The European Agency for Safety and Health at Work (EU-OSHA) contributes to making Europe a safer, healthier and more productive place to work. The Agency researches, develops, and distributes reliable, balanced, and impartial safety and health information and organises pan-European awareness-raising campaigns. Set up by the European Union in 1996 and based in Bilbao, Spain, the Agency brings together representatives from the European Commission, Member State governments, employers' and workers' organisations, as well as leading experts in each of the EU 27 Member States and beyond.

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We are working for safer, healthier and more productive workplaces in the European Union

Károly György, Chairperson and Christa Sedlatschek, Director
With a new Director in place (Christa Sedlatschek took over from Jukka Takala in September 2011), this is a good time for us at the European Agency for Safety and Health at Work (‘the Agency’) both to look back over the achievements of the past year, and to look forward, considering the challenges that we will face in the years ahead, and the best strategy for us to adopt in meeting those challenges.

First, we would like to pay tribute to Jukka’s work as Director over the last five years. Jukka came to the Agency with a vision of how we could improve workplace health and safety through partnership, and throughout his time as Director he remained focused on that aim. Jukka has contributed greatly to the record that we have at the Agency, of having improved the tripartite nature of occupational safety and health (OSH) partnership and working meaningfully with partner organisations, for the good of Europe’s workers.

The year 2011 has seen some significant Agency achievements, including the successful completion of the Healthy Workplaces Campaign on Safe Maintenance, with useful examples of employers’ and workers’ involvement, which has also resulted in the Agency forging links with a number of new partners, going beyond the traditional groups who are involved in our work. It is a vital part of our work to reach out to our ‘end users’ — companies and workers — and our two-year campaigns are an important way of doing that.

During the year, we have been working hard to present our Online interactive Risk Assessment (OiRA) project to potential partners and laid the foundation stones for a Europe-wide community of OiRA developers.

Finally, in our first major Foresight project we’ve brought technology and OSH experts and policymakers together to identify new and emerging risks associated with new technologies in green jobs by 2020.

Looking ahead, as we see it, there are four main areas in which we need to focus our efforts at the European and national levels.

First, the benefits of having good OSH are not always recognised at the level of individual companies in Europe. We need to continue to raise awareness of the importance of OSH, especially among micro, small and medium-sized enterprises, for example through our Healthy Workplaces Campaigns.

We also need to continue to make the business case for OSH: convincing everyone of what we passionately believe — that devoting time and resources to OSH is an investment, not a burden, and that good OSH is good for business. There is firm evidence that this is the case, and we need to raise awareness of the facts and figures which show the economic benefits of OSH at the company level, the national level, and the EU level.

Next, we need to continue to develop and make available the tools that micro and small enterprises need, to help them meet their health and safety obligations. With the launch of our OiRA tool generator, we have shown how we can do that — making it much easier for small businesses to raise workplace safety standards, by giving them a simple, easy to access and free means of doing so.

Finally, we will be continuing with our work to integrate or ‘mainstream’ OSH into other policy areas, so that it is seen not as some kind of optional add-on, but as an integral part of what an
organisation does. In relation to education, young people and healthcare, we have already begun
to show that, since work is such an important aspect of life, OSH should not be seen as separate
from public health more generally.

Broadly, what we are aiming to do is to promote a **culture of risk prevention** in Europe's workplaces,
so that good OSH habits become second nature to everyone working in them.

In the 15 years since it was set up, the Agency has earned a growing reputation for the value
of the information it provides, and its role in working, together with its many partners, to raise
awareness of OSH issues. Look for example at the growing numbers of official campaign partners
that have joined in our Healthy Workplaces Campaigns over the years, and the many other EU
institutions, government agencies and OSH bodies, social partners and individual companies that
work with us.

Working through partnerships is crucial to us, as is our 'tripartite' approach — working with
representatives of employers, employees and governments, and bringing them together to
help make Europe's workplaces safer and healthier. This tripartism will be apparent in our new
Healthy Workplaces Campaign for 2012–13, which is on the theme of 'Working together for risk
prevention'. As the campaign will make clear, if we are to create a culture of risk prevention
we need dialogue and partnership — we need leadership from employers, and also the active
participation of employees.

We are working, of course, in a fast-changing world. There are new pressures on OSH because
of the harsher economic climate; for many companies, simply surviving in business has become
their main focus. That is why we need to concentrate more than ever on communicating the
importance of risk prevention, which brings demonstrable economic benefits to the organisations
that do it properly. Ultimately, we in the Agency are working to help the European Union to
achieve the goals of **Europe 2020**, fostering a smart, sustainable and inclusive economy.

More than ever, we need to make the case for 'good work' in safe and healthy workplaces. The
year 2012 is the European Year for Active Ageing and Solidarity between Generations, but if
people are to remain in active employment longer and enjoy good health in later life, it is crucial
that their working conditions have left them in good shape to enjoy active older age. This is
not only important for ethical reasons; it is also linked to the need for social inclusion and the
competitiveness of the EU economy.

But we have to deal with technological change, too. The everyday use and management of a growing
number of potentially dangerous substances, such as chemicals or nanomaterials, is a challenge.
We should not repeat the painful experiences of the past — new materials or technologies being
widely adopted in the workplace without proper risk assessments being carried out, only for it to
become clear later that they were causing new health problems among employees.

We need to use the knowledge that we are generating through our flagship Foresight project,
therefore, to anticipate the OSH implications of the changing world of work, and to help
policymakers make decisions in good time, to avoid any harm that may arise.

At the same time, there are causes of harm to employees' health which have been around for a
long time, but which we are only now beginning to understand fully in terms of the threat
they pose to Europe's workers. Although the effects of stress and other psychosocial risks can
spill over between an individual's working and non-working life, it is possible to assess them.
We are coming to realise just how much harm they can cause, both in their long-term effects on employees’ health and in increasing the likelihood of accidents. We have to find ways of assessing psychosocial risks and taking measures to prevent them. There is a clear need to develop simple and easily accessible tools and we need to promote such development.

In the face of these challenges, then, we at the Agency need to be sure that our approach is the right one. Together with the tripartite Governing Board we started to elaborate the next Agency strategy, while in 2011 we commissioned a mid-term review of the Agency’s current strategy for 2009–13. The findings will help us to draw up our next strategy, which will be closely bound up with the broader EU approach to safety and health at work.

The review, which was carried out by the Institute for Employment Studies, acknowledged that we are broadly doing a good job, with our role in carrying out research on OSH issues, and disseminating information, being particularly well appreciated by businesses and other OSH bodies.

At the same time, though, the review indicated a number of areas in which we can improve, in strengthening the role of the Agency and promoting our mission.

We can do more, for example, to define the target groups we are trying to reach with OSH information, and to tailor our messages to those groups.

And given how important our networks of partner organisations are to us, there is more that we can be doing to gather feedback at the EU Member State level — publicising examples of good practice in the different Member States, for example, for the benefit of all.

We can do more to improve our engagement with individual companies in Europe, showing them that we really understand the environments in which they operate. Our involvement with the European Enterprise Network, in particular, can help us to reach out to European businesses.

Finally, good governance has to underpin all our activities. In 2011, we were pleased to receive a ‘clean bill of health’ from the Court of Auditors for 2010 and very positive reports on our performance from the Internal Audit Service and the European Data Protection Supervisor.

Having handed over the lead on coordinating the network of EU regulatory agencies in March, we continue to play an active role as a member of the troika of past, present and future coordinators at a particularly challenging time. As one of four agencies in the field of social policy, we continue to stress the importance and added value of tripartism in our Governing Board.

As we enter 2012, then, the Agency will be looking to continue our work of the last 15 years, reaching new audiences with messages about the importance of OSH, and providing trusted and useful tools and information to organisations across Europe that want to keep their employees safe and healthy.

We would like to thank the focal points and our many other stakeholders and partners who play such an important part in our success. We would also like to thank our staff for the excellent work that they have carried out during the year.

Christa Sedlatschek, Director
Károly György, Chair of the Agency Governing Board
We bring occupational safety and health closer to European citizens
Summary

With a new Director in place (Christa Sedlatschek took over from Jukka Takala), 2011 saw some significant Agency achievements.

The European Risk Observatory

The Agency’s flagship Foresight project involves looking beyond workplace risks that are currently ‘emerging’, to try to anticipate change in the longer term, stimulating debate, and making clear to decision-makers the implications of particular courses of action, and how they might avoid possible future risks. The first Foresight project is looking at ‘green’ jobs: those which are designed to reduce environmental impact. The first phase of the project looked at the context for green jobs over the next decade or so — the economic and demographic changes that could affect development in this area. These key drivers of change were identified in a report that was published early in 2011. The second phase of the project was also completed in 2011, with a summary report being published — it aimed to identify some of the most important technological innovations in relation to green jobs, and especially those which might have risks associated with them. The third phase of the project, which draws on the first two, is now under way. It involves selecting certain innovations as the focus for scenario-building: identifying and testing certain alternative futures, in order to help future decision-making.

Another of the Agency’s flagship projects in recent years has been the European Survey of Enterprises on New and Emerging Risks (ESENER), which gives us a real-time picture of how some important workplace risks are being managed in Europe. The aim is to build up a picture of the current situation in Europe’s workplaces, especially in relation to psychosocial risks such as work-related stress, violence and harassment, to give policymakers information that will help with their decision-making, as well as helping organisations learn from each other in tackling these risks. In 2011 the process began of carrying out a secondary analysis of the great store of valuable data that the project has gathered so far, to try to make sense of it: four reports were prepared over the course of the year. During 2011 the Agency continued to present the results of ESENER at the national level.

A number of ‘OSHwiki’ articles were developed, which users will be able to add to and modify, covering important topics in OSH.

Working Environment Information

The Agency’s Online interactive Risk Assessment project (OiRA) is a legacy of a previous Healthy Workplaces Campaign, on risk assessment. OiRA was officially launched in September 2011 at the World Congress on Safety and Health at Work, and the Agency has been hard at work promoting its potential to partners and has laid the foundation stones for a Europe-wide community of OiRA developers. Made available for free online, the tools will give micro and small enterprises, especially, a simple and cost-effective means of carrying out risk assessments, helping to demystify the process, while at the same time highlighting the importance of risk assessment as the cornerstone of health and safety management.

The European Risk Observatory’s OSH in figures: Occupational safety and health in the transport sector — An overview was published, together with a number of other publications on good practices in OSH in the road transport sector. Other publications included a number of case study reports and factsheets on young workers’ health and mental health promotion, as part of the Agency’s workplace health project, looking at the efforts of employers, employees and society more widely to encourage people at work to adopt healthier lifestyles.
Communication, campaigning and promotion

This was the second and final year of the Healthy Workplaces Campaign on Safe Maintenance: the Healthy Workplaces Campaigns are now the largest of their kind in the world, reaching the EFTA and pre-accession and candidate countries, as well as the EU Member States. The most recent campaign has seen record levels of involvement, continuing to expand (to 53) the number of organisations that the Agency works with as official campaign partners. Highlights of the year include the 10th European Good Practice Awards, which were presented in Budapest on the World Day for Safety and Health at Work. The European Photo Competition, which challenges photographers to capture their own images of safety and health at work, received a record level of entries, and the Agency again presented the Healthy Workplaces Film Award at the DOK Leipzig Film Festival. The Safe Maintenance Campaign finished with a closing event in November, which also featured a 2-day Healthy Workplaces Summit, bringing together OSH experts and decision-makers to discuss the results of the campaign and exchange good practice. Work was also carried out throughout the year in preparation for the forthcoming Healthy Workplaces Campaign 2012–13, entitled ‘Working together for risk prevention’.

Developing the network

Initial discussions have begun relating to the drafting of the next Agency strategy and the future development of its network, in the light of a mid-term evaluation of the current strategy, the results of which were presented to the Board in November. Finally, the Agency handed over the role of coordinating the representation of all the EU Agencies, but it remains part of the troika of past, present and future coordinators.
We anticipate new and emerging risks, we identify and share good practice and advice
Key activities in 2011

1. Collecting and analysing information

The European Risk Observatory

The overall aim of the European Risk Observatory is to anticipate change, so that Europe is better equipped to prevent new and emerging risks. It involves identifying priorities for research on little-understood areas, as well as identifying the action that policymakers and researchers need to take now. The aim is to gather the best available scientific evidence on (sometimes controversial) subjects, and to stimulate policy debate around them.

Foresight project (green jobs)

The Agency’s flagship Foresight project involves looking beyond those workplace risks that are already present, and to try to anticipate change in the longer term. Using an innovative methodology, it involves developing scenarios in certain subject areas, looking at what might happen given certain technological developments or changes in society, and the implications for OSH. The aim is to stimulate debate and to make clear to decision-makers the implications of particular courses of action, and how they might avoid possible future risks.

The first Foresight project is looking at ‘green’ jobs; those that involve technology or practices which are designed to reduce environmental impact. This is a growth sector in Europe, and one which covers a wide range of types of job, from the very high-tech to low-tech recycling.

The first phase of the project looked at the context for green jobs over the next decade or so — the societal, economic and demographic changes that could affect development in this area. These key drivers of change were identified in a report that was published early in 2011. The second phase of the project was also completed in 2011 — it aimed to identify some of the most important technological innovations in relation to ‘green’ jobs, and especially those which might have risks associated with them. This phase has involved a literature review, interviews with experts and, in May 2011, a workshop attended by technical experts, OSH experts and policymakers to select key areas for further exploration. These areas were: wind energy; green building technologies; bio-energy/energy applications of biotechnologies; waste treatment and recycling; green transport; green manufacturing; distributed generation and transmission of renewable energy; energy storage; and nanomaterials. The report summarising this second phase of the project was published as Foresight of new and emerging risks to occupational safety and health associated with new technologies in green jobs by 2020 — Phase II — Key technologies.

Work is now under way on the third phase of the project, which draws on the first two. In phase III, three scenarios (deep green, bonus world and win-win) were produced in seven scenario-building workshops addressing the developments and OSH challenges associated with the key technologies from phase II in the context of the key drivers from phase I. These workshops brought together over 70 participants from different backgrounds (the industry, worker representatives, technology
experts, OSH experts, academia, the European Commission, the ILO, etc.). The use of scenarios in these workshops has proven to be a powerful tool to mainstream OSH into other disciplines and to enable the OSH community to gain insight into emerging OSH challenges associated with societal and technological developments.

In 2012, the scenarios will be used in a final workshop with policymakers, in order to identify future OSH challenges and opportunities and to develop global policy options to best address them. The final report of the project will be available by mid-2012.

Review and analysis of research

The Agency has the ongoing aim of providing Europe’s policymakers with an evidence base in relation to OSH, on which they can draw when making their decisions. The ‘OSH in figures’ project, in particular, involves an examination of data from across Europe to identify issues and trends in OSH and, especially, to examine the OSH-related issues that are faced by particular groups of employees, such as young people or migrant workers, identified as priority groups in the Community strategy on health and safety at work 2007–12.

In 2011, results of a two-year project were presented, looking at the situation of women workers with regard to OSH. The project aimed to contribute to the task outlined by the Community strategy for health and safety at work 2007–12 for EU-OSHA’s European Risk Observatory, ‘examining the specific challenges in terms of health and safety posed by the more extensive integration of women in the labour market’. After a paper was presented at the World Congress on Health and Safety at Work, in Istanbul, there followed the publication of Summary — New risks and trends in the safety and health of women at work. This summary provides a policy perspective, a statistical overview of the trends in employment and working conditions, hazard exposure and work-related accidents and health problems for women at work. The full report arising from the project is due to follow in 2012.

Another important project over the last year has involved the development of an ‘OSHwiki’. This wiki, which authorised users will be able to add to and modify, will cover important topics in OSH, starting with the broad areas of OSH management, accident prevention, psychosocial risks, musculoskeletal disorders and dangerous substances.

The first batch of over 60 OSHwiki articles are being integrated into the OSHwiki, and more will be commissioned in 2012 ready for the launch of the OSHwiki in 2013. The Agency has been working closely with its American counterparts to ensure that there is no duplication of effort.

Understanding how OSH is managed in Europe’s workplaces: ESENER

Another of the Agency’s flagship projects in recent years has been the European Survey of Enterprises on New and Emerging Risks (ESENER), which, for the first time, has given us a real-time picture of how some important workplace risks are being managed in Europe. The project has involved gathering data from over 36 000 interviews with managers and workers’ health and safety representatives across 31 European countries, regarding the ways in which occupational health and safety risks are dealt with in their workplaces. The aim is to build up a picture of the current situation in Europe’s workplaces, especially in relation to psychosocial risks such as work-related stress, violence and harassment, to give policymakers information that will help with their decision-making, as well as helping organisations learn from each other in tackling these risks.
Following completion of fieldwork in 2009 and publication of an initial report on the survey findings in 2010, work began on a secondary analysis of this great store of valuable data. Four reports have been prepared over the course of 2011, dealing with: management of health and safety at work; worker representation and consultation on health and safety; factors associated with effective management of psychosocial risks; and management of psychosocial risks in European enterprises — an exploration of drivers, barriers and needs. In addition, a report is being finalised that summarises the main findings of these four studies. The first two reports, and a summary translated into more than 20 languages, will be promoted at the launch of the next Healthy Workplaces Campaign in April 2012. The third and fourth reports, focusing on psychosocial risks, will be published in mid-2012.

In 2011, the Agency continued to present the results of ESENER at the national level, working with the focal points, in particular, to explore the significance of the data in the light of national OSH policies.

The year also saw the publication of a report entitled Workplace violence and harassment: a European picture, which brought together national and EU data to show that this problem is on the increase in Europe.

Working Environment

Information

The objective of the Agency’s Working Environment Information activities is to promote Member State cooperation on information collection and research, and the sharing of knowledge on good practice at the workplace level.

Safe Maintenance: the Healthy Workplaces Campaign 2010–11

A number of different publications came out during the year in support of the Healthy Workplaces Campaign on Safe Maintenance, which was in its second year. These reflected the more sector-specific focus of the campaign in its final year — for example, Maintenance in agriculture — A safety and health guide. Publications were also more problem-specific: for example the report Legionella and Legionnaires’ disease: a policy overview.

Examples of good practice in safe maintenance from the Good Practice Awards Competition were published in a booklet. E-facts were published on Safe maintenance of portable tools in construction, Safe maintenance of fishing vessels and Safe maintenance and work-related road safety, linking with another long-standing Agency project on this subject and involving the European Transport Safety Council. E-facts were also prepared on procurement of maintenance services and working with contractors, to be published in 2012.

OiRA — Online interactive Risk Assessment

The Agency’s Online interactive Risk Assessment project (OiRA) is a legacy of a previous Healthy Workplaces Campaign, on risk assessment. Made available for free online, OiRA tools will give micro and small-sized enterprises, especially, a simple and cost-effective means of carrying out risk assessments. It will help to demystify the process, while at the same time highlighting the importance of risk assessment as the cornerstone of health and safety management.

The OiRA project was officially launched in September 2011 at the World Congress on Safety and Health at Work. The Agency

Working together for risk prevention: the Healthy Workplaces Campaign 2012–13

Work was also carried out throughout the year in preparation for the forthcoming Healthy Workplaces Campaign 2012–13, entitled ‘Working together for risk prevention’. As well as the campaign guide, two publications were prepared, one in conjunction with the European Trade Union Confederation (ETUC), the other with BUSINESSEUROPE, on the campaign themes. ESENER publications on OSH management and worker participation also feed into the campaign. The campaign, which as in previous years will include a Good Practice Awards competition, will also focus on the issue of businesses working with their supply chains to raise standards in OSH, and will include case studies of leadership in health and safety management. The key publications are on schedule to be ready for the campaign launch in April 2012.
has also been hard at work promoting the potential of OiRA, which can be adapted to meet the needs of specific sectors and to fit with local requirements. As well as policymakers and national OSH organisations, OiRA has been promoted among the social partners. The Agency has been working to create an OiRA community of tool developers, with a helpdesk and training support, and a dedicated website. A module on maintenance is being developed for the OiRA tool, helping organisations to carry out maintenance tasks safely — an important legacy of the Safe Maintenance Campaign.

This report was intended to give a policy perspective on the major OSH issues in a growing industrial sector with an increasingly diverse working population. Together with a number of other publications on good practices in OSH in the road transport sector (including case studies in the bus and road haulage sectors, literature reviews of OSH risks among dispatch riders and taxi drivers), it was promoted at a number of high-profile events throughout the year, including at a joint event in Brussels with the European Transport Safety Council, an event of the European Road Transport Social Dialogue Committee, the International Transport Forum in Leipzig which brings together transport ministers from the EU and beyond, and at Europe’s largest health and safety fair, the A + A event in Dusseldorf.

The Agency is currently working on promoting OiRA in 10 countries, and is involved in discussions with organisations in a further eight. Although OiRA is still in its earliest stages of deployment, OiRA tools tailored to specific industries and sectors have been developed by several organisations, notably by the Department of Labour Inspection in Cyprus, which is currently implementing it in the country’s hairdressing salons. If poor working practices could be improved by taking on board the results of a comprehensive risk assessment, then it’s hoped that related risks would decline in incidence. OiRA for hairdressers is now online and many employers in the sector are using it for the preparation of the risk assessment of their workplaces. As an example, the project has gained the active support of the Cyprus Hairdressers Association.

As the project develops, the Agency will continue to ensure that the OiRA tool remains free to end users.

Road transport

The Agency has been involved for a number of years in a project that looks at the occupational risks that face workers in the road transport sector, beyond road accidents. March 2011 saw the publication of the ‘OSH in figures’ report, OSH of transport workers — an overview.
publications on the subject, was made available to coincide with the launch of the UN’s global decade on road safety, in May 2011.

### Workplace health promotion

Workplace health promotion (WHP) relates to the efforts of employers, employees and society more widely to improve the health and well-being of people at work. This is achieved through a combination of: improving the work organisation and working environment; promoting the participation of workers in the whole process of WHP; enabling healthy choices; and encouraging personal development. It involves employers going beyond their strict health and safety obligations, to try to help improve the health of workers — for example by offering healthy canteen food, or helping employees deal with stress or give up smoking. In return, employers gain from the improvements in productivity that this will bring.

The year 2011 saw the development of case study reports and factsheets on young workers’ health and on mental health promotion. Literature reviews are currently being prepared on the motivation of employers and of employees to get involved in workplace health promotion, while E-facts are also being prepared on tobacco (for employers, smokers and non-smokers) and on work-life balance. A new web section on environmental tobacco smoke has been created, while leaflets have been produced to contribute to a campaign in 2012 on the same subject.

In November 2011 an expert group meeting was organised to discuss ways of taking WHP forward and extending its scope to general well-being in the workplace. It was agreed that an overview of policy and practice would be published in this area, as well as case studies. This activity will also feed into the 2014–15 Healthy Workplaces Campaign on Practical Solutions for Psychosocial Risks.

### Other projects

The final workshop of the Economic Incentives project looked at the enticements that countries in Europe can offer to encourage good OSH performance, for example lower accident insurance premiums or tax rates, better banking terms such as lower interest rates, and state subsidies. The workshop resulted in the adoption of a practical guide on economic incentives, which summarises the project for the benefit of organisations that want to develop economic incentive schemes to promote OSH. The guide was written by experts in the field who are already involved in providing such incentives. It will be published in 2012, together with OSH compilations — lists of specific preventive activities in different sectors which, when they are encouraged through incentive schemes, have been shown to result in fewer accidents. Now that the Agency has produced an up-to-date review of the use of economic incentives in OSH, it is up to governments and insurers to use that information to develop their own incentive schemes.

As part of the Agency’s ongoing project on the subject of integrating or ‘mainstreaming’ OSH into education, it is developing a report on the adoption of a ‘whole school’ approach in this area — helping schools to develop a health and safety culture that cuts across everything they do, and giving all the teachers in a school the confidence to educate students about risks. It continues to work with organisations such as ENETOSH (European Network Education and Training in OSH). The Agency, together with three other EU agencies: Cedefop (the European Centre for the Development of Vocational Training, Thessaloniki), ETF (the European Training Foundation, Turin), and Eurofound (the European Foundation for the Improvement of Living and Working Conditions, Dublin) jointly organised a seminar ‘Working together for youth employment’, which was
hosted by the European Parliament’s Employment and Social Affairs Committee. The seminar was timely, as it coincided with a debate on a recent European Parliament report on youth employment. The agencies highlighted the complementarity of their work by each presenting different aspects and perspectives related to youth employment in Europe and its neighbouring countries. Topics included the transition from education to the workplace, guidance for protecting young people at risk, safe and decent jobs for young people, the ‘NEETs’ phenomenon (young people Not in Education, Employment or Training) and its economic costs, the active inclusion of disadvantaged young people and the global dimension of youth employment. A panel debate brought together members of the European Parliament and Commission services, European social partners and youth organisations. The seminar’s conclusions will be presented on the Agency’s website in early 2012.

The Agency has been working to draw attention to changes in EU chemicals legislation, REACH and CLP, and their implications for Europe’s workplaces. The webpage on dangerous substances is being updated, and information for SMEs on dangerous substances was presented at the closing event of the Europe-wide senior labour inspector’s campaign on risk assessment of workers’ exposure to dangerous substances, in Lisbon in March, and at the international control banding conference, in Dortmund in June.

Other activities that the Agency was involved in include a review of the processes of peer review in OSH, a review of the training requirements of safety professionals, and a collection of case studies on ways in which gender can be ‘mainstreamed’ or routinely considered in OSH, with gender issues in OSH feeding through into policymaking.
Key Activities 2011 | Collecting and analysing information
2. Communication, campaigning and promotion

Two principal objectives underpin the Agency’s communication strategy. First, it aims at strengthening the Agency’s role as the European reference point for information on OSH issues. And secondly, it focuses on ensuring that the Agency and its network are in a position to deliver the information that people need when they need it, taking into account existing infrastructures and their limitations at European and national levels.

Healthy Workplaces Campaign on Safe Maintenance (2010–11)

The year 2011 saw the second and final year of the Healthy Workplaces Campaign on Safe Maintenance. The Healthy Workplaces Campaigns are now the largest of their kind in the world, reaching the EFTA and potential candidate and candidate countries as well as the EU Member States. Their two main objectives are to raise awareness of important issues in OSH and to bring together people who have an interest in making Europe’s workplaces safer to exchange ideas and learn from examples of good practice. Continuing to reach out to millions of European workers in their own workplaces and in their own languages, the most recent campaign has seen record levels of involvement and aimed to raise awareness of the importance of maintenance for workers’ safety and health, and the need to carry it out safely.

While the first year of the campaign focused largely on awareness-raising and the dissemination of information, the second was more about taking action, with a greater emphasis on the importance of maintenance in specific industry sectors, such as construction and agriculture.

Highlights of the year include a large number of campaign seminars and workshops which were organised at EU and Member State levels (with the help of the Agency’s European campaign assistance package that supports campaign activities), helping with the exchange of good practice.

Innovative organisations were also recognised at the 10th European Good Practice Awards, which were presented in Budapest on the World Day for Safety and Health at Work, with the support of the Hungarian EU Presidency. Eight organisations, from across Europe and representing a wide range of industry sectors, were honoured with awards. The winning initiatives were further publicised through a booklet that was widely circulated.

As well as the high-level support of EU institutions (especially the European Parliament, the EU Council Presidencies of Spain, Belgium, Hungary and Poland, and the European Commission), the Safe Maintenance Campaign has continued to expand the number of partner organisations that the Agency works with. Engaging with them to multiply and amplify its messages is vital if the Agency is to make its campaigns a success. A total of 53 European organisations from the public and private sectors became official partners and helped to publicise the importance of safe maintenance through a variety of activities, including conferences, seminars and training sessions. Engaging with large-scale organisations can be particularly effective, since it means that the Agency’s messages can reach small and medium-sized enterprises through the supply chains of those large organisations.

Over 90% of existing official campaign partners have already confirmed their interest in supporting the next Healthy Workplaces Campaign (2012–13), highlighting networking activities (64%) as the main benefit of being active partners.

Many of these activities took place during the European Week for Safety and Health at Work, in October, which also saw the national focal points very much involved in awareness-raising at the national level. Over the course of the year, the focal points and their partner networks helped to organise 38 national partnership meetings, 131 stakeholder seminars, training events and workshops that involved more than 11 000 people, as well as 15 press conferences, 75 national news releases, and visits by journalists to organisations that were taking an active part in the campaign.

The Agency has also been involved in developing an online OSH campaigning toolkit, which will help people who are not communications or campaigning experts to organise cost-effective activities in support of Agency campaigns. In 2011 the toolkit concept was tested with focus groups, to make sure that it meets users’ needs.

As usual with Healthy Workplaces Campaigns, the Agency made available a range of resources for those organisations and individuals who took part: promotional material involving an imaginative mix of publications and hand-outs to engage people’s...
attention. The Safe Maintenance website was made available in 24 languages, and was in a new, livelier style, involving greater use of images and video. Other materials that were created for the campaign include factsheets and reports, leaflets and posters, high-visibility jackets and key rings, umbrellas and pens, and a maintenance-themed DVD featuring the cartoon character Napo.

The Safe Maintenance Campaign finished with a closing event in November, which also featured a two-day Healthy Workplaces summit, bringing together OSH experts and decision-makers to discuss the results of the campaign and exchange good practice. The summit was opened by the EU Commissioner for Employment, Social Affairs and Inclusion, László Andor.

The summit featured a series of workshops where delegates could hear best-practice advice from experts in their field. One workshop focused on successful safety and health campaigning, exploring key components to successful campaigning, analysing the difficulties in communicating OSH topics and discussing the effectiveness of the main communications and promotional tools in successful campaigning. Two other workshops focused on risk assessment in maintenance and the success factors that underlie safe maintenance. The final wave of EU-OSHA’s campaign partners received their certificates at the conference and many of the other 53 campaign partners were also present to celebrate the successful closing of the campaign.

Healthy Workplaces Campaign ‘Working together for risk prevention’ (2012–13)

Planning continued throughout 2011 for the Healthy Workplaces Campaign for 2012–13, entitled ‘Working together for risk prevention’. Campaign branding and the campaign plan were developed, plus the usual wide range of publicity materials (in print and online, plus give-aways) — translated into 24 languages.

The campaign will start in April 2012 and focuses on the twin concepts of management leadership and worker participation in occupational safety and health.

The Agency’s ESENER survey has highlighted that the most effective way of improving workplace safety and health is for employers to actively engage with their employees and the whole supply chain. To this end, the campaign concentrates on galvanising the support of employers, employees, their representatives, and the whole supply chain and other stakeholders to work together to reduce risks in the workplace. Smaller enterprises will be particularly welcome to take part.

The 2012–13 Healthy Workplaces Campaign is decentralised and is designed to help national authorities, companies, organisations, managers, workers and their representatives, and other stakeholders to work together to enhance health and safety in the workplace.
Awareness-raising activities

OSH Photo Competition

Other important awareness-raising events for the Healthy Workplaces Campaign include the European Photo Competition, which was open to participants from 36 countries and received over 2,500 entries from over 900 people (1,000 more entries than for the previous competition). The contest challenges photographers to capture their own images of safety and health at work. The competition was promoted through Flickr, Facebook and in the photographic press. An international jury of professional photographers awarded the first prize of EUR 3,000 to Krzysztof Maksymowicz from Poland, for his image of a dressmaker. For the first time, a youth prize of EUR 1,000 was awarded to the best entrant aged under 21. It was presented to Paweł Ruda from Poland. The winners were announced at the campaign’s closing event in November. The Photo Competition is a good way of engaging people and media that would not normally be interested in OSH. Wall calendars and exhibition panels will be produced, using the winning and commended photos, and will be used as promotional materials by the 36 participating countries.

First prize: Dressmaker, Krzysztof Maksymowicz, Poland

Second prize: Grow up, Isa Kurt, Turkey

Third prize: Gold panner, Saša Kosanović, Croatia

Youth prize: Cold Sandwich, Paweł Ruda, Poland
Healthy Workplaces Film Award

Another good way of getting media attention for the Safe Maintenance Campaign, and of reaching out to new audiences with campaign messages, is through the Healthy Workplaces Film Award that the Agency presents for the best documentary on work-related health issues at the International DOK Leipzig Film Festival; this took place in October. The award honours a documentary film that focuses on the human being in a changing world of work. To be nominated, the films should deal with work-related topics such as physical and psychosocial conditions, risks at work, workers’ rights, health and safety aspects or the effects of political and economic change on the way we work and live.

From the 3 000 entries and 10 shortlisted films, the international jury of film-makers and OSH experts chose Work hard, play hard, by Carmen Losmann, from Germany, as the winner. The film is being widely promoted by the Agency.

EU opinion poll survey — public perceptions of OSH

The Agency carried out a survey of perceptions of OSH across Europe at the end of the year. Conducted by Ipsos MORI, the pan-European poll covered 36 different countries and involved 36 000 interviews, with a focus especially on active ageing and psychosocial risks. People were asked whether they think that job-related stress is rising, how well informed they feel about safety and health risks at the workplace and how important good health and safety practices are to help people work for longer. The survey also asked how confident people feel that health and safety problems in the workplace would be addressed and, lastly, whether workplaces need to follow good health and safety practices to be economically competitive. The results and main messages of the poll will be published and promoted in early 2012.

Press office and promotion

The Agency’s press, media and public relations activities continued at EU and national level, with 14 press releases produced, 80 articles written for publication in the OSH magazine and the daily press, and over 1 000 clippings in trade and specialist press publications. Promotional work focused especially on the Safe Maintenance Campaign, OiRA, safety and health in the transport sector, the OSH Photo Competition and the Healthy Workplaces Film Award.

Events

The Agency provided speakers or a stand and organised interesting activity programmes for media and interactive activities for visitors at a number of high-profile events throughout the year, including the World OSH Congress in Istanbul, the 12th ETUC Congress in Athens, the A + A International Trade Fair in Dusseldorf, and the Leipzig International Transport Forum. EU-OSHA also participated in an exhibition in the European Parliament, ‘European agencies, the way forward’, aimed at improving the understanding of what EU agencies do, why they exist, and how they impact on the lives of Europe’s 500 million citizens.

Visitors at the A + A Fair in Dusseldorf

The European Week for Safety and Health at Work, in October, provided an opportunity to introduce the Agency’s new Director, Christa Sedlatschek, to the local and national press in an exhibition area arranged in a popular activity centre in Bilbao.
Napo — Safety with a smile

As an active member of the Napo Consortium, the Agency produced more awareness-raising material featuring the popular cartoon character. An online kit for primary school teachers, including sample lesson plans, was designed to help with the process of ‘mainstreaming’ OSH in schools, and was tested in Denmark, Ireland, Slovenia and Spain. Based on the very positive results of the piloting phase, the lesson plans were restructured in shorter modules and more online-based resources agreed. In 2012, as part of a step-wise approach, the toolkit will initially be made available in six EU languages (apart from the EN master) and a tailored dissemination plan will be put in place.

A Napo clip, ‘Lungs at work’, was produced and launched around International Non-tobacco Day, in May, as part of a broader campaign on smoke-free workplaces to be continued in 2012. And, finally, a DVD entitled Safe Moves was produced, focusing on workplace transport.

Communication partnerships

The Agency has continued to develop communication partnerships with the European Commission’s Enterprise and Industry DG and the Enterprise Europe Network to help reach European businesses with OSH messages. The EEN and the European Agency for Competitiveness and Innovation (EACI) have now recruited ‘OSH ambassadors’ in 23 EU and EEA–EFTA Member States. Working closely with the Agency and the focal points, they will promote and coordinate OSH projects within the Enterprise Europe networks in their respective countries.

Website and online information awareness-raising campaigns

An in-depth survey of the usability of the Agency website is being used to inform the development of a new website strategy in 2012. Planning began in 2011 for a major redesign of the site and the aim is to complete the process by the end of 2012.

Newly added sections of the website include Transport (rail, air and water transport and road transport), OiRA, and the Healthy Workplaces Awards, and two sections that will support the ‘Working together for risk prevention’ campaign: one on workers’ involvement, and the other on management leadership. The Agency published 179 web teasers and news items in 2011. The Agency has also been working to develop its presence in the social media: 3 000 people now follow the Agency on Twitter and 47 745 people are subscribed to the OSHmail newsletter.

Publishing activities

The Agency has continued with its programme of publishing, helping to bring in-depth and topical OSH information to a wide range of audiences across Europe. Twelve new Agency reports, six literature reviews, four factsheets and three e-facts were published during the year as well as a magazine, a Napo DVD, three videos and other promotion material. With the arrival of the new Agency Director a new corporate brochure was published in English and Spanish. See Annex 10 for a detailed overview of all publications.

A corporate design manual and editorial style guide were finalised in 2011. The manual is of great importance for the Agency as it ensures a consistent visual identity throughout all published material and enforces the Agency’s corporate brand image.

Also, 2011 saw the development of the overall visual identity for the upcoming Healthy Workplaces Campaign 2012–13. The campaign will benefit from a strong visual identity, which reinforces the message of ‘Working together for risk prevention’ and provides a consistent look and feel throughout all publications and products. More than 20 publications and products for the upcoming campaign were designed, for layout and finalisation in 2012.

A call for tender covering the production of promotional material and distribution was successfully implemented.
The more partnerships we build the stronger we are
3. Developing the network

The Agency aims to have an effective and efficient network structure to support it in achieving its mission. Networks that the Agency works with particularly closely involve the focal points in the 27 EU Member States, the four EFTA countries and the countries involved in the pre-accession programmes, the European network partners and a number of international partners.

EU and Member State networking

In terms of coordinating the various networks that the agency is a part of, 2011 saw three meetings of the focal point network, which allowed for a two-way flow of information between the Agency and the focal points, as well as between the focal points themselves. The meetings also featured external speakers, including OSH experts from Ireland and Belgium.

The Agency’s Governing Board met in March 2011 and agreed on the draft management plan for 2012, as well as deciding on the theme of the Healthy Workplaces Campaign for 2014–15 on psychosocial risks, following consultation with stakeholders. The Board also looked back at the achievements in 2010 and adopted the annual report. Initial discussions have begun relating to the drafting of future Agency strategy and the development of its network, in the light of a mid-term evaluation of the current strategy, the results of which were presented to the Board in November. The Brussels Liaison Office continues to represent the Agency in relation to some of its key partners at EU level — the European Social Partners, NGOs, lobby groups and the Brussels press corps, as well as the EU institutions themselves. In particular, at a time of austerity, the Brussels office has worked to remind the European Parliament and the Council of Ministers of the value of OSH in Europe’s workplaces. Also in 2011, the Brussels office helped to secure high-level support from the EU institutions for the Safe Maintenance Campaign, and continued (in the first part of the year) to coordinate the Agency’s role in representing all of the EU regulatory agencies. This included meetings with EU policymakers on the way forward for the EU agencies, arguing for their value in mediating between the EU’s law-making institutions and its citizens. The Brussels office also worked with the Commission to prepare for the European Year of Active Ageing, and coordinated the Agency’s contribution to discussions around what may succeed the current EU strategy on OSH.

Preparing for enlargement

The Agency continues to work with the dedicated IPA funds to prepare candidate and potential candidate countries for involvement in pan-European OSH activities. The countries of the western Balkans, and Turkey, have been a particular focus of recent activity; focal points have been established in Serbia, Croatia, the former Yugoslav Republic of Macedonia, Turkey, Albania and Montenegro. These focal points have been actively involved in the Agency’s activities, including organising national events around the Safe Maintenance Campaign, and the Good Practice Awards and European Photo Competition are now open to them. Campaign materials have also been translated and printed in the languages of these various countries.

International networking

The Agency has continued its work to strengthen collaboration with its international partners. The Agency supported the International Labour Organization (ILO) World Day for Safety and Health at Work on 28 April. The focus of international networking activity in 2011 was the XIXth World Congress on Safety and Health at Work, in Istanbul, which saw expert presentations by a number of Agency staff. The Agency has continued to look for ways of collaborating with its counterparts around the globe, sharing data and tools — meeting with Safe Work Australia, for example, to discuss its recent report on the economic dimension of OSH. Transatlantic dialogue has also continued: joint projects between the EU and USA in 2011 included work on the OSHwiki, exchange of information on OSH strategies, and developing contacts with US trade unions and employer organisations.
We help employers and workers address safety and health issues effectively
4. Administrative activities

Financial management systems

The Agency was given a clean bill of health by the European Court of Auditors for its financial management, with no critical comments being made.

The Agency’s total budget for 2011 was approved and financed from the following contributions. Actual amounts are shown in comparison, all amounts in euro.

<table>
<thead>
<tr>
<th>Sources of revenue</th>
<th>Budgeted</th>
<th>Actual revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>European Community subsidy</td>
<td>14 880 720</td>
<td>13 836 591</td>
</tr>
<tr>
<td>European Commission earmarked funds (IPA II)</td>
<td>649 076 (¹)</td>
<td>272 030</td>
</tr>
<tr>
<td>European Commission earmarked funds (IPA III)</td>
<td>660 916</td>
<td>660 916</td>
</tr>
<tr>
<td>Other subsidies</td>
<td>160 100</td>
<td>194 100 (²)</td>
</tr>
<tr>
<td>Other revenues</td>
<td>p.m.</td>
<td>3 659</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td><strong>16 350 812</strong></td>
<td><strong>14 967 296</strong></td>
</tr>
</tbody>
</table>

(¹) Including reinscription of amounts cashed before 2011.
(²) Including a pending debit from 2010 cashed in 2011 amounting to EUR 34 000.

Budgeted expenditure by title in 2011 (in euro) was allocated as follows:

- Title I (staff)                        | 5 579 320 |
- Title II (buildings, equipment)        | 1 645 000 |
- Title III (operating expenditure)      | 7 816 500 |

**Subtotal**                               | **15 040 820** |

- Earmarked activities                   | 1 309 992 |

**Total**                                 | **16 350 812** |

Of the EUR 15 040 820 available in 2011 (not considering earmarked funds), 91.1 % was committed by the end of the year.

With regard to the earmarked activities, EUR 381 533 was paid.

The Court of Auditors’ report for 2010 (OJ C 366, 15.12.2011, pp. 45–51) acknowledged the reliability of the 2010 accounts as well as the legality and regularity of the transactions underlying the accounts.

The European Parliament voted the discharge to the Agency for its 2009 budget at its meeting on 10 May 2011 (OJ C7-0231/2010-2010/2171(DEC)).

Rules for the implementation of the Financial Regulation applicable to the budget of the agency (G11/03b) were adopted by its Governing Board on 30 March 2011.

Internal control systems

The Internal Audit Service (IAS) of the European Commission acknowledged a significant improvement in the Agency’s internal standards. The IAS audit report acknowledged excellent performance in the implementation of Internal Control’s recommendations from previous audits. All recommendations from past audits are closed. A new report, following an audit on website and external communications was received in 2011. Four recommendations out of seven have been closed already.
Personnel management

The Agency has made significant efforts to align its procedures in the field of recruitment, staff evaluation and processing of personal data to the European Data Protection Supervisor’s (EDPS) guidelines.

Reorganisation

The decision to merge the Risk Observatory and Working Environment Information Units becomes effective as of 1 January 2011. The new unit resulting from the merger is called the Prevention and Research Unit (PRU).

Recruitment/staffing

In 2011, three temporary agents left the agency and three new temporary agents have been recruited.

As at 31 December 2011, the staff composition was as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Temporary agents (AD)</td>
<td>10</td>
<td>12</td>
<td>22</td>
</tr>
<tr>
<td>Temporary agents (AST)</td>
<td>5</td>
<td>14</td>
<td>19</td>
</tr>
<tr>
<td>Contractual staff agents</td>
<td>4</td>
<td>21</td>
<td>25 (1)</td>
</tr>
<tr>
<td>Local staff agents</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>19</td>
<td>48</td>
<td>67</td>
</tr>
</tbody>
</table>

The distribution by nationality as at 31/12/2011 was as follows:

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austrian</td>
<td>4</td>
</tr>
<tr>
<td>Belgian</td>
<td>2</td>
</tr>
<tr>
<td>Bulgarian</td>
<td>1</td>
</tr>
<tr>
<td>Danish</td>
<td>1</td>
</tr>
<tr>
<td>Finnish</td>
<td>1</td>
</tr>
<tr>
<td>French</td>
<td>7</td>
</tr>
<tr>
<td>German</td>
<td>4</td>
</tr>
<tr>
<td>Irish</td>
<td>2</td>
</tr>
<tr>
<td>Italian</td>
<td>4</td>
</tr>
<tr>
<td>Latvian</td>
<td>1</td>
</tr>
<tr>
<td>Polish</td>
<td>1</td>
</tr>
<tr>
<td>Romanian</td>
<td>2</td>
</tr>
<tr>
<td>Spanish</td>
<td>28</td>
</tr>
<tr>
<td>Swedish</td>
<td>1</td>
</tr>
<tr>
<td>Dutch</td>
<td>1</td>
</tr>
<tr>
<td>British</td>
<td>7</td>
</tr>
</tbody>
</table>

Staff policy and regulations

Decisions and actions taken during the year include:

- Director decision on Return to work protocol (adoption pending EDPS’ final clearance — expected in March 2012)
- Director decision on Seconded National Experts (SNEs) and National Experts in Professional Training (21 July 2011)
- Implementing rules on the Data Protection Officer at EU-OSHA, as foreseen in Article 24(8) of Regulation (EC) No 45/2001 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data (26 January 2012).

Health and Safety

Main achievements in 2011 include:

- Following a policy on noise reduction adopted in March 2010, two pilot projects were carried out in 2011, including evaluation and measures

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(1) An additional CA (IPA programme) is financed by earmarked funds and is not included in the above figures.

(2) The Agency also employed one trainee who is not included in the statistics.
Information and communication technology

During 2011 the Agency has been gradually upgrading its information technology infrastructure.

Main developments:

- The EU-OSHA Office suite has been upgraded to MS Office 2010.
- The EU-OSHA e-mail system has been upgraded to MS Exchange 2007 to open new possibilities for future projects.
- EU-OSHA has extended its virtualisation system to the DMZ and the virtualisation of its LAN server infrastructure has been consolidated.
- The EU-OSHA network has been reorganised and upgraded in order to solve recurrent dysfunctions.
- Reviews of the EU-OSHA ICT security and web strategies have been launched and will continue in 2012.
- To continue with the established performance standard, the status of user workstations has been reviewed and where appropriate the equipment has been renewed and/or supplemented by appropriate ergonomic devices. The strategy for providing travelling staff with modern, lightweight portable computers has been extended.
- The use of Commission framework contracts for acquisition of high-quality ICT goods and services has been confirmed during 2011 as an effective strategy to achieve this goal and will continue in 2012. Contract procedures have been launched for covering ICT needs.

Documentation

- Registration of 8 000 incoming and outgoing mail records in the electronic registration tool, Adonis.
- Preparation of the ‘Administrative procedure for the destruction of archival records’ in compliance with the ‘EU-OSHA archival records confidential destruction policy’ approved in May 2010 and its implementation by the elimination of the physical and digital records covered by Phase I (spontaneous CVs and general information requests prior to 2008).
- Active participation in the Eurolib cooperation group.
- Organisation of the archives to ensure the reliability and integrity of the Agency’s documents over time.

Other issues

Seat agreement

Negotiations with the Basque and Spanish governments are ongoing regarding new office premises for the Agency.

Coordination of agencies’ Heads of Administration network

As member of the troika of past, present and future Heads of Administration, the Agency (Resource and Service Centre, RSC) played an active role in supporting the Heads of Administration network. Special attention was dedicated to the reform of the Staff Regulations, to the dialogue between the agencies and the Commission horizontal services, the Discharge Authority and the Court of Auditors, while the attempt to establish harmonised practices continued. RSC also provided steady support to the Director and the Heads of Agencies network in relation to the interinstitutional debate on the future of agencies.

Finally, the Agency handed over the role of coordinating the representation of all the EU agencies to the chemicals agency ECHA in March, but it remains part of the troika at an important time for all EU agencies, with the European Parliament, the Council of Europe and the European Commission considering their role, and due to report next year.
Annexes

Annex 1: Overview of how the Agency and its partners operate
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Annex 3: Organisation chart of the Agency
Annex 4: Agency staff
Annex 5: Focal points
Annex 6: Overview of focal point network activities
Annex 7: Official campaign partners
Annex 8: Topic centre
Annex 9: Progress towards achieving main objectives
Annex 10: Publications 2011
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Annex 13: Outlook for 2012
Annex 1

Overview of how the Agency and its partners operate

Every year in the European Union there are more than 5 500 fatal work-related accidents and millions of people are injured or have their health seriously harmed in the workplace. Workers and employers need to be made aware of the risks that they face and how to manage them.

Sometimes, information is all that is required for an employer or worker to address safety and health issues effectively. We at EU-OSHA aim to be the central provider of that information and ensure that it is relevant to every user, regardless of size of enterprise or sector of activity. Set up in 1996 by the European Union and located in Bilbao, Spain, EU-OSHA is the main EU reference point for safety and health at work.

Our central role is to contribute to the improvement of working life in the European Union

- We work with governments, employers and workers to promote a risk prevention culture.
- We analyse new scientific research and statistics on workplace risks.
- We anticipate new and emerging risks through our European Risk Observatory.
- We identify and share information, good practice and advice with a wide range of audiences, such as social partners, employers’ federations and trade unions.

Our main awareness-raising activity is the Healthy Workplaces Campaign, which focuses on a different theme every two years.

EU-OSHA is a key player in the Community strategy for health and safety at work, 2007–12, which aims to cut work-related accidents by a quarter across the EU and to reduce occupational illnesses.

How we are organised

Director

Austrian health and safety expert Dr Christa Sedlatschek has been Director of the European Agency for Safety and Health at Work since September 2011.

The Director is the legal representative and is responsible for the management and day-to-day running of the Agency, including all financial, administrative and personnel matters. The post is for a term of five years, renewable once, and the Director is accountable to the Governing Board.

Governing Board

The Governing Board sets the goals and strategies and identifies priority issues where further information or activity is required. It appoints the Director and adopts the annual management plan and Work Programme, the Agency’s strategy, Annual report and budget.

The Board is made up of representatives of governments, employers and workers from EU Member States, representatives of the European Commission and other observers.

Bureau

The Bureau works as a steering group, overseeing operational performance, and meets four times a year. It is made up of 11 members from the Governing Board.
Advisory groups

Advisory groups, covering the Agency’s European Risk Observatory, Working Environment Information Unit, and Communication and Promotion Unit activities, provide us with strategic guidance and feedback on our work. Their members are appointed by EU-OSHA and its Board and include individuals from workers’ and employers’ groups and government.

Focal points

Our main safety and health information network is made up of focal points in Member State, Candidate and EFTA countries. Focal points are nominated by each government as the official representative and are usually the national authority for safety and health at work.

They support our initiatives with information and feedback and work with national networks including government, workers’ and employers’ representatives. The focal points contribute to the Healthy Workplaces Campaign, organise events and nominate representatives to our expert groups.

Expert groups

Several expert groups contribute to our work and provide advice in their field in line with the requirements of the Annual Management Plan. They are nominated by national focal points, together with observers representing workers, employers and the Commission.

Topic centre

Our topic centre is a consortium of national safety and health institutions under contract to collect and analyse existing national data to support key areas of our work.

Staff

A dedicated staff of specialists in occupational safety and health, communication and public administration bring with them a wealth of knowledge from around Europe.
Annex 2

Membership of the Governing Board (as of December 2011)

The Agency’s Governing Board is made up of representatives of each of the 27 Member State governments, employers’ and employees’ organisations, together with three representatives from the European Commission. In addition, observers are invited — tripartite delegations from Iceland, Liechtenstein and Norway, two from the European Foundation for the Improvement of Living and Working Conditions and one each from the European Trade Union Confederation and Business Europe.

Governments

<table>
<thead>
<tr>
<th>Members</th>
<th>Country</th>
<th>Alternates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr Willy IMBRECHTS</td>
<td>Belgium</td>
<td>Mr Christian DENEVE</td>
</tr>
<tr>
<td>Mr Atanas KOLCHAKOV</td>
<td>Bulgaria</td>
<td>Ms Darina KONOVA</td>
</tr>
<tr>
<td>Ms Daniela KUBÍČKOVÁ</td>
<td>Czech Republic</td>
<td>Ms Anežka SIXTOVÁ</td>
</tr>
<tr>
<td>Ms Charlotte SKJOLDAGER</td>
<td>Denmark</td>
<td>Ms Annemarie KNUDSEN</td>
</tr>
<tr>
<td>Mr Kai SCHÄFER</td>
<td>Germany</td>
<td>Ms Ellen ZWINK</td>
</tr>
<tr>
<td>Ms Katrin KAARMA</td>
<td>Estonia</td>
<td>Ms Kristel PLANGI</td>
</tr>
<tr>
<td>Mr Daniel KELLY</td>
<td>Ireland</td>
<td>Ms Mary DORGAN</td>
</tr>
<tr>
<td>Mr Antonios CHRISTODOULOU</td>
<td>Greece</td>
<td></td>
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<tr>
<td>Ms Concepción PASCUAL LIZANA</td>
<td>Spain</td>
<td>Mr Mario GRAU RIOS</td>
</tr>
<tr>
<td>Ms Mireille JARRY</td>
<td>France</td>
<td>Mr Olivier MEUNIER</td>
</tr>
<tr>
<td>Mr Michele LEPORE</td>
<td>Italy</td>
<td>Mr Mario ALVINO</td>
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<td>Mr Leandros NICOLAIDES</td>
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<td>Mr Anastassios YIANNAKI</td>
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<td>Mr Renārs LŪSIS</td>
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<td>Ms Jolanta GEDUŠA</td>
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<td>Ms Aldona SABAITIENĖ</td>
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<td>Ms Vilija KONDROTIENĖ</td>
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<tr>
<td>Mr Paul WEBER</td>
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<td>Mr Robert HUBERTY</td>
</tr>
<tr>
<td>Mr János GÁDOR (Awaiting official appointment)</td>
<td>Hungary</td>
<td>(Awaiting new name)</td>
</tr>
<tr>
<td>Members</td>
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<tr>
<td>Mr Mark GAUCI</td>
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<td>Mr Vincent ATTARD</td>
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<td>Mr Roel GANS</td>
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<td>Mr Martin DEN HELD</td>
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<tr>
<td>Ms Gertrud BREINDL</td>
<td>Austria</td>
<td>Ms Eva-Elisabeth SZYMANSKI</td>
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<tr>
<td>Ms Danuta KORADECKA</td>
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<td>Mr Daniel PODGÓRSKI</td>
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<td>Mr Luis Filipe NASCIMENTO LOPES</td>
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<td>Mr José Manuel SANTOS</td>
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<td>Mr Marian TÂNASE</td>
<td>Romania</td>
<td>Ms Anca Mihaela PRICOP</td>
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<tr>
<td>Ms Tatjana PETRIČEK</td>
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<td>Mr Jože HAUKO</td>
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<td>Ms Laurencia JANČUROVÁ</td>
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<td>Ms Elena PALIKOVÁ</td>
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<tr>
<td>Mr Leo SUOMAA</td>
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<td>Mr Erikki YRJÄNHEIKKI</td>
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<td>Mr Mikael SJÖBERG</td>
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<td>Ms Anna BILLGREN</td>
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<tr>
<td>Mr Clive FLEMING</td>
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<td>Mr Stuart BRISTOW</td>
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<tr>
<td>Mr Eyjólfur SÆMUNDSSON (Observer)</td>
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<td>Mr Robert Hassler (Observer)</td>
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<td>Mr Elmar Frick (Observer)</td>
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<tr>
<td>Ms Hanne LUTHEN (Observer)</td>
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<td>Ms Thorfrid HANSEN (Observer)</td>
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**Employers**

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<thead>
<tr>
<th>Members</th>
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<tr>
<td>Mr Kris DE MEESTER</td>
<td>Belgium</td>
<td>Mr André PÉLEGRIN</td>
</tr>
<tr>
<td>Mr Georgi STOEV</td>
<td>Bulgaria</td>
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<tr>
<td>Mr Karel PETRŽELKA</td>
<td>Czech Republic</td>
<td>Mr Martin RÖHRICH</td>
</tr>
<tr>
<td>Mr Sven-Peter NYGAARD</td>
<td>Denmark</td>
<td>Ms Anne-Marie RØGE KRAG</td>
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<tr>
<td>(Awaiting official appointment)</td>
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</tr>
<tr>
<td>Mr Eckhard METZE</td>
<td>Germany</td>
<td>Mr Herbert BENDER</td>
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<tr>
<td>Mr Marek SEPP</td>
<td>Estonia</td>
<td>Ms Marju PEÄRÑBER</td>
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<tr>
<td>Ms Theresa DOYLE</td>
<td>Ireland</td>
<td>Mr Kevin ENRIGHT</td>
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<tr>
<td>Mr Pavlos KYRIAKONGONAS</td>
<td>Greece</td>
<td>Ms Natascha AVLONITOU</td>
</tr>
<tr>
<td>Ms Pilar IGLESIAS VALCARCE</td>
<td>Spain</td>
<td>Ms Laura CASTRILLO NÜÑEZ</td>
</tr>
<tr>
<td>Ms Nathalie BUET</td>
<td>France</td>
<td>Mr Patrick LÉVY</td>
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<td>Ms Fabiola LEUZZI</td>
<td>Italy</td>
<td>Mr Marco FREGOSO</td>
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<td>Mr Polyvios POLYVIOU</td>
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<td>Ms Lena PANAYIOUTOU</td>
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<td>Ms Liene VANČANE</td>
<td>Latvia</td>
<td>Mr Aleksandrs GRIGORJEVS</td>
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<tr>
<td>Mr Vaidotas LEVICKIS</td>
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<td>Mr Jonas GUZAVIČIUS</td>
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<tr>
<td>Mr François ENGELS</td>
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<td>Mr Pierre BLAISE</td>
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## Members

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<tr>
<td>Mr Joe DELIA</td>
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<td>Mr G.O.H. MEIJER</td>
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<tr>
<td>Ms Christa SCHWENG</td>
<td>Ms Alexandra SCHÖNGRUNDNER</td>
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<td>Mr Jacek MECINA</td>
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<tr>
<td>Mr Marcelino PENA COSTA</td>
<td>Mr Luís HENRIQUE</td>
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<tr>
<td>Mr Ovidiu NICOLESCU</td>
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<td>Mr Igor ANTAUER</td>
<td>Ms Maja SKORUPAN</td>
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<td>Mr Rauno TOIVONEN</td>
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<td>Ms Bodil MELLBLOM</td>
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<td>Mr Keith SEXTON</td>
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<td>Mr Jón Rúnar PÁLSSON</td>
<td>Ms Guðrún S. EYJÓLFSDÓTTIR (Observer)</td>
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<td>Mr Jürgen Nigg</td>
<td>Ms Brigitte Haas (Observer)</td>
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<tr>
<td>Ms Ann Torill BENONISEN</td>
<td>Ms Gry MYKLEBUST (Observer)</td>
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## Workers

<table>
<thead>
<tr>
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<tr>
<td>Mr Herman FONCK</td>
<td>Mr François PHILIPS</td>
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<tr>
<td>Mr Aleksandar ZAGOROV</td>
<td>Mr Ivan KOKALOV</td>
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<tr>
<td>Mr Jaroslav ZAVADIL</td>
<td>Mr Miroslav KOSINA</td>
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<tr>
<td>Mr Jan KAHR FREDERIKSEN</td>
<td>Ms Lone JACOBSEN</td>
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<tr>
<td>Ms Marina SCHRÖDER</td>
<td>Mr Maximilian ANGERMAIER</td>
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<tr>
<td>Mr Argo SOON</td>
<td>Mr Úlo KRISTJUHAN</td>
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<tr>
<td>Mr Sylvester CRONIN</td>
<td>Ms Esther LYNCH</td>
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<tr>
<td>Mr Ioannis ADAMAKIS</td>
<td>Mr Ioannis VASSILOPOULOS</td>
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<tr>
<td>Ms Marisa RUFINO</td>
<td>Mr Pedro J. LINARES</td>
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<tr>
<td>Mr Gilles SEITZ</td>
<td>Mr Henri FOREST</td>
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<tr>
<td>Mr Sebastiano CALLERI</td>
<td>Ms Gabriella GALLI</td>
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<tr>
<td>Ms Maria THEOCHARIDOU</td>
<td>Mr Nicos ANDREOU</td>
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<tr>
<td>Mr Zedonis ANTAPSONS</td>
<td>Mr Mārtiņš PUŽULS</td>
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<tr>
<td>Mr Vitalius JARMONTOVIČIUS</td>
<td>Mr Gediminas MOZURA</td>
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<td>Mr Marcel GOEREND</td>
<td>Mr Raffaele PAOLETTI</td>
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<td>Mr Károly GYÖRGY</td>
<td>Ms Erika KOLLER</td>
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<tr>
<td>Mr Jesmond BONELLO</td>
<td>Mr Joe CARABOTT</td>
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<td>Mr Rik VAN STEENBERGEN</td>
<td>Ms Sonja BALJEU</td>
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### Members

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<thead>
<tr>
<th>Name</th>
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<tr>
<td>Ms Julia NEDJELIK-LISCHKA</td>
<td>Austria</td>
<td>Mr Alexander HEIDER</td>
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<tr>
<td>Mr Mariusz LUSZCZYK</td>
<td>Poland</td>
<td>Ms Iwona PAWLACZYK</td>
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<tr>
<td>Mr Fernando GOMES</td>
<td>Portugal</td>
<td>Awaiting new name</td>
</tr>
<tr>
<td>(Awaiting official appointment)</td>
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<tr>
<td>Mr Adrian COJOCARU</td>
<td>Romania</td>
<td>Ms Maria GHIMPĂU</td>
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<tr>
<td>Ms Lučka BÖHM</td>
<td>Slovenia</td>
<td>Ms Andreja MRAK</td>
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<tr>
<td>Mr Bohuslav BENDÍK</td>
<td>Slovakia</td>
<td>Mr Alexander TAŽÍK</td>
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<td>Ms Raili PERIMÄKI</td>
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<td>Mr Erikki AUVINEN</td>
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<td>Ms Christina JÄRNSTEDT</td>
<td>Sweden</td>
<td>Mr Börje SJÖHOLM</td>
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<tr>
<td>Mr Hugh ROBERTSON</td>
<td>United Kingdom</td>
<td>Ms Liz SNAPE</td>
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<td>Mr Björn Ágúst SIGURJONSSON (Observer)</td>
<td>Iceland</td>
<td>Ms Helga JÖNSDÖTTIR (Observer)</td>
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<tr>
<td>Mr Sigi Langenbahn (Observer)</td>
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<tr>
<td>Ms Marianne SVENSLI (Observer)</td>
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<td>Mr Jon Olav BERGENE (Observer)</td>
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### European Commission

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<tr>
<td>Mr Armindo SILVA</td>
<td>Mr Costas CONSTANTINOU</td>
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<tr>
<td>Employment, Social Affairs and Equal Opportunities DG</td>
<td>Employment, Social Affairs and Equal Opportunities DG</td>
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<tr>
<td>Mr Francisco Jesús ALVAREZ HIDALGO</td>
<td>Ms Malgorzata STADNIK</td>
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<td>Mr Norbert ANSELMANN</td>
<td>Mr Előd DUDAS</td>
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<td>Enterprise and Industry DG</td>
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### Observers

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<tr>
<td>Mr Juan MENÉNDEZ-VALDÉS</td>
<td>Ms Agnès PARENT-THIRION</td>
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<tr>
<td>European Foundation for the Improvement of Living and Working Conditions</td>
<td>European Foundation for the Improvement of Living and Working Conditions</td>
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<tr>
<td>Ms Stefania ROSSI</td>
<td>Ms Valérie CORMAN</td>
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<tr>
<td>Chairperson of the Board of the European Foundation for the Improvement of Living and Working Conditions</td>
<td>Conseil National du Patronat Français (CNPF)</td>
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<tr>
<td>Ms Rebekah SMITH, Business Europe</td>
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<tr>
<td>Ms Judith KIRTON-DARLING, European Trade Union Confederation (ETUC)</td>
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Annex 3

Organisation chart of the Agency (as of 31 December 2011)
Annex 4

Agency staff (updated 31 December 2011)

DIRECTORATE

Dr Christa Sedlatschek (AT), Director
Ms Irune Zabala (ES), Personal Assistant

PREVENTION AND RESEARCH UNIT

Mr Eusebio Rial González (UK), Head of Unit
Ms Emmanuelle Brun (FR), Senior Project Manager
Ms Teresa Cardás (ES), Administrative Assistant
Mr William Cockburn (UK), Senior Project Manager
Ms Sarah Copsey (UK), Project Manager
Mr Dietmar Elsler (DE), Project Manager
Ms Julia Flintrop (DE), Project Manager
Mr Alexandre Herte (BE), Finance Assistant
Mr Xabier Irastorza (ES), Project Officer
Ms Berta Lejarza (ES), Administrative Assistant
Ms Malgorzata Milczarek (PL), Project Manager
Mr Lorenzo Munar (ES), Project Manager
Ms Kate Palmer (UK), Administrative Agent (OSH Projects and Networking)
Ms Zinta Podniece (LV), Project Manager
Ms Katalin Sas (FI), Project Manager
Ms Elke Schneider (AT), Project Manager
Ms Michaela Seifert (AT), Project Officer
Ms Laura Maria Tirsolea (RO), Administrative Assistant
Ms Mónica Vega (ES), Personal Assistant
COMMUNICATION AND PROMOTION UNIT

Mr Andrew Smith (UK), Head of Unit
Mr Gaizka Abarrategui (ES), Administrative Agent — Finance
Ms Mónica Azaola (ES), Personal Assistant
Ms Angela Barrau (NL), Communications Assistant
Ms Nataliya Dimitrova (BG), Administrative Agent — Web editor
Ms Heike Klempa (AT), Campaigns Manager
Ms Miren Larrinaga (ES), Administrative Assistant
Mr Thomas Lennerland (SV), Administrative Agent — Web editor
Ms Estibaliz Martínez (ES), Administrative Agent — Finance
Mr Gorka Moral (ES), Administrative Agent — Webmaster
Ms Birgit Müller (DE), Communications Officer
Ms Manuela Pegoraro (IT), Communications Officer — Web Editor
Ms Paola Piccarolo (IT), Communications Officer
Ms Violaine Roggeri (FR), Communications Assistant
Mr Bruno Thiébaud (FR), Communications Manager
Mr David Tijero (ES), Administrative Assistant
Ms Pascale Turlotte (FR), Finance Assistant
Ms Maria José Urkidi (ES), Administrative Agent
Ms Marta Urrutia (ES), Corporate Promotions Manager

NETWORK SECRETARIAT

Mr Jesper Bejer (DK), Network Manager
Ms Boglárka Bóla (HU), Network Manager — Pre-accession
Ms Marta de Prado (ES), Administrative Agent — OSH Projects and Networking
Ms Micaela Kristof (UK), Administrative Assistant
Ms Brenda O’Brien (IE), Manager — Brussels Liaison Office
Ms Aisling O’Neill (IE), Finance Officer
Ms Elena Ortega (ES), Legal Advisor
Ms Dagmar Radler (DE), Administrative Assistant
Mr Tim Tregenza (UK), Network Manager
Ms Usua Uribe (ES), Administrative Assistant

RESOURCE AND SERVICE CENTRE

Ms Françoise Murillo (FR), Head of Unit
Mr Xabier Altube (ES), ICT Officer
Mr Philippe Baillet (BE), Finance Officer
Ms Susana Bilbao (ES), Administrative Assistant — Documentation
Ms Mari Carmen de la Cruz (ES), Administrative Agent — Finance
Mr Juan Carlos Del Campo (ES), Accountant
Ms Iraide Estrataetxe (ES), Administrative Agent — Documentation
Ms Silvia Grados (ES), Administrative Agent — General Services
Ms Begoña S. Graña (ES), Administrative Assistant
Ms Nadia Groppelli (IT), Administrative Agent — ICT
Mr Alban Guillerm (FR), ICT Manager
Ms Ana Izaguirre (ES), ICT Officer
Ms Yolanda Ortega (ES), Finance Assistant
Ms Ilaria Piccioli (IT), Administrative Agent — Networking
Ms Fabienne Rousseille, (FR) Administrative Assistant
Ms Noelia Ruiz, (ES), Administrative Assistant
Ms Azucena Urtasun (ES), Finance Assistant
Focal points, in more than 30 countries, coordinate and disseminate information from the Agency within their individual countries, as well as providing feedback and recommendations. Typically the lead OSH organisation in their respective countries, they are the Agency’s official representatives at national level. They contribute to the development of the Agency’s information services and campaign activities. As well as the 27 EU Member States, focal points have also been established in the EFTA countries and EU candidate countries.

FOCAL POINTS OF THE EU MEMBER STATES

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Federale Overheidsdienst Werkgelegenheid, Arbeid en Sociaal Overleg
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E-mail: willy.imbrechts@meta.fgov.be
<table>
<thead>
<tr>
<th>Country</th>
<th>Ministry</th>
<th>Department/Section</th>
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<th>Contact person</th>
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<tbody>
<tr>
<td>BULGARIA</td>
<td>Ministry of Labour and Social Policy</td>
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<td>Department of Labour Inspection</td>
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<td>+357 22405623</td>
<td><a href="mailto:director@dli.mlsi.gov.cy">director@dli.mlsi.gov.cy</a></td>
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<tr>
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<tr>
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<tr>
<td>ESTONIA</td>
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<tr>
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Ms Margaret CHAN, Director-General
http://www.who.int/
## Overview of focal point network activities

<table>
<thead>
<tr>
<th>Country</th>
<th>Network partners</th>
<th>Social partners</th>
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<tr>
<td>Germany</td>
<td>14</td>
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<td>1*</td>
<td>*Many bi- or multilateral contacts on several occasions as meetings, workshops, seminars, trade fairs, and phone-/e-mail contacts throughout the year</td>
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<td>Greece</td>
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<td>1*</td>
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<td>*Umbrella organisation, named Hellenic Institute for Occupational Health and Safety (ELINYAE), founded by and representing the most significant employees' organisation (G.S.E.E.) and employers' (S.E.V.) organisation at national level.</td>
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<td>United Kingdom</td>
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</tr>
</tbody>
</table>

Notes:
- Network members no change
- 2010 figures
- Two OSH organisations closely involved in the network
Companies and associations from the private and public sector have joined forces with us in the Healthy Workplaces Campaigns. The campaign partners help to publicise the importance of occupational safety and health through a variety of activities, including conferences, seminars and training sessions. Engaging with large-scale organisations can be particularly effective, since it means that our messages can reach small and medium-sized enterprises through the supply chains that those large organisations have.

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Chief Executive Officer</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Liquide Welding</td>
<td>Frédéric LAMOUROUX</td>
<td>FRANCE</td>
</tr>
<tr>
<td>Baxter International</td>
<td>Art GIBSON</td>
<td>IRELAND</td>
</tr>
<tr>
<td>Behavioural Science Technology International</td>
<td>Guy BOYD</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>BusinessEurope</td>
<td>Philippe DE BUCK</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>CEOC International</td>
<td>Drewin NIEUWENHUIS</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>Comité Syndical Européen de l’éducation</td>
<td>Martin RØMER</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>Confederation of European Paper Industries</td>
<td>Teresa PRESAS</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>Delphi</td>
<td>Ronald M. PIRTL</td>
<td></td>
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<tr>
<td>DuPont International Operations SARL</td>
<td>Koen VAN NEYGHEM</td>
<td>FRANCE</td>
</tr>
<tr>
<td>Employee Assistance European Forum</td>
<td>Manuel SOMMER</td>
<td>PORTUGAL</td>
</tr>
<tr>
<td>European Aggregates Association</td>
<td>Jim O’BRIEN</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Association of Craft, Small &amp; Medium-Sized Enterprises</td>
<td>Andrea BENASSI</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Association of Paritarian Institutions</td>
<td>Bruno GABELLIERI</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Builders Confederation</td>
<td>Riccardo VIAGGI</td>
<td>BELGIUM</td>
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<tr>
<td>European Centre of Employers and Enterprises providing Public services</td>
<td>Ralf RESCH</td>
<td>BELGIUM</td>
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<tr>
<td>European Chemical Industry Council</td>
<td>Hubert MANDERY</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Chemical Transport Association A.I.S.B.L. - I.V.Z.W.</td>
<td>Andreas ZINK</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Confederation of Police</td>
<td>Heinz KIEFER</td>
<td>LUXEMBOURG</td>
</tr>
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<td>European Federation for Welding, Joining and Cutting</td>
<td>Luisa QUINTINO</td>
<td>PORTUGAL</td>
</tr>
<tr>
<td>European Federation of Building and Woodworkers</td>
<td>Sam HÄGGLUND</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Federation of Food, Agriculture and Tourism Trade Unions</td>
<td>Harald WIEDENHOFER</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Federation of National Maintenance Societies vzw</td>
<td>Alexander STUBER</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Industrial Minerals Association</td>
<td>Thierry SALMONA</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>Organization</td>
<td>Person</td>
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</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
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<tr>
<td>European Mine, Chemical and Energy Workers’ Federation</td>
<td>Reinhard REIBSCH</td>
<td>BELGIUM</td>
</tr>
<tr>
<td>European Operating Room Nurses Association</td>
<td>Caroline HIGGINS</td>
<td>IRELAND</td>
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<tr>
<td>European Process Safety Centre</td>
<td>Christian JOCHUM</td>
<td>UNITED KINGDOM</td>
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<tr>
<td>European Safety Federation</td>
<td>Henk VANHOUTTE</td>
<td>BELGIUM</td>
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<tr>
<td>European Technology Platform on Industrial Safety</td>
<td>Olivier SALVI</td>
<td>GERMANY</td>
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<tr>
<td>European Textile Services Association</td>
<td>Robert LONG</td>
<td>BELGIUM</td>
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<td>European Trade Union Confederation</td>
<td>Bernadette SEGOL</td>
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<tr>
<td>European Transport Safety Council</td>
<td>Antonio AVENOSO</td>
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<tr>
<td>European Transport Workers’ Federation</td>
<td>Eduardo CHAGAS</td>
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<tr>
<td>European Virtual Institute for Integrated Risk Management</td>
<td>Aleksandar JOVANOVIC</td>
<td>GERMANY</td>
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<tr>
<td>Fédération de l’Industrie Européenne de la Construction</td>
<td>Ulrich PAETZOLD</td>
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<tr>
<td>Federation of European Risk Management Associations</td>
<td>Jorge LUZZI</td>
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<td>Federation of Occupational Health Nurses within the European Union</td>
<td>Julie STAUN</td>
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<td>Federation of the European Ergonomic Societies</td>
<td>Pieter ROOKMAAKER</td>
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<td>Granite Services International</td>
<td>Rob TULLMAN</td>
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<td>Mark MCRAE</td>
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<td>Paul OTELLINI</td>
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<td>International Institute of Risk and Safety Management</td>
<td>Brian NIMICK</td>
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<td>International Safety and Health Construction Coordinators Organization</td>
<td>Jean-Pierre VAN LIER</td>
<td>LUXEMBOURG</td>
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<td>Fredrik RÅGMARK</td>
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<td>Réseau Européen FOCUS</td>
<td>Ramon PUIG</td>
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<td>Standing Committee of European Doctors</td>
<td>Konstanty RADZIWILL</td>
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<td>SYNDEX</td>
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<td>The Engineering Equipment &amp; Materials Users’ Association</td>
<td>Clive TAYLER</td>
<td>UNITED KINGDOM</td>
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<td>TOYOTA Material Handling Europe</td>
<td>Håkan DAHLLÖF</td>
<td>BELGIUM</td>
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<td>Oliver ROETHIG</td>
<td>BELGIUM</td>
</tr>
</tbody>
</table>
Our topic centre is a consortium of national safety and health institutions under contract to collect and analyse existing national data to support key areas of the Agency’s work.

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France
Annex 9

Progress towards achieving main objectives

Data on indicators on results defined in the EU-OSHA Strategy 2009-2013 (*)

<table>
<thead>
<tr>
<th>Objective: Be the European centre of excellence for occupational safety and health information, promoting a preventive culture to support the goal of making Europe’s current and future workplaces safer, healthier and more productive (vision)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indicators</strong></td>
</tr>
<tr>
<td>Impact on Awareness</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
</tbody>
</table>

(*) Data are reported according to the measures defined in the Impact Assessment of the EU-OSHA Strategy 2009-2013

(1) EU-OSHA Network Survey (2010)
(2) EU-OSHA Network Survey (2010)
(3) EU-OSHA Network Survey (2010)
(4) EU-OSHA Network Survey (2010)
(5) EU-OSHA, Online Survey (2009)
(7) ESENER survey
### Objective: Identify new and emerging risks via the provision of reliable and comprehensive information on new and emerging risks, and the provision of information which is useful and relevant for its key target audience

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Latest known results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform the policy/research debate through the use of Agency material in policy/research documents</td>
<td>153 citations of the European Risk Observatory (ERO) work in scientific or similar publications identified by mid-2011.</td>
</tr>
<tr>
<td>Reliability of Risk Observatory Information</td>
<td>80% give a score of 4 or above on a scale from 1-5 when asked to assess the reliability of the information from the ERO (1 being not reliable at all; 5 being very reliable) (9)</td>
</tr>
<tr>
<td>Identification of new and emerging risks</td>
<td>63% give a score of 4 or more on a scale from 1-5 when asked to assess how successful the ERO is in identifying the most relevant new and emerging risks (1 being not successful at all; 5 being very successful) (9)</td>
</tr>
</tbody>
</table>

### Objective: To help people involved in OSH develop a risk prevention culture via the identification and exchange of good practice in OSH. This will be done by providing practical and user-friendly information on prevention of work-related illnesses and accidents.

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Latest known results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage of information needs</td>
<td>53% give a score of 4 or more on a scale from 1-5 when asked to assess the completeness of the scope covered by EU-OSHA’s Good Practice information (1 being not complete at all; 5 being very complete). (11)</td>
</tr>
<tr>
<td>Usefulness of Good Practice information</td>
<td>The average assessment of the usefulness of five Agency publications was 4.3 on a scale from 1 to 5 (5 being very useful). All publications received a rating of 4 or 5 from over 80% of the respondents. Furthermore, for each publication at least 79% assess that it is likely to get its key messages through to the target audience. (12)</td>
</tr>
<tr>
<td>Use of Good Practice information</td>
<td>29% give a score of 4 or more on a scale from 1-5 when asked about the degree to which their organisation has benefited from Good Practice information from EU-OSHA. (13)</td>
</tr>
</tbody>
</table>

### Objective: To maintain and develop EU-OSHA’s position as the European reference point for information on OSH issues, and to ensure that EU-OSHA and its network are able to deliver targeted and timely information. The key objective is to reach the target groups for the different activities.

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Latest known results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visibility on Internet</td>
<td>1,764,530 unique visitors during 2011 (compared to 1,853,169 in 2010). 2,431,091 visits during 2011 (compared to 2,573,340 in 2010). The decrease is due to not continuing advertising in Google (adwords). 4.09 pages were viewed per visit during 2011 (compared to 3.88 in 2010) (14)</td>
</tr>
<tr>
<td>Press coverage</td>
<td>A consolidation of the press clippings from different available sources show that from January to December 2011 1,025 articles were published on the Agency (1,489 for the whole of 2010). A reason for the decrease is that 2011 only includes online clippings whereas 2010 includes online and printed clippings.</td>
</tr>
<tr>
<td>Engagement of stakeholders in campaigns</td>
<td>53 official EU campaign partners by end 2011 (41 by end 2010) – including social partner organisations, multinational companies and non-governmental organisations.</td>
</tr>
</tbody>
</table>

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(9) EU-OSHA Network Survey (2010)
(10) EU-OSHA Network Survey (2010)
(11) EU-OSHA Network Survey (2010)
(13) EU-OSHA Network Survey (2010)
(14) Internal data, a unique visitor is one who came to our site at least once within a month. Pages viewed are number of pages requested by all visitors. Usually a user during a visit requests different pages to find the information needed. Statistics exclude Agency visits and web crawlers visits.
**Annexes**

**Objective:** To develop and maintain EU-OSHA’s strategic and operational networks in Europe and beyond, and for these networks to add value to the work of the Agency, by increasing the relevance, the efficiency and/or the effectiveness of EU-OSHA’s activities

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Latest known results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stakeholder engagement in Member States</td>
<td>Participation rate at Board meetings: (2010 figures in brackets): Workers 64% (69%); Employers 64% (57%); Governments 76% (83%)</td>
</tr>
<tr>
<td></td>
<td>In 2011 there were 795 national network members (EU and EEA/EEFTA). Same figure for 2010 was 708.</td>
</tr>
<tr>
<td></td>
<td>70 national network meetings were organised in the Member States and EFTA-EEA countries in 2011. Same figure for 2010 was 74.</td>
</tr>
</tbody>
</table>
Publications 2011

Print copies of reports, factsheets and other publications can be ordered via the EU-Bookshop (http://bookshop.europa.eu).

All publications can be downloaded free of charge from the Agency’s website (http://osha.europa.eu/publications).

Corporate Publications

Annual Report 2010: a healthy workforce is key to a sustainable economic recovery
Available in English — 68 pages
Catalogue No: TEAB11001ENC

Summary — Annual Report 2010
Available in 24 languages — 8 pages

Corporate brochure — Making Europe a safer, healthier and more productive place to work
Available in English and Spanish — 16 pages
Catalogue No: TE311291ENC

Annual Work Programme

Information Reports


Foresight of New and Emerging Risks to Occupational Safety and Health Associated with New Technologies in Green Jobs by 2020 — PHASE I – KEY TECHNOLOGIES
Available in English — 50 pages
Catalogue No: TERO11002ENN

Workplace Violence and Harassment: a European Picture
Available in English — 160 pages
Catalogue No: TE-RO-09-010-EN-C

OSH in figures: Occupational safety and health in the transport sector — an overview
Available in English — 260 pages
Catalogue No: TE-RO-10-001-EN-C

Managing risks to drivers in road transport
Available in English — 214 pages
Catalogue No: TEWE11002ENN
Forty-four cases used an individual approach, with the aim of using a variety of measures and media. A holistic approach to interventions; focusing on both the tailoring actions to the audience; giving special attention to reaching the target audience.

Twelve cases used a collective approach, with the aim of involving drivers intimately in solutions — solutions need to be developed by drivers for drivers (using participatory methods) to incorporate their experience and to gain their acceptance. Interesting approaches and innovative features seen in the examples include:

- Delivering the message: Programmes, initiatives and opportunities to reach drivers and SMEs in the road transport sector
- Maintenance in Agriculture — A Safety and Health Guide
- Mental health promotion in the workplace — A good practice report
- Occupational Safety and Health culture assessment — A review of main approaches and selected tools
- Innovative solutions to safety and health risks in the construction, healthcare and HORECA sectors

From the examples, a variety of success factors can be seen and (1) Delivering the message: Programmes, initiatives and opportunities to reach drivers and SMEs in the road transport sector (1). This factsheet presents some findings from a report containing case studies from a number of countries. The examples featured in the report used a variety of approaches. Those working in road transport are more likely to take notice of safety and health (OSH) initiatives. Effective means of communication are paramount to ensure that drivers and their employers are fully aware of the dangers of their work (e.g. ergonomics, work-related stress, and noise). However, for a number of reasons, drivers are often harder to reach compared to other occupational groups. For a long time, the road transport sector has been characterised by a high level of mobility, which affects the possibilities for communication and implementation of OSH solutions. This independence coupled with the highly competitive nature of the road transport sector can also make drivers and their employers less willing to accept OSH advice or solutions. The characteristics of drivers mentioned above, such as their expertise and independence, have various implications for the development and implementation of OSH solutions. In the case of owner-drivers, the companies that contract them, or the road transport sector as a whole, can also make drivers and their employers more receptive to advice and solutions. The report suggests that engagement and partnership should be developed by drivers for drivers (using participatory methods) to incorporate their experience and to gain their acceptance. Examples of what can be done to improve safety. However, for a number of reasons, drivers are often harder to reach compared to other occupational groups. For a long time, the road transport sector has been characterised by a high level of mobility, which affects the possibilities for communication and implementation of OSH solutions. This independence coupled with the highly competitive nature of the road transport sector can also make drivers and their employers less willing to accept OSH advice or solutions. The characteristics of drivers mentioned above, such as their expertise and independence, have various implications for the development and implementation of OSH solutions. In the case of owner-drivers, the companies that contract them, or the road transport sector as a whole, can also make drivers and their employers more receptive to advice and solutions.

Literature reviews

- How to create economic incentives in occupational safety and health: A practical guide
- Emergency services: occupational safety and health risks
- Legionella and Legionnaires’ disease: a policy overview
- Taxi drivers’ safety and health: A European review of good practice guidelines
- A review of accidents and injuries to road transport drivers
- Delivery and despatch riders’ safety and health: A European review of good practice guidelines

Campaign material


European good practice awards 2010/11 — a European campaign on safe maintenance
Available in English — 56 pages
Catalogue No: TEAL1001ENC

Magazine 12 HEALTHY WORKPLACES - A European Campaign on Safe Maintenance
Available in English — 56 pages
Catalogue No: TEAA11012ENC

Facts


Factsheet 97 — Delivering the message — Campaigning on OSH in the road transport sector
Available in 24 languages
Catalogue No: TEAE10097XXC

Factsheet 98 — Managing risks to drivers in road transport: Good practice cases
Available in 24 languages
Catalogue No: TEAE10098XXC

Factsheet 99 — Safe Maintenance in Agriculture
Available in 24 languages
Catalogue No: TEAE11099XXC
E-fact 54: Safe maintenance of portable tools in construction

E-fact 55: Safe maintenance of fishing vessels

E-fact 56: Maintenance and work-related road safety
# Finance 2010/2011

## Actual financial implementation

The table includes payments and carry-over generated on the year (figures in euro).

<table>
<thead>
<tr>
<th></th>
<th>Final Budget 2011</th>
<th>Actual implementation 2011</th>
<th>Final implementation 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>European Community subsidy</td>
<td>14 880 720</td>
<td>13 836 591</td>
<td>13 765 950</td>
</tr>
<tr>
<td>European Commission earmarked funds (CARDS, IPA)</td>
<td>1 309 992 (1)</td>
<td>932 946 (1)</td>
<td>0</td>
</tr>
<tr>
<td>Other subsidies</td>
<td>160 100</td>
<td>194 100</td>
<td>126 100</td>
</tr>
<tr>
<td>Other revenues</td>
<td>p.m.</td>
<td>3 659</td>
<td>211 995</td>
</tr>
<tr>
<td><strong>Total revenue</strong></td>
<td><strong>16 350 812</strong></td>
<td><strong>14 967 296</strong></td>
<td><strong>14 104 045</strong></td>
</tr>
<tr>
<td><strong>Expenditure</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Title I</td>
<td>5 579 320</td>
<td>4 901 921</td>
<td>5 229 076</td>
</tr>
<tr>
<td>Staff costs (salaries, allowances and other staff costs)</td>
<td>5 579 320</td>
<td>4 901 921</td>
<td>5 229 076</td>
</tr>
<tr>
<td>Title II</td>
<td>1 645 000</td>
<td>1 546 073</td>
<td>1 594 451</td>
</tr>
<tr>
<td>Buildings, equipment and miscellaneous operating expenditure</td>
<td>1 645 000</td>
<td>1 546 073</td>
<td>1 594 451</td>
</tr>
<tr>
<td>Title III</td>
<td>7 816 500</td>
<td>7 261 355</td>
<td>7 280 633</td>
</tr>
<tr>
<td>European Risk Observatory</td>
<td>912 750</td>
<td>839 225</td>
<td>1 217 336</td>
</tr>
<tr>
<td>Working Environment information</td>
<td>1 247 500</td>
<td>1 084 251</td>
<td>1 114 621</td>
</tr>
<tr>
<td>Communication, campaign and promotion</td>
<td>4 318 190</td>
<td>4 065 781</td>
<td>3 630 932</td>
</tr>
<tr>
<td>Networking and coordination</td>
<td>1 338 060</td>
<td>1 272 098</td>
<td>1 317 745</td>
</tr>
<tr>
<td><strong>Subtotal expenditure</strong></td>
<td><strong>15 040 820</strong></td>
<td><strong>13 709 349</strong></td>
<td><strong>14 104 160</strong></td>
</tr>
<tr>
<td>Earmarked activities (1)</td>
<td>1 309 992</td>
<td>1 156 756</td>
<td>520 731</td>
</tr>
<tr>
<td><strong>GRAND TOTAL</strong></td>
<td><strong>16 350 812</strong></td>
<td><strong>14 866 105</strong></td>
<td><strong>14 624 891</strong></td>
</tr>
</tbody>
</table>

NB: Figures related to actual implementation for year N refer to definitive payments and provisional carry-overs to be paid during N+1. Final implementation for year N-1 takes into account the definitive carry-overs paid in year N.

(1) Including credits carried over and commitments carried forward.
Annex 12

Board assessment and analysis of the Authorising Officer’s Annual Activity Report for the financial year 2011

The Governing Board,

Having regard to Council Regulation (EC) No 2062/94 of 18 July 1994,

Having regard to the Financial Regulation of the European Agency for Safety and Health at Work of 18 November 2009 and in particular article 40 therein,

Having regard to The Annual Activity Report of the Authorising Officer of the European Agency for Safety and Health at Work for the year 2011 signed by the Director on 6 March 2011,

1. Considers that the Annual Activity Report represents a comprehensive and transparent account of EU-OSHA’s activities and results during the year. The Board takes note that the Agency has no reservation to report for 2011.

2. Welcomes the results achieved in 2011, in particular:

   a. The Agency’s continued successful management of resources which is notably recognised by the fact that the Court of Auditors provided a ‘clean’ report for the year 2010.

   b. A very high output of comprehensive information products such as reports and literature reviews.

   c. The positive development of some of the newer, larger activities such as the Online interactive Risk Assessment, the Foresight study on green jobs and ESENER.

   d. The successful coordination of the Heads of Agencies’ and Heads of Administrations’ networks, in particular the increased recognition of the agencies as an important partner in the European institutional landscape.

   e. Significant progress made towards putting into practice the vision and multi-annual, general objectives as formulated in the EU-OSHA Strategy 2009-2013. The evidence provided in the report shows that the Agency is playing a key role in promoting awareness of occupational safety and health risks and their prevention in Europe.

   f. The positive results of the external evaluation of EU-OSHA and its 2009-2013 Strategy. The evaluation shows positive results on all key issues: Relevance of the objectives and activities, effectiveness in achieving strategic objectives, European added value, and implementation design.

3. Considers that the information provided in the Annual Activity Report gives the Governing Board reasonable assurance that the resources available to EU-OSHA in 2011 were used for their intended purpose and in accordance with the principles of sound financial management. Furthermore, the control procedures in place give necessary guarantees concerning the legality and regularity of the underlying transactions.

Károly György
Chairperson of the Governing Board
20 March 2011
Annex 13

Outlook for 2012

European Risk Observatory

European Survey of Enterprises on New and Emerging Risks (ESENER)

2012 will see the publication of a series of reports which analyse the data that was gathered by ESENER. The aim is to provide policymakers with useful guides to the management of safety and health at work, and psychosocial risks in particular, by looking at how organisations of different sizes and in different sectors are currently doing so.

The four reports that are due to be published cover:

- Management of health and safety at work
- Worker representation and consultation on health and safety
- Factors associated with effective management of psychosocial risks
- Management of psychosocial risks – drivers, obstacles, needs and measures taken by enterprises.

Foresight project

The Foresight study, which is looking at emerging risks in relation to ‘green’ jobs by 2020, will produce its results in 2012. The project covers green jobs, especially in relation to wind energy, green building and the small-scale application of solar energy, giving an overview of the current state of occupational safety and health (OSH) in the sector, and providing practical information on issues in the workplace. A new section on the EU-OSHA website will be dedicated to green jobs.

The end of the project will see the future scenarios that the project has identified – looking at how new technologies may impact on workers’ safety and health, under a variety of circumstances – being disseminated to policymakers and a wider audience. Workshops will be organised, considering how these scenarios can be used to shape future action. Finally, proposals are being put together for a follow-up to the first Foresight exercise.

Nanomaterials

Throughout 2012, the Agency will continue to provide practical information to raise awareness of the presence of nanomaterials, above all about risk perception and risk communication with regard to nanomaterials in the workplace.

Women at work report

A new report will be published, looking at the particular health and safety issues faced by women in the workplace. It will explore such subjects as occupational cancer, access to rehabilitation, women and informal work, ‘emerging’ professions such as home care and domestic work, violence and harassment, and increasingly diversified working patterns and their associated risks.
Working Environment Information

Workplace health promotion

As part of its project on Workplace Health Promotion (WHP), in 2012 the Agency will publish several reports and factsheets on topics such as the motivations for employers and workers to deal with WHP. Good practice information will be provided on promoting well-being at work, and creating a positive work environment.

OiRA project

The Agency will be supporting the creation of additional Online interactive Risk Assessment (OiRA) tools, adapted for the specific needs of particular workplaces and sectors. It will continue to support the community of developers and users of OiRA tools, and provide helpdesk assistance for developers.

Healthy Workplaces Campaigns

The preparation phase for the Agency’s Healthy Workplaces Campaign 2014-2015, provisionally entitled ‘Practical Solutions for Psychosocial Risks,’ is underway. Focal point and stakeholder consultations to be carried out in 2012 will feed into the drafting of the detailed campaign strategy. In addition literature reviews, reports and OSHwiki articles are being developed to support the campaign.

Communication, Campaigning and Promotion

Healthy Workplaces Campaign

2012 sees the launch of the new, two-year Healthy Workplaces Campaign, on Working together for risk prevention. The campaign, to be launched in Brussels with the support of EU Commissioner for Employment, Social Affairs and Inclusion, László Andor, and Bo Smith, Permanent Secretary at the Danish Ministry of Employment, focuses on the critical importance of risk prevention in keeping Europe’s workplaces safe, and the value of managers and employees working together to achieve this goal.

The campaign will see a wide range of activities being organised at European level, including the Official European Campaign Partnership scheme and the 11th European Good Practice Awards, organised by the Agency. The Awards, which will be announced in April 2013, will highlight examples of good practice in risk prevention from around Europe.

The campaign will be led at national level by the Agency’s network of national focal points and campaign partners, with a wide range of campaign materials (in 24 languages) made freely available for participants via the campaign website: www.healthy-workplaces.eu.

OSH opinion poll – promotion of results

In 2011 the Agency commissioned Ipsos MORI to carry out a survey of the general public on occupational health and safety, and work continues to publicise the results. The survey highlighted particular concerns about the issue of workplace stress, with around eight in ten of the general public across Europe thinking that the number of people who will suffer from stress over the next five years will increase, and nearly half expecting it to ‘increase a lot’. At the same time, though, in difficult economic times the survey shows that a large majority of Europeans agree that good occupational safety and health is necessary for economic competitiveness.

Promotion of the European Year for Active Ageing

The European Commission has designated 2012 as the European Year for Active Ageing and Solidarity between Generations, with the aim of highlighting the contribution that older people make to society and the economy, and providing better opportunities for older people to play their part in the labour market. The Agency will be supporting the European Year, and emphasising the importance of OSH if people are to continue working for longer.

Other projects

Other awareness-raising activities will focus on campaigns on tobacco smoke at workplace level, the Healthy Workplaces Film Award which forms part of the Healthy Workplaces Campaign, chemicals labelling, and a new teachers’ toolkit, which helps primary school teachers to address OSH issues in the classroom, and which features the popular cartoon character Napo.
Developing the network

The future development of the Agency’s network will be addressed in a new EU-OSHA Strategy to be drafted in 2012 for adoption in 2013.

Administration

The coming year will see the implementation of the new Allegro application for HR management at the Agency, and the introduction of a new IT-based contract management tool. Work will also be underway to identify possible new premises for the Agency.
HOW TO OBTAIN EU PUBLICATIONS

Free publications:
• via EU Bookshop (http://bookshop.europa.eu);
• at the European Union’s representations or delegations.
  You can obtain their contact details on the Internet (http://ec.europa.eu) or by sending a fax to +352 2929-42758.

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Priced subscriptions (e.g. annual series of the Official Journal of the European Union and reports of cases before the Court of Justice of the European Union):
• via one of the sales agents of the Publications Office of the European Union (http://publications.europa.eu/others/agents/index_en.htm).
The European Agency for Safety and Health at Work (EU-OSHA) contributes to making Europe a safer, healthier and more productive place to work. The Agency researches, develops, and distributes reliable, balanced, and impartial safety and health information and organises pan-European awareness-raising campaigns. Set up by the European Union in 1996 and based in Bilbao, Spain, the Agency brings together representatives from the European Commission, Member State governments, employers' and workers' organisations, as well as leading experts in each of the EU 27 Member States and beyond.

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Annual Report 2011