaut  
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Bd du Roi Albert II, 5  
1210 Brussels  
BELGIUM  
Tel: (32-2) 224 04 11  
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E-mail: [jdelahau@etuc.org](mailto:jdelahau@etuc.org)

Website for more information:  
[www.etuc.org/tutb](http://www.etuc.org/tutb)

## PREVENTISME – a byword for European good practice?

It is one thing to collect good practice examples on a national level – but another thing entirely to attempt to collect good practice examples from seven different countries, across several sectors, using standard criteria of excellence.

This far-reaching project owes much of its success to the existing network of SME associations, regrouped under the umbrella organisation, UEAPME. So, the good practices published here benefit from the experience of different countries and different cultures – and the outcomes are both informative and transferable.

Interesting case studies from Austria, the UK, France, the Netherlands, Belgium, Italy and Spain are presented in this project entitled ‘Preventisme’ – perhaps a future byword for European good practice?

### Who organised the project?

UEAPME, Union Européenne de l’Artisanat et des Petites et Moyennes Entreprises, the employers’ organisation of crafts, trades and SMEs in the European Union and the candidate countries.

Its 70 member organisations consist of national cross-sectoral federations, European branch federations and other associate members which support the SME ‘family’. Of the 19 million enterprises in the European Union, UEAPME represents more than 7 million, which employ over 30 million people. Across the whole of Europe, UEAPME represents over 10 million enterprises with nearly 50 million employees.

### What was the project about?

The PREVENTISME project focused on the collection of good practices for the prevention of accidents in SMEs.

The main aim was to identify and disseminate effective good practices for the prevention of accidents and the risk of accidents in SMEs and specifically in small and micro enterprises from across the European Union. These activities were accompanied by an in-depth investigation of the structures and actors playing key roles in risk prevention at national level.

On the one hand, the project managers examined initiatives taken by the social partners, specialised organisations and advisory bodies to combat occupational accident risks in different Member States. On the other hand they analysed preventive actions undertaken by SMEs.

Taking the practical experiences of enterprises as a starting point, the project sought to highlight the factors for success in reducing and preventing the risks of accident.

‘PREVENTISME’ stands for ‘Prevention of Accidents in SMEs’. The project had five main objectives:

1. to identify effective good practices for the prevention of accidents and the risk of accidents in SMEs and micro-enterprises from across the European Union
2. to collect these good practices at European level
3. to analyse the cases according to common good practice criteria
4. to identify factors for success
5. to disseminate the effective good practices as widely as possible.

### UEAPME

#### Type of organisation

- ✓ Employers’ organisation

#### Sector

- ✓ All sectors

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Workshops
- ✓ Network

**Total budget** € 157,000

**Agency support** € 125,600

## What was the target group?

PREVENTISME had four main target groups:

1. SMEs, and more especially small and micro-enterprises
2. social partners at European, national, regional and local level
3. support and advisory structures for SMEs in the field of health and safety
4. interprofessional and sectoral associations representing SMEs.



## What did they do?

The following activities took place in the course of the project:

### Collection and collation of the good practices and case studies coming from SMEs and micro-enterprises

There were two main stages in the analysis of the good practices, preceded in each case by a meeting of the experts coming from all the participating organisations in seven countries, in order to jointly agree the criteria for analysis, to discuss the factors for success and to select the cases, as well as to exchange views and to compare the results.



1. The first stage of analysis involved the transmission of a short description by task, risk and solution of the proposed case studies by the experts to the Steering Committee (composed of UEAPME, an external support from PREVENT and one national expert), in accordance with a checklist which included name and contact details of the enterprise, size and sector, and then a description of the good practice, the method of the applied solution and the risks it sought to address.
2. A second stage of analysis involved the completion of three new and much more detailed assessment forms by the entrepreneur and by the experts, provided in the respective languages, which included amongst other things more precise details on the task, risks and measures taken, the foreseen criteria for evaluation, such as impact on motivation of workers, entrepreneurs, customers, suppliers, external environment etc., training improvements to work organisation, a description of the expectations of the enterprise, the factors for success, and the testimony of the entrepreneur.

In all, 24 cases of good practice were selected, covering 15 sectors:

- ➔ production
- ➔ sports construction
- ➔ building
- ➔ metalwork
- ➔ services
- ➔ repairs
- ➔ medical care
- ➔ beauty care
- ➔ elderly care
- ➔ agricultural food production
- ➔ wood
- ➔ trade
- ➔ distribution
- ➔ printing
- ➔ cleaning.

In all, 16 types of risk were selected:

- ➔ crushing
- ➔ collision
- ➔ cuts
- ➔ amputations
- ➔ falling objects
- ➔ falls
- ➔ hearing damage
- ➔ eye lesions
- ➔ dust inhalation
- ➔ toxic vapour inhalation
- ➔ allergies
- ➔ contamination
- ➔ lumbar injuries
- ➔ muscular-skeletal disorders
- ➔ explosion
- ➔ fire.

### Final seminar

A final seminar was held in Brussels to publicise the project. This was a one-day event, attended by some forty participants including entrepreneurs, representatives from SME sectoral and national organisations, experts in the field of risk prevention in the workplace, trade union representatives, the European Commission and the European Agency for Health and Safety at Work.

The seminar involved a presentation of the SME action programme and the PREVENTISME programme in general and was followed by the presentation of four award-winning innovative solutions to work-related accident prevention in small enterprises, followed by an award ceremony to congratulate those enterprises which had been selected as examples of good practice in the framework of the project. The website of the PREVENTISME project was presented to participants, and the last part of the seminar involved a round table, including trade union, small enterprise and Commission representatives.



### Press campaigns

A press release was issued to highlight the launch of the PREVENTISME website with a view to raising awareness of the issue and disseminating the results of the project. The press release was used by the national and sectoral organisations of UEAPME for their own press campaigns and dissemination initiatives.

Various articles have appeared on the PREVENTISME programme in the specialist press.

### What was produced?

They produced a good practice guide of 80 pages containing a general introductory section on risk prevention in SMEs, followed by detailed explanations of 24 case studies of risk prevention practices gathered from 15 different sectors within the framework of the project. The guide is available in French, English, German and Italian.

They also produced a website ([www.preventisme.org](http://www.preventisme.org)) in two languages (French and English) with some of the supplementary information available in Italian and German. The website explains the project aims, objectives and target groups, outlines the systems of risk prevention in force at national and sectoral level in the countries of the participating organisations, and describes the case studies of good practice in risk prevention which were gathered. The complete guide can be downloaded from the website.

The three main tangible outcomes of this project are:

#### The website

The website [www.preventisme.org](http://www.preventisme.org) was launched at the end of the project. It can also be accessed via a link on the UEAPME website, thereby ensuring a high level of visibility and raising awareness of the project beyond those member organizations of UEAPME who were direct participants.

The website exists in two languages – English and French – although certain downloadable documents and supplementary information is also available in German and Italian, including the good practice guide.

The website was conceived to facilitate access to good practices for small enterprises and was discussed with the national experts in order to reflect the needs and expectations of their members, and particularly the small and micro-entrepreneurs. The website contains:

- a general contents page
- aims and objectives of the project
- a list of involved organisations and links to their websites
- risk areas and sectors
- links to the European Commission and the Bilbao Agency
- a survey of the national players and the structures in the seven participating countries (UK, Italy, France, Austria, Belgium, Netherlands, Spain)

- ➔ good practice examples
- ➔ case studies
- ➔ a link to download the good practice guide (in four languages, English, French, German and Italian).

### The guide

The guide highlights good practices and the main factors for success in SMEs from across Europe. In an introductory section, it presents the current situation of health and safety with regard to small and micro-enterprises. The OSHA SME programme for the prevention of accidents in SMEs is described, followed by a section on the factors for success in the field of occupational health and safety. The main part of the guide consists of the good practices collected in the course of the project, which are described in details according to the task, the risk, the solution and the methodology used, the effectiveness of the results, the involvement of the workers in the solution chosen, the costs and the benefits and conditions for transferability of the good practice.

The guide is composed of some 80 pages and is available in four languages – English, French, German and Italian. One thousand copies have been produced and have been distributed free of charge to UEAPME member organisations, the European social partners and to European and national institutions and public authorities, to the national social partners of the countries involved in the project, and to institutions and organisations within the candidate countries, and is available in electronic format in the four languages on both the UEAPME and the PREVENTISME websites.

### The network of official contact persons

The project submitted by UEAPME was not officially a partnership project – however, seven member organisations of the UEAPME participated in the project and their contact persons constitute the network. This network's main role was in the collection of good practices in risk prevention from SMEs at national and sectoral level, defining criteria for the selection of case studies, establishing factors for success, and the design of the website in order to make it user-friendly for small entrepreneurs and business advisors. Furthermore, the network members have a vital part to play in the dissemination of the results of the project through their network of contacts, organisational websites, activities at local level and newsletters.

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[www.preventisme.org](http://www.preventisme.org)

## Adopting SMEs – the godfather principle

Call it what you like – tutoring, coaching, sponsoring, mentoring, godfathering, or being a ‘good neighbour’ – this acclaimed practice of big companies adopting SMEs and transferring their knowledge, skills and know-how to them has proven its worth many times over.

The expertise accumulated in the big companies can be passed on to SMEs without a huge financial burden on the latter, networks can be built and reinforced and overall everyone is a winner. The spin-off in terms of best practice can then be compiled and distributed via a wide range of media to an even wider group.

This collaborative project brought together 44 SMEs and 20 of their bigger ‘godfathers’ from four regions in France, Germany and Belgium, demonstrating once again that good health and safety makes for good business.

### Who organised this project?

Euro Info Centre du Luxembourg Belge (Euro Info Centre Belgian Luxembourg)

### Who were the partner organisations?

- EIC Trier (European Info Centre), Allemagne
- Chambre de Commerce et d’Industrie de la Moselle, France
- Chambre de Commerce et d’Industrie de Meurthe-et-Moselle, France

### What was it called?

Good practice: ‘coaching’ of sub-contracted SMEs

### What was the project about?

The aim of the project is to make employers and employees of SMEs aware of the importance of accident prevention at work. The main objective of the project is to reduce work-related accidents by providing examples of good practice.

The purpose of the project is to provide SMEs managers, as well as their staff, with information concerning the correct implementation of preventive measures at the workplace. The long-term goal of the project is to bring down the number of accidents at work, the exchange of experiences between companies that face similar risks and accidents and to allow SMEs receive assistance from big companies’ experts in safety and health issues. In that respect, a group of big companies was selected and, acting as ‘godfathers/sponsors’, they provided the SMEs with practical assistance on the implementation of good practice examples in order to improve their current situation concerning safety and health issues.

The project covered four areas: Germany, Moselle, Meurthe-et-Moselle in France and Belgian Luxembourg and a selection of several ‘godfathers’ per region was carried out at the beginning of the project. A total of 10 SMEs per region were selected to participate in the project and the following activities were set up in each of the groups:

- workshops/meetings on targeted groups
- audits/visits to SMEs
- cross-border meeting
- drafting of examples of good practice per group.

### Euro Info Centre Belgian Luxembourg

#### Type of organisation

- ✓ Business network

#### Sector

- ✓ All sectors

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Workshops
- ✓ Network

**Total budget** € 242,072

**Agency support** € 174,292

### What did they do?

The project started with the gathering of big companies in an attempt to making them play the role of 'godfathers' to the SMEs. As a result, more than 20 big enterprises accepted the task. The way these companies were selected was by means of direct contact and on-site visits.

Once the group of sponsors was constituted, the next step was to start the promotion of the project in order to reach the SMEs to be involved in the project. Initially, it was planned to target about 10 enterprises in each region. In the end, there were 44 companies actively participating. These companies were mainly from the sub-contracting sector with also some companies from the manufacturing sector.

The SMEs were reached through a mailing, promotion meetings, articles in magazines and information on the partners' websites. It is estimated that a total of 6000 companies were reached and even though not all of them took part in the project, there was a positive impact on them with regard to safety and health at work concerns.

The activities carried out during the funding period could be summed up as follows:

- A set of workshops was organised in each region. The topics covered were chosen by the SMEs, adapted to their specific needs. In that respect, the contents vary from one region to another but the methodology is the same. An expert was invited to the workshop which lasted between two and four hours and at least one sponsor attended the event. The SMEs had the opportunity for the exchange of experiences and points of view on the subjects analysed.
- An interregional conference was organised and included the participation of all people involved in the project from the four regions with a total of 60 participants. The conference titled 'Managing behaviour on safety at work' included an expert on the subject, who explained the psychosocial aspects and the difficulty in changing individual attitudes towards safety and health issues.
- In order to fully assist SMEs and meet their specific needs and problems, a 'safety hot line' was set up. It was created as a system whereby SMEs could have their questions answered on safety and health at work. There was a wide variety of questions received and it turned out to be an extremely helpful way of sorting out specific questions concerning individual problems and situations.
- Some visits to SMEs were arranged with the sole purpose of giving them personal advice on the way the manage safety and health at the workplace. The main objective of so-called 'check-ups' was to identify three or four relevant issues that could be improved by employers and employees at SMEs. After the visits, an 'ex-post' report was sent out to each of the enterprises summarising the situation of the SME analysed and its room for improvement.
- 'Practical sheets' were produced as a result of the workshops held during the project. The aim of this publication was to disseminate the information presented and collected during the workshops on a large scale, so as to reach as many SMEs as possible.
- As a way to close the project, a 'closing meeting' was organised to gather together all those involved.



### What was produced?

- A set of at least seven workshops was organised in each region. The SMEs chose the topics covered, an excellent idea to have their particular questions answered and their specific needs met. As a result, subjects and time schedule were different in each region although the methodology was the same.
- As a complement to the workshops, a series of on-site visits were paid to companies to identify issues they could improve upon and to give them advice on ways of managing safety and health at work.
- All information collected in the workshops was presented in 'practical sheets'.
- Regarding the dissemination of the project, the methods vary from one region to another: website, CD-ROM and/or publications. All information is available on the four partners' websites: [www.eic-trier.de](http://www.eic-trier.de); [www.moselle.cci.fr](http://www.moselle.cci.fr); [www.nancy.cci.fr](http://www.nancy.cci.fr); and [www.ccilb.be](http://www.ccilb.be).
- During the project, a 'safety hot-line' was set up for companies to give them advice and all information they needed about safety at work. It was an excellent way of following up the themes identified at the workshops and gave the companies extra information about their specific situation.
- The interregional conference gathered all companies participating in the project as well as the sponsors of the four regions considered. In total 60 people attended the conference and according to the questionnaires distributed, they all seemed to be very satisfied with its content.
- There was a closing meeting at the end of the project with the attendance of 80 people.

#### Would you like to know more about this project?

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## European Social Partners focus on construction

Communicating to as wide an audience as possible was a priority for this transnational project, which ensured that all the material originally produced in French was translated into Danish, German, English, Italian and Spanish as well. Conducted by the European Social Partners in the construction sector, with a Belgium/Luxembourg-based consultancy, the project activities related exclusively to the construction sector, which still remains one of the sectors with the highest incidence of accidents.

The final guide, containing extensive reference material as well as the technical data, was an invaluable aid to all concerned in the construction industry, robust enough to be carried around on-site.

### Who organised this project?

Europäische Föderation der Bau- und Holzarbeiter (EFBWW – European Federation of Building and Woodworkers)

### Who were the partner organisations?

- FIEC – Fédération de l'Industrie Européenne de la Construction
- SEFMEP – Société Européenne pour la Formation, le Management et l'Expertise de Projets

### What is it called?

Good practice health and safety guide for the construction sector

### What was the project about?

This is a transnational project, aimed at reducing the risks of accidents for SMEs operating in the construction industry, through the collection and the dissemination of effective good practices, with the participation of workers, related to the implementation of the Directive 92/57/EEC of 24th June 1992.

The aim of this project is to raise awareness of the risks of accidents and their prevention among all the parties involved on a construction site, especially designers, owners, employers, employees, workers and health and safety coordinators. According to the Directive, all these parties are concerned with the implementation of the health and safety plans, as well as with the enforcement of specific health and safety requirements on the construction site and during maintenance, upkeep and demolition of the building facilities.

This project helped parties involved to identify and implement effective good practice examples that could reduce accident risks. It provided them with the tools to improve the risk evaluation, as contained in Directive 92/57/CEE and Directive 89/360, as well as the means of diagnosis, and motivated them to take action and to develop preventive measures.

This project promoted occupational health and safety at work as a normal part of business thinking and organisational development, and demonstrated to SMEs that 'good health and safety is good business'. Thus, it contributed to the reduction of the number and seriousness of work-related accidents on construction sites and in-built facilities.

By identifying and communicating good practices, it helped to motivate, develop, support and sustain effective organisation of occupational health and safety (OSH) management in SMEs, and the participation of workers in the framework of Directive 92/57/EEC.

### European Federation of Building and Woodworkers

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ Construction and wood

#### Activity

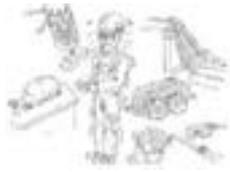
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Workshops

**Total budget** € 116,356

**Agency support** € 92,920



### What did they do?

A steering committee was set up in connection with the project, which organised the preparation of the documentation. This body met on six occasions during the project period. The committee evaluated experiences and practices concerning accident prevention in small and medium-sized firms in the building sector.

The translation of the documentation was organised from French into Danish, German, English, Italian and Spanish. The two-day final workshop was organised by the steering committee with participation from a wide range of institutions. These included representatives of the project partners, the European Commission, various industrial inspectorates, national health and safety institutions in the sectors, occupational medical officers and from the body FOCUS, which is active in the training of co-ordinators.

### What was produced?

The main outcome of the project is a code of conduct and a sample of good practices to be followed during construction activities in order to ensure workers as much safety as possible.

This code of conduct and good practices has been edited and translated entirely into six languages. When possible, the message is presented via understandable cartoons and drawings.

#### Contents:

- Extracts of international and European laws and regulations concerning health and safety on the construction site of interest to all those with responsibility for health and safety issues.
- General strategies for successful coordination of safety on construction sites as well as practical prevention measures for specific work situations.
- The actual situation on the building site and the potential risks are spelled out and proposals made for possible prevention measures, ranging from organisational measures and specific collective safety precautions to personal protection measures.

This documentation is based on real situations, represented in pictorial form and containing prevention tips.

#### Would you like to know more about this project?

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## Learning from our mistakes by examining near-accidents

Wherever work is carried out, unplanned events such as near-accidents can occur, where things almost go badly wrong – but don't. We breathe a sigh of relief and thank our lucky stars. Instead of thinking, 'we got away with it this time', this project encourages us to see what can be learned from the near-accident. A whole range of tools was developed to assist companies in recognising, remembering, reporting and learning from these events, which should not be hidden but viewed as a serious learning resource.

Oscar Wilde said: 'experience is the name everyone gives to their mistakes'. This project recognises those mistakes and tries to create a learning experience from them, hopefully reducing the number of times in the future we have to thank our lucky stars.

### Who organised the project?

Arbeitsleben Geissler-Gruber KEG

### Who were the partner organisations?

- Art of Work Vogel – ZAK OEG (Austria)
- Wirtschaftsfoerderungsinstitut der Wirtschaftskammer Oesterreich (Austria)
- Change@Work, Lund University (Sweden)
- Innovation&Development@Work, Univa, Lund University (Sweden)

### What was it called?

Learning from near-accidents: resource-based accident prevention in SMEs

### What was this project about?

According to occupational health and safety law in Austria, measures should be taken after the occurrence of near-accidents. Employees should report every incident that almost resulted in an accident, and corresponding records should be kept by employers.

Learning from near-accidents was the main objective of this project. This Austrian and Swedish transnational project looked at the practicalities of how we might do this – encouraging an active exchange of opinions with staff to boost safety awareness and quality standards. The project teams offer efficient instruments for usage within companies and models of good practice all available at [www.near-accident.net](http://www.near-accident.net).

The project goal was to make the accident prevention strategy appropriate to actual practice. The following activities were envisaged:

- provision of local methods to identify, report, document and analyse near-accidents
- development of training on 'how to handle and learn from near-accidents' for different target groups
- establishment of a learning network among the pilot projects
- dissemination of experiences and instruments (brochure, website) for further development of 'learning from near-accidents', organised by the companies themselves.

### Arbeitsleben Geissler-Gruber KEG

#### Type of organisation

✓ Private company

#### Sector

✓ All sectors

#### Activity

✓ Information and communication

#### Outputs

✓ Publications

✓ Website

✓ Training sessions

✓ Workshops

**Total budget** € 314,485

**Agency support** € 150,000

### What was the target group?

The target group was owners and managers of SMEs and their employees. These were picked from the handicraft guilds in Austria (steel construction, mechanical engineering, roofers, carpentry, recycling) and in Sweden enterprises were selected through the Federation of Private Enterprises in Sweden and the Confederation of Swedish Enterprise.

### What did they do?

In the pilot phase, they gathered information from seven pilot enterprises in Austria and five pilot enterprises in Sweden, using face-to-face 'experience circles' and questionnaires, videos and management interviews.

Training and meetings were organised in Austria with occupational physicians and safety professionals and with safety representatives (in cooperation with the Chamber of Labour). In Sweden, an enlarged network meeting with the pilot enterprises and others took place.

The project and its tools were presented at the Labour Union conference in Brussels, the triannual conference of ICOH in Brazil, and the international symposium of the ISSA research section in Athens.

The action was publicised by a series of public events, press articles, scientific journals, meetings with environmental inspectors and direct mailing to the guilds in 100 districts.

A series of lectures in scientific conferences was organised, including a workshop at the 4<sup>th</sup> conference of the European Academy of Occupational Health Psychology in Vienna, the conference of occupational psychologists of the British Psychological Society in Bournemouth, the safety and occupational health fair in Duesseldorf, and the congress of the International Ergonomics Association in Korea.

Theses were also written on the subject by two Dutch students.

### What was produced?

A website in German, Swedish and English ([www.near-accidents.net](http://www.near-accidents.net)) with:

- overall information on near-accidents
- video interviews with employees about near-accidents (german and swedish)
- video interviews with employers about the expected outcome of 'learning from near-accidents'
- video interviews with experts (economic chamber, social insurance for occupational risks...)
- handbook for experience discussion group (guide for chairs) as download
- motivating staff survey in German and English as download
- tool for presentation of frequencies and graphics as download
- introduction to diverse local methods and instruments for the support of 'learning from near-accidents'
- access to the campaign forum and network
- announcements (training, events).



A booklet of 12 pages in German (6.000), Swedish (4.000) and English (2.000) entitled *Learning from near-accidents*.

This is the manual for dealing with, and learning from, near-accidents - also for those without internet access.

A workbook for chairs of the experience groups

This contains a detailed description and introduction of the procedure of the experience group, available as a download in German and English. Also, a paper version is available in the Austrian project office.



### Motivating staff survey

This is available in German and English as a download.

**Tools for analysing the motivating staff survey (frequencies and graphic presentation) is available in German as a download.**

The videos are more than illustrations. The videos are a tool which can be used at company level dealing with the subject of near-accidents.

A website announcement card for supporting the information campaign is also available. The presentation maps can be used in training and information events.

Since September 2002, an Austrian project office has been established.

The website will be regularly updated by Austrian and Swedish project teams.

#### Would you like to know more about this project?

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## Training for employees from temporary employment agencies

Temporary employment agencies can be called upon at a moment's notice to provide staff, frequently to SMEs. That is their job. But, how can we be sure that the staff assigned to the SMEs has some knowledge of the occupational health and safety risks ahead of them? This was the central question raised by a Belgian/Dutch/Luxembourg collaborative project.

It resulted in the careful designing of a training course destined for temporary employment agency staff, to ensure that they in turn could ensure a minimum level of training for those very workers they sought to place in SMEs.

### Who organised this project?

Preventie en Interim (PI)

### Who were the partner organisations?

- Algemene Bond Uitzendondernemingen (ABU), Netherlands
- Union Luxembourgeoise des Entreprises de Travail Intérimaire (ULEDI), Luxembourg

### What is it called?

Training of the management and employees at temporary employment agencies

### What was the project about?

The objective of the project is to promote the health and safety of those employees of temporary employment agencies assigned to work in SMEs by increasing the knowledge of the employment agency recruiters on risks in SMEs and on prevention measures.

To better prepare and inform temporary workers about workplace risks, employment agency recruiters must be aware of the existing risks and the preventive measures possible in relation to the tasks for which they employ temporary staff.

The project aims at providing all temporary employment agencies with the necessary training instruments to enable them to train their personnel. In that respect, a training package was developed covering both the basic health and safety aspects and the specific problems related to temporary jobs and sickness absence.

### What did they do?

The activities carried out during the project were the following:

- Preparation of a course and teaching material about safety and health at the workplace, specifically oriented towards the knowledge that a temporary employment agency consultant should have in order to perform his/her task as an intermediate between the client (SME) and the temporary worker.
- The text of the course, teaching materials and the procedure for testing were drafted with a view to making them available for temporary employment agencies in Belgium, the Netherlands and Luxembourg. After the preparation with training specialists and with experts from the temporary work businesses and from the safety environment, a test phase was carried out whereby temporary employment agency consultants and HRM managers were consulted as far as the acceptability of the material and the efficient application of the training package were concerned.

### Preventie en Interim

#### Type of organisation

- ✓ Occupational preventive services

#### Sector

- ✓ Temporary employment agencies for all sectors

#### Activity

- ✓ Training

#### Outputs

- ✓ Training sessions
- ✓ Workshops

**Total budget** € 209,188

**Agency support** € 130,000

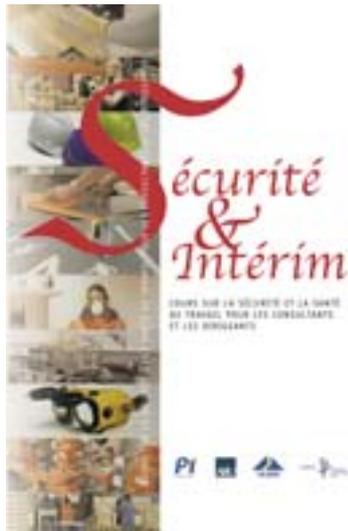
- During the preparation of the materials, the specialists of the temporary employment agencies in Belgium, the Netherlands and Luxembourg (Manpower, Creyf's Interim, Randstad, Actief Interim, Technicum, le Service de Santé au Travail de l'Industrie) were actively involved and an appeal was made to specific training institutes in the Netherlands and in Belgium (Prevent, Artra, DINS-consulting Terneuzen) for the drafting of the texts. A committee composed of managers of public administrations, trade unions, temporary employment agencies and prevention institutes conducted the whole process.
- A HRM seminar for training managers, quality managers and executive managers of small agencies was organised in the Netherlands and Belgium. The experiences of the test course and the further integration of the training programme into the general training policy of the temporary employment agencies were discussed.
- The last phase of the project consisted of the reproduction of the material. For the text of the course the choice was in favour of producing a Dutch version in which the specific situations in Belgium and the Netherlands are treated separately, and a French version in which the proper elements of the Belgian and Luxembourg legislation were analysed. All other teaching material is identical in French and in Dutch.

### What was produced?

#### Training material

Training specialists and experts from temporary employment agencies and health and safety professionals carefully drew up the training material.

The text of the course, the teaching material and the procedure for testing, were drafted with a view to making them available for temporary employment agencies in Belgium, the Netherlands and Luxembourg. The material was produced in French as well as in Dutch and there are three types of material:



1. Teaching material available on a large scale to temporary employment agencies, these agencies' consultants and individual companies
2. Material only meant for those who organise examinations
3. Basic material for the needs of teaching institutes and for temporary employment agencies interested in organising their own internal training sessions and wishing to adapt the basic material of the course

- Course book, 200 pages, 4-colour print in French and Dutch adapted to the European, Dutch, Belgian and Luxembourg legislation. This is subdivided into 20 chapters treating the tasks and responsibilities, the prevention policy, the way of proceeding and the specific risks at the workplace. A total of 3,000 copies were printed, 2,000 copies in Dutch and 1,000 in French.
- A CD-ROM with the text of the course, a selection of testing questions subdivided by chapter to evaluate the knowledge, slides with a summary of the contents by chapter and a photo databank with illustrations, photographs, and drawings to illustrate more explicitly the contents of the course. A total of 540 copies were produced, 220 in French and 320 in Dutch.
- Question bank for the evaluation of the knowledge of the trainee. It contains 650 questions in Dutch and in French subdivided per chapter concerning all the subjects analysed on the course.



#### Seminar

A seminar for human resource managers of temporary employment agencies in the Netherlands and Belgium promoted the exchange of experiences and led to conclusions, which were incorporated into the final report.

## Workshops

In order to promote the course and the teaching material PI developed workshops for the different targets groups - recruitment personnel of temporary employment agencies, the SMEs who want to engage temporary workers and the workers' representatives in the safety committee. The description of the practical cases will be available to training specialists of different employer and workers' organisations (French and Dutch).

### Would you like to know more about this project?

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## Italy and Denmark join forces to improve OSH in construction

One of the many interesting features of this Italian-Danish collaboration was its concentration on small enterprises, i.e. those with fewer than fifty employees. Also, the identification of good practice was a joint effort, not just across national borders, but involving workers and managers at enterprise level.

In addition, the attention paid to dissemination, with a clear emphasis on press coverage, showed the importance of focused promotion for reaching the target audience.

### Who organised this project?

BAR Bygge og Anlæg (Sectoral Working Environment Council within the Building and Construction Industries)

### Who was the partner organisation?

CPT (Comitato Paritetico Territoriale per la Prevenzione Infortuni l'igiene e l'ambiente di Lavoro), Italy

### What was it called?

Collection, analysis and exchange of good practice on the prevention of accidents at work in small enterprises within the construction industry.

### What was the project about?

The aim of the project is to reduce the number of accidents at work in the construction industry through collection, analysis and dissemination of best practice on accident prevention.

The objectives are:

- to identify prevention measures adapted for its implementation in small enterprises
- to investigate their transferability to other small enterprises in Denmark, Italy and beyond
- to establish an innovative list of examples of good practice including a guide to reduce work-related accidents
- to promote the list and the guide of good practice among other small enterprises by distribution to enterprises, press releases, articles in professional papers and the Internet.

### What did they do?

The project centred on two organising workshops attended by employers and employees from small enterprises in Italy and Denmark.

Four enterprises were identified which fulfilled the criteria to participate in the project, two Italian and two Danish. The enterprises were briefed on the project including expected activities to be carried out by the different participants of the project.

### BAR - Sectoral Working Environment Council within the Building and Construction Industries

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ Construction

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Workshops

**Total budget** € 176,352

**Agency support** € 124,505

In line with the project plan, and to prepare for the first workshop, a questionnaire was prepared and completed by the enterprises. The questionnaire included information on products/work, employees, health and safety problems, work-related accidents, organisation of health and safety at work and good practice examples of the enterprises.

The following subjects were discussed at the workshop:

- the structure/organisation of health and safety at work in Italy and Denmark
- organisation and tasks of CPT and BAR
- products and organisation of health and safety at work of the four enterprises
- examples of good practice on prevention of accidents.

A Danish construction site was visited during the first workshop.

The results of this first workshop were:

- a preliminary list of good practice consisting of 26 good practice examples
- selection of examples of good practice to be developed and implemented by the participants. The enterprises selected six to seven examples to be implemented.

In order to evaluate the good practice examples, each enterprise was asked to discuss the experiences of the implementation of each good practice example they had worked with in the period.

In the second workshop, each good practice example was analysed and discussed providing the participants with an interesting exchange of experiences.

The good practice examples, which had been sufficiently developed, and those that the participants found relevant, were included in the guide of good practice, the core item of the project.

CPT and BAR prepared a website including the content of the project. The URL is [www.sme-safesite.com](http://www.sme-safesite.com) and the information is available in Italian, English and Danish.

## What was produced?

### Website

The information on the website is available in Italian, English and Danish ([www.sme-safesite.com](http://www.sme-safesite.com)). The contents of the website are the following:

- a 'welcome page' with a very short introduction to the project
- a short description of the project with emphasis on the context
- a detailed description of the content of the project including background and aim of the project, results, time schedule, participants and contacts
- status of the project
- list of good practice examples on accident prevention
- description of participating enterprises
- relevant links.

### Workshops

The main result of the first workshop was a preliminary list containing 26 examples of good practice. Certain enterprises were selected in order to develop and implement some of these good practice examples.

A second workshop allowed the enterprises to discuss the experiences of the implementation of the good practice examples previously chosen. Some of these examples were included in the guide and are recommended to other enterprises not only within the construction industry but also to other sectors.



## Good practice guide

The guide includes 14 examples on good practice in accident prevention. It is aimed at SMEs in the construction industry but some examples would be useful also for SMEs within other sectors.

The good practice examples included in the guide are the following:

- prevention of traffic accidents
- maintenance of tools and appliances
- what does an accident cost?
- annual plan for safe work
- choice of focus areas
- joint meetings on health and safety
- fixed agenda at safety committee meetings
- training at the workplace
- risk assessment
- safety inspections
- safety representatives
- investigation of accidents
- individual protection and work wearing
- erection and use of façade and wall scaffolding.

The guide is available in paper version as well as on the Internet in Italian, English and Danish. Some 9,000 copies were printed in Italian and Danish and 500 in English. Due to the broad interest from organisations and the press in Denmark, an additional print run of 10,000 copies of the guide was printed in Danish.

### Would you like to know more about this project?

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## Communicating the occupational safety and health message across borders

Communicating across national boundaries is a challenge; there are challenges of language, culture and national characteristics. Communication must be planned, designed and managed at the outset with the intention of crossing national and international boundaries and transmitting the message in different market places.

This project is all about communication and it has used the doyenne of mass media – the television – to transmit its central message.

### Who organised the project?

Central Federation of the German Berufsgenossenschaften HVBG (Central federation of the German accident insurance institutions for the industrial sector).

### Who were the partner organisations?

- HSE (Health & Safety Executive), UK
- INAIL (Istituto Nazionale per L'Assicurazione contro gli Infortuni sul Lavoro), Italy
- INRS (Institut National de Recherche et de Sécurité), France
- HSA (Health & Safety Authority), Ireland.

### What was the project about?

The 'TV Spots' project was designed to produce a series of high quality broadcast productions of 30 and 50 seconds in length to raise awareness of key risks to workers in priority areas where accidents are most common. The target groups were workers and employers of SMEs in the construction, manufacturing and service sectors, with particular emphasis on those exposed to risks of working at heights, slips and trips, and workplace transport where the possible causes include over-confidence, fatigue and stress.

The programmes were conceived and designed for use in France, Germany, Ireland, Italy and the UK, and had a potential for a universal application throughout Europe. Productions were capable of transmission on broadcast media (TV and cinema); for use on the Internet; at exhibitions, conferences and presentations; in press and other media; and in advertising and prevention campaigns.

The individual products could be used together as part of a campaign or initiative to raise awareness through high profile mass media or individually to target specific audiences or groups. The style of each spot was the same - modular - so that parts could be joined together to form new productions using the same powerful imagery.

### What did they do?

The TV promotion spots were produced with a clear eye to attracting younger audiences, as well as workers in general. This was achieved through the use of quite atmospheric and menacing scenarios, reminiscent of the nightmare landscapes in the *Terminator* films, for example, or *Blade Runner*. The chrome colours and digital flickerings – reminding the viewer of time and money being lost – are redolent of the popular movie, *The Matrix*.

### HVBG - Central federation of the German accident insurance institutions

#### Type of organisation

- ✓ Occupational insurance body

#### Sector

- ✓ Construction, manufacturing and service sectors

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Audiovisual material
- ✓ Network

**Total budget** € 563,830

**Agency support** € 160,000



The central theme of the TV spots is of empty, just abandoned workplaces – machines idle, welding irons dangle in mid-air, a conveyor belt continues to turn but the items on it begin to accumulate and clog the system alarmingly. The huge deserted catering kitchen shows the razor sharp knives swinging from the overhead bars, the pots continue to simmer, a liquid resembling blood has been spattered on the countertop ...

In the empty office, papers are strewn on steps while computers and other office machinery operate. On the building site, a forklift has discharged its cargo onto the floor, a crane chain swings perilously, having shed its load, a watch glitters in the mud ...

Faint, flickering words occasionally appear on the devastated scene. These help the viewers solve the mystery of workplaces which have clearly been recently abandoned due to some horrible event – falling objects, cuts, burns, slips, trips, repetitive strain, machine injuries, falls.



The brief voiceover tells of the thousands of accidents which occur each year, the price in terms of human and economic cost. A sense of blessed relief descends upon the viewer when the helpline is provided as a potential saviour in the midst of the chaos.

The use of the empty workplace as a consequence of an accident is evocative and visually powerful. Emotion was a key element in the production of the spots and it worked.

The following key features were considered to be decisive:

- The productions used strong visual images to convey their messages through powerful, emotive images – to make an impact.
- The voiceover was brief and could be reproduced easily in different languages; no 'face to camera' dialogue took place to ensure transferability through the avoidance of cultural stereotypes.
- Neutral cultural and national characteristics were used in the workplace to ensure transferability – the office, the factory, the construction site, the catering kitchen.



The TV spots are not ephemeral or constrained by time; they provide a direction and confidence for others to build on the ideas they have used. By producing high quality professional film material, the project attempts to reach a new target group. The use of public media will make workers and managers aware of risk, not only in their professional surroundings, but also in their private and family spaces.

The productions are inherently transferable. They provide for long-term and transnational use. The pictures avoid showing any specific national emphasis. By using different voiceovers, it will be easy to adapt the spots for using them in other countries and furthermore, it will be simple to renew the messages without changing the pictures. To ensure long-term results, the film spots will be available in different media, e.g., the spots will be posted on various websites all over Europe.

As well as being broadcast on a wide variety of TV channels, the spots will be used for training purposes, at conferences, congresses and exhibitions.

An idea - conceived in Cologne, part-funded from Bilbao, filmed in Prague, edited in London and launched in Vienna - demonstrates that powerful communications can be produced through collaboration securing value for money without losing the creative edge.



### What was produced?

- One master TV spot of 50 seconds
- Three different TV spots of 30 seconds each

These TV spots were produced in:

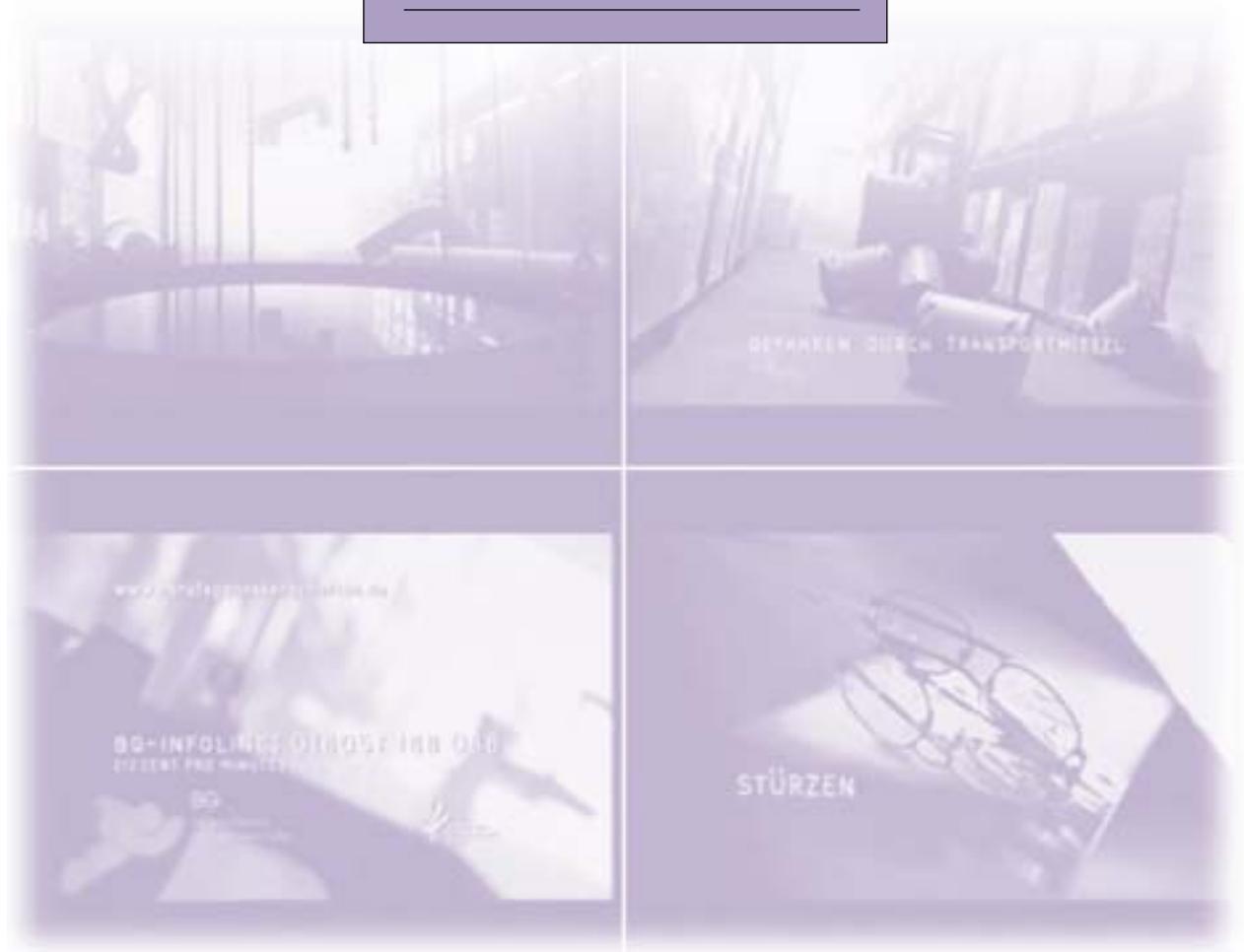
- English
- German
- Italian
- French

### Would you like to know more about this project?

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## Cross-border collaboration in the hotel and catering industry

The organisers of this project recognised the value of networks. They systematically created networks and partnerships to get the prevention message across to as wide an audience as possible. Focused on the hotel and catering sector, the activities spanned three countries: Belgium, Germany and the Netherlands, where hundreds were directly trained and several thousand enterprises were contacted through the information campaign.

### Who organised this project?

Berufsgenossenschaft Nahrungsmittel und Gaststaetten – BGN (Institution for statutory accident insurance and prevention in the food industry and the catering trade)

### Who were the partner organisations?

- AOK (Allgemeine Ortskrankenkasse) Rheinland, Germany
- Bundesanstalt fuer Arbeitsschutz und Arbeitsmedizin (BAuA)-Initiativbuero Neue Qualitaet der Arbeit, Germany
- COK, Belgium
- Commit Arbo BV, the Netherlands
- CZ-Group, the Netherlands
- FED. Ho. Re. Ca Vlaanderen, Belgium
- Friesland College, the Netherlands
- Gesundheitsamt Emden, Germany
- ISSA (International Social Security Association)
- Koninklijk Horeca, the Netherlands
- Koninklijk Technisch Atheneum Turnhout, Belgium
- Koning Willem I College, the Netherlands
- Prevent, Belgium
- Royal Association MKB-Nederland Noord, the Netherlands
- UNIZO, Belgium

### What is it called?

Promoting employees participation to reduce health and safety risks in SMEs in the catering trade by means of cross-border networks.

### What was the project about?

The catering sector in the Netherlands, Belgium and Germany was the target of this project, aimed at reducing accident and health risks in SMEs. In the long term, the competitiveness of these small businesses would be reinforced. Through the creation of a diverse network of 15 partners, among them prevention experts, SME bodies and worker representatives, and educational establishments, a synergy was created to reach the target group. Within a network, small enterprises and their representatives had greater opportunity to actively participate in the development and implementation of prevention measures and to adapt these to their requirements.

### BGN - Institution for statutory accident insurance and prevention in the food industry and the catering trade

#### Type of organisation

- ✓ Occupational insurance body

#### Sector

- ✓ Catering

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Workshops
- ✓ Network

**Total budget** € 105,425

**Agency support** € 63,255

### What did they do?

The organisers of this project recognised the value of networks. They systematically created networks and partnerships to get the prevention message across to as wide an audience as possible.

So many activities took place under the auspices of this project that the organisers adopted the brand name 'Switch' (Safe Work: Innovative Tools for the Catering and Hotel Industry).

Opportunities for advanced training in the field of occupational health and safety were offered to enterprises free of charge, specifically at groups with a multiplier effect, in particular entrepreneurs and their spouses, trainees, other employees as well as company trainers and teachers.



### Workshops

The training workshops were an integral part of this project, bringing together people from different countries. In Belgium, 12 workshops were organised, in Germany one training course and one workshop. In the Netherlands, some 100 participants attended the launching event, and overall, 16 workshops were organised.

The training courses covered a broad range of subjects, ranging from accident prevention in the kitchen and restaurant to ergonomic design.

### Mailing actions

Several mailing actions within the scope of the project reached more than 17.000 enterprises.

### Bullying hotline

One influential German health insurance company offered a bullying hotline as part of the project.



### Would you like to know more about this project?

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## Natural gas: providing help on safety issues

The diversity of SMEs involved in the natural gas sector is impressive, but that very diversity means that they can be difficult to reach, and the experience they gain is rarely shared. This jointly-run Greek and Danish project set about bringing together the installation and maintenance people, the suppliers of gas to industry and households, safety inspectors and chambers of commerce, technicians, trade unions and end users. The synergy was immediate and many different activities took place, from training to developing good practices, creating websites and a helpline.

### Who organised the project?

Macedonian Natural Gas SA, Greece

### Who were the partner organisations?

- Sigma Consultants Ltd., Greece
- NaturGas Midt-Nord SA, Denmark
- Leeds University, Chemical Engineering Dept., UK

### What was it called?

Accident prevention helpline for SMEs

### What was the project about?

The aim of this project was to provide assistance to a range of people working in the natural gas and LPG sector. The project covered the design, development and piloting of an information and communication helpline for SMEs on accident prevention and other health and safety issues.

### What was the target group?

It was targeted at those risks generated by the production, distribution and use of natural gas and LPG. Therefore, the main target groups were:

- SMEs concerned with the installation and maintenance of fuel gas infrastructures
- SMEs related to the distribution of natural gas and LPG to industry and households
- SMEs related to the installation works of natural gas and LPG equipment
- end users (SMEs) of natural gas and LPG
- safety managers and inspectors involved with SMEs
- industry and commerce chambers
- trade unions
- technicians occupied in natural gas and LPG works
- companies responsible for the installation and service of gas appliances
- manufacturers of fuel gas equipment
- other health and safety institutions.

### Macedonian Natural Gas S.A.

#### Type of organisation

- ✓ Private company

#### Sector

- ✓ Natural gas
- ✓ Liquid Petroleum Gases (LPG)

#### Activity

- ✓ Training
- ✓ Information and communication
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Audiovisual material
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 200,109

**Agency support** € 160,000

## What did they do?

### Good practice guides

The partners in this project were active on many fronts. Two different good practice guides were published in Greek and English entitled *Health and safety good practice guide for natural gas* and *Health and safety good practice guide for liquid petroleum gas (LPG)*.

Each guide consists of some 100 pages and 500 free copies of each were printed and distributed during the final project conference, training courses and through unions. Copies were also sent to the National Labour Inspectorate body.

### Website

At the outset, a website was created ([www.safegas.gr](http://www.safegas.gr)) to post all project activities on the Internet, to assist in the dissemination of the project's activities and products.

The website includes:

- all the announcements regarding the project's events and dissemination
- photos with wrong practices
- both guides in electronic format
- helpline desk access details
- search engine for easy access to website contexts and databases
- national legislation (full texts, summaries, search help)
- european legislation
- european legislation notes
- UK legislation
- Danish legislation
- IGEM publications
- BSI standards
- links to other relevant sites
- project information (outline, outputs, partners)
- a catalogue of suppliers for safety and construction equipments.

### CD-ROM

The CD-ROM contains the webpage content (Greek, Danish and English versions) to provide all the information and technical assistance to SMEs that have no access to the Internet, but have personal computer usage. 1,000 copies were distributed.

### Helpline desk in Greece

The helpline desk operated from 1 July 2002 until 15 September 2002 (9.00 – 17.00 Monday to Friday) in the offices of the SIGMA Consultants. It accepted enquiries via phone, fax and email.

### Articles

Project partners prepared articles for the press (local and technical).

### Workshop and conference

The project held a workshop in April 2002, with a round table at the end to give everyone a chance to exchange ideas and working practices. The results of the round table were used as a guide for future project activities.

Representatives from the fire fighting body, DEPA (Governmental Agency of Natural Gas), EPA (Natural Gas Distribution Semi-public Company) of Thessaloniki, Aristotle University of Thessaloniki, the Labour Inspectorate, the Land Use and Planning Bureau, together with pipe installation companies, distribution and equipment trade companies attended the workshop.

Over 100 people attended the project's final conference where all the products and the results of the project were presented.



### Training courses

The 20-hour training course developed by the project was so popular that a second unscheduled one had to be organised to cope with the level of interest generated.

These courses took place in a certified training agency of the Federation of Industrialists of Northern Greece, run by engineers and academic staff highly qualified in health and safety issues. Both training courses focused on the safety of the installations and health and safety issues related to the working conditions of installers of natural gas and LPG.

It is interesting that the Installer Trade Union of Thessaloniki created its own helpline using the experience gleaned from this project.

**Would you like to know more about this project?**

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[www.safegas.gr](http://www.safegas.gr)



## Transferring useful tools to spread the OSH message

A few years ago, a Finnish-designed toolkit, conceived to train health and safety instructors and people from SMEs, was an instant success when it was first run in Finland. This transnational project brought the Finns together with UK and German OSH experts to transfer the knowledge gained and profit from the Finnish experience.

Transferability is an important feature of the SME funding scheme, and this sharing of knowledge and training material among three European countries provides ample evidence why.

### Who organised this project?

Technical Research Centre of Finland, VTT Automation.

### Who were the partner organisations?

- IOSH (Institution of Occupational Safety and Health), United Kingdom
- IAD (Work Sciences Institute, Darmstadt University of Technology), Germany.

### What was it called?

SME-RM - accident risk management focused training for small and medium-sized enterprises.

### What was the project about?

The main objective of the project is to establish two training programmes on risk assessment, risk management and accident prevention by using an accident risk management toolkit.

One programme focused on the training of SMEs, which were taught how to use the 'accident risk management' toolkit and thus, assess and manage their risks and prevent accidents from happening.

The other programme focused on the training of expert instructors. The instructors were taught how to use the 'accident risk management' toolkit and how to pass effectively this knowledge on to SMEs. Following this training, they in turn began to train SMEs as well.

Both training programmes were run in Finland, Britain and Germany.

The training material included the 'risk management for SMEs' toolkit that was developed in Finland during 1996–2000 in an ESF-funded project. The risk management toolkit existed already in Finnish at the beginning of the project and it was translated and modified to suit British and German needs. It was translated into English and German at the beginning of the project.

The target groups of the project are all the SMEs that meet the EU criteria, instructors (e.g. consultants, training organisations, OSH officials, government bodies) and all other interested parties.

### What did they do?

The project consisted of three parts:

- translation and modification of the toolkit
- the establishment of a training programme for SMEs
- the establishment of a training programme for expert instructors.

### VTT - Technical Research Centre of Finland

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ All sectors

#### Activity

- ✓ Training

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 250,557

**Agency support** € 167,873

## Finland

Two workshops were organised with the project partners, the first being a two-day workshop held in Leicester and the second in Darmstadt.

The aims of the workshops were to introduce the materials and the training methods produced in the Finnish 'risk management for SMEs' project.

The workshop also focused on the translated material and its suitability for the customs, society and laws of Germany and UK.

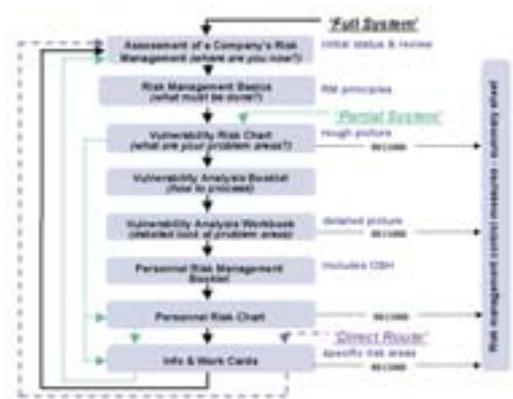
In Finland a two-day training programme for trainers was organised with 22 participants.

The programme of the first day contained the following topics:

- tasks for risk management trainers
- typical risks in SME
- what is risk management; basic concepts and thinking model (presentation of the booklet *Basics of risk management*)
- vulnerability analysis
- 'risk management for SMEs' toolkit
- How to train risk management in SMEs

Before the second training day the instructors had to plan and realise risk management training in an enterprise (SMEs). The total number of people trained in SMEs was 74.

The topics in the training in SMEs were the following: risk management basics, vulnerability analysis and personnel risks.



## United Kingdom

Two workshops were held to train instructors, the first was a two-day workshop and the second, a one-day workshop.

The first workshop involved the training of 10 delegates, all being experienced OSH training providers. The workshop consisted of presentations of the risk management toolkit, exercises in which facets of the toolkit were used and developed as necessary and discussion of the toolkit material.

The second workshop was attended by 15 delegates, again all being experienced IOSH training providers. The workshop included PowerPoint presentations of the modified material, syndicate exercises and group discussions. A number of further suggestions were made to improve the toolkit.

In total 25 training providers were trained in using the toolkit material and these trainers have trained 45 people so far from SMEs and also some larger companies.

## Germany

Material and fliers were prepared, for institutions and SMEs. Additionally, some free workshops at the Darmstadt University of Technology were offered.

In Germany, 41 trainers and intermediates were trained in three seminars with a half-day up to one-day length. Trainers were people responsible for the training section of the *Berufsgenossenschaften*, REFA trainers and advisors for business promotion. In addition, seven persons who joined the training for SMEs could be counted as intermediates of the risk management idea. In total 48 trainers/intermediates were trained.

### What was produced?

The translated toolkit includes the following products:

- Booklet:
  - risk management basics
  - vulnerability analysis.

- ➔ vulnerability analysis workbook
- ➔ personnel risk management.
- Work cards (checklists, risk charts etc.):
  - ➔ assessment of a company's risk management
  - ➔ basic requirements of risk management
  - ➔ business risks
  - ➔ vulnerability analysis
  - ➔ agreements and liabilities
  - ➔ dependency can be a big risk
  - ➔ environmental risks
  - ➔ information risks
  - ➔ product risks
  - ➔ personnel risks
  - ➔ acts of damage
  - ➔ expertise
  - ➔ occupational safety & health risks
  - ➔ travel and traffic risks
  - ➔ violence control measures
  - ➔ work ability & well-being
  - ➔ work community.
- Information cards:
  - ➔ planning for risk management
  - ➔ crime risks
  - ➔ project risks
  - ➔ occupational safety and health
  - ➔ stress management
  - ➔ violence at work.
- Trainers' guide:
  - ➔ group work in training
  - ➔ lectures
  - ➔ making and showing transparencies.

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## Training trainers – the key to network building

This project involved partners from France, Belgium and Spain. It focused on training worker representatives and trade unionists on the very specialist nature and requirements of health and safety issues in SMEs. The project recognised the value of networks from the outset, and achieved cross-border cooperation through joint training programmes and innovative use of the Internet, which will continue beyond the end of the project.

### Who organised the project?

Emergences.

### Who were the partner organisations?

- The Confédération Générale du Travail (CGT - France)
- The Fondation André Renard (FAR – Belgium)
- The Instituto Sindical de Trabajo, Ambiente y Salud (ISTAS – Spain).

### What was it called?

Against occupational accidents / Towards risk assessment in SMEs (CAVE).

### What was this project about?

This transnational project developed a network on risk prevention in small and medium-sized enterprises, based on training, and the provision of dynamic information through information and communication technologies.

Its objective was to develop awareness-raising tools for workers on the assessment of occupational accident risks in SMEs, tools that should be permanent and within easy reach (both in geographical and comprehension terms).

The main deliverables were a training programme for trade unionists and worker representatives, a trainer handbook, a prevention guide, postcards and an extranet site with all relevant material available.

The training provided background information on the specific nature of work in SMEs, highlighting the socio-economic characteristics unique to SMEs. The structure of employment, the different job categories and the special role of women's work were all given consideration.

### What was produced?

- A training programme for 48 trade unionists and worker representatives.
- A training manual, of some 200 pages. This was intended as a major resource for trade union trainers. 100 copies were distributed within the French trade union network, including their overseas territories. It was also converted into PDF format, and made available on the CGT website.
- A prevention and risk assessment guide, which was packed with practical and technical information on the socio-economic realities of SMEs, and on current thinking on risk assessment. It also contained practical information for contacting people who were experts on particular issues. 5,000 copies of this guide were produced.
- An information postcard to publicise the project (3,500 in French and 1,500 in Spanish)

### Emergences

#### Type of organisation

- ✓ Occupational preventive services

#### Sector

- ✓ All sectors

#### Activity

- ✓ Training
- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Training sessions
- ✓ Network

**Total budget** € 165,659

**Agency support** € 132,527

- An extranet site for centralising documentary information for health and safety officers, which has been used as a database for the training sessions. It contains keyword and thematic search facilities.
- A forum for exchange of experience.

Would you like to know more about this project?

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Website for more information:  
[www.emergences.fr](http://www.emergences.fr)  
[www.emergences.fr/cave](http://www.emergences.fr/cave)



## Learning from victims of workplace accidents

French, Spanish and Italian cooperation enriched the scope of this communication campaign project, specifically aimed at the building maintenance sector. Interview material and genuine testimonies from accident-at-work victims gave an unmistakable real-life tone to the film produced, with hard-hitting messages. The involvement of workers and managers also enhanced the project and contributed to its success.

### Who organised this project?

Consulta Regionale Costruttori Edili Abruzzesi – Ance Abruzzo.

### Who were the partner organisations?

- Costic (France)
- Idetra (Spain) M3 s.r.l. (Italy)
- Consorzio Centro Studi edili (Italy)
- Ente Scuola Edile della Provincia di Chieti (Italy).

### What was it called?

Building maintenance and safety: awareness campaign on accident risks in SMEs.

### What was the project about?

The objective of the project is to raise awareness among SME workers within the construction sector by the launching of an information campaign backed up with a video, a handbook containing technical data sheets and a *vade mecum*, produced with the participation of employers, employees and workers who experienced injuries at the workplace.

The main goals of the project are:

- to improve access to information about safety in building maintenance sites
- to promote the participation of employees and/or their representatives in the field of safety by encouraging them with new and effective tools
- to develop an innovative form of communication aimed at disseminating good practice to reduce the risk of accidents in SMEs by means of short films, drawings and technical data sheets based on the data and experience gained by the victims of accidents at work.

### What did they do?

The work evolved in several stages:

#### Stage 1 – definition of actions and responsibilities

A meeting took place of all partners to define work to be done and areas of responsibility, finalising objectives assigning tasks. A preliminary document was drawn up containing a list of the maintenance operations, sub-divided by individual areas (electrical, water supply, heating installations, building works, etc.), to undergo a risk analysis.

This document was used by each partner to develop the content of the good practice technical data sheets on a common platform and in compliance with the safety regulations of his/her country.

### Ance Abruzzo

#### Type of organisation

- ✓ Employers' organisation

#### Sector

- ✓ Building maintenance

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Audiovisual material
- ✓ Network

**Total budget** € 250,157

**Agency support** € 150,000

## Stage 2 – designing of the technical data sheets and the handbook

Once the data sheets were compiled, the partners checked them and the final version was produced.

The identification of the underlying risks of maintenance operations resulted in a less technical and instantly understandable handbook produced specifically for maintenance site workers, who always run the risk of being involved in potential accidents but have only marginally been involved in the process of ensuring safety.

The information contained in the handbook was translated from the descriptive technical language into visual language, using images and drawings to ensure that it was instantly understandable, even to people who did not speak the language or who had little education, as is the case of many workers in SMEs.



## Stage 3 – production of a short video

At the same time as the technical data sheets and the handbook were being produced, people who had in various ways and at various levels been involved in accidents at work were contacted. The contacts were followed by a request for these people to recount their experiences in targeted interviews and on film, as an effective means of raising awareness and pointing out the responsibilities of the people involved.

## Stage 4 – activities aimed at disseminating and promoting the results

The results were disseminated and promoted by publication on the Internet of the materials and tools produced and by a service set up to distribute the handbook to the institutions responsible for safety in each of the three Member States.

### What was produced?

The products produced are free and totally available since a multimedia product was specifically designed that can be visited on the web at [www.mtre.it](http://www.mtre.it).

#### ■ Video

The film that was made lasts about 35 minutes and it was produced in English and Italian. The contents of the film can be mainly summed up as follows:

- ➔ presentation of the European Agency for Safety and Health at Work
- ➔ indication of the project objectives through the presentation of the participating partners
- ➔ testimonies of people injured in the construction sector
- ➔ expert recommendations.

#### ■ *Vade mecum*

The aim of this publication is to highlight the specific hazards related to plant and building maintenance operations by means of picture language. The data sheets included enable users to verify not only the hazards but they also provide them with the prevention measures to be adopted. The handbook with colour pictures is particularly helpful for those who have language-related communication problems. The print run was 500 copies written in Italian, Spanish, French and English and were distributed and disseminated among companies and interested parties.

#### ■ Handbook

This document includes the technical data sheets, designed according to recurring maintenance operations in all the countries concerned. The aim was to provide relevant information about the correct implementation of maintenance operations, about the dissemination of major hazards as well as eventual prevention measures to be adopted. The description of interventions and major hazards related to the implementation of maintenance work in the building sector was carried out closely with workers, intermediary company employers, workers' associations and entrepreneurs.

This handbook ensures that workers have direct and easy-to-understand communication instruments and it enhances the importance of compliance with safety regulations, also making employers confront the negative experiences of colleagues involved in work-related accidents. 500 copies written in Italian, Spanish, French and English were edited.

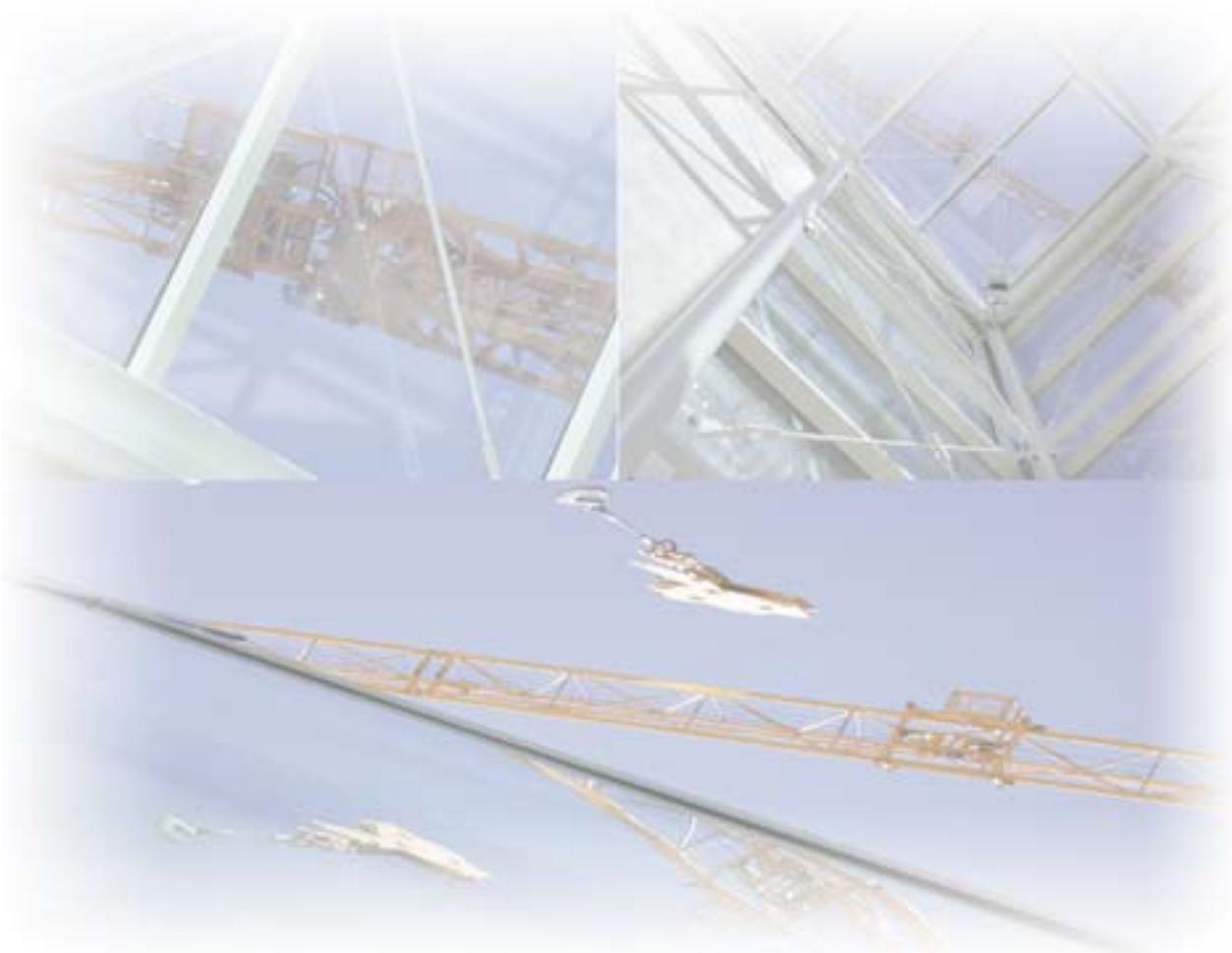
- CD-ROM including all the products of the project.
- The multimedia tool to enable total accessibility of the products. All products produced during the project are freely available on the web at [www.mtre.it](http://www.mtre.it).

**Would you like to know more about this project?**

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## Ten Member States cooperate to improve occupational safety and health standards in SMEs

The PREDIAESME project – run by an existing network of Euro Info Centres – aimed to encourage European SMEs to take their first steps towards a tailored, efficient and adapted health and safety policy.

This was simultaneously run in 10 different Member States, making it the biggest SME-funded project from the Agency, in terms of the number of countries participating. They organised events and site visits, company audits and publicity.

The sectors and target groups differed according to the needs identified – some were more activity-oriented (for example, concentrating on the health sector). Others were more risk or theme oriented. Each partner freely chose which the best approach was, making this ambitious collaboration both flexible and focused.

### Who organised this project?

Chambre de Commerce du Grand-Duché de Luxembourg (Chamber of Commerce of the Grand-Duchy of Luxembourg).

### Who were the partner organisations?

- Landesgewerbeanstalt Bayern, Germany
- EU Radgivningskontoret, Denmark
- Confederación Regional de Empresarios de Aragón, Spain
- Employment and Development Centre for Varsinais-Suomi, Finland
- Federation of Industries of Northern Greece
- Federazione delle Associazioni Industriali del Piemonte, Italy
- EG-Adviescentrum Zuid-Nederland, The Netherlands
- Comissão de Coordenação da Região Centro, Portugal
- Business Information Source Highland Opportunity Ltd, UK.

### What was it called?

PREDIAESME: PRE(vention)-Diagnostic Action for European SMEs.

### What was the project about?

The main objective of the project 'PREDIAESME' was to make companies aware of subjects concerning health and safety at work.

Ten Euro Info Centres from ten different Member States carried out the PREDIASME project. The project was divided into two main parts:

- an event to promote best practice among SMEs
- on-site pre-diagnosis.

During a first phase, each partner organisation committed itself to organise an event aiming at raising companies' awareness in their respective countries of safety and health issues. Companies were notified about safety and health issues by using standard events all over Europe. These 'on-site' events, were mainly based on concrete examples of good practices

### Chamber of Commerce of the Grand-Duchy of Luxembourg

#### Type of organisation

- ✓ Public institution / non-profit organisation
- ✓ Business network

#### Sector

- ✓ All sectors (handicraft and agriculture excluded)

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Workshops
- ✓ Network

**Total budget** € 201,029

**Agency support** € 158,813

presented by model companies in the OSH field. A part of the event was dedicated to present in a general way the most essential aspects of safety and health at work such as the advantages of having an OSH policy. At the same time, this part of the event was used to get an in-depth view of the existing interest of companies in pre-diagnoses. These standardised activities, which took place in a similar way in all participating countries, were of a promotional, analytical and monitoring character.

During a second phase, the expert and tailor-made support to the selected companies was emphasised. The action concentrated on a small group of selected companies, wanting to start OSH activities, but which did not exactly know how to start. These companies were given advice by competent and experienced external experts who helped the companies 'on site' and provided them with the necessary information adapted to the company's project.

These two phases led to the compilation of a document called 'H&S starter kit'. This document is available on paper as well as in an electronic version in order to ensure a maximum dissemination of the collected information. The company visits made it possible to compile a basic manual for companies consisting of a checklist containing the most important points in the field of H&S as well as of all other useful and available information, such as contact addresses of European and national organisations, information sources and an overview of planned events.

### What did they do?

#### Organisation of events to promote best practices

On average, each country organised at least one event and five audits. Altogether at European level eleven events, regrouping 500 companies and 51 audits were organised. Among the participants, most of the companies were SMEs, very often between 50 and 250 employees and some events were actually organised on company premises.



After each event, a reception was organised to facilitate 'informal discussions' between participants, with both organisers and officials.

During each event, partners always distributed information to companies. Generally, some types of documents were used throughout the different associated Member States: national and European legislation, risk assessment methods, information on standards, information sources available, and so on.

In order to present and disseminate the project as well as to assure its promotion, mailing actions were undertaken, including an invitation to the targeted companies. Targets were always SMEs and regarding the choice of sector, it differed a lot from one country to another according to the regional or national needs put forward.

#### Organisation of on-site pre-diagnostics

51 on-site pre-diagnostics were performed during the project. Audits were carried out by experts from the EIC's host structure or by external experts who went to visit the companies. This part of the programme constituted the core element of the PREDIASME project.

After the event (first phase), many EICs pointed out that a lot of companies were interested in receiving the help of experts, so that they had to select several companies. Each selected company opened the doors of its premises to experts and explained the activities developed and let them do a risk assessment of their company's workplace structure and environment.

After each audit, 'starter kits' were distributed to the companies audited and a confidential report was given to each company stating the assessment of experts and giving them some practical information how to run a tailor-made and efficient health and safety management policy.



## What was produced?

### Denmark:

Social index as a tool for measuring the degree of social responsibility of companies.

### Finland:

- Congress proceedings (HSS folder on selected issues)
- information kit (risk analysis, reports, evaluation documents).



### Germany:

- Checklists for pre-diagnostics
- individual 'starter kits'
- programme of the event
- summary slides from the event.

### Greece:

Folder including a presentation of companies, a description of the PREDIASME project, speeches, best practice examples and EU legislation.

### Italy:

- Guide to explain the essential elements of safety management system in five phases
- questionnaire to help companies to understand the way to implement this system and guidelines about the aspects that must be checked
- basic questionnaire to create a database about accidents including the appropriate solutions.

### Luxembourg:

- Brochure distributed during the event presenting the project and best practice examples
- support document distributed to companies during the preparation day including one questionnaire for self-risk assessment
- CD-ROM gathering all the information available in the other documents and the results of the audits.

### Portugal:

- Five reports from the audits
- manual based on the reports containing information concerning HSS solutions, a checklist related to five different sectors with the most important issues in this area, timetable of controls to be executed, summary of corrective actions, list of national contact points.

### Spain:

- Starter kit (practical files and different information on precise topics)
- questionnaire (identification of risks).

### The Netherlands:

- Newsletter
- handbooks presenting the project, the partners and the Agency, also including practical information for companies.

**United Kingdom:**

- Delegate pack
- H&S Executive Information pack
- Scotland's health at work information
- action pack.

**Would you like to know more about this project?**

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Website for more information:  
[www.eicluxembourg.lu](http://www.eicluxembourg.lu)



## Good practice in European merchant shipping

This example of Spanish and Danish cooperation set about defining criteria to facilitate efficient accident prevention on board mercantile vessels in the European Union. The maritime transport sector is worthy of a lot of attention in terms of health and safety at work, facing as it does many challenges. One of the good ideas of this project is to promote sustainable accident prevention attitudes among SMEs in the sector by awarding a 'seal of excellence' in safety and health in the workplace and good practice.

### Who organised this project?

Federacion Estatal de Transporte, Comunicación y Mar – UGT (Spanish Trade Union for the communications, transport and maritime sector).

### Who were the partner organisations?

- KPMG Seguridad y Prevención S.L. Entity involved in the audit of work-related accident prevention, Spain.
- Specialarbejdernes erfaringsråd i Danmark. SID. Danish maritime trade union.
- KPMG Netherlands. Environmental Consulting.

### What was it called?

Determination and dissemination of the technical and legal requirements to implement an effective safety and health at work System to prevent work-related accidents in SMEs in the European merchant shipping sector. 'Seal of excellence' in safety and health in the workplace and good practice.

### What was the project about?

The project objectives were:

1. To determine, with the collaboration of experts from the most representative organisations in the sector, a series of technical criteria designed to reduce work-related accidents through their implementation in the development of innovative preventive methodologies.
2. To motivate those responsible for accident prevention in the SMEs in the sector to develop sustainable preventive systems which give added value to the global management of the company, reducing the costs associated with non-prevention and enabling the improvement of the company's competitive and corporate position.
3. To promote the implementation of best preventive practices through the creation of a 'seal of excellence' in safety and health in the workplace and good practice.
4. To communicate, publicise and promote the activities derived from the aforementioned objectives through the publication of a document and the organisation of an information day.



### UGT – Spanish Federation of Maritime Transport

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ Merchant Shipping

#### Activity

- ✓ Good practice provision

#### Outputs

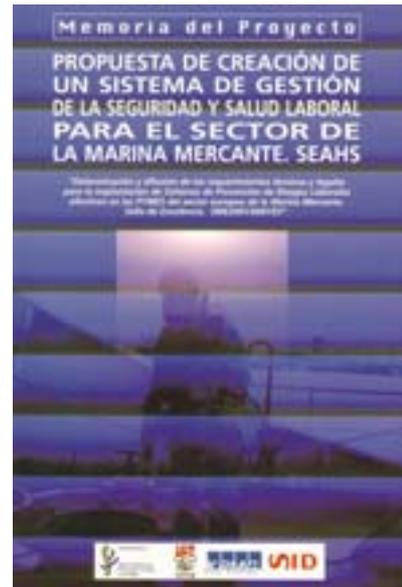
- ✓ Publications
- ✓ Workshops
- ✓ Network

**Total budget** € 249,825

**Agency support** € 150,000

### What did they do?

- A meeting was held to create the technical commission responsible for channelling, handling and preparing all project information generated. This commission was backed by the permanent work group, which prepared drafts of documentation to be reviewed and approved by the technical commission.
- Preparation, publication and distribution of a document containing the results of the technical commission's work, which is being used as a reference guide for business people, personnel responsible for accident prevention and the government officials from the EU Member States.
- An information day to publicise the conclusions of the technical commission. All companies in the sector were invited to this conference entitled 'Technical criteria to reduce accidents in SMEs in the European merchant shipping sector: challenges and solutions'.
- A sustainable quality seal for the prevention of accidents, which differentiates companies and contributes added value to the SME which obtained it.



### What was produced?

A 65-page book was published (print-run 1,000), which compiles the conclusions of the experts along with relevant charts, graphics, photographs and the following contents:

- Background: analysis of the current situation of the merchant shipping sector in Europe, considering statistics and main legislation.
- Work methodology: explanation of how the project objectives were set, as well as the way the work would be organised to achieve the objectives on time.
- Presentation of results: four main proposals of good practices in safety and health issues were suggested in order to try to mitigate the problems and deficiencies detected:
  1. safety management system SEAHS
  2. safety officer
  3. safety training for crew and inspector
  4. technical guide of safety and health at work in merchant shipping sector.

This book was mainly distributed at the presentation conference. It was also sent to people interested in the topic who could not attend the meeting. For other people interested in the book, a free copy as well as the electronic version can be obtained by contacting the project holder.

#### Would you like to know more about this project?

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## Information campaign for agricultural workers

The agriculture sector is a high-risk one throughout Europe. When it comes to information campaigns to raise awareness about those risks, it is important to share experience and pass on good practice. This project involved the collaboration of two countries: Spain and Italy, where key information was compiled on existing legislation and good practice on a variety of work-related risks, including the handling of pesticides, the use of agricultural machinery and work utensils.

### Who organised this project?

Federacion Agroalimentaria FTA-UGT (Spanish trade union for the agriculture sector).

### Who were the partner organisations?

- IFES (Instituto de Formación y Estudios Sociales) - Spain
- FAI-CISL (Federazione Agricola Alimentare Ambientale Industriale) - Italy.

### What was it called?

Information campaign and awareness-raising on accident prevention among workers in SMEs in the agricultural sector.

### What was the project about?

The purpose of this project is the identification and dissemination of effective good practice examples for the reduction of risks and accidents in the area of occupational safety and health in small companies in the agricultural sector.

The main objective of the project is to inform and to raise awareness among workers of small enterprises within the agricultural sector in Spain and Italy. This sector is considered as a high-risk sector and it has a high rate of accidents. In that respect, the intervention in this sector was a clear priority in order to reduce the current number of work-related accidents.

### What did they do?

As a first result of the project, workers were made aware of the importance of accident prevention, producing a change in the attitudes towards the preventive measures in their workplace. As a long-term result, the reduction in number and seriousness of accidents at work is the main goal of the project.

- A first step in the development of the project was the identification of the main accident risks in the agricultural sector by the social partners. As a result of this analysis and taking into account the risks identified, a first work document was produced containing a series of examples of good practice.
- The awareness and information campaign was carried out on the one hand through workshops held to disseminate the project and its products, and on the other, through information material that was distributed to a great number of SMEs in the agricultural sector obtaining a wide coverage.

### FTA - UGT – Spanish Federation of Agriculture

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ Agriculture

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Workshops
- ✓ Network

**Total budget** € 80,053

**Agency support** € 64,000



- The evaluation report on the results was carried out by means of questionnaires and visits in-situ to several enterprises involved in the project. In general terms, the target group describes the campaign and the material as being positive and extremely useful, not only for the quality of the contents of the documents distributed but also for the understandable and easy-to-use way in which the information is described. With regard to awareness, it has been noticeable the change of attitude among the target group towards the accident risks and preventive measures.

### What was produced?

- Good practice document (200 copies)

An 85-page document published in both Italian and Spanish containing not only the examples of good practice but also the risks identified in the sector considered and legislation. A total of 200 copies were edited and distributed.

After a short introduction presenting the legal framework and some details concerning personal protective equipment there are four chapters compiling Good Practices:

- ➔ handling of pesticides
- ➔ agricultural machinery
- ➔ work utensils
- ➔ work-related risks.

- Manual of good practice (900 copies)

With a view to disseminating the document and distribute it more easily, a 33-page manual summing up the contents of the larger good practice document was edited in a more user-friendly format. This document responds to the need of producing a manual for an easier distribution to the project target group increasing by this way its dissemination capacity.



- Information campaign

A seminar was held in Spain with a view to presenting the project and distributing both documents produced during the project. Furthermore, the material produced during the length of the project was distributed among the enterprises in the agricultural sector. A total of 128 letters enclosing the manual were sent to SMEs in the agricultural sector in Spain. Two dissemination seminars were held in Italy and Spain for the diffusion of the main project outcomes with an attendance of 28 and 30 people respectively and a third seminar in Algesemí (Valencia) for more than 50 workers.

The material will continue to be available for those interested workers or companies on request to any of the partners of the project.

### Would you like to know more about this project?

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[www.fayt.ugt.org](http://www.fayt.ugt.org)

# 35 National projects

## AUSTRIA / ÖSTERREICH

- Keeping our healthcare workers healthy (Gesundheitsmanagement Burger-Wieland OEG)
- Supporting workers to find their own solutions (Firma Kostmann Transporte GmbH)

## BELGIUM / BELGIQUE/BELGIË

- Caretaker farmers at special risk (agrolbedrijfshulp, vzw)
- Empowerment and involvement of employees (Prevent)

## DENMARK / DANMARK

- Getting together to solve problems (BST-Center Fredericia (BST job+miljø)

## FINLAND / SUOMI

- Risk assessment – the key to safety (Kirjapaino Oy West Point)
- SMEs in the metalwork sector get together to reduce accidents (Finnish Institute of Occupational Health)

## FRANCE

- Spouses and partners in the limelight (OPPBT - Organisme Professionnel de Prévention du Bâtiment et des Travaux Publics)
- French micro-enterprises create a club (Union Syndicale Artisanale Tarnaise)
- New arrivals in OSH in France - the accident prevention advisers (Confédération Française Démocratique du Travail)

## GERMANY / DEUTSCHLAND

- Focus on German butchers, bakeries and patisserie shops (Gesamtverband Handwerk Sachsen-Anhalt e.V.)
- Drivers of heavy goods' vehicles get training on the dangers of loading and unloading (AGV Verein fuer Arbeitssicherheit und Gesundheit im Verkehrswesen)

## GREECE / ΕΛΛΑΔΑ/ELLADA

- Accident prevention in shipbuilding and repair (Techniki Ekpedeftiki)
- Information is power (Greek Ministry of Labour and Social Affairs)

## IRELAND

- Bringing training on safety management to the regions (ISME -Irish Small & Medium Enterprises Association Ltd)

- Bridging the gap – persuading micro-businesses to invest in training (Associated Craft Butchers of Ireland)
- Training safety officers in construction (The Irish Congress of Trade Unions)

## ITALY / ITALIA

- Tackling the risks of explosions for metalworkers (Consorzio per la Ricerca e l'Educazione Permanente Torino)
- This building site is safe! (Treviso Tecnologia)
- Tutoring people in the building trades in Italy (Scuola & Formazione Confartigianato)
- Risk assessment for Italian steelworks (Polistudio Srl)

## NETHERLANDS / NEDERLAND

- Bridging the gap between legislation and practice (Organisatie Adviesburo Maras)
- Learning from the best to teach the rest (Total Loop Management Ltd)

## PORTUGAL

- Handling risks in the natural stone sector (Cevalor - Centro Tecnológico para o Aproveitamento e Valorização das Rochas Ornamentais e Industriais)
- Tackling accidents in the Portuguese construction sector (Câmara do Comércio e Indústria de Ponta Delgada)
- Portuguese metalwork industry gets a website! (Factor de Seguranca)

## SPAIN / ESPAÑA

- Prevention services for the maritime and fishery sectors (Instituto Nacional de Seguridad e Higiene en el Trabajo)
- Monitoring centre for the self-employed (UGT- Union General de Trabajadores)
- Recognising when we get it right (The Confederacion Empresarial Vasca-Basque Business Confederation)
- User-friendly information in an ever-changing IT world (Instituto Sindical de Trabajo, Ambiente y Salud)
- Tackling back pain and upper limb problems in SMEs (Mutua Universal)

## SWEDEN / SVERIGE

- A better working environment in the graphical sector (Grafiska Fackförbundet Mediafacket)

## UNITED KINGDOM

- Getting the message across to those who need it (The Construction Industry Training Board)
- Safety matters in charity retailing (The Association of Charity Shops - ACS)
- The power of partnership (Stow College)

## Keeping our healthcare workers healthy

People employed in healthcare run particularly high health risks. According to the labour statistics of the European Union, the number of occupational accidents among this group is 33 per cent higher than among the employees of any other professional field.

By providing proven protective measures as well as guidelines for responsible behaviour, this project aims to provide quality assurance measures for the areas of hospital hygiene and safety in Austria which up until now have not been standardised or nationally regulated in a uniform manner.

One of the very interesting and encouraging features of this project is that it provided inspiration to a German organisation to undertake a similar initiative (LGA-Baden-Wurtemberg), and the International Sharp Injury Preventing Society in the USA was made aware of the project and will also promote it.

### Who organised this project?

Gesundheitsmanagement Burger-Wieland OEG (OEG Health Management).

### What is it called?

Prevention of blood-transmitted infections.

### What was the project about?

In their daily work, nursing and laboratory staff, doctors and cleaners frequently handle sharp and pointed objects such as syringes and scalpels. These could be contaminated with the body fluids of patients, whose infection status is unknown. Needle wounds and cuts produced by such contaminated objects may lead to blood-transmitted infections like Hepatitis B and C, and HIV.

This project produced a CD-ROM for health professionals, which provides help and instruction for drawing up internal hospital guidelines and for standardising working procedures in order to minimise the risk of blood transmitted infections, and which also provides knowledge of emergency measures in case of accident. This CD-ROM was distributed free of charge throughout Austria directly to the target group.

This project covered the production and distribution of a CD-ROM to a targeted group of health professionals who are at risk of stabs and cuts by blood-contaminated, sharp or pointed objects. A website was also established.



The aim of the project was to avoid occupational infections (hepatitis B, hepatitis C, HIV) by improving the information level of health professionals and enabling them to take adequate preventive measures, by means of:

- increased awareness concerning the risks of blood-transmissible infections
- standardisation of procedures
- job-specific risk evaluation
- increased knowledge of emergency measures in case of injury
- increased quality consciousness concerning safety products and personal safety equipment.

### Gesundheitsmanagement Burger-Wieland

#### Type of organisation

- ✓ Private company

#### Sector

- ✓ Health Care

#### Activity

- ✓ Information and communication
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Audiovisual material
- ✓ Workshops

**Total budget** € 231,754

**Agency support** € 80,000

### What was the target group?

The target group was health professionals, who during their daily work are exposed to the risk of needle wounds and cuts from pointed and sharp objects contaminated with blood or other liquids. These include:

- general practitioners
- hospitals
- nursing schools
- laboratories
- army medical facilities
- law enforcement bodies
- blood donor centres
- dialysis facilities
- nursing homes
- waste disposal workers
- dental medicine
- cleaning services.



Special attention was paid to the possibility of being able to use the CD-ROM for training purposes in nursing schools and similar training institutions, because until now no teaching material of this type had existed in Austria.

### What did they do?

#### A CD-ROM for health professionals

The target groups were small and medium-sized enterprises in the health sector (general practitioners, hospitals, blood donor centres, etc.)

The CD-ROM contained:

- the contents of a previously-produced 'Handbook for health professionals' (interactive adaptation): protective and emergency measures
- video sequences concerning protective and emergency measures
- training documentation for printing
- working documentation for printing
- index of products and suppliers
- relevant legal texts (employee protection law, medical product law, regulation on biological agents, etc.).

The video sequences for the CD-ROM illustrate sources of danger, prevention measures, the handling of used hypodermic systems, disposing of medical waste as well as emergency measures. Up until the production of this CD-ROM, there were no training materials for health professionals available in Austria.

Included in the CD-ROM is an extensive print package that clearly explains the contents and function of the data carrier and serves as well as a presentation platform for all organisations and institutions supporting the project and occupied with health care and safety at work.

#### A website ([www.gesundheitsberufe.at](http://www.gesundheitsberufe.at))

Parallel to this, an information platform on the Internet was established called 'The website for health professionals' ([www.gesundheitsberufe.at](http://www.gesundheitsberufe.at)). The aim of this website was to provide updates for the CD-ROM as well as a calendar of events and an order form for the newly-developed medium. It went online in June 2002.

Contents of the webpage:

- facts and figures
- legal provisions
- hepatitis B, hepatitis C and HIV infection risks
- measures
- information and training media
- working documentation
- products
- news
- contacts and addresses.

### An information leaflet in German and English

An information leaflet was also published about the new available information and training media for the prevention of blood-transmitted infections among healthcare professionals (CD-ROM, training film, and handbook). This is available in both German and English.

### Promotion

A programme of promotion of these materials was undertaken, with the project receiving publicity through:

1. a conference of German-speaking networks of health promoting hospitals in Vienna
2. forum for Waste and Environment in Innsbruck
3. Austrian symposium for HIV and Aids nursing in Graz
4. World congress on safety and health at work in Vienna
5. multimedia festival of the World congress on safety and health at work in Vienna
6. the website
7. press releases
8. mailshots
9. submission for national awards
10. European conference of nurses in Aids care, Manchester
11. official presentation of the CD-ROM and website at the 5th Austrian symposium for HIV and Aids nursing in Vienna
12. conference of hospital security experts in Geinberg.

### Distribution

- ➔ 165 hospitals and nursing homes in Austria received over 3,000 copies
- ➔ 72 nursing schools received over 400 copies
- ➔ 250 divisions of occupational medicine received over 300 copies
- ➔ 145 orders received on the internet accounted for over 350 copies
- ➔ 1,000 copies within the target group by the pharmaceutical enterprises supporting the project
- ➔ distribution of over 200 copies to security experts
- ➔ 20 copies to midwifery academies
- ➔ general practitioners with the support of the medical association (about 4,700 copies).



### Would you like to know more about this project?

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## Supporting workers to find their own solutions

Small and medium-sized enterprises in the road transport sector are exposed to several risks when it comes to the health and safety of workers. This Austrian company recognised the limits of the 'top-down' approach, however, in encouraging good practice. Rather than issue orders about what to do and what not to do, which ran the risk of being ignored, the company chose instead to have an independent survey of workers' health levels carried out. Using individual interviews and health and safety 'circles', workers were encouraged to identify the problems and look to finding solutions themselves, with the help of psychological and technical expertise. Involvement in decision-making at this level also had a positive effect on company morale.

### Who organised this project?

Firma Kostmann Transporte GmbH (Kostmann Transport Company).

### What was it called?

Health enhancement and risk reduction in transportation agencies.

### What was this project about?

The physical and mental health and safety of workers in the high-risk transport sector is of growing concern. A company that competes in an international environment needs workers who are willing and competent. However, wherever demands are placed upon workers for increased performance, care should also be taken to protect and promote their health and safety. An important element of this is enabling workers to take responsibility for their own health and safety and encouraging a healthy environment. To achieve this, a company must engage with the topic and organise work accordingly.

The overall aim of this project was to reduce the rate of accidents at work. A joint examination of health and safety parameters, involving a psychologist and a safety trainer together with a dialogue group was intended to raise awareness of the problems. In order to minimise the effects of increasing work pressure on people's health and safety, the project developed strategies throughout which could serve to reduce these risks. So, expertise was required from work organisation and health and safety experts, as well as transport experts and trained counsellors.

A further aim of the project was to increase the general feelings of well-being and work motivation by involving workers in health risk factors, leading to increased productivity.

The knowledge acquired was also passed on to other similar companies so that they might make use of the experience gained.

### What did they do?

#### Survey

Following discussions with psychology and health and safety experts, workers were informed about the project by circular letter, notices and an introduction to the project manager. Individual interviews were carried out with some workers on the

### Firm Kostmann Transport

#### Type of organisation

- ✓ Private company

#### Sector

- ✓ Transport

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 94,332

**Agency support** € 56,700



subject. From the beginning, there was a high level of interest on the part of the employees. On the basis of the information gleaned from these individual interviews, a questionnaire was drafted. This was distributed to all employees (36).

The response rate was high – 78 per cent.

The methodology involved the use of a differentiated, multidimensional personality types, suitable to the workplace situation.

The employees were then asked to rate their opinions on the state of their own health on a five-step scale. Data was also collected on height, weight and medication. Risk factors such as smoking and drinking alcohol were not gathered in this phase.

### Health and safety circles

The results of the survey served as a basis for the second phase of the initiative. In the health and safety circles, a set of health and safety standards were drafted, particularly taking into account those workers who were at high risk. Concrete training on specific issues was carried out. Within the health and safety circles, specific workplace problems were analysed from the point of view of the workers themselves and suggested solutions were examined. The aim of this was to pool knowledge, find practical solutions, increase working morale through involvement in decision-making and gain acceptance of new measures.

The results of the health and safety circles were compiled and presented to management. They were then distributed to other SMEs close by, and some of them have displayed clear interest in doing something similar.

The details of the project are available on their website. The project has received publicity via participation in congresses, such as the International psychology congress in Vienna. Also, the report was published.



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<http://www.zegis.at>

## Caretaker farmers at special risk

For over thirty years, Belgian farmers have contributed to running a 'caretaker' system, where a list of caretaker farmers is drawn up. In times of crisis, such as illness, death or an accident, the farmer can call upon one of the reservists to run the farm. Special risks await the caretakers – they must work at short notice in a crisis situation, in a farm they do not know, with unfamiliar livestock and machinery.

These caretakers were the target of this project, along with agricultural college students and other farmers and horticulturists, where training and risk assessment guidance was provided in a series of evening courses and seminars.

### Who organised this project?

Agrolbedrijfshulp, vzw – Farm assistance services.

### Who were the partner organisations?

- Medisch Sociale Dienst (interne preventiedienst Boerenbond)
- Katholieke Hogeschool Kempen, vzw (KHK) – Geel.

### What was it called?

Risk analysis and risk prevention in the agricultural sector.

### What was the project about?

The main objective of the project is to reduce the number, seriousness and frequency of work-related accidents within the agricultural sector. The committee on health and safety in the workplace (CPBW) of Agrolbedrijfshulp, set up in 2,000, took the initiative to reduce the number and seriousness of accidents by firstly, drawing up a checklist for farms and horticultural farms, and secondly by developing risk analyses for the various subsectors in the agricultural sector.

Initially, the purpose of the checklist was to ensure that each farm could be made aware of the risks on the site and to suggest measures to improve the situation. The aim was to maximise the safety of individuals who work with machinery and livestock.

The main objectives of the project are:

- to develop a checklist for farms and horticultural businesses. The aim is to map existing risks accurately and in the most standardised way possible
- to produce uniform, standardised risk analyses for the various subsectors in the farming and horticultural sector
- to take measures to increase awareness among farm caretakers, students and individual farmers and horticulturists so as to prevent accidents at the workplace and to organise the relevant training.

### What did they do?

The main activity of the project was the development of checklists, analysis of risks and workstation sheets.

### Farm assistance services

#### Type of organisation

- ✓ Non-profit organisation

#### Sector

- ✓ Agriculture

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 245,043

**Agency support** € 60,000





### Production of the risk analysis:

- under the supervision of lecturers, students produced a risk analysis for each subject: livestock handling, agriculture and horticulture, machinery
- the steering committee assessed and corrected these proposals - designs were tested by the regional coordinators at agrolbedrijfshulp
- feedback was given to the steering committee, comments were processed - the various analyses were standardised and harmonised.

### Production of the checklist:

- basic design of the checklist for various sectors (agriculture and horticulture) by the steering committee
- checklist tested by the regional coordinators and lecturers at KHK
- feedback sent to the steering committee and modifications made.

### Development of workstation sheets:

- design of the workstation sheets and testing. Subjects: farming, cultivation, horticulture.
- feedback sent to the steering committee and modifications made accordingly.

## What was produced?

The products of the project were developed in close co-operation with farmers (170 farms were visited during the funding period) and students of the highschool.

The main products are:

- training material for highschool students (risk assessment in a model farm)
- a ringbinder listing information on accident prevention in agriculture and horticulture (risk analyses, checklists and 'workplace sheets')
- an attractive brochure containing short texts and illustrations about assessing and preventing risks in farming and animal breeding.

A simple method to quantify work-related risks was chosen and explained. The print run for the first issue of the ring binder and the brochure was 1,000 distributed free of charge.

Publication of two brochures:

- compilation of the above-mentioned risk analyses about assessing and preventing risks in farming and animal breeding
- points for attention and tips for preventing accidents at work.

The following training programme:

- two training courses for 22 agrolbedrijfshulp's consultants (21 hours each)
- four evening trainings for 'all' agrolbedrijfshulp's caretakers
- one training event for the staff of agrolbedrijfshulp and lecturers of the high school
- one high school seminar 'safety on the model farm' (over 100 farmers and students).

### Would you like to know more about this project?

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## Empowerment and involvement of employees

Empowering workers to carry out their own risk assessments in SMEs was the central theme of this Belgian project. Employees were trained to evaluate their companies' prevention and safety policies by means of a checklist, without any prior knowledge of laws or preventive regulations. They received instant feedback and trade union expert advice. The final report provided a telling insight into the most common health and safety problems in SMEs.

### Who organised this project?

Prevent.

### Who were the partner organisations?

- VBO (Federation of Belgian enterprises)
- ACV (General Christian Trade Union for Belgium).

### What was it called?

Prevention of work-related accidents – supporting dialogue between employees and employers and promotion of prevention on the basis of information and instruments.

### What was the project about?

The main aim of this initiative is to raise awareness among SMEs in all sectors and to inform employers and employees about the prevention of risks that might result in an industrial accident. This aim is pursued via a two-pronged approach, geared to employees on the one hand, and employers on the other, within SMEs from all sectors.

The employees learned how to review their workplaces via a handy and easy-to-read accessible checklist.

The project, focused on SME employers and SME intermediaries (insurers, banks, prevention experts and consultants), consisted of the development of a step-by-step system (TRAJECT) for effectively tackling risks relating to health and safety. This tool, called 'Traject', is based on a 'key times' and 'contact times' system, calling for action regarding occupational health and safety.

Both elements were integrated in the self-evaluation developed to enable SMEs to uncover problems and assess the company policy pursued by the enterprise for preventing accidents.

'Key times' and 'contact times' refer to all the circumstances calling for action by SME managers, such as agreements and contacts with the external risk prevention service, role of subcontractors, industrial accidents, annual action plans for risks prevention, etc. For each of these, a concise and simple initiative on health and safety was developed with an emphasis on prevention in the form of a checklist and whenever possible, effective examples of good practice were specified. These instruments were later integrated into the self-evaluation instrument, as a key element in the project.

As a result, the dialogue with all those involved in accident prevention and the improvement of occupational health and safety was strengthened.

The project also ran an awareness-raising campaign addressed to SME managers and their closest employees.

### What did they do?

Formulation of a checklist for SME employees divided into three main parts:

- A questionnaire in which SMEs employees were asked about the risks that might exist in their enterprises.
- Further details about the way SME employees could obtain more information on the issues addressed in the questionnaire. In that respect, employees are referred to their employers, experts, internal and external prevention advisers thus entering a close dialogue on safety and accident prevention.

### Prevent

#### Type of organisation

- ✓ Occupational preventive services

#### Sector

- ✓ All sectors

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Training sessions

**Total budget** € 234,054

**Agency support** € 79,579

- Main aspects of existing regulation were outlined for each topic and useful tips as well as examples of good practice for preventing industrial accidents were provided.

Dissemination of the checklists to SME employees depending on the size of the enterprise in question: through training, weekly publications, for example.

Contact and information initiatives for SME employees were organised in the various regions allowing employees to get more detailed information and advice on legislation and the prevention of the most important risks that could result in industrial accidents.

Activities in order to raise awareness among SME managers and their direct employees were established.

The TRAJECT system was created as a specific tool for managing occupational health and safety in order to prevent industrial accidents. Once the formulation of the TRAJECT system for SMEs was completed, a training programme was set up and implemented for the dissemination of the system to the target group.

### What was produced?

- A mini-audit in the form of a questionnaire addressed to employees of SMEs, was set out to make them aware of the most frequent problems of health and safety occurring in their companies. The checklist was developed by ACV safety experts and distributed on a very large scale among employees of SMEs, with a total of 1,530,000 copies in circulation. It provides basic answers to enable workers in SMEs to identify the main problems concerning health and safety in their companies. It also provides contact details of the regional health and safety experts and trade union officials dealing with health and safety problems in SMEs and a questionnaire in which SME employees are asked about the risks that may exist in their enterprises. The results of the questionnaires have contributed to the project evaluation. The safety checklist for employees is available at [www.acv-csc.be](http://www.acv-csc.be).  
During the process, all necessary steps were taken to ensure rapid feedback from employees by supplying the correct answers promptly with reference to the law, by collecting questionnaires, by providing explanatory notes on the website and by offering free advice from safety experts.
- Awareness-raising phase:  
To this end, 100,000 copies of a SME leaflet were distributed to SME employees providing them with more information on unsafe situations in their companies. The leaflet included a request slip for a mini-audit, which also offered feedback and personal contact with ACV safety experts. The leaflet was also disseminated via VBO channels through publications such as the monthly VBO Bulletin (8500 copies in Denmark and 6500 in France) and the weekly VBO newsletter (6,000 copies in Denmark and 4,500 in France) as well as the website ([www.vbo.be](http://www.vbo.be)) and the extranet. In all, about 1,200 employers have access to the extranet. The ACV website ([www.acv-csc.be](http://www.acv-csc.be)) also received 3500 visits from SMEs per month during the project period.
- The questionnaires were processed and analysed by HIVA. A final report, *Analysis of findings of survey among employees of SMEs* resulted from this evaluation. The conclusions from the evaluation carried will be the basis of new proposals to improve the existing legislation or promote its implementation with a view to reducing the risks of industrial accidents in SMEs.

#### Would you like to know more about this project?

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Websites for more information:

[www.acv-csc.be](http://www.acv-csc.be)  
[www.vbo.be](http://www.vbo.be)  
[www.prevent.be](http://www.prevent.be)

## Getting together to solve problems

A total of 12 companies took part in this project, the long-term aim of which was to reduce the number of accidents at work. Each company carried out individual risk assessments and, having created teams to solve problems, met regularly to exchange information. Not only was there inter-company exchange, there was also social dialogue between employers and workers.

### Who organised this project?

BST-Centre Fredericia (BST job+miljø).

### What is it called?

No accidents in industrial companies.

### What was the project about?

This project aimed to reduce industrial accidents related to internal transport, manual handling, the use of machinery and falls in industrial workplaces.

The target group consisted of the management and safety committees in industrial companies. The goal of the project was an improvement in companies' capacity to assess risks and to promote the establishment of working conditions and routines for the prevention of accidents as well as to produce a change in workers' attitude towards accident risks.

### What did they do?

The project started with an introductory day on accident prevention for the safety committees of all companies participating in the project. The introductory day programme consisted of an introduction to the project objectives, methods and timetable on the one hand, and on the other, an introduction to a series of working methods for the prevention of work-related accidents. Working groups were established at the introductory meeting.

Preliminary meetings were held with the companies' managers and safety representatives with a view to communicating information about the project. A total of 12 companies participated on this project. These companies carried out individual projects concerning their specific risks and situations. Safety committees at the companies collected existing data on frequency and type of accidents as well as current prevention measures applied in their companies. Some companies received guidance from BST job+miljø and some audits were carried out in some of the companies.

The group leaders participated in a number of meetings in a network group throughout the project period. The network group was a forum for exchanging ideas about problem solving in the companies' ongoing projects. The project has resulted in a number of accident-avoiding measures and the long-term aim is to bring down the number of accidents occurred.

### What was produced?

The project started with a conference on accident prevention with the attendance of 21 companies.

#### Informative folder

An informative folder containing information about the project was produced with a view to providing the companies participating in the project, their employees, the press and other third interested parties with information about the project. 2,000 copies were edited and distributed among the target group.

### BST – Centre Fredericia (BST job+miljø)

#### Type of organisation

- ✓ Occupational preventive services

#### Sector

- ✓ All sectors

#### Activity

- ✓ Information and communication
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Network

**Total budget** € 66,208

**Agency support** € 39,063

### Stickers

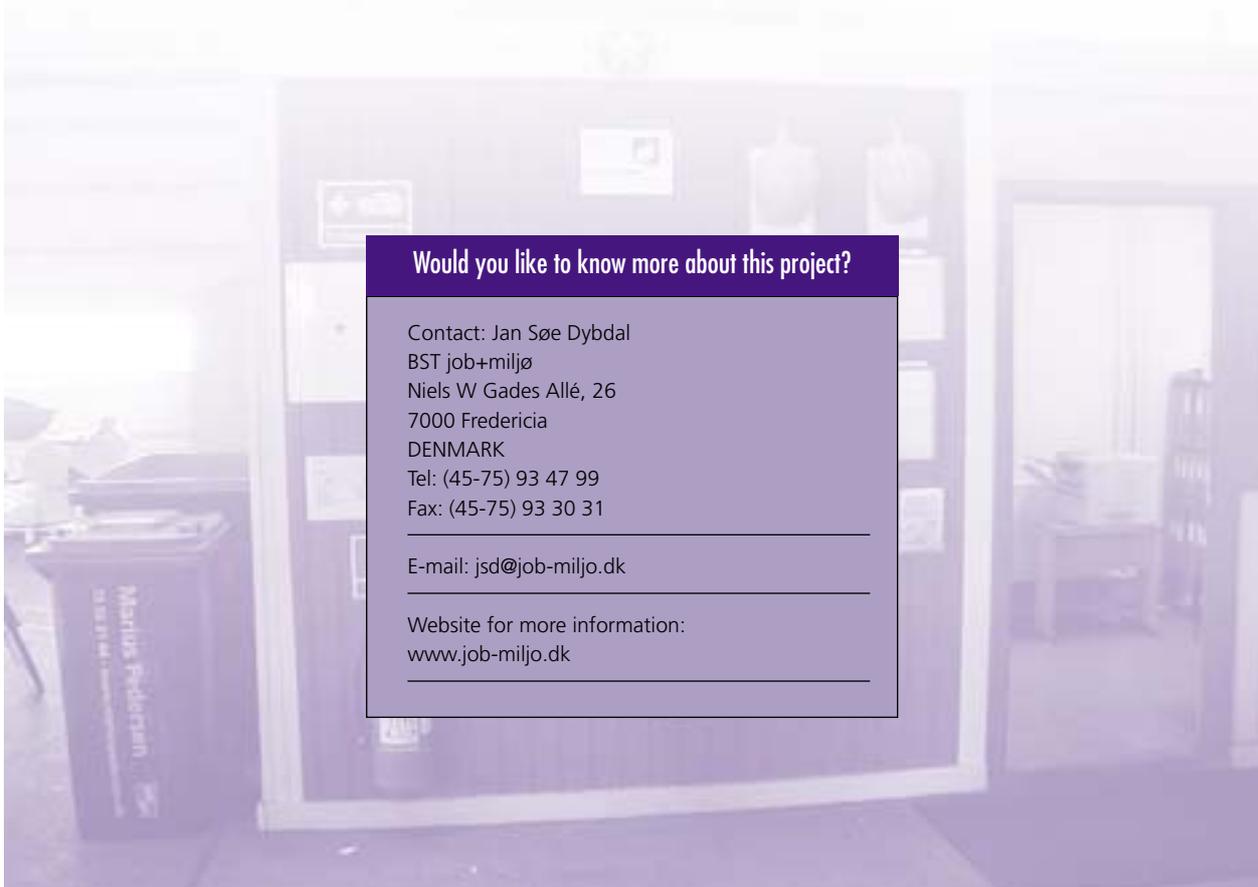
The purpose of the stickers was to support the campaign. They were distributed among the companies which used them to attract people attention to the campaign. A total of 400 stickers were produced with the campaign logo.

### Informative poster

A large poster was produced and used at the press conference and the closing conference.

### Final report

The final report comprises the accident prevention measures designed by the 12 companies participating in the project after a period of counselling and guidance about the formulation and implementation of safe working methods provided by safety organisations. The report was edited in Danish including a summary in English. A total of 400 copies was published and distributed to relevant members of BST and companies (200 companies). The report is available in paper as well as on the BTS job+miljø website.



## Risk assessment – the key to safety

Adopting a team-based approach was central to the success of this Finnish project, where the dangers inherent in the printing industry were subjected to a comprehensive risk assessment programme. The target groups comprised the company's management and the production and operation teams. The challenge was to find useful ways of making the teams effective and dynamic. The particular sector in question was the printing industry, but the project's results could be applied broadly to other kinds of industry as well.

### Who organised this project?

Kirjapaino Oy West Point.

### What was it called?

Risk analysis and team production rules - the key to safe work.

### What was the project about?

The project's objective is to create a model enabling occupational health and safety risks to be recognised and long-term occupational health and safety strategies developed in the context of the printing sector.

The emphasis was on the risks attached to the delivery, use and disposal of the chemicals used in printing shops.

The project's main objective was to create a model for the long-term development of safety at work with the help of production ground rules, self-motivated assessment of risks at work, development of work team and the acceptance and delegation of responsibilities. This was done mainly by interviews and training activities.

The objective was to tie safety at work to daily tasks, so that it became associated with something relevant and beneficial for each employee and the organisation as a whole. A further objective was to transfer passive awareness on safety at work gained by the long-term employed to younger employees. Also, work incentive provisions were launched as well as the discovery of new practices enhancing safety at work in conjunction with external contractors.

It is intended that the development of a model for safety at work will turn into an ongoing, proactive process.

### What did they do?

The project began with a survey of the entire printing house staff with 13 employees and office workers interviewed. Those interviewed represented a wide variety of activities within the printing sector.

A development group that included representatives from all personnel groups began its work at the beginning of the project and met eight times.

Training regarding the agreed rules was conducted in all teams (sales team, rotation team, sheet-feeding team, including cutting and layout, prepress team, gluing line team, storage and distribution team). The project's development group considered the areas in which agreed rules were needed.

It was decided that all teams create agreed rules or procedures for 14 different areas. Work with the teams was initiated with a discussion of the basic task of each group and the goals of the work. The guideline training process lasted about two months for each group. During this time the entire group met four to seven times. The results of the risk assessment were used to create a set of agreed rules. Each team created its own agreed rules for each area and these were recorded. During this process, the need arose to define agreed rules for interaction between different groups.

Occupational safety and health risk assessment sessions were conducted throughout the project. The aim of these assessments was to map out the risks within the team and train team members to independently assess risks in their own

### Kirjapaino Oy West Point

#### Type of organisation

✓ Private company

#### Sector

✓ Printing

#### Activity

✓ Training

✓ Good practice provision

#### Outputs

✓ Publications

✓ Training sessions

✓ Workshops

#### Total budget

€ 124,399

#### Agency support

€ 44,784

teams. Five teams carried out risk assessment using a risk map, while the rotation team utilised potential problem analysis (PPA). A risk catalogue and a classification system for measuring how big the risks were, was used to identify and classify different types of risks. During 30 risk assessment meetings, 174 risks were identified and 35 different measures for risk management were proposed. In addition, risk action proposals were recorded which stated that risks had to be taken into account in the team or team interaction rules, when making future investments and in occupational safety and health activities, and that the removal of risks should be the task of a designated person.



### What was produced?

The risk assessment and examples of good practice compiled as a result of the work carried out by the teams in the company contained a list of risk assessments for the sales, pre-press, sheet printing, web printing, binding and stock teams. It also includes the 14 examples of good practice that each team designed per activity. All staff considered the occupational safety and health risk analysis to be beneficial.



A survey was carried out among all staff members in the company in order to study the personnel's current perception of health and safety aspects and a total of 13 employees involved in a wide variety of activities within the company were interviewed.

As one of the core items of the project, training was provided in all teams in the company (sales, rotation, sheet-feeding, pre-press, gluing line, storage and distribution). Given the personnel's current perception of health and safety aspects as part of everyday activities and by identifying occupational safety risks, each team designed examples of good practice for 14 different areas. Occupational safety and health risk assessment sessions were carried out among the six company teams. During 30 risks assessment meetings, 174 risks were identified and 35 different measures for risk management were proposed.

Regarding the dissemination of the project, a project notice board was established in order to display minutes of meetings and to announce other project related issues. Some articles were written for the company internal bulletin and some other articles were published on the local newspaper as well as on the West Point's customer magazine. Finland's leading occupational safety publication with a print run of 70,000 issues published a four-page article about the project. A poster was also produced, which briefly explained the main details of the project.

### Would you like to know more about this project?

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## SMEs in the metalwork sector get together to reduce accidents

The Virtual OSH Enterprise was set up in Finland, with nine SMEs taking part from the metalwork sector. They had a clear reason to cooperate – together, they witnessed between 70–80 accidents per year. The idea here was to build a network to achieve benefits similar to those of big companies in learning from accidents and near accidents. Each company received advice about its safety programme, and an extranet facilitated exchange of information. Seminars were held to learn from the experience. The project was widely publicised in trade journals and could be used by other sectors as well.

### Who organised this project?

Finnish Institute of Occupational Health.

### What was it called?

Virtual OHS enterprise as support toward zero accidents.

### What was the project about?

The metal industry is the main target group of this project, since the metal sector has one of the highest accident rates in Finland. All kinds of accident risks are addressed. Typical accidents in this sector are trips and slips, cuts, bruises and falls.

The project set up a virtual OSH enterprise to evaluate its effects on accident prevention and to promote a zero accident philosophy among SMEs in the Finnish metal sector.

The main objectives of the project are:

- To promote a zero accidents philosophy among SMEs
- To create groups of companies networking to reduce accidents
- To establish a virtual enterprise model for a group of SMEs by using the extranet to report accidents, preventive measures and examples of good practice
- To strengthen the belief that accidents can be avoided

With the help of IT technology, the objective of the project is to create a virtual OSH enterprise comprising several SMEs, aware that when several small firms decide to co-operate, they can act like large enterprises and obtain the benefits of large corporations.

### What did they do?

The core of the project consisted of nine small enterprises employing about 650 people. The size of the companies varies from 20 to 160 employees but they all came from the metal industry. The consultants from FIOH helped each participant identify its specific needs, set up an action plan, and implement the plan accordingly.

A joint seminar between FIOH experts, Tapiola insurance company experts and company representatives launched action plans. The plans were prepared together with the management and employees' safety representatives. Actions were focused on the specific needs of each company such as working environment, individual behaviour on safety, training, housekeeping, ergonomic risks, etc.

### Finnish Institute of Occupational Health

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ Metal

#### Activity

- ✓ Training
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Audiovisual material
- ✓ Workshops
- ✓ Network

**Total budget** € 229,520

**Agency support** € 68,000

In the beginning of the project, a two-hour seminar was given to all employees in the companies involved in the project. Zero accident philosophy was explained and the project plan was described for the employees. A total of 400 employees participated in the kick-off seminars.

The FIOH consultants visited the firms regularly to verify the implementation of the plans and to support actions. The implementation schedule for actions was different in every company, depending on the nature of the action and companies' and consultants' timetables.

The project has a website [www.ttl.fi/t/vipa](http://www.ttl.fi/t/vipa). The website includes general information about the virtual OSH enterprise, Vipa-extranet, goals, functioning and firms included in the virtual OSH enterprise.

The extranet makes it possible to learn from other firms' accidents and near misses and it poses an information sharing tool for describing experiences from actions other firms have already developed.

During the project, several seminars took place where representatives from the firms participated and discussed safety issues, shared experiences of various actions, analysed accidents and near misses, etc.

Zero accident philosophy was promoted among other SMEs by arranging three open symposia in different locations in Finland as well as transferring good safety practises to other SMEs.



### What was produced?

The project holder organised:

- a kick-off seminar for 400 employees
- three co-ordinating seminars (one-two days, for two representatives of each participating SME)
- two symposia (in total 55 participants)
- eleven newsletters (factsheets) about relevant OSH topics and risks (examples: 'How to use ladders safely', 'How to investigate accidents')
- an extranet website for the participating companies, that is partially accessible to the public
- two videos about near misses.

### Network

Vipa-extranet is a network for the nine small companies involved in the project. It includes:

- a site for news
- statistics and reports of accidents and near accidents of participating firms
- some reports about serious accidents occurring in Finland
- VIPA newsletters
- descriptions about good practises
- a site for developing Vipa-network
- information about meetings
- information about firm-specific preventive actions
- links to information about chemicals
- discussion forum
- Internetlinks
- slides about Virtual OHS Enterprise
- participants' contact addresses.

### Newsletters

FIOH has prepared VIPA newsletters to disseminate health and safety information, instructions and good practice examples. The themes were chosen to meet the special needs of the companies. The length of the newsletters is from two to six pages each and altogether 34 pages. The themes are:

1. the new Occupational Safety and Health Act
2. internal traffic indoors and outdoors

3. slipperiness outdoors
4. lifting by hand
5. lifting by crane
6. lifting equipment (hooks, hoisting ropes etc.)
7. the storage of the pallets
8. how to use ladders safely
9. CE- marking
10. how to investigate accidents
11. order and tidiness.

The VIPA newsletters were distributed as pdf-files via VIPA extranet pages. Printed versions were distributed to every participating company. Some newsletters were also distributed during the Tampere and Jyväskylä symposia.

### Seminars

Three face-to-face-seminars were held to increase the familiarity and trust among the participants. Two representatives from each firm participated in these one and two-day seminars. Common goals and rules were identified and followed together. Also the knowledge sharing (i.e. how to report the near misses so that other companies will understand the risks involved) was rehearsed and learning motivated.

### Videos

Two videos about two near-accidents were produced for material to learn accident and near-accident investigation.



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## Spouses and partners in the limelight

In very small companies, the role of spouses, partners and other assistants can be extremely important. Frequently, these are the people responsible for staff management and looking after health and safety requirements. In the French construction sector, very small companies (fewer than 20 people) make up some 98 per cent of craft enterprises.

This original project recognized from the outset the importance of these small family businesses and the role of spouses and partners. With the involvement of the building sector and the construction industry women's group, they set up a specific programme of awareness-raising and prevention destined to equip them with genuine skills in the field of health and safety.

### Who organised this project?

OPPBTB - Organisme Professionnel de Prévention du Bâtiment et des Travaux Publics (professional organisation of prevention in the building industry).

### Who were the partner organisations?

- Fédération Française du Bâtiment (FFB)
- Groupes Femmes du Bâtiment (FFB).

### What is it called?

Training on prevention for spouses and/or others involved in very small enterprises in the construction industry.

### What was the project about?

The idea behind this project was to create and implement a training programme for 300 spouses and/or other assistants to enable them to identify examples of good practice in order to reduce accidents at work and identify appropriate prevention measures in very small enterprises within the construction industry.

The occupational risks run both by employees and by entrepreneurs are particularly significant in the construction industry, and both occupational illnesses and work-related accidents have a considerable impact on the family structures of these very small enterprises.

In this sector, where on-the-job training predominates and continuous training is not yet sufficiently developed, spouses and/or other assistants very often play a critical role in the management and development of the enterprise.

The OPPBTB made its proposal to provide real preventive expertise to an essential actor in the development of very small enterprises in the construction industry. In partnership with the Fédération Française du Bâtiment (French construction industry federation – FFB), they created a training programme specifically designed to ensure that the spouses and/or assistants of those in very small enterprises become the guarantors of improved integration of prevention into these enterprises' management and organisation.



### OPPBTB

#### Type of organisation

- ✓ Occupational preventive services

#### Sector

- ✓ Construction

#### Activity

- ✓ Training

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 199,679

**Agency support** € 77,476

Therefore, the target groups of the project were the spouses and/or other assistants working for very small craft enterprises in the construction industry who, because they are actively involved in personnel management, play a critical role in the enterprises' prevention policy.

### What did they do?

Starting with the planning of a training module entitled 'Prevention training for spouses and/or others assisting very small enterprises in the building industry', with teaching aids and a course of instruction specifically designed for this target group, the project completed the following:

1. ran an instructor training course to enable 11 organisers, OPPBTP personnel who are members of the 11 regional committees, to fine-tune their teaching skills and adopt this training module
2. scheduled briefing meetings in 25 departments, in partnership with the professional organisations representing the sector (FFB), designed to make spouses and/or other assistants aware of good practice in prevention and to ensure compliance with the safety regulations in force
3. organised 25 two-day training courses, each for 12 trainees approx
4. provided follow-up monitoring of the trainees, which permitted an assessment of the activities carried out and any necessary changes to the module before it entered widespread use
5. widened the scope of this course by integrating it into the OPPBTP's range of training services.



### What was produced?

#### ■ Training material

The training material was carefully prepared by a working group consisting of prevention engineers, as well as experts on health and safety. The material gathered information concerning the main risks, regulation, protection equipment and individual protection, with the aim to make trainees able to introduce a significant change in the management of their companies by introducing the good practices regarding prevention, safety and improvement of working conditions.

- CD-ROM, entitled 'Training and prevention for the spouses and/or other assistants in very small enterprises of the building industry', which was used as the main teaching support to the trainers. It consists of approximately one hundred slides (PowerPoint), which each speaker can supplement and adapt to the public needs and subject.

#### ■ The training course

25 two-day courses were organised with the attendance of 265 trainees. The courses took place in the following areas: Provence Alpes Côte d'Azur, Languedoc Roussillon, Midi Pyrénées, Aquitaine, Bretagne, Pays de Loire, Haute-Basse Normandie, Nord Pas de Calais, Centre Auvergne, Alsace Lorraine Champagne, Bourgogne Rhône Alpes Franche Comté, and Ile de France.



The design of the training course was based on real examples and situations experienced in small enterprises in the construction industry. The organisers (all personnel of OPPBTP) were permanently in contact with the companies, which enabled them to illustrate their teaching with 'real life' examples.

- Organisation of an information and awareness raising day

It was necessary to bring all the actors responsible for the implementation of the

project together. This was necessary to consolidate the partnership dimension of this project, through a clear presentation of the European Agency (Bilbao), and gain support for this project.

- Organisation of press conference

This meeting with the press was intended to 'officially' present the project.

For this purpose, a press pack was prepared for all the journalists concerned and the 'institutional' contacts from the BTP.



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## French micro-enterprises create a club

Small craft firms, or micro-enterprises, were the target of a concerted attempt to raise awareness by the employer and union organisations in the small, rural Tarn district of France. The ambition and scope of this project would clearly be too big for one small company to shoulder on its own. Therefore, the bringing together of several companies to avail of expertise and develop problem-solving techniques with their workers was of benefit to all. Of particular interest is the creation of a 'performance and prevention' club, where workers and managers from different companies can come together and exchange their experiences. Electronic tools are available for the follow-up.

### Who organised this project?

Union Syndicale Artisanale Tarnaise (Tarn Crafts Trade Union USAT).

### Who were the partner organisations?

- MIDACT
- MB2 Conseil (SARL de conseil en entreprise).

### What was it called?

Development and spread of accident prevention at work in SMEs.

### What was the project about?

Implementing a programme to raise awareness of risk prevention among enterprises within the craft sector. The project was based on actual experience with accident prevention in SMEs in the French region (department) of Tarn.

The project was based on an initiative by senior SME personnel within a joint framework of collaboration with institutional prevention bodies.

There are three main phases:

1. prevention management training
2. ensuring the sustainability of the approach
3. development of tools (leaflets, CD-ROM, internet).

The target groups considered in this project are as follows:

- entrepreneurs: on the basis of experience gained with eight enterprises targeted during the experimental phase, and the gradual creation of 'performance and prevention' clubs, all craft enterprises in Tarn were targeted
- the employees of these enterprises through union links and the awareness campaign planned as part of the project
- the representatives of the employers' and union organisations of the various sectors.

### What did they do?

Several craft micro-firms took part in seminars to raise awareness of accident prevention. These were very small

### USAT - Union Syndicale Artisanale Tarnaise

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ Craft

#### Activity

- ✓ Training
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 157,178

**Agency support** € 80,000



companies in catering, structural steelwork and seafood processing, for example. This enabled a first assessment to be carried out of the types of risks to which the workers were exposed. Participants were encouraged to exchange information, consider solutions and develop prevention plans.

This was an interesting phase as the workers were fully implicated in the problem-solving phase, not only the managers. This also improved staff motivation. 'performance and prevention' was the leitmotif of this project, which sought to get people involved and to pass on knowledge to other colleagues.

Two companies took part in less intense training activities than those described above.

Training courses were designed with a special focus on the health and safety representatives within the company, with the support of the union and the employers. Members of the joint committees were informed and involved if they so wished.

A performance and prevention club was set up, with some 20 companies taking part and exchanging experiences.

Six information meetings were held to spread the word on the project. Some 450 craft workers took part. A dedicated website enabled participations to follow up if they so wished.

The project was publicised in the local press.

### What was produced?

- leaflets
- website [www.prevention-metier.org](http://www.prevention-metier.org)
- performance and prevention good practice sheets
- documents and excel spreadsheets on risk evaluation
- CD-ROM
- training materials
- powerpoint presentations.



### Would you like to know more about this project?

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Website for more information:  
[www.prevention-metier.org](http://www.prevention-metier.org)

## New arrivals in OSH in France – the accident prevention advisers

A recent collective agreement in France established the creation of local joint consultative committees. This requires the mobilisation of staff representatives in enterprises to get them more actively involved in the field. This French trade union piloted a project with newly-appointed trade union prevention advisors together with SMEs in the plastics, agri-food, building, metalwork and services sectors in four French regions. The four prevention advisers contacted 270 SMEs over a ten-month period, meeting with their staff representatives and often visiting the premises and talking with the employers to highlight risk awareness and accident prevention.

### Who organised this project?

CFDT - Confédération Française Démocratique du Travail (French Democratic Confederation of Labour).

### What was it called?

Accident prevention advisers.

### What was the project about?

The aim of the project is to mobilise staff representatives of small enterprises (staff representatives, health and safety representatives on joint consultative committees) to involve them more effectively in accident prevention in their enterprises.

The accident prevention advisers should facilitate social dialogue, in tandem with the technical contributions made by the accident prevention institutions (medical, technical and organisational). The accident prevention advisers helped company representatives to fulfil an active role in creating appropriate accident prevention solutions.

The project targeted the small enterprises of four regions or labour pools: Brittany, Upper Normandy, the Nord-Pas de Calais and Rhone-Alpes.

### What did they do?

The main objective of the project is to involve company representatives more actively in accident prevention and on risk prevention in companies. This means that as a result, more recordings of risks at work in these enterprises will be identified; more problems will be put on the agenda of meetings of authorised staff representatives; there will be more widespread preventive practices aimed at employees as well as a greater appeal to the accident prevention institutions.

The actions carried out by the accident prevention advisers consisted of:

- training in taking up a position and in defining a work plan together with the project manager
- establishing contact with the staff representatives of at least 270 small enterprises
- visiting these enterprises in order to make a fast diagnosis of the involvement of staff representatives and drawing up a programme of change with them, which may include training, a work plan and specific initiatives in the enterprise
- training initiatives covered such topics as sub-contracting, chemical substances, stress, harassment, physical risks and machine upkeep

### CFDT - Confédération Française Démocratique du Travail

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ All sectors

#### Activity

- ✓ Training
- ✓ Good practice provision

#### Outputs

- ✓ Training sessions
- ✓ Network

**Total budget** € 178,654

**Agency support** € 85,000

- maintaining contact with the different institutions in charge of risk prevention
- communicating locally about the improvement on accident prevention in the enterprises and its contribution to this initiative
- evaluating the impact of the accident prevention adviser's role with a view to the social partners' debate at national level.

### What was produced?

This project confirmed the suspicion that many of those people active and responsible for prevention in SMEs (whether employees, their elected representatives or members of management) are frequently isolated and without support, particularly in very small enterprises.

Serious safety and health problems existed, although this was acknowledged and there was also an awareness of the favourable cost/benefits to be reaped if solutions were found.

The elected representatives lacked access to information, and ignored or postponed contact with the proper prevention institutions.

The prevention advisers were able to provide access to these institutions and systematically provide the missing information. They forged links with the isolated safety representatives and created networks. Descriptive prevention sheets and risk assessment skills were passed on to the workers and their representatives.

Similar exercises will continue in other sectors.

**EUROPEAN WEEK OCTOBER 2001**

**SUCCESS IS NO ACCIDENT**

**Would you like to know more about this project?**

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## Focus on German butchers, bakeries and patisserie shops

Craft workers in the food sector very often work in SMEs, such as small patisserie shops, bakeries and butchers. These are the focus of a German project aimed at reducing the level of work-related accidents in these small enterprises, through a series of regional training workshops with the people involved and their trainees.

### Who organised this project?

Gesamtverband Handwerk Sachsen-Anhalt e.V. (Association of craft workers in the Saxony-Anhalt food sector).

### Who were the partner organisations?

- Landessinnungsverband des Baeckerhandwerk Sachsen-Anhalt
- Innungskrankenkasse Sachsen-Anhalt.

### What was it called?

Information and communication network in the Saxony-Anhalt food sector for the reduction of work accidents and work-related health dangers.

### What was this project about?

This project was aimed at three groups in the food trade: bakers, pastry chefs and butchers. Training was carried out in these sectors to raise awareness of the risks in each sector.

At the outset, it was clear that despite legislative requirements, there was still great potential for accidents to occur in these areas. The partnership consisted of a craft association, a baker's association and a health insurance company.

The activities were focused on two areas:

1. the analysis of problems and designing of material, with the help of experts
2. public events to involve a large number of participants in the project from SMEs and other bodies (such as craft worker organisations).

### What did they do?

Many activities were carried out under the auspices of this project:

1. a kick-off workshop
2. an expert workshop
3. ten regional workshops training about 18 people each
4. a workshop especially for trainees
5. a closing event, attend by over 70 people from bakeries, pastry shops, butchers, service organisations, experts and social partners.

### Gesamtverband Handwerk Sachsen-Anhalt Association of craft workers in the Saxony-Anhalt food sector

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ Food

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Workshops
- ✓ Network

**Total budget** € 120,257

**Agency support** € 70,000



In addition, the project dedicated quite a lot of effort to publicity so that it would reach as wide an audience as possible. Press releases were regularly produced and a press conference took place at the end.

## What was produced?

### Website

All the information related to the project is freely available on the website [www.baekerverband.de](http://www.baekerverband.de). Information is accessible on the project, and in general about health and safety issues in the region of Sachsen-Anhalt for the food sector.

### Information on the following topics:

1. questionnaire on health and safety in the workplace
2. checklist for risk assessment
3. handling weights
4. machine operation

### Basic information on occupational health and safety

This was designed for SMEs in the food sector and covered topics such as:

1. organisation of prevention
2. basics of prevention
3. first aid
4. accident prevention
5. driving small vehicles
6. pregnant women workers
7. dangers of electricity
8. insurance requirements
9. youth work protection law
10. temperature control for deep fat fryers
11. danger of liquid gas explosions.

Publication: *The bakery craft*

Brochure: *Project management for the craft sector*

Closing event material



### Would you like to know more about this project?

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## Drivers of heavy goods' vehicles get training on the dangers of loading and unloading

Road transport is on the increase – of all the modes of transport Europe-wide, it is the one with the highest growth rate. Within a sector dominated by multinational companies, small niche-market SMEs in logistics and delivery jostle for position, many with fewer than ten employees.

In their daily work, these drivers are expected not only to get from A to B, but also to engage in loading and unloading activities. In a sector where just-in-time delivery is rampant, where the pressure is high, where the loading and unloading environments are constantly changing, where clear lines of responsibility are often absent and where the technology is ever on the move, there are clear risks of accidents occurring.

The increase in accidents during loading and unloading is especially marked in drivers with under two years' experience. The problem is compounded by the solution frequently found after an accident which is to hire new drivers, rather than learn from the experience and build up a pool of properly-trained, experienced drivers – which would ultimately reduce the accident statistics.

### Who organised this project?

AGV Verein fuer Arbeitssicherheit und Gesundheit im Verkehrswesen (German association for health and safety in transport).

### Who were the partner organisations?

- BGF – Berufsgenossenschaft fuer Fahrzeughaltungen
- Ver.di – Vereinigte Diestleistungsgewerkschaft
- IKS – Gesellschaft fuer Information, Kommunikation und Strukturpolitik.

### What was it called?

Loadunload – loading and unloading of heavy goods vehicles.

### What was this project about?

The structure of the heavy goods vehicle transport sector in Germany is characterised above all by the excessively large number of small companies and by high fluctuations in the sector. At the same time, an enormous wave of concentration can be observed; five large transport and logistics companies operational worldwide dominate the German market. The other companies are almost exclusively small and very small companies, many with fewer than ten staff, which position themselves in, or are forced into, niche markets (specialist providers). In comparison with other domestic transport modes, road transport has the highest rates of increase. And, according to forecasts, this trend is set to continue.

The sector is characterised by fierce competition. There is enormous pressure on quality, time and costs. Sometimes this pressure can operate to the detriment of people and occupational safety. The demands on the other hand are increasing on the people in the industry, particularly in the loading and unloading processes and working and safety conditions.

In the logistics chain, the loading and unloading of a heavy goods vehicle – usually with the responsible participation of the driver – is a process which is determined by many different people, and dependent on the type of material. Loading technology resources carried on the vehicle and required at the loading site must be mastered. A wide range of technical, organisational and personnel requirements must be observed, with the management of the same or other companies. Information and induction skills must be guaranteed on the part of the contract-issuing and contract-assuming partners. In

### AGV – German Association for Health & Safety in Transport

#### Type of organisation

- ✓ Occupational insurance body

#### Sector

- ✓ Transport

#### Activity

- ✓ Training
- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Workshops

**Total budget** € 146,260

**Agency support** € 80,000

addition, there are other aspects such as knowledge, communication and requirements for understanding, such as foreign languages for international transport.

Finally, close- and long-distance goods transport and industrial transport entail different patterns from forwarding transport, delivery transport (sometimes relying on public assistance for the delivery of large items) to intermediate reloading under unfavourable conditions (in the road, from the trailer on the heavy goods vehicle, if the destination cannot be reached with the vehicle). Construction site deliveries are a safety chapter on their own!

Little attention has been paid in the past to these special working and safety conditions for the loading and unloading driver and his or her working conditions and the changing working environment. Numerous potential hazards and accident risks result from the loading procedure and the environment in which it must be performed. The delegation and responsibility structure is not clearly open to regulation and is simply placed as a burden on the driver.

The driver, however, is the weakest link in the decision-making chain of transport participants. Generally, he or she is placed alone at the site where the loading or unloading will take place and told: 'You do that'.

For this reason, accident figures and the danger potential are increasing in this field. It is particularly striking, that they are concentrated amongst drivers with less than two years' experience. The Employees' Industrial Compensation Society for Vehicle Owners (BGF) reveals that due to these accidents which occur, companies often make the wrong personnel decisions and/or do not have the patience to build up the necessary driver experience. Staff are simply exchanged, and the problem is thus prolonged.

### What did they do?

The project aimed to carry out a survey to identify whether or not the most frequent accidents could be averted. The cause and effect relationship, the circumstances, the decision-making procedures, delegation and the process structures of loading and unloading were examined. On the basis of the information gathered from this, a clear publicity and training programme was carried out.

The aim of the project was to increase awareness of risks associated with loading and unloading of heavy goods vehicles. It achieved this by:

- carrying out a survey
- produced brochures
- producing a CD-ROM
- printing and distributing fliers
- printing and distributing posters
- organising workshops on the topic of loading and unloading.



### Would you like to know more about this project?

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## Accident prevention in shipbuilding and repair

Shipbuilding and repair is a high-intensity activity, with many occupational risks associated with it. This innovative project recognised from its preliminary research that a large majority of workers do not possess the relevant information on health and safety issues they need. Most of the workers surveyed faced problems of health caused by the job. In general, the educational level of the workers was low. The project sought to redress the balance by providing easily accessible, simply worded information on basic safety and health in a variety of forms.

### Who organised this project?

Techniki Ekpedeftiki (Vocational Training Center).

### Who were the partner organisations?

- Perama Municipality
- Elefsina-West Attica Labour Centre
- Athens Polytechnic School (EMP) - shipyard engineering department - laboratory of shipbuilding technology
- Piraeus metal syndicate
- Piraeus iron SMEs association.

### What is it called?

Prevention of work-related accidents in shipyard refit-zone of Perama area - creation of an information (sensitisation) communication system.

### What was the project about?

The main objective of the project is to contribute to accident prevention in shipbuilding and repair and related heavy work carried out by SMEs in the Perama area. This work is extremely hazardous. Accident rates and the seriousness of accidents are both very high.



The target risks are: explosions and fire hazards, hazards due to lack of oxygen, poisonous fumes, dust, flammable gas leaks, work in high areas, electricity, hazards related to lifting equipment, radiation (ultraviolet, infrared, visible), sandblasting, noise and hazards related to high levels of temperature and humidity.

More specifically, the main goal of the project is to raise awareness among employees, employers and local society of the magnitude of the hazards of work-related accidents; to develop cooperation between social partners, employers and employees, public agencies and OSH, and jointly undertake pilot initiatives to prevent work-related accidents in the Perama area as well as to incorporate measures for accident prevention.

The project concerns the creation of an information, awareness and communication system for work-related accident prevention in the Perama industrial zone.

### Techniki Ekpedeftiki (Vocational Training Center)

#### Type of organisation

- ✓ Private company

#### Sector

- ✓ Shipbuilding and repair

#### Activity

- ✓ Training
- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Workshops

**Total budget** € 141,962

**Agency support** € 85,000

At the core of the system, a joint coordination committee (JCC) was established. The committee comprises scientists specialised in OSH issues and representatives of all social partners involved (labour unions, local government, employers, public OSH agencies).

### What was the target group?

- Welders, electricians - electronics, sandblasters, sheet metal workers, piping workers, tinsmiths, carpenters, cleaning workers, builders of platforms
- foremen
- technicians and engineers working in shipbuilding and repair sector
- employers of SMEs in shipbuilding and the repair zone in Perama
- persons responsible for health and safety in shipbuilding and the repair zone in Perama
- representatives of relevant trade unions.

### What did they do?

The first phase of the project consisted of an initial approach towards employers, employees, local and state authorities by interviews using five types of questionnaires. The sample was representative from an occupational and age perspective, and a total of 144 interviews were conducted.

The second phase included statistical elaboration, study and evaluation of the results of the diagnostic research. A lot of crucial questions emerged. The results of the research provided a real guide towards the implementation of OSH strategies.

The third phase included the production of ten different handbooks (as pocket books) on ten professional sectors with high risks in OSH.

The fourth phase included a one-day conference in the cultural centre of the Municipality of Perama and the creation of an information office.

The fifth phase included workshops and a meeting of the JCC in order to discuss and evaluate the whole project, to organise the further distribution of the pocket books and to provide feedback in health and safety strategies.

### What was produced?

#### Questionnaires

Five different types of questionnaires were produced and distributed in order to monitor the level of awareness among the different target groups. The total number of interviews was 144. An extensive analysis (more than 200 pages) of the survey was delivered. Furthermore, a diagnostic research based on the statistical evaluation of the questionnaires was produced.

#### Leaflets

As the core item of the project, ten different leaflets (or pocket books) on ten professional sectors with high risks in OSH were produced. Each leaflet contains the most crucial risks and the most important measures that should be implemented. Not a lot of text is used in order to make it easy to read for people not used to studying. The emphasis is on visuals. The print-run of each leaflet was 1,000 copies (10,000 total) and it is also available in electronic version (CD-ROM).

The ten target groups considered are:

Welders, electricians, electronic technicians, sandblasters, sheet metal workers, piping workers, tinsmiths, carpenters, cleaning workers and builders of platforms.



## Conference

One-day conference aimed at the presentation of the project results. The main purpose of the conference was to raise local awareness, to disseminate the good practice material, to promote the pocket books as well as to present the information office. In the conference, trade unions, associations of employers, associations of relevant scientists, representatives of local authorities, representatives of health and safety agencies and the local press were invited (approximately 100 participants).

## Information office

The information office was initiated from 20 August – 20 September every afternoon. The information office was situated in a kiosk outside of the cultural centre of the municipality of Perama. (approximately 200 visits).

### Would you like to know more about this project?

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## Information is power

Many of Europe's SMEs need help with communication and information. Due to limited financial and organisational resources, SMEs may have very restricted occupational health and safety knowledge and capacity. That is why so many of the Agency's co-funded projects deal with information provision and dissemination. Targeting information flows to the people who need them and ensuring that these people in turn pass the information on to others is a key objective in raising OSH standards in SMEs.

### Who organised the project?

The Greek Ministry of Labour and Social Affairs organised a targeted information campaign promoting proper OSH standards, aimed at those people in SMEs in charge of accident protection and prevention.

### What is it called?

Information concerning accident prevention.

### What was the project about?

Main objectives:

- raise employer and employee awareness of OSH risks in SMEs across a broad range of sectors
- promote effective OSH good practice implementation in the workplace
- stimulate the communication of practical solutions and guidelines to prevent work-related accidents in SMEs.

### Who was the target group?

The project was aimed at employers and employees who carried out duties related to accident prevention and health protection in SMEs – these in turn ensured the widespread dissemination of information on occupational risks and good practice examples at SME workplace level.

It was particularly aimed at people who, following a comprehensive training period, would take initiatives and carry out activities related to the protection and prevention of occupation risks. This was the case for a considerable number of low-risk enterprises with less than 50 employees, for which the Greek legislation provided that the employer could undertake such duties.

### What did they do?

First of all, they produced a manual and distributed some 13,000 copies of it. It was packed with good practice examples and aimed at implementing current OSH measures and improving working conditions in the workplaces of SMEs.

The information on good practice covered several topics, for example, workplace organisation and work station organisation. It examined the importance of training in equipment usage and the protective measures required in the use of specific machinery.

They complemented this with a CD-ROM (16,000 copies) comprising a full set of documentation of the national legislation concerning occupational safety and health, as well as a list of the EU directives and their transposed Greek legislation equivalents. In addition, the CD contained an electronic presentation of existing publications, brochures and leaflets, for

### Greek Ministry of Labour and Social Affairs

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ All sectors

#### Activity

- ✓ Information and communication
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website

**Total budget** € 95,500

**Agency support** € 55,000

example, on OSH issues produced by the Ministry of Labour and Social Affairs and a list of contact addresses for the services responsible for this area within the Ministry. The information was catalogued in a variety of ways and access could be gained through search and sorting commands whether on a thematic or a chronological basis.

Furthermore, the information was published on the internet, in dedicated web pages of the Greek Ministry of Labour and Social Affairs, improving networking possibilities and increasing the number of end users.

### What else can we learn from these activities?

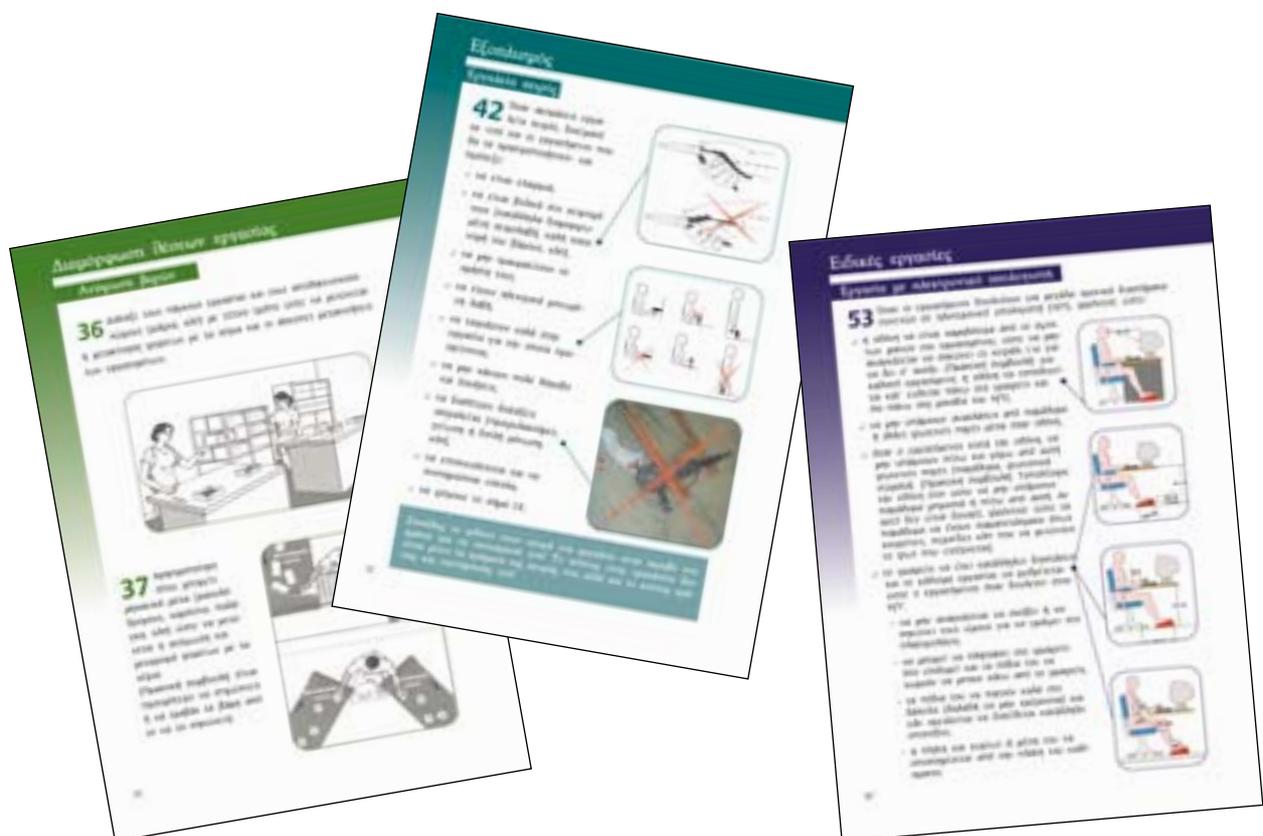
- People can never have enough information and we should not underestimate the effectiveness of simple and basic measures to ensure that those who need it have access to that information.
- The quality of information required and provided can be enhanced by the involvement of several partners. Find out what the expressed needs are from the main parties, in this case employees and employers in SMEs, and then focus on getting them the right type of information.
- SMEs cover a great variety of activities and sectors – and this of course gives rise to a wide variety of occupational risks and hazards. Even though one booklet cannot address all of the sectors, it is a necessary step in highlighting the main risks.
- Direct contact is recommended - SMEs are encouraged to use the pool of knowledge and experience held by occupational safety and health experts (individuals, organisations and public agencies).

### What was produced?

#### Manual

13,000 copies of a manual which includes a set of good practices were produced. Six sectors of good practices are referred to in this manual:

- workplace organisation
- workstation organisation





## Bringing training on safety management to the regions

This project organised training workshops in ten Irish regions, with 267 participants in total. Organised by the Irish Small and Medium Enterprises Association Ltd, the workshops aimed to sell the safety message through a practical, hands-on approach, and used local and regional media to publicise the events. The interest in this was much bigger than anticipated – and shows how important it is to move to the regions if the target group is to be reached. The project also carried out very valuable participant follow-up.

### Who organised this project?

ISME (Irish Small & Medium Enterprises Association Ltd).

### What was it called?

Safety management workshops for SMEs.

### What was the project about?

The purpose of this project was to introduce a series of practical training workshops on safety management principally directed at owners and managers of SMEs employing fewer than 50 people. The objective of the project was to reduce the level of work-related accidents within SMEs, through training in methods and practices of preventing accidents.

The ISME has experience in running training workshops for SMEs and has run approximately 60 in recent years, with a total attendance of approximately 1,200 owner/managers of SMEs.

### What was the target group?

Owner/managers or senior management within SMEs with responsibility for health and safety.

### What did they do?

The workshops were held in ten regional locations throughout Ireland. Each workshop was for the duration of a full day and participants comprised mainly owner/managers or senior managers within SMEs who were responsible for health and safety. In total, 276 participants attended, almost 48% above the number anticipated. The breakdown of attendees was approximately 70% manufacturing companies and 30% service.

The workshops were approached on a practical level and this proved to be extremely successful. At the end of each workshop, participants were able to prepare a safety statement and control the safety function. Part of the objective behind the workshop was that participants would have the ability to train other individuals on certain aspects of health and safety.

Participants received a certificate confirming their participation in the workshop, which has been approved by the European Agency for Safety and Health at Work. A questionnaire was also sent to each individual to establish which aspects of the workshop participants felt was of most benefit and ways in which it could be improved.

### ISME – Irish Small & Medium Enterprises Association Ltd

#### Type of organisation

✓ Employers' organisation

#### Sector

✓ All sectors

#### Activity

✓ Training

#### Outputs

✓ Publications

✓ Website

✓ Training sessions

✓ Workshops

**Total budget** € 94,175

**Agency support** € 40,662



### What was produced?

#### Workshops

A series of workshops at regional level, resulting in the training of 267 participants, almost 48 per cent more than originally envisaged.

#### Manual

A 96 page training/working manual was provided to each participant in order to guide them through the workshop. The manual can also be used as a reference guide to health and safety as it outlines all the legislative responsibilities of the items contained in the content.

The content of the manual includes the following subjects:

- legal requirements for health and safety
- need for safety management
- costs of accidents
- preparing a safety statement
- responsibilities
- consultation
- hazard identification
- risks analysis
- prevention measures
- dealing with emergencies
- manual handling
- VDUs' first aid requirements
- accident investigation and reporting.



The manual is available on the association's website and it is being promoted to all ISME members in encouraging them to introduce safety statements. The workshop manual will help to increase the number of SMEs having a safety statement and it will be available to all interested parties.

## Brochure

A full colour promotional brochure was sent out to potential participants on the workshops (approximately 10,000 SMEs). The brochure outlined the following:

- details of the workshop including dates, venues, duration, etc
- who should attend?
- the objectives of the workshop
- workshop contents
- booking form.

## Questionnaire

A questionnaire was designed to follow up the participants to establish how they have transferred the knowledge received on the workshops into practical usage in their workplaces. Follow-up contact by telephone continued after the funding period to review any progress and to answer any queries that may be outstanding from participants.

The courses were advertised through certain regional and provincial newspapers and radio stations. In advance of each workshop, a promotional campaign was held in each venue as part of the association's business briefing sessions. This proved to be an invaluable vehicle for promoting the upcoming courses and for increasing the awareness of the function of health and safety in the workplace. There has also been a heightened awareness towards the whole issue of health and safety in the workplace as a result of the intense campaign undertaken to promote the workshops.

### Would you like to know more about this project?

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## Bridging the Gap - persuading micro-businesses to invest in training

The Associated Craft Butchers of Ireland (ACBI) embarked on an ambitious programme of awareness-raising and training for those working in butcher shops and abattoirs in Ireland. The obstacles were manifold, not least the frequent confusion between food safety and health and safety at work. The ACBI carefully branded the programme under the heading Workplace Safety, recognising the importance of publicity and went after its target audience with determination. It was not easy to persuade micro-businesses of the benefits of investment in training and compliance with best practice when they had no tradition of doing so.

The efforts paid off: an impressive 242 businesses underwent the training programme representing about 1000-1200 workers. In addition, 35 businesses applied for an on-site audit, of which twenty took place in shops that had completed the course.

### Who organised this project?

Associated Craft Butchers of Ireland.

### What was it called?

'Bridging the gap' occupational safety and health in the Irish meat trade; a pilot training programme by the associated craft butchers of Ireland.

### What was the project about?

This project was an awareness-building and training programme for the Irish domestic meat trade. It aimed to accelerate compliance with legal requirements and best practice of OSH standards among independent butchers, abattoir operators and meat wholesalers and processors. It achieved this by delivering innovative training to a pilot group of approximately 500 retail butchers and others in the sector.

The aim of the project was to deliver a high standard of awareness in relation to occupational safety and health in the Irish meat trade, eventually in a total of 1,700 independent butcher shops, 350 abattoirs and 450 processors and wholesale meat suppliers. The training programme involved 550 participant companies with a breakdown as follows: 400 retail butcher shops, 100 abattoirs and 50 wholesalers/processors.

The training providers were carefully selected and the course materials drawn up in an easy-to-use format. An initial draft was the result of the pilot training courses and the document was further amended in the light of feedback from trainees.

The aims and objectives of the project were:

- to organise a programme of awareness in relation to occupational safety and health in the Irish meat trade
- to commission, plan and deliver a pilot programme of sector specific training to achieve compliance with legal requirements and good practice
- to develop training materials and delivery systems accessible and appropriate to micro-business and small owner-operated businesses

### ACBI – Associated Craft Butchers of Ireland

#### Type of organisation

- ✓ Employers' organisation

#### Sector

- ✓ Domestic meat trade

#### Activity

- ✓ Training

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 105,743

**Agency support** € 63,446

- to monitor implementation and identify roadblocks or other difficulties in responding to the training programme through a series of shop audits and on-site consultations
- to reduce the incidence and risk of OSH problems in participating enterprises
- to evaluate the issues in continuing the programme to cover the remaining 1,300 independent butcher shops, 300 derogated abattoirs, and approximately 400 wholesale meat suppliers and processors.

### What did they do?

1. publication and distribution of promotional brochure
2. identification of training provider: In addition to expertise in safety and health matters, a critical criteria in determining the suitability of a training provider was familiarity with the sector
3. promotion of project through ACBI publications
4. preparation and production of training materials
5. development of Management and Administrative Structures
6. organising of training events
7. organising of pilot in-shop audits
8. drafting and publication of other material
9. direct assistance to participants with safety statements
10. website
11. liaison with insurance industry
12. assessment of efficacy of project.

### What was produced?

#### Brochure

A well-produced brochure containing information about the training course was edited and distributed among the entire target group. The print run was of 2,500 copies and 1,700 were sent to retail butchers and small food firms in a heavily branded envelope. The promotional brochure contains information about the European Agency, the project and as a tool to disseminate the training course; it also provided a description of the modules that the course contained.

#### Training material and programme

A 35-page document loose-leaf binder format was produced with two objectives. One was to provide comprehensive material relevant to the retail and related meat trade and secondly, to produce it in a format that was user-friendly.

The course material covered the following topics:

- safety statement
- safety of band saws
- bowl choppers



- slicing machines
- tenderisers
- mincing and grinding machines
- mincemasters and lowboys
- prevention of exposure to BSE
- knife accidents
- slips, trips and falls
- noise at work
- manual handling
- safety in the use of abattoir equipment
- notification of accidents.

In addition to the continuous revision of the course materials, a safety statement checklist to assist trainees with their hazard analysis was also provided. This is a product that has proved to be very useful as a tool in writing the safety statement.

A total of 31 courses was organised throughout Ireland. Two hundred and forty-two businesses underwent the training programme representing about 1,000-1,200 workers.

Thirty-five businesses applied for on-site audit, of which twenty took place in shops that had completed the course.

The promotion of the project was carried out through ACBI publications. In all five issues of the magazine *Butchershop* since the project was approved, an article has appeared about it. Furthermore, the project was heavily promoted at major events and meetings of the association such as the ACBI retail conference, AGM and in a number of press statements as well as on the ACBI website.

**Would you like to know more about this project?**

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## Training safety officers in construction

For the first time in the history of the Irish construction industry, both managers and worker safety representatives were trained together under the auspices of this innovative project. The project was devised and executed by employers and employees and involved managers, safety officers, safety advisors and worker safety representatives.

Emphasis was placed on the importance of consultation in devising safety programmes. Courses were also innovative in that they dealt with unusual subjects such as conflict resolution and communication strategies, along with risk assessment and management.

### Who organised the project?

The Irish Congress of Trade Unions.

### Who was the partner organisation?

The Construction Industry Federation.

### What was it called?

Cooperative health and safety engagement (CHASE).

### What was the target group?

Safety advisors, safety officers and workers' representatives in the construction industry.

### What was this project about?

This project developed original training material for delivery jointly to safety officers/advisors and worker safety representatives in the construction industry.

The aim of the project was to develop training material for a two-day course suitable for joint delivery to the target group.

Three pilot courses were delivered to experienced safety officers and worker safety representatives. This was used to develop a guidance manual on consultation for the construction industry.

The course was innovative in terms of the construction industry in three main respects:

1. It was jointly delivered to managers and workers.
2. Besides dealing with risk assessment, the course involved modules on conflict resolution and communication strategy which are vital topics for safety practitioners and are rarely dealt with on safety courses.
3. There was particular emphasis on the need to develop the advantages flowing from a formal consultation structure on sites.

The guidance manual will be useful for all in the construction industry who wish to improve their safety performance by involving the workforce. The manual contains a generic consultation structure, which can be tailored to meet the needs of any site.

### What did they do?

They ran three pilot courses with experienced people from the target group to test the material. They also used the pilot courses to help identify which topics should be dealt with in a guidance manual which would be used as an ongoing resource in the campaign to promote safety consultation in the Irish construction industry.

A team of safety tutors was assembled, who had a significant background in the construction industry. These tutors worked with a focus group which included a number of safety officers/advisors and safety representatives.

### The Irish Congress of Trade Unions

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ Construction

#### Activity

- ✓ Training
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Network

**Total budget** € 136,840

**Agency support** € 80,000

Original training material was developed aimed at people with a good knowledge of the technical issues around construction safety. The material dealt with risk assessment and also covered issues not generally covered on safety courses but which had been identified by the focus group as desirable in order to get the maximum benefit from consultation structures. These included conflict resolution, communications strategies and making the most of safety meetings on site.

They then produced a brochure advertising the courses and seeking applications from suitably qualified and experienced people to participate in the pilots. The brochure was circulated widely within the construction industry. A publicity article was published in the *Health and Safety Review*, one of Ireland's leading health and safety publications.

The first two-day training course took place in Limerick. Two further courses were held in Dublin. In total, 38 trainees from 16 SMEs participated.

A comprehensive training pack was produced and presented to course participants. All the companies involved were main contractors or sub-contractors in the construction industry.

The feedback from the courses informed the contents of the guidance manual. The manual is a comprehensive guide to many of the issues, which need to be confronted when developing an effective consultation structure.

### What did they produce?

A ring binder containing all the educational material – role plays, worksheets and overheads, with a CD of the slides attached. The material is also available in electronic form on the websites.

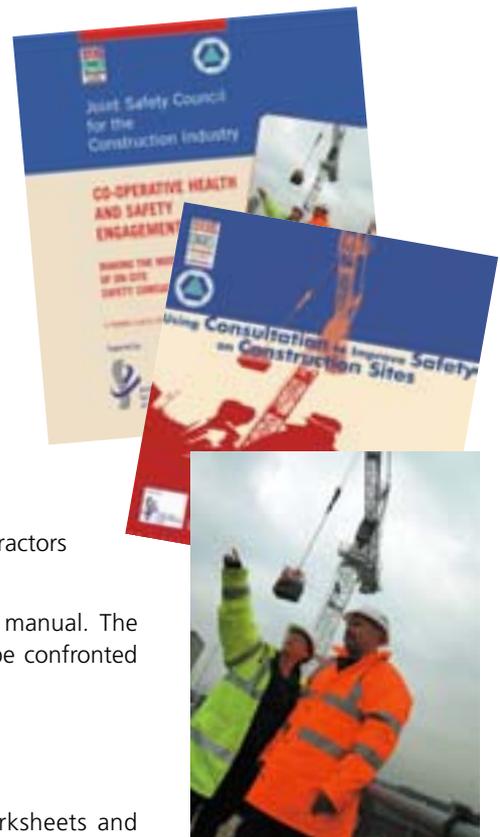
The guidance manual has been circulated free of charge to the workers and managers in the construction industry and is available to others at the cost of postage from the Irish Congress of Trade Unions, or can be downloaded from the websites.

The initial print run for the guidance manual was 1,500. It ran to 34 pages and covered issues such as:

- ➔ why consult about safety
- ➔ the roles of the main safety players on site
- ➔ communicating the safety message
- ➔ safety consultation structures
- ➔ template for safety meeting agenda
- ➔ harnessing conflict for positive safety outcomes
- ➔ inspection sample checklist.

The ICTU and CIF worked jointly to develop the course material to disseminate information about the courses to encourage participation and to deliver the courses. This was the first time in the Irish construction industry that managers and workers were trained together and the partners had to work hard to convince participants to overcome initial suspicion and reluctance.

The guidance manual was also produced jointly. The drafts were scrutinised by both sides to ensure that the final product was acceptable to those who manage sites and those who work on them. It will be a resource for the Construction Safety Partnership's campaign to promote the role of consultation and workers' safety representatives in the construction industry. So far, 500 safety representatives have been appointed and trained and there is now a strong interest in the industry for information as to how best to use the safety representative at site level. The campaign will continue with two full-time facilitators until March 2003 and perhaps beyond that date.



### Would you like to know more about this project?

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## Tackling the risks of explosions for metalworkers

The danger of explosions in the metalwork sector is a source of worry to all concerned. Particularly in the finishing processes of grinding, polishing and cleaning, exploding powders have a devastating potential. The training CD-ROM developed by this project shows those dangers very clearly. Using a variety of interesting multimedia features, the CD-ROM teaches in a very accessible and attractive way, reminding the viewer of the dangers through the use of real-life examples – the explosion in the Sarnia refinery in 1996, for example. This tool is exceptional not only in the range of information it provides, but in the care and expertise it displays in its pedagogical presentation.

### Who organised the project?

Consorzio per la Ricerca e l'Educazione Permanente Torino - COREP - (consortium for research and continuing education).

### What was it called?

Safety in Metalworking (SILM).

### What was the project about?

This project focused on the danger of exploding powders in the metalwork sector. In order to raise awareness of the high dangers associated with these substances, and the devastation caused by explosions, the project holders developed an information and training tool in the form of a comprehensive CD-ROM for broad distribution to firms and industrial associations.

### What was the target group?

Those who use products containing explosive powders (such as aluminium, magnesium or alloys). These could be people carrying out activities such as sand blasting, cleaning, polishing and grinding metallic objects. Also, those engaged in welding, superficial treatments, belt grinding, frosting and precision machining were targeted.

### What was produced?

#### CD-ROM

This project developed a multimedia CD-ROM to be used as a training tool for teaching elementary rules and practices on the topic of industrial safety, specifically concerning the finishing of metal goods and the danger of explosions.

The CD-ROM is called 'The risks of powder explosions in metalworking', and some 500 copies have been produced.

The CD-ROM is divided into seven sections:

- ➔ introduction
- ➔ inflammable nature of powders
- ➔ causes of ignition (part 1)
- ➔ causes of ignition (part 2)
- ➔ inerting processes
- ➔ aluminium powder explosions: risk management and prevention guidelines
- ➔ a comparison: inflammable properties of liquids.

#### COREP

##### Type of organisation

- ✓ Public institution / non-profit organisation

##### Sector

- ✓ Metalwork

##### Activity

- ✓ Training
- ✓ Information and communication

##### Outputs

- ✓ Publications
- ✓ Audiovisual material
- ✓ Training sessions
- ✓ Network

**Total budget** € 44,002

**Agency support** € 26,401

The CD-ROM includes approximately:

- ➔ 350 HTML pages
- ➔ 80 pop-up HTML pages
- ➔ 50 images for the navigation bar, the help pages and the glossary
- ➔ 160 images in the teaching pages
- ➔ 9 video clips
- ➔ 43 flash animations.

The training tool encourages interaction. The use of clear and precise tables and diagrams in bright colours heightens the clarity of the messages. In addition, actual and animated video clips are used to explain and illustrate the basic messages.

The CD-ROM provides all the relevant theoretical explanations, useful to understand the physical mechanisms linked to explosions. Explosive mixtures, powders, sources of ignitions and electrical safety are the main topics.

The contents are divided into seven sections: an introduction to the topics of flammability and explosions; a specific section for the dangers caused by combustible powders; two sections to explain and show examples of the most common causes of ignition; a description of the usual inerting processes; a practical guide for the risk management when dealing with explosive aluminium powders; a comparison of the inflammable nature of liquids.

An accessible internet style was used in the production of this tool. HTML and flash pages were used for the multimedia contents.

The CD-ROM contains some 400 HTML pages with sounds, video clips, tables and multimedia. As learning should be interesting, the contents provide a good level of interaction with the user.

There are also tests to verify the understanding of the main aspects taught.

**Would you like to know more about this project?**

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 ITALIA  
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 Fax: (39-011) 564 51 99

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## 'This building site is safe!'

Imagine entering a building site, stopping the work, picking a particularly bad practice or operation or perhaps a particularly good one, discussing it with the workers, employers and experts, filming it on video and publishing it on the Internet? These demonstrations of safety, with on-site collaboration of all actors, were just part of an Italian project aimed at creating a safety culture. Posters reading 'This building site Works safely' were displayed in those sites which took part, and the events received extensive TV coverage.

### Who organised this project?

Treviso Tecnologia.

### Who were the partner organisations?

- ANCE (Associazione Nazionale Costruttori Edili della Provincia di Treviso)
- Ente Scuola Professionale per i Lavoratori Edili della Provincia di Treviso
- CPT (Comitato Paritetico Territoriale).

### What is it called?

Demonstration and promotion of best practices in building sites.

### What was the project about?

The purpose of the project was to achieve a reduction in the number of work-related accidents within the construction industry through the dissemination of examples of good practice and the creation of a portal on the Internet for wider access.

Firstly, the project provided the target group with an on-site performance of ten demonstrations of good practice for safety on construction sites with video and photographic support.

Secondly, an Internet portal of 'good practices for a safe construction site' was created in order to make it accessible to construction companies and safety officers.

Finally, they promoted the project and set up online training through recourse to the existing material on good practices in the portal.

### What did they do?

1. Identification of which construction sites could implement one of the ten good practices planned.
2. Each demonstration was performed on ten different construction sites in the Province of Treviso. These are open construction sites that are in full operation. The construction sites were chosen to enable specific construction stages to be studied in order to illustrate and document ten different activities (for example, excavations, demolitions, safety works, electrical systems, etc.).
3. Filming and photographing the events: the filming on video and recording of the demonstrations provided a source of information for the reproduction of the good practice in the portal.
4. Design of the 'good practice' portal – good practice for safe construction sites and content design.
5. Launch and promotion of the portal.
6. Conducting the online training on construction site safety via the portal.

### Treviso Tecnologia

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ Construction

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Audiovisual material
- ✓ Training sessions

**Total budget** € 106,330

**Agency support** € 56,355

## What was produced?

### Information brochure

The print run of the informative brochure was 5,000 copies distributed among construction firms and relevant bodies within the province of Treviso. The brochure describes the programme with illustrative pictures.

### On-site good practice examples

Eight firms were directly involved with providing the sites for the good practices to be carried out. About 200 workers were directly involved, with seven professional public inspectors and doctors taking part.

### Handbook

1000 copies of a 20-page handbook summarising the content of the project and the work carried out have been printed and distributed at no cost to those people involved in the project and all entrepreneur associations. The handbook is accompanied by a video cassette.

### Video

A 20-minute film, available on VHS format, contains the main points of the ten codes of good practice, with musical accompaniment and comments (50 first copies at no cost). The filming on video and recording of the demonstrations has provided a source of information to be reproduced on the good practice portal.

### Website

The site [www.sicurcant.it](http://www.sicurcant.it) contains full information regarding the ten good practice examples resulting from the project and 20 relevant links on health and safety issues as well as information on the project, the Agency and the partners involved in the project.

### Online training course

The online training course consisted of individual study facilities using the contents on the website (handbook and video) with the help of a forum, the assistance of a tutor and a self-assessment test. The pilot students' work was checked through a final exam. Comprehensive didactic material has been produced.

As a way to disseminate the contents and objectives of the project, a wide press campaign was carried out through the local daily newspapers and special reports on TV. It is estimated that about 1,000 firms saw the reports at the time of the project.

### Would you like to know more about this project?

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[www.tvtecnologia.it](http://www.tvtecnologia.it)

## Tutoring people in the building trades in Italy

Gaining access to workers in the small building trades to promote the safety message is always a huge challenge in this notoriously difficult sector, with a high accident rate. This Italian project sought to train a series of tutors who, in turn, could pass on basic occupational safety and health information to others in further training sessions.

Of interest is that this project clearly showed that small trading firms in the construction industry which implemented procedures aimed at preventing accidents at work gained in reputation and financial performance.

The safety tutorship idea was launched in Sassari, and is surely a model worthy of imitation.

### Who organised this project?

Scuola & Formazione Confartigianato.

### Who were the partner organisations?

- Cassa Artigiana dell'Edilizia
- Confartigianato FRAS (Federazione Regionale Artigianato Sardo)
- UGL (Unione Generale del Lavoro).

### What was it called?

Safety Tutorship Sassari.

### What was the project about?

The project aimed to train people working in the building trades and their employees within the construction industry. The training examined existing safety regulations, focusing on accident prevention, which recent statistics have shown to be on the increase.

A coherent prevention plan – using continuous training of employers and employees – is fundamental. Safety represents a basic pillar in the organisation of even the smallest company and it constitutes an indispensable element for a complete quality system.

Constant updating of the organisations' safety measures has been provided through online information. The participating firms are able to access the internet site of the construction industry - *Cassa Artigiana dell'Edilizia* - and take part in a forum dedicated to the project.

The project consists of the systematic implementation of training programmes and a continuous monitoring service of safety measures in companies in the building trades.

### What did they do?

The project was divided into the following phases:

1. Planning and programming: this stage was carried out with the help of two technical groups: the 'Safety Check' technical group established with a view to setting up the basis for the development of a checklist model, and the 'Monitoring' technical group for the development of an operative model to be used in monitoring the level of safety conditions in the construction industry.

### Scuola & Formazione Confartigianato

#### Type of organisation

- ✓ Private institution

#### Sector

- ✓ Construction

#### Activity

- ✓ Training

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Training sessions

**Total budget** € 98,991

**Agency support** € 59,395

2. Selection and training of the 'company safety at work tutor' candidates: This stage consisted of publishing the training project, making the selection of candidates and training them.
3. Monitoring: the tutors' activities were under the direct control of the environment, safety and quality (ESQ) head of the local *Confartigianato*, who coordinated them according to the operating module prepared by the 'monitoring' technical group, under the supervision of the provincial project head.



### What was produced?

The first result of the project was the carrying out of the training necessary for the subsequent implementation of an innovative 'safety tutorship at the workplace' service for craft SMEs in the building trade.

Then, a checklist model to be used in the activities for monitoring the level of safety at construction sites was drawn up. This was reached in two stages:

- a) through the analysis and preparation of material by a working group
- b) an 'on-the-job' stage, during which the checklist prepared on paper was given to the tutors in charge of the monitoring, so that they could test it on site and make the necessary changes accordingly.
  - 'Company safety at work tutor' training courses: After an exhaustive selection, a total of 30 candidates were selected to attend two 40-hour 'company safety at work tutor' training courses. The course contents varied from the basic knowledge on safety to specific skills concerning the auditing of safety at work. On the basis of the instructors' evaluations, ten students were selected to begin the traineeship stage (120 days, 480 hours) and it involved the monitoring of safety at work for 108 SMEs.



- 'Safety at work at construction sites' training courses for employees: seven courses of 20 hours (20 students each); Contents: basic rights and duties on OSH at work, safety signs, signals and markings; risks at the workplace, possible injuries, prevention and protection measures, manual handling loads, work machinery and equipment, principles of best safety practice at mobile construction sites.
- 'Safety at work at construction sites' training courses for employers: five courses of 20 hours (14 students each); Contents: regulatory framework, supervisory and control boards, insurance protection, statistics, registration of accidents, relations with workers' representatives, contracts, types of risks, safety measures, evaluation and prevention of risks, legislation.

The project received publicity in the *Confartigianato* association's journal, the newspaper *l'Artigiano*, which has a print run of 10,000 and distributed throughout the region, and on the Internet sites of the *Confartigianato Association* and the *Cassa Artigiana dell'Edilizia*.

The *Confartigianato's* website has a link dedicated to vocational training whereby it is possible to access to all the information regarding the courses held, request information and explanations.

### Would you like to know more about this project?

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## Risk assessment for Italian steelworks

SMEs in the steel sector in Italy showed a lot of interest in this project, particularly as it was widely publicised. The tools developed and their implementation could also be transferred to other sectors, a good indicator of its usefulness.

### Who organised this project?

Polistudio Srl.

### Who was the partner organisation?

API Rovigo.

### What was it called?

Ge.Ne.Sic System.

### What was the project about?

The main aim of the project was the design of a methodology for the evaluation of risks and its reduction in SMEs in the steel sector.

The main outcome of the project was the design of a CD-ROM as a tool focused on risk assessment, management of the activity and communication on general information about safety issues.

### What did they do?

As a first step, to present the project and its objectives, the project holders took the opportunity of a steel fair in Padua to occupy a stand to distribute information among SMEs about the project. A total of 51 companies was reached and informed about 'The Genesis system'.

A conference was held with the participation of experts on safety, representatives of the local administration, SMEs and workers' representatives. To publicise the event as widely as possible, 1,000 invitations were sent, articles published on local newspapers and articles in the monthly newsletter *Notiziario di sicurezza*, along with several press releases.

General information on the content of the project was presented at the conference, along with tips on how to read and to use the material produced (CD-ROM). Explanations on both the methodology and the software were given.

Several companies, professionals, organisations, and the local press attended the conference and all the participants received a package with the CD along with the user's guide and a follow-up questionnaire. Furthermore, a mailing of the material was arranged and addressed to all possible interested companies containing the whole package.

### What did they produce?

#### A package with a CD and a user's guide

The CD-ROM, which is accompanied by a comprehensive user's guide, contains a lot of valuable information about risk assessment, legislation, forms, check-lists and didactic material. It was obviously developed in close co-operation with SMEs.

The CD contains a series of self-installing files that through a personalised explorer interface lets you visualise documents on the following subjects:

- prevention policy

#### Polistudio Srl

##### Type of organisation

- ✓ Occupational preventive services

##### Sector

- ✓ Steel

##### Activity

- ✓ Information and communication
- ✓ Good practice provision

##### Outputs

- ✓ Publications
- ✓ Workshops

**Total budget** € 40,991

**Agency support** € 24,594

- legislation
- risk assessment
- technical sheets
- training programme
- audits.

A 44-page guide showing users the structure of the programme, enables them to carry out the following activities:

- evaluation of risks by using the check lists proposed
- updating of the operating procedures
- updating of the departments' structure
- assessment of operating tasks
- integrate and personalise the suggested training courses
- integrate and update the training material for courses.



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## Bridging the gap between legislation and practice

Sometimes, information on legislation and standards is very poor. The application of new and existing legislation and standards need to be explained clearly and simply to those who require it. Unfortunately, the gaps between what legislators intend and what SMEs understand can be very wide.

The intention here is to bridge that gap by providing practical hands-on advice developed with the help of experts and practitioners in different sectors. A huge electronic database was compiled with easily-accessible information and explanations on legal requirements and European standards.

### Who organised this project?

Organisatie Adviesburo Maras.

### Who were the partner organisations?

- Syntens
- FNV.

### What was it called?

Explanation of safety legislation for small businesses.

### What was the project about?

Safety regulations are sometimes not directly transferable in practice to businesses, and institutions must therefore 'translate' them into practice.

Provisions for learning about safety regulations is poorly coordinated between the needs of businesses and the information available. The choices available to businesses are basically to attend a course, to hire a consultant or to study the standards or legislation. This poor coordination between supply and demand means that compliance with safety regulations is sometimes extremely inefficient and ineffective.

Even though SMEs are deemed to know the law, there is no suitable means by which they can learn about safety regulations. On the supply side, there is no service suitable for them. Courses or consultants are too expensive for them and they do not have the expertise to understand the standards or legislative texts themselves.

In this context, the objective of the project is to solve the situation created by the lack of adequate information in the correct form for people in the smaller segment of SMEs who lack specific expertise.

For this target group, the purpose of the project is to develop information that explains the most essential risks in a practical way. Taking into account that risks are different considering different sectors and workplaces, businesses and institutions together have been grouped in a number of clusters with exposure to similar risks.

Examples include:

- Construction industry: construction and building firms, plastering firms, road construction firms, etc.
- Hotels and catering: cafes, hotels, conference organisers, etc.
- Recreation/leisure industry: marinas, holiday parks, amusement parks, etc.
- Institutions: hospitals and nursing homes, elderly residences, schools, etc.
- Public sector/authorities: municipalities, provinces, water authorities, engineering works (bridges etc.)
- Processing industry: chemical factories, synthetics manufacturers, etc.

### Organisatie Adviesburo Maras

#### Type of organisation

- ✓ Private company

#### Sector

- ✓ All sectors

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Training sessions

**Total budget** € 94,200

**Agency support** € 36,000

- Manufacturing firms: engineering works in the widest sense (considerable focus on EC standards).

The expected result of these practical explanations is that the information gap will be filled and that small businesses can get on the right track, even if they still do not comply in every aspect with the law.

The information provided is freely accessible on the website, including a checklist in Word, enabling small businesses to get to work and allow them to ask questions adapted to their specific risks.

### What did they do?

The project was structured in different phases:

1. classify groups of businesses with exposure to similar risks
2. determine the most essential risks for each cluster
3. evaluate the above with experts of FNV, VNO-NCW etc. to check accuracy
4. identify usable information, which the partners and industry already have
5. analyse what is missing
6. commission various authors to provide the missing parts
7. compile checklists in Word for each cluster
8. establish a database
9. evaluate the provisional end result with trade associations (and their experts), etc.
10. evaluate the provisional result with approximately 25 small businesses, which do not have the relevant expertise
11. make necessary adjustments accordingly and publish the final result on the website
12. summarise the result, and publish press releases and articles in various trade journals of publishers and trade associations.

### What was produced?

#### Training courses

- Inspection of electrical appliances: 8 ½ day courses, with approx. 10 trainees per course and 10 SMEs reached per course.
- Inspection of climbing material: 7 ½ day courses, with approx. 10 trainees per course and 10 SMEs reached per course.
- Instruction of a sufficiently trained person according to NEN-EN 3140: 6 ½ day courses, 8 trainees per course, 8 SMEs per course.

#### Website

The core part of the project is the website [www.euronorm.net](http://www.euronorm.net). 1,500 files (0.5 to 70 A4 pages each) and 450 Word/XLS documents (checklists) were prepared with specific information on safety issues.

All this information is freely accessible and downloadable. The number of visitors to the website during the project period was about 1,000,000.

The contents of the website include the following:

- practical information about EC-standards; (about 500 files)
- practical information about inspection appliances and climbing materials; (about 150 files)
- practical information about ISO 14001; (about 20 files)
- practical information about ISO 9000; (about 20 files)
- about 250 free downloadable Word/XLS-files
- practical information for specific target groups like; pubs, chemical industry, construction firms, (with a total of about 600 files and 200 Word/XLS-files).

And specific practical information about standards and legislation:

- NEN 3140; electrical safety
- NEN 1010; electrical safety power systems
- NEN 2484; inspection climbing materials
- NEN 3233; inspection lifting equipment
- NEN 1014; how to prevent lightning dangers
- IP-codification; systematic information about protecting machinery against water and objects
- NEN 2580; minimum requirements of measurement of working space

- NEN 3480; safety matters in high voltage power systems
- OHSAS 18001
- VCA; construction firms.

The website has been also used as a help-line for OSH-related questions. 750 requests were reported, which were answered for free giving a clear picture of the problems that SMEs have to face.

An e-mail newsletter, which includes information provided by the Dutch standardisation institute (NEN) is part of the website. 5,000 subscribers were registered.

Some articles were published on several technical magazines about the project, its contents and the information contained on the website.

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## Learning from the best to teach the rest

The paper and pulp industries in the Netherlands strive to reduce the number of occupational incidents occurring each year. This project searched for good practices and, following a series of interviews and workshops, developed a benchmarking system, allowing for accurate measurement of implementation rates. The tools are free and developed through contact with a series of 'leading companies'. The information in turn can be used by 'followers', a good example of learning from the best to teach the rest.

### Who organised this project?

Total Loop Management Ltd.

### Who was the partner organisation?

Millvision, Raamsdonk.

### What was it called?

Best practices in safety: learn from the best and teach to the rest.

### What was the project about?

Initiating and sustaining the 'learn from the best, teach the rest' philosophy to companies was the aim of this project, in an attempt to decrease the number of work-related accidents in the paper and pulp industries in the Netherlands.

Within the project, two workshops were organised for 'leading' companies to establish best practices in safety and to publicise these best practices to 'following' companies in safety. In these workshops, a representative number of safety managers from the target group could exchange and discuss their best practices.

In addition, a database was developed in which companies could register their incident rates and benchmark their performance with the identified best practices and with other companies. Also this database was used for the monitoring of the effects of introducing the best practices in the paper and pulp industries.

### What did they do?

As a preparation for the workshops, interviews were held with responsible safety managers from the target group. The goal of these interviews was to achieve support and widespread attendance for the planned workshops and to make an inventory of the best practices as experienced by the safety managers.

During the project, two workshops were organised both attended by some 20 safety managers, representing approximately 80 per cent of the business activities in the paper and pulp industry. The goal of these workshops was to define the best practices in safety.

Phases:

1. to discuss the best practices that had been identified in the interviews
2. to define a limited subset of best practices
3. to categorise the best practices
4. to define indicators for best practices.

The interviews resulted in approximately 70 examples of good practices divided into seven categories:

- company improvement processes

### Total Loop Management Ltd

#### Type of organisation

- ✓ Private company

#### Sector

- ✓ Paper and pulp

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Workshops
- ✓ Network

**Total budget** € 48,801

**Agency support** € 29,281

- individual aspects
- management aspects
- supervisory
- team operations
- training
- working methods.

The results of the interviews and the workshops were reported in a software tool. This tool is actually a benchmark tool for best practices. The tool presents the user with a questionnaire containing all the indicators of best practices that were identified in the workshops. Having answered the questionnaire, the degree of implementation of each best practice is estimated.

As such, this tool can be used to prioritise activities in occupational safety. In addition, it can be used to monitor the effectiveness of safety activities with respect to the actual implementation of best practices.

To monitor the effectiveness of best practices in terms of incident rates, a database tool was developed that could support companies in learning from occupational incidents and monitor the incident rates.

### What was produced?

#### Benchmark tool for best practices

The first product is a software version of the benchmark instrument. This is a questionnaire that presents the user with a number of indicators for best practices. It contains approximately 70 best practices categorised into seven items. Each best practice is supported by a number of indicators.

The user is asked if he/she recognises the presence of an indicator in her/his unit. Having verified the presence of all indicators, a 'score-table' is built presenting the 'degree of implementation' of each best practice.

Having run the whole questionnaire, the tool estimates the degree of implementation of best practices. The tool can be used on an individual level, on a unit level or on company level in which case the results can be benchmarked with the results from other companies.

#### Safety performance measurement tool

The second tool is a simple database that lets the users monitor their safety performance in terms of number of incidents and specifically the general accepted 'lost time injury rate', which is based on the number of incidents and the total number of working hours.

This is an easy-to-use tool that brings the opportunity to store information on registered occupational incidents for performance measurement purposes: seriousness of the incident, number of casualties, cause of the incident, lessons learned from the incident and actions taken.

### Would you like to know more about this project?

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## Handling risks in the natural stone sector

The natural stone sector (ornamental and industrial stone) presents many hazards - working from great heights, with heavy weights and machinery in noisy conditions is quite frequent. This Portuguese prevention campaign had diversity at its core - it used many different media to get across the safety message. Seminars were organised, information sessions in the companies specially dedicated to the workers in their workplace, posters produced, information brochures circulated and a training video filmed.

### Who organised this project?

Cevalor - Centro Tecnológico para o Aproveitamento e Valorização das Rochas Ornamentais e Industriais.

Cevalor - Technological centre for the use and valorisation of ornamental and industrial stones.

### What was it called?

Prevention of work-related accidents in the natural stone sector.

### What was the project about?

This Portuguese initiative aimed to disseminate good practice and promote the prevention of accidents within the natural stone sector. The purpose of the project is to raise awareness among employers and employees in the sector in order to reduce work-related accidents by improving the working conditions and safety and health at the workplace.

The project goal was reached by developing a prevention campaign for risk assessment in the stone sector. The campaign had five stages:

- production of documentation
- presentation of the campaign to the media and to the natural stone sector
- seminars
- information sessions to the companies
- evaluation of the prevention campaign by meetings with the companies.

### CEVALOR Technological Centre

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ Natural Stones

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Audiovisual material
- ✓ Workshops

**Total budget** € 86,476

**Agency support** € 51,886





### What did they do?

Five seminars entitled 'Natural Stone with Safety' took place within the national territory in five different places: Porto, Pêro Pinheiro, Porto de Mós, Viseu, Borba and Faro.

The seminars all had the same structure and included the participation of technicians on safety and health at work. The topics discussed were among others: the importance of safety and health at work for workers and companies; incentives to companies for the implementation of prevention measures; presentation of statistical data of the sector and occupational diseases.

Information sessions in the companies were carried out specifically addressed to workers in their workplace who received information about risk assessment and accident prevention.

### What was produced?

The products include:

#### Manual of good practice

600 copies were edited and distributed to the target group containing information on: equipment and individual protection, signalling, risks analysis, prevention measures, emergencies and protection against fires.

#### Information manual

1500 copies were produced with the following contents: most affected parts by industrial accidents, analysis of accident frequency, regulation and obligations of employers.

#### Brochures

Brochures covering the risks and the measures of prevention for different professional categories of work were produced such as blacksmiths, finishers, polishers, etc. These brochures (350 copies of each approximately) were distributed in the seminars and in the information session.

## Video

A 15-minute film was produced highlighting the existing risks in each category at work, measures of collective and individual prevention and certification of real cases. Twenty-five units were produced and served as a support for the seminars and the information sessions in the companies.

## Information sessions

Twenty-seven informative sessions of two hours length each were carried out in the six areas considered with some 270 workers taking part. Posters and leaflets were delivered.

## Seminars

Five seminars entitled 'Natural Stone with Safety' were held in the five geographical areas analysed on the project. A video on prevention of industrial accidents was produced and presented on the seminars and didactic material was delivered during these seminars. A total of 200 companies per geographic area were e-mailed with an invitation and registration form to attend the seminars.

Advertising in regional papers was carried out in order to inform about the campaign as well as a mailing action addressed to about 1,000 companies of the stone sector to reach a wider dissemination of the project.

### Would you like to know more about this project?

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## Tackling accidents in the Portuguese construction sector

When the social partners get together, with the aim of identifying and solving problems, and the public authorities lend an ear, a synergy will very often be created that goes beyond the sum of their parts.

This was the case in Portugal, where the problems with health and safety in the construction industry were jointly tackled. The seminar organised attracted more than 200 participants, and subsequently, direct hands-on contact with dozens of SMEs meant that the safety message reached exactly those who needed it most.

### Who organised this project?

Câmara do Comércio e Indústria de Ponta Delgada (Chamber of Commerce and Industry of Ponta Delgada).

### Who was the partner organisation?

Sindicato dos Profissionais das Indústrias Transformadoras do Distrito de Ponta Delgada.

### What was it called?

Good practice in health and safety in the construction.

### What was the project about?

The main objective is to reduce work-related accidents within the construction sector by the provision of examples of good practice, taking into account that this is a high-risk sector in Portugal.

The aim is to involve employers and employees in SMEs, and to raise awareness among them with a view to reducing accident risks and the seriousness of the accidents, as well as to prevent accidents from happening.

The project includes two main activities. The first one is a seminar aimed at drawing everyone's attention to the needs and the benefits SMEs could obtain by implementing preventive measures and examples of good practice within construction.

The second activity is related to specific actions addressed to each enterprise's needs, training responsible managers and workers, on implementing and improving the procedures on health and safety.

### What did they do?

As the first action of this project, a seminar was held by the Chamber of Commerce and Industry of Ponta Delgada under the title of 'Accidents at work in the construction sector'.

The seminar's programme included five experts who explained the best strategies to implement corrective and preventive measures. The seminar attracted more than 200 participants: entrepreneurs, workers, and coordinators for the areas of health and safety and public body representatives connected with the building sector.

The topics discussed in this seminar included the main issues and problems encountered and included experts on different subjects.

### Chamber of Commerce & Industry of Ponta Delgada

#### Type of organisation

✓ Business network

#### Sector

✓ Construction

#### Activity

✓ Training

✓ Information and communication

✓ Good practice provision

#### Outputs

✓ Publications

✓ Training sessions

✓ Workshops

✓ Network

**Total budget** € 51,181

**Agency support** € 25,000

The second phase of this project was developed through a practical and direct intervention in the enterprises. This work was done by a team of consultants who used the following methodology: diagnosis and survey of historical facts and problems in the enterprise; awareness-raising and practical demonstrations to implement techniques of health and safety for the entrepreneurs, coordinators, board of staff, and employees of SMEs.

This work was developed with the involvement of 35 enterprises. Due to the differences in dimension and number of employees, the companies were split into two separate groups. One group was made up of 20 enterprises with up to 20 employees and a second group of 15 enterprises with more than 20 employees. A questionnaire was designed with a view to identifying the problems, causes, and possible solutions to the situations that were presented.

The report provided a more in-depth knowledge of the real dimension of the problems that SMEs face at the workplace on a daily basis within the building industry. It was possible to get to know SMEs in the sector in terms of prevention policy, number of collaborators, their professional profile and the policy SMEs have regarding the implementation of good practices on safety and health at the workplace, as well as the main uncovered areas that need closer attention.

The conclusion was that enterprises were facing some difficulties with the implementation of a programme for the prevention of accidents, due essentially to the need for qualified professionals. This situation is even worse in the micro-enterprises due to the fact that they suffer from a lack of resources to recruit external experts on OSH issues.

### What was produced?

#### A seminar on accident prevention

This included the attendance of five experts and more than 200 participants: entrepreneurs, workers, and coordinators for the areas of health and safety and public organisation representatives in contact with construction.

#### An intervention programme.

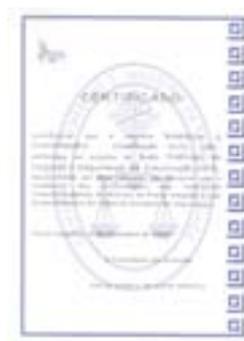
A total of 35 SMEs were visited (20 of them with fewer than 20 employees). An on-site diagnosis was carried out and the results were compiled in an extensive report (approx. 150 pages). There were also practical demonstrations and awareness-raising activities for workers and managers.

#### Would you like to know more about this project?

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## Portuguese metalwork industry gets a website!

This project is about the creation of a multimedia application for the Internet. This website facilitates the setting-up of an information network about good practices in safety, hygiene and health at work for companies in the metallurgical and metal-mechanical sectors. A lot of publicity accompanied the launch, highlighting the risks and good practices.

As well as support from the information network about good practice (each user is asked to contribute), the application also contains a set of informative documents about the issues of safety and health at work. The principal legislation currently in force is featured in full, allowing direct consultation - a useful and accessible resource.

### Who carried out this project?

Factor de Seguranca.

### Who was the partner organisation?

AIMMAP (Associacao dos Industriais Metalurgicos, Metalomecanicos e Afins de Portugal).

### What was it called?

Safety factors in the metal industries.

### What was the project about?

An Internet site was set up containing general information about 20 topics, full texts of relevant legislation and an interactive good practice page, which includes a discussion forum.

There were several stages in its development. Firstly, an article introducing the project was published in *Tecnometal*, a bi-monthly magazine dealing with technical and scientific information on metallurgy and metal engineering.

The application became operational in April 2002 and underwent a series of tests. Information on the application was sent to the 100 largest undertakings, with a view to selecting a group to set up the network in order to assess its operability and functionality before disseminating it on a larger scale.

The group selected was composed of: Kupper & Schmidt, S A; F Ramada – Acos Industriais; Bahco Oberg, Ferramentas S A; Soteporta.

The test phase ran from May to June and was altered as necessary in order to achieve the desired operability.

The domain name [www.shst.com](http://www.shst.com) was registered internationally in June.

An information sheet on the application was drawn up and 15,000 copies were printed.

An information leaflet on the application was sent to 10,000 large undertakings in the sector, and was included in *Globo Industrial* – a quarterly magazine specialising in news in the metallurgical and metal engineering sector. Other newspaper and journal articles were published.

A newspaper advertisement for the application was published in *Jornal de Noticias*, the daily newspaper in Portugal with the largest circulation and readership.

### Factor Seguranca

#### Type of organisation

✓ Private company

#### Sector

✓ Metallurgy

#### Activity

✓ Information and communication

✓ Good practice provision

#### Outputs

✓ Publications

✓ Website

✓ Workshops

✓ Network

**Total budget** € 91,944

**Agency support** € 56,104

The application can also be accessed through the Factor Seguranca and AIMMAP websites.

### What did they do?

#### Multimedia Internet application

The multimedia application for the Internet allows an information network on good practices in safety, hygiene and health at work to be set up in undertakings in the metallurgical and metal engineering sectors.

Apart from the form to be completed and examples of good practice supporting the information network on good practice, the application includes a series of informative documents on matters of safety, hygiene and health at work and enables main areas of current legislation in these areas to be accessed.

The texts may be consulted in full.

The informative documents and the legislation may be freely accessed. Users – authorised representatives from undertakings in the metallurgical and metal engineering sector – wishing to access the form to be completed or consult the good practices must first submit an application for registration and be accepted by Factor Seguranca.

The interested party needs to access the online registration form, complete it and send it via email. The data in the registration form will be analysed and, where the access criteria mentioned in the previous paragraph are met, the applicant will be given a login name and password in order to access the network.

A selection of topics divided under 20 headings may be found on the website.

#### Topics:

1. Thermal comfort
2. construction and layout
3. emergency
4. personal protective equipment
5. working equipment
6. ergonomics
7. lighting
8. maintenance and safety
9. mechanical manoeuvre of loads
10. manual manoeuvre of loads
11. danger/risk
12. organisation of activities involving safety, hygiene and health at work
13. machine protection
14. fire/explosion
15. electric risks
16. noise
17. occupational health
18. signalling
19. dangerous substances
20. vibrations.

#### Legislation:

The full text of the main laws, totalling almost 60, is available in full. These are divided according to the 20 above-mentioned topics, in accordance with the respective application. The legislation has been updated even after the completion of the application.

#### Interactive features:

The user may choose one of the following three options:

- describe a good practice in reply to a specific request posted on the network
- describe a proposal for a good practice
- find a solution for a specific problem.

In any of the three cases, the user must choose the subject area which corresponds to the situation (one of the 20 above-mentioned topics) and must choose the sub-category which most closely matches that situation. All of the main themes

have three sub-categories. For example, under ergonomics, the user must state whether the problem is related to posture, patterns of work or fatigue.

If a proposal for good practice is made, it must include the estimated cost and the number of workers affected or who benefited as a result. Under any of the three options, a file may also be inserted – namely an image – as proof, or an illustration of the situation described. The undertaking may also choose to remain anonymous. Finally, the user may describe the good practice or request a solution by completing the text field available for that purpose.

The good practice example is then screened by the application manager to ensure that the information is comprehensive and fulfils the objective outlined.

There is also a 'Help' document, to which all first-time users are directed. This contains frequently asked questions and a list of conditions of use and warnings.

### Good practice competition

The project partners also decided to launch a good practice prize competition held among undertakings in the metallurgical and metal engineering sector. The aim of the competition was to select the three best good practices posted on the network in 2002, provided that the undertaking behind the good practice has not chosen to remain anonymous. The selection, held in January 2003, was based on the following criteria:

- The good practice must have made a significant contribution in reducing the accident rate or in improving the working conditions of the undertaking in which it was implemented.
- It must be innovative.
- It must have the best cost/benefit ratio (cost involved and number of persons affected).

The jury was composed of a member from Factor Seguranca, another from AIMMAP and a member invited from IDICT (Instituto de Desenvolvimento e Inspeccao des Condiçoes de Trabalho – the Portuguese institute for the development and monitoring of working conditions).

Apart from the broad dissemination, which will result from the outcome of the competition, the winning undertakings will be awarded prizes, including: publication of the good practice in a large-circulation newspaper and in a specialist press journal, and a first aid course lasting 10 hours for 15 participants. All the winners will receive a selection of CD-ROMs and publications on various aspects of the SHST.

#### Would you like to know more about this project?

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## Prevention services for the maritime and fishery sectors

Working in the maritime industry is a high-risk occupation. Statistics for fishery workers alone show an alarmingly high level of accidents. This project identified the huge need for health and safety training, and offered interesting ways of reaching the target audience – those who work in the industry. Using the local branches of fishery cooperatives, unions or fishermen's associations, a sophisticated training and awareness-raising campaign was mounted, with widespread results.

### Who organised this project?

Instituto Nacional de Seguridad e Higiene en el Trabajo (Spanish National Institute for Safety and Health at Work).

### Who were the partner organisations?

- Autonomous Communities
- Social Partners
- Instituto Social de la Marina.

### What is it called?

Promoting the creation of prevention services and prevention officers in maritime and fishing activities through the development of training and awareness-raising actions via associations.

### What was the project about?

The objective of the project is to promote training and awareness raising among employers and employees of SMEs within the maritime and fishing sector through the creation of joint prevention services and the setting-up of prevention officers. This sector presents special difficulties in safety and health issues due to its specific characteristics.

The project comprises the development of information and awareness activities in eight autonomous communities participating in the project. A series of training material has been produced and freely distributed among the target group.

An evaluation report was carried out at the end of the project in order to assess the level of awareness and training gained during the project.

### What was the target group?

Employers and employees of SMEs within the maritime and fishing sector

### What was produced?

#### Awareness and publicity campaign

The following documents were distributed to all fisheries unions within each autonomous community involved in the project:

- Two different posters (2,500 copies each): The slogan for both is: 'Tu seguridad es lo primero. No dejes cabos sueltos' ('Your safety comes first – don't leave things undone').

### Instituto Nacional de Seguridad e Higiene en el Trabajo

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ Maritime and Fishery

#### Activity

- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Audiovisual material
- ✓ Workshops

**Total budget** € 72,944

**Agency support** € 39,390

- Leaflets (5,000 copies) for each of the 8 provinces: The leaflet contains information about the main risks and preventive measures in the sector.
- Videos: 3 different videos have been produced (600 copies in total). Each video is related to one specific task in the Fisheries sector. Some concrete dangerous situations in daily work are shown, giving the spectator the opportunity to think about the solution and to explain to them later the correct preventive measure.
- Conferences and workshops

A total of 32 events was organised with an attendance of 30–40 people approximately in each. A programme was produced with a print-run of 3,000 copies as well as the following documents that were distributed to the attendees:

- The folder (3,000 copies), supporting documentation
- A 20-page booklet (2000 copies) entitled *Prevención de riesgos laborales en el sector marítimo pesquero* (The prevention of occupational risk in the maritime and fishery sector), including more specific information on the risks and preventive measures in the sector.
- A 12-page booklet (2,000 copies) entitled *Servicios de prevención mancomunados*, (Joint Preventive Services) including an analysis of models of preventive organization and information about joint prevention services in the sector.
- An 18-page technical guide (2000 copies) for the assessment and prevention of risks on board vessels (draft): it is based on the Royal Decree 1216/1997.
- An 8-page questionnaire to evaluate attendees' knowledge of OSH, satisfaction with the workshops, motivation, efficacy of the project. A database including all the gathered information has been set up and sent to all autonomous communities participating in the project.

CD-ROM containing all the information material produced during the project.

#### Would you like to know more about this project?

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## Monitoring centre for the self-employed

The self-employed deserve special attention in transmitting good health and safety practices. Very often, they operate outside of standard communication channels, for example, they may not be members of chambers of commerce or trade unions. This project identified the self-employed in the construction, commercial and hotel and restaurant sectors as a key target group for the dissemination of essential OSH material.

Research on the sectors was carried out and a website was set up to store valuable information and allow instant access. Videos and CD-ROMs were produced promoting good practice and the project was further publicised through information leaflets and good practice bulletins.

### Who organised this project?

UGT - Union general de Trabajadores (Spanish Trade Union).

### What were the partner organisations?

- Unión de Profesionales y Trabajadores Autónomos
- Mutua Universal.

### What is it called?

Establishment of a good practice monitoring centre for occupational risk prevention for the self-employed.

### What was the project about?

This project created a good practice monitoring (observatory) centre for occupational risk prevention aimed at the self-employed as a whole. In Spain, it is estimated that some 2,000,000 people work within this type of company organisation.

The project was especially focused on the following sectors:

- construction,
- commercial sector,
- hotels/restaurants.

The purpose of the monitoring centre is to provide employees with solutions concerning risks at work by means of an information network as well as training, focused on examples of good practice, which would enable them to find quick solutions to their problems. Furthermore, the good practice monitoring centre makes it possible for self-employed people to share their experiences with others and obtain adequate solutions to their specific situations.

The main objectives of the project are:

- promotion and improvement of risk prevention among the self-employed
- dissemination of examples of good practice
- provision of solutions and feedback from the European network of risk prevention.

### Who was the target group?

- Self-employed people in Spain

### UGT – Union General de Trabajadores

#### Type of organisation

- ✓ Trade union

#### Sector

- ✓ All sectors

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Audiovisual material
- ✓ Network

**Total budget** € 209,450

**Agency support** € 86,712

- professional people in risk prevention
- people in charge of training in SMEs
- employees in general.

Due to its characteristics, this project comprises different types of risks such as safety and hygiene as well as ergonomic and psychosocial risks.

### What did they do?

The project-holder carried out a study and analysis of the current situation in Spain as regards prevention of risks at work.

Furthermore, a study of sectors, type, frequency and seriousness of accidents, agents involved, resources available to reduce accidents, knowledge and training of self-employed, access to IT, Internet, and other relevant indicators for the construction of the monitoring centre of good practice.

This phase of the project enabled the creation of a risks database for the monitoring centre, attending to the needs of the target group and sectors considered.

When introducing the gathered information, the priority was to find an adequate design and format for the Internet to make it easy for users to browse and access the information in a quick and easy way, hence reaching as many users as possible.

### What was produced?

#### Website

The observatory centre for good practice is available at [www.laprevencion.com](http://www.laprevencion.com) and <http://www.ugt.es/slaboral.principal.htm> accessible to all self-employed as a tool for consulting and getting information for the solution of specific problems and situations.

Downloadable good practice sheets: 54 for the commercial sector, 55 for construction and 62 for hotels/restaurants. The sheets include: a title, description of the occupational risk (problem), the solution proposed and foreseen cost (valued as middle or low). A description of the principal task in which the related risk can appear is also included.

#### Video and CD-ROM

1,000 copies each including good practices for the following sectors: construction, the commercial sector and hotels/restaurants. They can be used both for information for the self-employed and to fulfil the legal obligations to inform and train workers on the risks existing in their jobs.

There are two different editions of each of the products: commercial sector and hotels/restaurants (two activities) and construction (eight activities). The video/CD-ROM describes real situations of daily work (with images and text) explaining the risky habits to be changed and the preventive measures the workers should follow to avoid or minimise the risk. Both tools contain some examples of good practices.



## Report of outcomes

The document includes all the information regarding the previous phases such as: identification, analysis and measurement of occupational risks for self-employed people. A survey (1,014 interviews were made) to collect all the current information has been carried out. The report also includes information on the design of the monitoring centre, data processing, design of the website and final conclusions on the project.

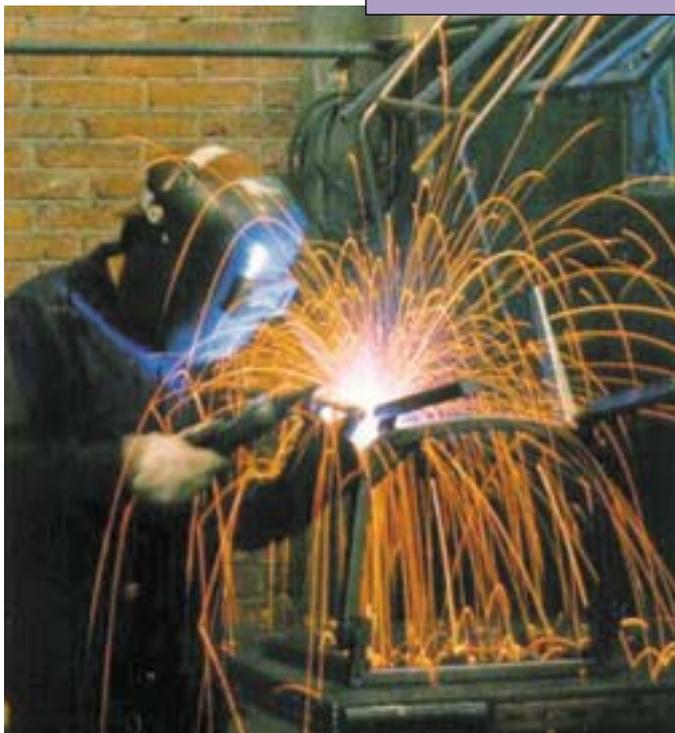
## Information material for the dissemination of the project

- Information leaflet: 75,000 copies have been produced. It includes a description of the project, the products available and how to get them. Dissemination has occurred via personalised mailing, using the databases of UGT and UPTA, and direct delivery at chambers of commerce, trade unions, underground stations and bus stops.
- Good practice bulletin: (print run: 23,000), a 32-page document as a small good practice manual aimed at self-employed people, including good practice sheets for different activities in the three sectors considered. Dissemination has been made via personalised mailing and direct delivery to people who do not have easy access to Internet and request the document.
- Project report: they have produced 1,000 copies of a document of 100 pages. It is aimed at OSH professionals dealing with the self-employed, to inform them about the project's results. Dissemination of the document has been made via direct delivery and publication on the web.

### Would you like to know more about this project?

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## Recognising when we get it right

This ambitious project understood from the outset that many SMEs do indeed develop a safety culture, and perhaps rarely get any recognition for their efforts. Recognising these good practices, verifying them, publicising them, sharing them with others and encouraging other companies to do likewise was the idea behind this project.

### Who organised this project?

The Confederacion Empresarial Vasca (Basque Business Confederation).

### What were the partner organisations?

- ADEGI (Asociacion de Empresarios de Gipuzkoa – Gipuzkoa Business Association)
- CEGEK (Confederacion Empresarial de Vizcaya – Vizcaya Business Confederation)
- SEA (Sindicato Empresarial Alaves – Alava Business Syndicate).

### What is it called?

Good practice to prevent employment risks in SMEs.

### What was the project about?

The main objectives of 'good practices for prevention of accidents in the workplace' were as follows:

- Locating good practices currently used by SMEs to reduce risks in the workplace and to improve working conditions in general.
- Providing access for a large number of companies to successful business experiences.
- Creating a unit of companies using state-of-the-art prevention management techniques.

### What was the target group?

The project was carried out for the metal and building industry. 55 companies were contacted in the metal industry and 34 received visits. In the building industry, 26 businesses were contacted and visits were made to 14.

Finally, 35 good practices were obtained for the metal industry and 11 in construction in relation to the following: Specific risks, organisation and management, design and ergonomics of work stations, activities and processes, prevention techniques, business coordination, units and facilities, training and information, and participation and consultation.

### What did they do?

This project was packed with various activities. Let's look at it in detail to get a flavour of what can be achieved with proper planning and investment of time and money.

- Early in 2002, the project was presented to the media in a press conference. Media coverage was very important at this point, to let companies know that they could be involved if they wished. Spreading the word on good practice via the media is always desirable!
- A consultant was hired to identify good practice.

### CONFEBASK - Basque Business Confederation

#### Type of organisation

- ✓ Employers' organisation

#### Sector

- ✓ Metal and construction sectors

#### Activity

- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Workshops
- ✓ Network

**Total budget** € 141,495

**Agency support** € 84,897

- An advisory committee was set up to advise in relation to each activity carried out within the framework of the project. The advisory committee included representatives of various institutions and other bodies related to employment safety in both Basque and Spanish territory. The main organisations represented in the advisory committee were:

OSALAN (The Basque Institute of Safety and Hygiene, the Basque government)

The National Institute of Safety and Hygiene in the Workplace (from the Ministry of Employment and Social Affairs)

The Association for the Prevention of Accidents

The Association of Prevention Officers

The LEIA Technology Centre

ADEGI (The Guipuzcoa Business Confederation)

CEBEK (The Biscaia Business Confederation)

SEA (The Alava Business Syndicate)

CONFEBASK (The Basque Business Confederation).

The advisory committee meetings were also attended by the consultant, hired to identify good practice.

The advisory committee set about the task of selecting SMEs with regard to prevention in the metal and building industry. The advisory committee was looking for examples of good practice. The expertise and networks contained within the advisory committee were a real help to this exercise. In addition, a circular was sent specifically to SMEs in the metal and building sectors to introduce the project and request their participation.

- 81 SMEs were selected: 55 in the metal industry and 26 in the building trade. These were then visited to assess their suitability for taking part in the project and to reliably determine good practices. From this process, 48 SMEs were finally selected: 34 in the metal industry and 14 in the building sector. These SMEs were given a presentation of the project and its objectives. The heads of the prevention units provided a tour of their facilities. Worker safety representatives took part as well, if they existed.

The information obtained from the visits made during the previous phase was used to draw up a good practices manual by sectors in double format – digital (CD-card) and hard copy. A total of 46 good practices were located, although not all of these have been set out in the manuals. The only practices used were those considered as the best.

- The website contains all the good practice examples. It also allows other companies to introduce their own good practices. Finally, 11 good practices were included in the manual for the building industry and 19 in the manual for the metal industry. This information is also available on the Internet at the Confebask, Adegi, Cebek and Sea websites.
- The results were widely disseminated. A second press conference was held to publicise the publication of the manuals. This received extensive press coverage.
- Three conferences were then organised to present the manuals and the web page in the Basque provinces of Alava, Vizcaya and Guipuzcoa with over 200 companies attending.
- A monitoring and assessment committee has been established to evaluate the project, consisting of representatives from Confebask, Adegi, Cebek and Sea. This committee will also carry out the website administration.

## What was produced?

### Good practice manual for prevention of accidents in the workplace: metal industry

This manual contains the 19 best good practices located within the metal industry. The various practices were grouped as follows:

- activities and processes
- design and ergonomic features of workstations
- preventive techniques
- organisation and management
- specific risks
- units and facilities
- management coordination
- participation and consultation
- training and information.

The following information was provided for each of the good practices found:

**Company data:**

The main purpose of this information was to encourage direct contact between the companies and encourage cooperation.

**Data concerning good practice:**

- description of the good practice
- consequences of implementation of the good practice
- benefits other than those relating to safety and health
- key factors for implementation of the good practice
- approximate investment outlay
- photograph.

The interest generated among companies considerably increased the number of copies of this manual beyond the number originally envisaged, and eventually 2,000 copies were produced.

**Good practice manual for the prevention of accidents in the workplace: building industry**

This manual contains 11 good practices within the building industry. The various practices were grouped as follows:

- training and information
- participation and consultation
- organisation and management
- preventive techniques
- units and facilities.

The information for each of these is the same as in the manual for the metal sector, and here also the copies produced surpassed expectations – 1,000 copies were printed.

**CD-card – good practice in relation to dangers in the workplace: metal industry**

This CD contains the same information as the good practice manual. The added value of this digital tool with respect to the hard copy is its smaller size for easier handling, and its two search alternatives for easy access to, and consultation of, the material. The good practices may be located by categories or by companies.

1,000 copies of the tool were distributed along with the manuals.

**CD-card – good practice in relation to dangers in the workplace: building industry**

As above, this CD-card includes the building industry good practices featured in its manual and, as in the case of the metal industry CD, this tool allows us to locate each good practice by categories or by companies.

Again, 1,000 copies were produced.



## Website – good practice in relation to dangers in the workplace

The website features all the good practice featured in the manuals and the additional good practices identified. Other companies may likewise add their good practice via the Internet in order to enrich the website on a permanent basis.

The content of this tool is as follows:

- presentation of the project
- a set of good practices – sorted by topic or company
- new inclusions: the website makes it possible for companies which are deemed to have good practices to implement them. A form has been drafted for this purpose, with the same sections as the good practices already incorporated – i.e., company data, description of the good practice, consequences of implementation, other benefits, key factors for implementation and investment outlay.

These new inclusions will not be restricted to the sectors covered by the project or to SMEs. Thus an effort will be made to encourage companies in other sectors and non-SME companies to incorporate their good practices.

This is where the control and monitoring committee are active, determining the criteria to be used for selection and mechanisms for validation of information in relation to new inclusions.

Cont@ctenos is the section intended for use by companies to contact each other, request information or make suggestions in relation to the project.

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## User-friendly information in an ever-changing IT world

The rapidly changing world of information technology is a constant challenge to advocates of safety and health in the workplace. Internet information is an invaluable resource, yet it needs constant upgrading and updating. This Spanish project recognised the need for state-of-the-art information on the Internet which would be dynamic, user-friendly and easily-searched.

Safety representatives, workers and managers in SMEs need information that is oriented to their needs, accessible in a quick and easy way. This project provided them with exactly that, in jargon-free language, in recognition of the changing world of information technology.

### Who organised this project?

Instituto Sindical de Trabajo, Ambiente y Salud (Institute of the trade union CCOO).

### What is it called?

Internet information and communication system on health and safety for SMEs.

### What was the project about?

The main object of this project is the promotion of safety and health at work in SMEs by the creation of an Internet information and advisory system easy accessible by users. This system is aimed at satisfying the current information needs on risks prevention in SMEs. In this respect, the specific objectives of this project are to:

1. enhance the participation of workers in safety and health at work management in SMEs.
2. put an information system at the disposal of users based on new IT
3. facilitate the use of the available information.

This project launched an information and guidance system on occupational risks and good prevention practice, mainly aimed at safety representatives and SME employees. The object of the project is to improve current risk prevention measures in SMEs by designing information tools (information sheets) based on information technologies so that they can be easy accessible by Internet. The creation of these user-friendly tools allows health and safety managers to get relevant information on health and safety aspects. SME safety representatives participate in the prevention of specific risks at their workplaces.

Since this is a system which can be freely accessed, it is open to all users interested in prevention and health and safety issues. This user-friendly tool provides relevant information on health and safety aspects, therefore covering both the information needs of health and safety managers, workers and workers' representatives. But this tool is specially intended to make up for the lack of information and guidance for workers in SMEs and especially in micro-enterprises. In particular, it has the aim of empowering workers' representatives for participation in health and safety issues.

### What did they do?

The main outcome of the project was the development of an Internet information system based on IT tools which allows users to access the information concerning prevention of risks in SMEs in a very easy, quick and efficient way.

### Instituto Sindical de Trabajo, Ambiente y Salud

#### Type of organisation

✓ Trade union

#### Sector

✓ All sectors

#### Activity

✓ Information and communication

#### Outputs

✓ Publications

✓ Website

**Total budget** € 111,448

**Agency support** € 65,754

To reach this goal, three steps were set out:

1. definition of parameters: content, format and best way to have the collaboration of a team of experts,
2. designing of a system for the introduction of the gathered information through the intranet, which allows a non-stop updating of the information,
3. definition of a classification system for the information sheets comprising the system, that makes it easy to browse and obtain the required information according to user demand (index by contents and adequate design and format for the information sheets).

### What was produced?

#### An information system based on IT tools (Internet) was developed for delegates, worker representatives and workers in SMEs

The system is available on the Internet on the ISTAS homepage (<http://www.istas.ccoo.es>) under the heading 'resources for SMEs' under the main menu 'occupational health', as well as on the URL (<http://www.istas.net/pymes>). Due to the fact that the ISTAS website receives 730 visits daily on average, the dissemination of the new system is guaranteed.

Comprised of a collection of 580 sheets organised in six folders, the system is classified by themes and sub-themes. With self-explanatory, user-friendly browsing language and graphics, it also provides the user with relevant links to other information resources available on the web, offering the possibility to obtain as much information as possible on the issue consulted. All sheets include a title, text and relevant links to related information on external pages and links to other sheets and folders. All the information included in the system (texts and links) is in Spanish.

It is worth mentioning that information on the following subjects is contained on the system, among others:

- prevention of specific risks
- preventive management
- tools for the development of safety representatives' and workers' rights
- legislation
- accident mutual insurance societies
- information on specific groups.

The selection of subjects and content was done, taking into account the experience that ISTAS has in training on prevention of risks. The definition of contents is based on the needs that may arise on prevention issues when workers develop their daily tasks at workplace.

The evaluation of the system is assured by the Cirem Institute. This institute made an analysis focused on three main aspects:

- a) Is the system useful in terms of obtaining the right information on risk prevention?
- b) Is the system easy to use? Are the texts easy to read and understandable?
- c) Does the information respond to the current needs of SMEs?

As a result of the report issued by the Cirem Institute, and following some recommendations, a series of measures were implemented to more closely meet the needs of users and thus improve the efficacy of the system.



#### Would you like to know more about this project?

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## Tackling back pain and upper limb problems in SMEs

This project addresses the very prevalent issue of back pain, injuries and work-related upper limb disorders, particularly noticeable in certain sectors of economic activity. Work-related factors contributing to these include the physical work environment and the equipment used, the way work is organised and psychosocial work factors. Strategies that take account of all these factors as well as broader measures to improve health are recommended to tackle the problem. This necessitates the use of a holistic, participatory ergonomic approach. Central to this is the provision of sound, easily accessible information.

### Who organised this project?

Mutua Universal.

### What was it called?

Good practice to reduce occupational diseases related to ergonomic risks in SMEs within industry.

### What was the project about?

Injuries in the upper extremities and back are basically due to ergonomic risk factors such as strong exertions, awkward postures and repetitive manual handling. These kinds of injuries have a huge impact on SMEs in every industrial sector. To address this problem, this project proposed the drafting of a 'good practice sheets collection', providing information, safe designs, recommendations, criteria and limit values for risk parameters so that work can be carried out safely. These sheets were intended for the use of SME staff and were published through informative documentation and through the Internet.

The areas covered by the project are the following:

- industrial sectors, specially food, automotive and manufacturing
- risks arising from the presence of ergonomic factors in the workplace such as load lifting and awkward postures.

### What did they do?

The project consisted of the following phases:

1. Analysis and planning: detailed analysis of the situation in the manufacturing industry to determine the extent of occupational injuries due to ergonomic factors. The research team analysed the statistics of work injuries in Spain.
2. A study and documentation preparation: a more in-depth research of information concerning most common injuries, common risk factors and risk assessment methodologies.
3. The drawing-up of a check list concerning the main ergonomic factors
4. A field survey: 20 surveys in 20 different workplaces
5. Drafting of good practice sheets: the vast majority of the studies carried out allowed for the practical assessment of the situation before and after the implementation of the good practice
6. Finalising documents and products: brochure, guide and CD-ROM.

### Mutua Universal

#### Type of organisation

- ✓ Occupational insurance body

#### Sector

- ✓ All sectors

#### Activity

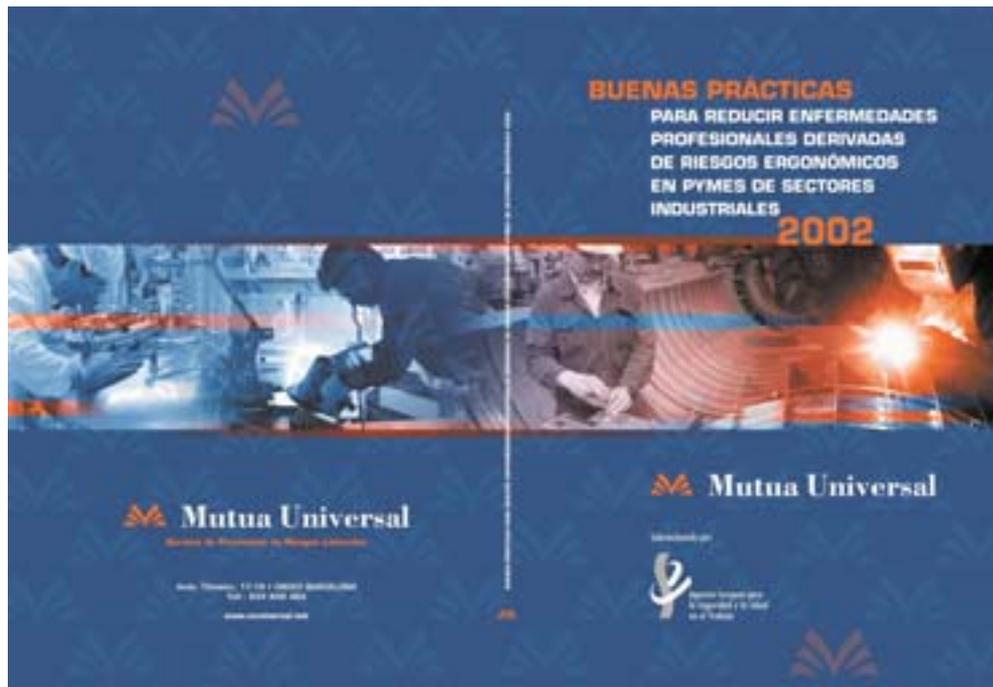
- ✓ Information and communication
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website

**Total budget** € 187,622

**Agency support** € 80,000



## What was produced?

### Good practice guide

This was the main document of the project (5,000 copies printed). Twenty studies were carried out in 20 different workplaces, selecting companies from sectors with the highest injuries incidence. These good practice examples are included in the Good practice guide as an effective tool to reduce and prevent accidents at work. It is written in very simple language in order to make it easy to understand the contents of the project and its implementation.

The publication consists of three parts:

- definitions and concepts needed for the full understanding of the document: analysis of the incidence of injuries in SMEs, kinds of injuries and activities which affect them
- results from the 20 studies which were carried out and experts' recommendations
- description of the tools designed in this project for the use of SME staff.

### Informative brochure

This describes the background to the project, its contents, the structure and presentation of the material developed in the project. 5,000 copies have been printed and distributed among the SMEs of Spanish industrial sectors, professional staff, workers and employers organisations, associations of the industries most affected by ergonomic risks, and training companies.

### CD-ROM

This incorporates the same contents as in the publication. Like the guide, the CD-ROM is divided into three parts: definitions and concepts, results and tools. In each part an index of the contents has been included, accessible by activating the desired option.

**Website** [www.muniversal.net/laboratorio\\_ergonomia/](http://www.muniversal.net/laboratorio_ergonomia/)

Here, the whole contents of the project are described, and users can download the full set of good practices. Also the web provides information and the address where the book and/or CD-ROM can be obtained.

## Would you like to know more about this project?

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E-mail: [mmaya@muniversal.net](mailto:mmaya@muniversal.net)

## A better working environment in the graphical sector

The Swedish graphical sector has witnessed profound restructuring, as has the sector throughout Europe. Along with this, the number of elected workers' health and safety representatives has declined, whilst the risks have increased. This project is a fine example of the partnership approach – employer and trade union organisations collaborated to carry out visits to SMEs, raise awareness, conduct training and increase the number of safety representatives at local level.

### Who organised this project?

Grafiska Fackförbundet Mediafacket (Workers' union of the graphic and media sectors).

### Who was the partner organisation?

Grafiska Företagens Förbund.

### What was it called?

Better working environment in the graphical industry.

### What was the project about?

The target groups of the project are employees and company management in SMEs within the graphical industry and media-producing companies.

During the last decade in Sweden, the number of elected workers' representatives and safety officers at the workplace has decreased as well as the regional safety officers elected to cover workers' health matters in the small companies within this sector.

Furthermore, new technology and new work organisation created new work environment problems such as burn-out and heavy injuries related to continuous computer display-work, which have not been treated efficiently. In that respect, the working environment conditions have been worsened for many employees, the risk of exposure to injuries has increased and the employees' participation in the prevention of risks has decreased.

In this context, the main objective of the project was to raise awareness about the importance of a functioning local working environment organisation and about the new legislation concerning systematic working environment work.

Another objective was to organise personal visits in order to recruit new elected representative safety officers in the companies and regional safety officers at a regional level.

Overall, the project has a triple objective:

- to promote a higher level of knowledge and competence in SMEs
- to increase the number of local and regional safety officers to guarantee long term positive results
- to increase the number of companies using the systematic working environment legislation and promoting more active safety committees.

### What did they do?

The project was launched with a three-day opening conference targeted to regional safety officers and regional representatives who were going to take part in the visits to companies, the main part of the project.

#### Grafiska Fackförbundet Mediafacket

##### Type of organisation

- ✓ Trade union

##### Sector

- ✓ Graphics

##### Activity

- ✓ Information and communication

##### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 72,263

**Agency support** € 35,000



These representatives carried out a total of 169 visits to graphical and media sector SMEs with more than 4,000 employees all over the country. At these visits information was given about the project and its goals, the importance of a functioning local work environment organisation and the need for elected employee safety officers in all size companies. Information was given both to employees and employer representatives, who had been briefed earlier by their employers' organisation (Grafiska Företagens Förbund) as the partner in the project.

In the short term, the project has recruited 70 new local elected employee safety officers who - after training - will improve the working environment conditions within these companies.

### What was produced?

- Recruitment of 70 new local elected employee safety officers

- a questionnaire/checklist (2 pages)
- an awareness-raising brochure (12 pages including the 4 cover pages)
- training courses.

A 12-page booklet ('Vår arbetsmiljö') was produced and distributed during the company visits and was also distributed to the newly-elected employee representative safety officers.

Also a simple form 'Systematiskt arbetsmiljöarbete i små företag' was produced within the project as a 'jump start' for small companies and their employees to get the local working environment organisation started.

### Would you like to know more about this project?

Contact: Erik Georgii  
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SWEDEN  
Tel: (46-08) 79 11 600  
Fax: (46-08) 41 14 101

E-mail: [gf@gf.se](mailto:gf@gf.se)  
[Erik.georgii@gf.se](mailto:Erik.georgii@gf.se)

Website for more information:  
[www.gf.se](http://www.gf.se)



## Getting the message across to those who need it

The construction industry is a high-risk sector. The opportunity to provide face-to-face training to those with the least skills is not easily attainable. This project was an attempt to redress the balance and to run a whole series of very focused training seminars and classes all across Wales on a range of topics. The practical, no nonsense approach adopted by the organisers meant that they were clearly able to reach who they wanted to reach and communicate their message. An impressive total of 1,126 people were trained through these courses and obtained training certificates on completion.

### Who organised the project?

The Construction Industry Training Board.

### Who were the partner organisations?

- The Health and Safety Executive
- The Civil Engineering Contractors' Association
- The Federation of Master Builders.

### What was the project about?

The main objective of this project was to raise awareness of health and safety issues amongst construction SMEs in Wales through the provision of training courses, demonstrations and seminars. The vast majority of construction businesses in Wales are micro businesses and these were the main target group.

Approximately 1,120 construction SMEs and micro businesses were contacted by CITB training advisors. Mailshots were used for this initial contact advertising courses that would be on offer in each area. Interested parties either submitted booking forms or contacted the training advisors to further discuss their training needs. This initial contact provided further confirmation on the type of training needs of the construction industry in Wales, resulting in the organisation of further training courses which were relevant to these needs and assisting in the upskilling of the workforce. The actual number of people trained was 1126.

The 'good neighbour' scheme was also piloted throughout the lifespan of the project, encouraging managers and operatives from construction SMEs and micro businesses to participate in relevant health and safety training activities.

### What was the target group?

Construction operatives who were most often excluded from training in the workplace, but were the main casualties in construction accidents.

The courses and seminars were run in several centres and covered a variety of topics.

### What was produced?

#### Training courses

Available were the following:

- confined spaces
- confined spaces refresher

### CITB - The Construction Industry Training Board

#### Type of organisation

- ✓ Industry Training Board

#### Sector

- ✓ Construction

#### Activity

- ✓ Training
- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops
- ✓ Network

**Total budget** € 134,835

**Agency support** € 68,766



- health and safety in leadworking
- site management safety training scheme
- safe erection of mobile towers
- risk assessment
- tower scaffolding
- safety harness
- abrasive wheels
- manual handling
- one day safety awareness
- health and safety for directors
- risk assessments and method statements
- safe working at heights
- new roads and street works act.

The CITB used a range of educational tools, also drawing on its existing stock of videotapes. Presentations were also made by different speakers on the different subjects, drawing in particular on their partners in the project to find the appropriate experts.

Certificates of training were provided to each candidate who successfully completed training courses. The training was provided free of charge.

The Health and Safety Executive held a series of four seminars across North Wales to promote primarily the 'good neighbour' scheme but also covered issues such as construction safety, manual handling solutions and visual aids with use of construction plant.

The 'good neighbour' scheme, an initiative set up by the Health and Safety Executive, has continued after the project ended. The project served to enhance the status of the scheme within Wales and encourage larger construction companies to share

health and safety best practice with their sub-contractors and other small construction businesses. Many construction employers have also called for further seminars to be undertaken in the future covering health and safety at work topics such as safe working at heights and general risk awareness on construction sites.

A recent initiative has been implemented which brings together a forum for debate between construction SMEs and larger companies. This group is called 'Partners in constructing a safer environment PICSE'. The aim is to achieve a fully qualified workforce within major contractor group sites by 2003. The forum will assist with the minimisation of duplication of effort, and where possible, will combine resources to maximise results. The CITB acts as facilitators to the group and further seminars have been arranged in the area.

A total of 1,126 people were trained under this project.

The 'good neighbour' scheme, launched by the HSE during this training, still continues to exist.

A forum between SMEs and larger companies in construction has been established to promote dialogue and closer cooperation.

### Would you like to know more about this project?

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## Safety matters in charity retailing

The most common causes of work-related harm in charity retailing are connected with manual handling, slips, trips and falls, sharp injuries and contamination arising from the sorting of donated products. Fire hazards provide the greatest risk of serious injury or death in charity retailing owing to the volume of combustible material held in small shop premises. These were the targets of a project to disseminate information and guidance organised in the UK.

### Who organised this project?

The Association of Charity Shops (ACS).

### Who was the partner organisation?

Oxfam.

### What is it called?

The provision and dissemination of effective health and safety guidance for the charity shop sector in the UK.

### What was the project about?

Oxfam, with the greatest number of charity shops in the UK, provided the expertise and knowledge to develop health and safety guidance for the charity retail sector in the UK. The Association of Charity Shops (ACS), the umbrella voluntary organisation for the sector, through its network of contacts and website, provided the means to disseminate this guidance to all charities who run shops in the UK.

Oxfam set up a project team comprising managers, staff and volunteers from all departments within its trading division. The team reviewed the health and safety management systems for all activities associated with the retail operation. Areas of focus were risk assessment, manual handling and accident reporting and investigation, with special regard to the risks of injury to young, pregnant and disabled/vulnerable workers.

### What did they do?

Generic risk assessments were drawn up for shops, depots and stock collection schemes and these were issued to area managers after they had received training in risk assessment. A manual handling assessment form was tested and issued to managers, along with guidelines. New safety inspection checklists were produced and the systems for reporting accidents, investigating incidents and replying to enforcement agency correspondence were revised.

The work done by Oxfam's project team provided a framework for the ACS information pack for operations managers of all charities. Ideas for the contents of the information sheets emerged from this work as well as specific examples of good practice. The team also provided advice on the contents and design of the set of three shop posters produced by the ACS.

Nine other charities were visited in order to gather additional examples of good practice and to research the type of guidance that would be welcomed within the sector. As a consequence, the information pack contains a greater range of examples of good practice drawn from ten charities of varying sizes. This research also revealed the need within the sector for a separate publication for shop managers and for a set of posters for display in shops.

Seven regional workshops took place, which were highly publicised in Bristol, Belfast, Birmingham, Edinburgh, Leeds and two in London.

### ACS - Association of Charity Shops

#### Type of organisation

- ✓ Public institution / non-profit organisation

#### Sector

- ✓ Charity retailing

#### Activity

- ✓ Information and communication
- ✓ Good practice provision

#### Outputs

- ✓ Publications
- ✓ Website
- ✓ Workshops
- ✓ Network

**Total budget** € 68,442

**Agency support** € 39,696

The main objectives were to explain to charity retail operation managers:

- the legal framework for health and safety in the UK
- the principles of health and safety management and risk control in order to achieve legal compliance
- their role in preventing work-related harm in charity retailing.

The main target group for the workshops comprised operations managers of small charity shop chains – those with fewer than 60 shops. The secondary target groups were area managers and shop managers in all charity shop chains.

A workshop for operations and area managers was organised focusing on:

- the importance of effective health and safety management
- the risk assessment process
- the key hazards associated with charity retailing and some of the main control measures recommended.

### What was produced?

#### An information pack for operations managers on reducing accident risks in charity retailing.

This comprises ten information sheets loosely filed in a cardboard folder. It also contains a worked example of a manual handling assessment form, a puncture wounds notice that can be photocopied for use in shops, and an order form for the shop manager workbook and set of three shop posters. The pack is aimed at enabling charity retail operations managers to understand the principles of health and safety management and risk control, how to comply with UK legislation, and how to prevent work-related harm.

The information pack contains specific advice for charity retailing that is based upon official guidance plus examples of good practice that have been adopted by a number of charities. The subjects of the ten information sheets are:

1. introduction
2. health and safety law
3. managing health and safety
4. risk assessment
5. hazardous substances
6. manual handling
7. active monitoring
8. accident reporting and investigation
9. training
10. signs, posters and notices.

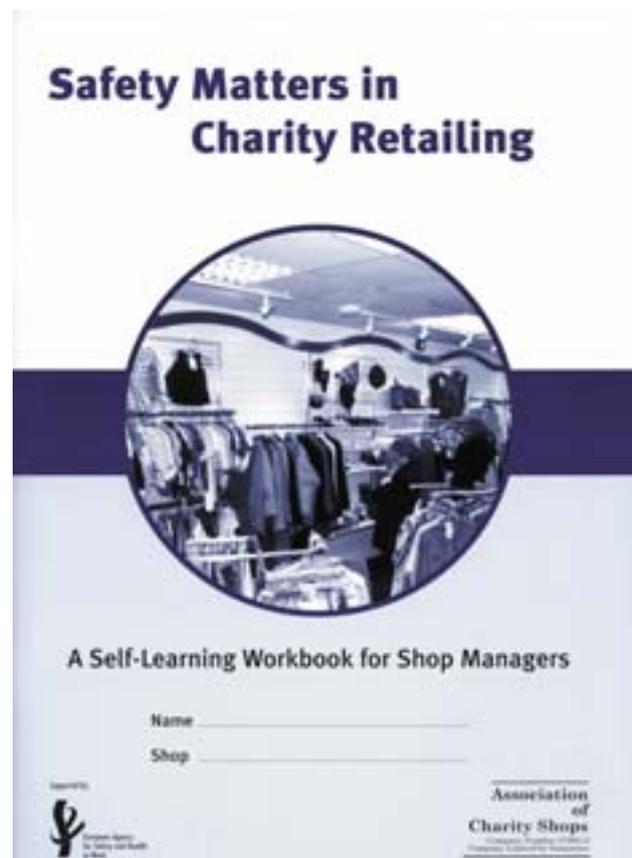
These were distributed by mailing to members of the ACS, handouts to those attending the workshops, mailing on demand from other charities that do not belong to the ACS.

#### Workbook for shop managers

A workbook for shop managers was published aimed at helping charity shop managers to understand:

- what health and safety at work entails
- health and safety law
- the importance of managing health and safety effectively
- what they have to do to manage health and safety in their shops.

This is a self-learning workbook containing four types of exercises to help shop managers learn about health and safety in their own shops and at their own pace. The exercises encourage them to find out and record how health and safety is managed in their own shop and charity, and to test what they have learned at the end of each chapter.



The workbook covers fourteen chapters:

1. introduction
2. managing health and safety
3. health and safety laws
4. risk assessment
5. manual handling
6. fire safety
7. hazardous substances
8. accidents
9. good housekeeping
10. equipment
11. personal safety
12. training
13. monitoring
14. safety, the law and you.

3,750 of these workbooks have been printed. Three illustrated posters accompany the workbooks for display in shop backrooms. 1,350 additional sets of posters have been printed and continue to be distributed on request.

The information pack, workbook and the posters have all been distributed free of charge.

**Website**

The information pack and workbook have been posted on the ACS website from where any charity can freely download them. A sample, generic risk assessment was also posted on the ACS website, as well as a sample, generic risk assessment for a stock collection scheme.



**Would you like to know more about this project?**

Contact Stephen Yorke, or  
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UNITED KINGDOM  
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Fax: (44-20) 7422 8624

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E-mail: [mail@charityshops.org.uk](mailto:mail@charityshops.org.uk)

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Website for more information:  
[www.charityshops.org.uk](http://www.charityshops.org.uk)

## The power of partnership

This project takes a partnership approach to improving the awareness of safety issues within small companies. The project seeks to do this by capitalising on a 'large organisation adoption scheme', where major employers within industry engage with their related sub-contractors and supply chain to promote good working practices. The focus was on SMEs in the building and printing sectors.

### Who organised this project?

Stow College.

### Who were the partner organisations?

- UCATT (Union of Construction Allied Traders and Technicians)
- GPMU (Graphical, Paper and Media Union)
- Morrisons
- TUC (Trade Unions Congress) Educ.Service
- Health & Safety Executive, Scotland West Area
- O'Rourke Scotland Ltd.

### What was it called?

Adopting Safe Practice.

### What was the project about?

Stow College coordinated a joint initiative, bringing together the further education sector, trade unions and private sector companies.

The project targeted owners, managers and employees of SMEs within the construction and printing sectors.

### What did they do?

The project undertook a wide variety of activities, all designed to raise the awareness of health and safety issues within SMEs.

The main thrust of the project was the delivery of a combined package of information and training, through a series of products, including: an awareness raising pack, targeting up to 400 employees of SMEs; delivery of six one-day workshops targeting 120 employees of small companies; development and delivery of two three-day training courses to give a greater depth of knowledge on safety issues and legislation requirements; development and delivery of an on-line training course, using TUC education service and accrediting qualifications through the open college network, with up to 50 employees of SMEs participating.

SMEs were encouraged to participate both through the assistance of unions and through the support of Morrisons and O'Rourke, Scotland Ltd, major employers within the construction industry who used their sub-contracting and supply chain of small employers.

### What was produced?

#### Awareness raising pack

A 16-page glossy loose-leaf folder entitled 'Adopting Safe Practice' was produced as a result of the project. It was designed to be used in conjunction with, and complementing, the one-day and three-day training courses also offered by the project.

### Stow College

#### Type of organisation

- ✓ Academic institution

#### Sector

- ✓ Construction and printing sectors

#### Activity

- ✓ Training
- ✓ Information and communication

#### Outputs

- ✓ Publications
- ✓ Training sessions
- ✓ Workshops

**Total budget** € 34,314

**Agency support** € 20,588

A total of 600 copies (300 construction and 300 printing industry) were produced and distributed among the target group. The information contained within the completed pack includes in-house training courses, a checklist of best practice examples as a pull-out guide to aid discussions on preventive measures in the workplace.

### Workshops

Four one-day workshops took place in various locations across Scotland. A total of 84 employees attended these one-day courses.

### Intensive training courses

Two three-day training courses were delivered with 29 participants involved. The aim of these courses was to provide a more intensive programme of training to identified staff within SMEs. All participants undertook registration as Stow College students and received formal accreditation of their learning activities through the national open college network ([www.nocn.org.uk](http://www.nocn.org.uk)).

### On-line course

Project learning materials, guidance and courses have been placed online at [www.tuc.learnonline.org.uk](http://www.tuc.learnonline.org.uk) with the assistance of the TUC education service. The TUC 'learn online' system is specifically designed for the online provision of course materials. This system has allowed project staff to publish course materials, manage tutorials and provide access to project documentation and outputs while utilising modern technology such as online chat, conferencing and messaging tools to deliver course materials to trade union members across the UK.

#### Would you like to know more about this project?

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## INDEX OF PROJECTS BY SECTOR

### General

#### AUSTRIA / ÖSTERREICH

- Learning from our mistakes by examining near-accidents (Arbeitsleben Geissler-Gruber KEG)

#### BELGIUM / BELGIQUE/BELGIË

- Involving workers - The experience in different EU countries (The European Trade Union Confederation)
- PREVENTISME – a byword for European good practice (UEAPME)
- Training for employees from temporary employment agencies (Preventie en Interim)
- Adopting SMEs – the godfather principle (Euro Info Centre du Luxembourg belge)
- Empowerment and involvement of employees (Prevent)

#### DENMARK / DANMARK

- Getting together to solve problems BST-Center Fredericia (BST job+miljø)

#### FINLAND / SUOMI

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- Training trainers – the key to network building (Emergences)
- New arrivals in OSH in France - the accident prevention advisers (Confédération Française Démocratique du Travail)

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- Information is power (Greek Ministry of Labour and Social Affairs)

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- Bringing training on safety management to the regions (ISME -Irish Small & Medium Enterprises Association Ltd)

#### LUXEMBOURG

- Ten Member States cooperate to improve occupational safety and health standards in SMEs (Chambre de Commerce du Grand-Duché de Luxembourg)

#### NETHERLANDS / NEDERLAND

- Bridging the gap between legislation and practice (Organisatie Adviesburo Maras)

#### SPAIN / ESPAÑA

- Monitoring centre for the self-employed (UGT-Union General de Trabajadores)
- User-friendly information in an ever-changing IT world (Instituto Sindical de Trabajo, Ambiente y Salud)
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- Communicating the occupational safety and health message across borders (Central Federation of the German Berufsgenossenschaften HVBG)

### IRELAND

- Training safety officers in construction (The Irish Congress of Trade Unions)

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- Getting the message across to those who need it (The Construction Industry Training Board)
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AUSTRIA / ÖSTERREICH

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SPAIN / ESPAÑA

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GREECE / ΕΛΛΑΔΑ/ELLADA

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SPAIN / ESPAÑA

---

- Good practice in European merchant shipping (Federacion Estatal de Transporte, Comunicación y Mar – UGT)

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FINLAND / SUOMI

---

- SMEs in the metalwork sector get together to reduce accidents (Finnish Institute of Occupational Health)

ITALY / ITALIA

---

- Tackling the risks of explosions for metalworkers (Conorzio per la Ricerca e l'Educazione Permanente Torino)
- Risk assessment for Italian steelworks (Polistudio Srl)

PORTUGAL

---

- Portuguese metalwork industry gets a website! (Factor de Seguranca)

SPAIN / ESPAÑA

---

- Recognising when we get it right (The Confederacion Empresarial Vasca-Basque Business Confederation)

## Natural Stone Quarrying

PORTUGAL

---

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FINLAND / SUOMI

---

- Risk assessment – the key to safety (Kirjapaino Oy West Point)

NETHERLANDS / NEDERLAND

---

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SWEDEN / SVERIGE

---

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UNITED KINGDOM

---

- The power of partnership (Stow College)

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AUSTRIA / ÖSTERREICH

---

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GERMANY / DEUTSCHLAND

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- Drivers of heavy goods' vehicles get training on the dangers of loading and unloading (AGV Verein fuer Arbeitssicherheit und Gesundheit im Verkehrswesen)

## APPENDIX – ACKNOWLEDGEMENTS

The successful administration of the SME Accident Prevention Scheme (2001-2002) is the culmination of many months of intensive work by a wide group of people. The Agency would like to take this opportunity to extend our gratitude to the following for their unswerving professionalism and dedication:

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

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