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PROMOTING QUALITY AT WORK

INFORMATION FOR SAFE, HEALTHY AND PRODUCTIVE JOBS

Work Programme for 2004

FINAL VERSION



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1 FOREWORD

According to its founding Regulation 2062/94 and 1643/95, the objective of the European Agency for Safety and Health at Work is:

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

The Agency started work in September 1996 in Bilbao, Spain, becoming fully operational by 1999. During this time, it established a network of Focal Points in each Member State and developed basic information activities within three key areas:

- Information network – building the links
- Information projects – collecting knowledge
- Information services – communicating knowledge

The Agency’s activities are based on the following mission, vision and strategic goals:

1.1 Mission and vision

- *The Agency is the European Union organisation responsible for the collection and dissemination of information that can serve the needs of people involved in safety and health at work.*
- *It is the vision of the Agency, through its information activities, to promote high levels of safety and health and to support the goal of making European workplaces safe, healthy and productive.*

1.2 Strategic goals

Within the framework of the Agency Regulation and context of the mission and vision, four strategic goals can be identified:

Two general:

- *The Agency shall create the principal source of safety and health information in Europe and the most comprehensive and user-friendly resource on the Internet.*
- *The Agency shall actively support the formulation and implementation of safety and health policies, and the organisations involved in this process.*

And two specific:

- *The Agency shall promote the identification and sharing of information on good practice solutions at the workplace level.*
- *The Agency shall promote Member State co-operation on information collection and research and thus make the best use of resources.*

2 INTRODUCTION

2.1 The annual work programme for 2004

According to the Agency Regulation, an annual work programme shall form part of the four-year rolling programme. Within the context of the rolling plan and subject to available resources, each annual work programme describes new activities planned for the year in question, but which may run for longer than the year.

Resources are dependent on the 'ongoing tasks' that have been programmed from the previous year and on ongoing 'maintenance tasks'. Therefore, new activities follow the 'rolling projects' principle, whereby a new project in a given area will only start when the previous one finishes.

The tasks and goals that make up the annual work programme for 2004 are presented in Section 3 (page 5).

In addition, detailed project sheets covering all proposed new information projects are presented in annex I. For information the project sheets for ongoing projects can be found in annex II.

In November 2002 the Agency's Administrative Board adopted a 4 Year Rolling Work Programme covering the years 2003-2006. This Rolling Work Programme is annexed as Annex III. *It has been agreed not to update the Rolling Work Programme 2003-2006 in order to await the constitution of the new enlarged Board in 2004. A review of the current Rolling Work Programme could then take place at the Board meeting in November 2004.*

3 ANNUAL WORK PROGRAMME 2004

This section sets out the specific development goals and activities of the Agency for 2004 following the sections of the rolling work programme. Where relevant, the Agency will ensure that Community Strategy priorities, such as diversity in the workplace, are mainstreamed into Agency projects.

3.1 Building the links - Promoting global network partnership

In 2004, the Agency will focus its network activities on the following goals:

Optimising Agency and network resources and co-operation

- Implement the plan for revitalising and enlarging the Focal Point network structure (2nd generation). The aim is to ensure that the Focal Point structure under enlargement will achieve sufficient efficiency, based on the necessary national support and resources and a certain level of common basic requirements for performance across the network.
- The implementation of the 2nd generation Focal Point network structure will also imply a reform of the arrangements by which Agency resources are made available for Focal Point activities.¹
- Fully integrate the 10 New Member States in Agency network structures and in Agency work. Continue the co-operation with the EFTA countries and with Bulgaria, Romania and Turkey in the Agency network structures and work programme based on an observer status and a no-Agency-cost basis (possibly with some support from Phare).
- Ensure an appropriate level of network membership in the Member States covering all relevant OSH information providers, with special emphasis on the social partners and OSH-practitioners, and to improve communication and consultation processes.
- Explore the possibilities for helping to set up a European network for permanent safety and health exhibitions for the public.
- Further enhance the use of the extranet as a collaborative system between the Agency and its partners to support networking and the implementation of its work programme in an enlarged European Union.
- The Agency will based on the positive experiences with the Topic Centre (TC) for Good Practice Candidate Countries [Phare programme] prepare for the establishment of a TC for the new Member States. This TC should in the transition period until the 3rd generation Agency Topic Centres are in place by end 2005 co-operate with the Member States, the Agency and the existing TCs. Its aim is to ensure the flow of information to and from the new Member States and thus contribute to the implementation of the Agency's work programme.

Extending network partnership

In the European Union

- Systematic co-operation in 2004 with the European Commission will focus on DG Employment. Through joint OSH seminar activities, the Agency will provide support and

¹ In 2004 grants will be made available for Focal Point web-site management and European Week activities with the following maximum amounts for the national Focal Points: Germany, France, Italy, Spain, United Kingdom, Poland: EUR 50.000; The Netherlands, Belgium, Greece, Portugal, Hungary, Czech Republic, Lithuania, Slovakia: EUR 40.000; Sweden, Austria, Denmark, Finland, Ireland, Malta, Estonia, Cyprus, Slovenia, Latvia: EUR 30.000; Luxembourg: EUR 20.000

input to the Commission in its policy development, with a special focus on mainstreaming safety and health into other policy areas. The Agency will also develop its co-operation, in line with its activities, with DG Enterprise, DG Research, EUROSTAT, DG Enlargement, DG Education and Culture, DG Health and Consumer Protection, DG Fisheries, DG Internal Market, DG Environment and DG Information Society. Co-operation will also continue with the Commission's offices, representations and delegations, as well as communication infrastructures.

- Develop co-operation with the Advisory Committee, particularly with ad hoc groups where the Agency has carried out or is planning relevant work, and with SLIC on the construction campaign/European Week 2004.
- Further develop the links and information support to the European Parliament and its committees (including the organisation of an annual exhibition and presentations), to ECOSOC, the Council and relevant Representations.
- Develop strong links to European social partners and business networks, as well as OSH-professionals, through regular meetings in Brussels, facilitated through the joint meeting facilities with other Agencies.

Beyond the EU

Priorities for the development of networking outside the EU are based on three types of relationship: Partnership, Co-operation and Contacts. As the main priority for 2004 will be the implementation of a revised network structure and a smooth integration of the new EU Member States into the Agency organisation, network relations outside the EU will be maintained at the existing level.

Partnership:

USA: To develop the Agency's relations with DOL-OSHA (Department of Labor, Occupational Safety and Health Administration) within the framework of the EU/US co-operation. To maintain strong links with other important US-organisations in the field of OSH, like NIOSH and the National Safety Council.

Canada, Australia, Japan, New Zealand, Chile and Brazil: To develop relationships with OSH organisations on the basis of mutual arrangements.

ILO and WHO: As the main activity to continue the development of the joint global OSH portal, covering information from the partners and their networks. Develop co-operation on the implementation on the new OSH-strategies of the European Community and the ILO.

Co-operation:

European/International Networks: To develop systematic web-links to European and international organisations such as the European Network on Workplace Health Promotion, European Network of Safety and Health Practitioner Organisations, Working on Safety Net and the Asia-Pacific Occupational Safety and Health Organisation. To follow-up on initial contacts with the OAS (Organization of American States), the PAHO (Pan American Health Organisation), ICOH (International Commission on Occupational Health), IOHA (International Occupational Hygiene Association), IALI (International Association of Labour Inspections).

Contacts:

Other countries and OSH organisations: To establish relevant links from the Agency web-site to safety and health information on the websites of other relevant OSH organisations and to include these organisations on the Agency's mailing list.

3.2 Communicating knowledge – your link to safety and health at work

In 2004, in line with its communication strategy, the Agency will focus its information and communication services on the following goals:

Communication plan development and implementation

- Development and implementation of an annual communications plan to ensure effective dissemination of the results of information activities carried out within the frames of the 2003 as well as 2004 work programmes. Most Agency information projects operate within a two-year cycle with data collection, validation and preparation of publication (electronic and/or web based) in year one and publication, promotion and communication activities to be carried out in year two.

Providing OSH information on the Internet

- Maintain and update the information on the Agency's site at <http://osha.eu.int> and databases such as those developed by the Topic Centres and the vast amount of links to OSH-related information on web-sites world-wide by:
 - Maintenance to ensure site meets quality standards
 - Ensuring that the data on the system is current
 - Introducing new information to mirror current topics
- In support of the information project activities planned for 2004, to add further information and develop sector sections on the following topics:
 - Construction (European Week 2004);
 - Agriculture (Good Practice web feature);
 - Effectiveness of Economic Incentives.
- Improving the visibility and accessibility of Agency OSH information on the Web through search engine optimisation of Agency websites.
- Promotion of Agency news services for inclusion in other relevant websites across Europe and beyond.
- Continue the development of the web site as a global portal.

Improving Web-facilities

- Development of a 21-language interface for Agency corporate websites to ensure that all European Union citizens can easily understand what services it offers and how these can be used.
- The major web development activity to be undertaken in 2004 will be to continue the development and subsequent implementation of a database-driven portal website (3rd generation). This will involve the acquisition and customisation of the software for the content management system (CMS) and portal systems as well the migration of data from the existing websites into the new CMS. The Agency will subsequently roll out the new model across its network of more than 30 specialist OSH websites.

- Tagging of information in the Agency and network websites with keywords from the Agency's new multilingual OSH thesaurus to improve user access to the huge amount of validated OSH information now available at the Agency sites.
- Further development of the focal point website model to ensure that all parts of the Agency online network meet agreed quality requirements and actively promote Agency information across the network.

Complementary communication services

- Adapting publishing policies and procedures to accommodate communication in up to 21 languages.
- The Agency will update and extend its distribution and media databases to ensure that they cover all Member States in an enlarged European Union
- Promotion of new Agency information products and services: Promotion activities will be developed during the year to communicate the results of information activities carried out under the 2003 work programme in the following areas:
 - Education sector;
 - Mainstreaming OSH into education;
 - Construction (EW 2004);
 - Corporate social responsibility;
 - Workers' safety and health, productivity and quality.
 - SME scheme 2002-2003
- Corporate communications: The Agency will continue to develop its corporate communications in line with its communications strategy. In addition to the production of its annual report, news services, catalogue, and other promotion and exhibition material, a particular focus in 2004 will be to build visibility of the Agency across the whole of the enlarged European Union.
- Information delivery: To increase user access to Agency information reports and other publications, the Agency will continue to develop strategic publishing partnerships with relevant national organisations to facilitate the production of its various publications in additional languages.
- Project reporting and promotion: Dissemination and promotion activities will continue to be adapted to the information needs of each project and the characteristics of the main target groups. They will include the production of reports and factsheets, forum, internet pages, CD-ROMs, targeted mailings etc. as well as the organisation of special promotion events and presentations at European and national level.
- Media relations: The Agency will continue to develop its links with the OSH media and to promote safety and health via the mainstream media through campaigns such as the European Week and via strategic co-operation with the key European and national OSH-magazines. The Agency's press policy will be reviewed in order to strengthen the presence of Agency information in national and international press. News releases will normally be issued in all official Community languages.

- Supporting the Focal Point network: The Agency will continue to develop annual communication plans and agree appropriate support to Focal Points as regards communication with stakeholders, media and end users. It will continue to provide core communication tools – campaign material, fact-sheets (in all Community languages) to support the communication work of the national Focal Points. Enhanced communication and promotion via the Agency network is a key objective of the 2nd generation Focal Point network structure.
- Exhibitions/events: The Agency will participate in some main international OSH conferences and exhibitions, including Work Congress 6 in Rome and Working on Safety Net in Dresden.
- Information requests: The Agency will in 2004 be able to handle a limited number of ad-hoc information requests within the established procedure.
- Translation: With 21 official Community languages in 2004, the Agency will seek to maintain its current policy on translations providing key information such as fact sheets, news releases, web information and European Week campaign material in all official Community languages.
- Campaigning / European Week: The Agency will co-ordinate the European Week for Safety and Health at Work 2004, focusing on OSH in construction.
- A good practice award scheme will take place and the Agency will co-operate with the Irish and Dutch EU Presidencies in the launch and closing event.
- The European Week 2005 on Noise at Work will be prepared for launch in early 2005.
- To assist in the implementation of the Agency's communication plan it is foreseen to contract national press support to organise effective communication with the general and specialised press. The Agency will in 2004 as a first step establish a national Agency press support in a number of countries.

3.3 Supporting policy making and implementation²

In 2004 the Agency will focus its information project activities on the following goals:

New prevention strategies and policies – need and impact

Follow-up to inventory of OSH monitoring systems (ongoing) – 2003-IP-01 (WP 2003)

Developing a suitable methodology for OSH monitoring. Following a Board decision this activity will be integrated in the Agency's Risk Observatory project.

Workers' safety and health, productivity and quality (ongoing) – 2003-IP-02 (WP 2003)

² The term "programmed" refers to projects which were already planned in the Rolling Work Programme 2003-2006, the term "ongoing" refers to projects included in an earlier annual work programme but which are still ongoing (code refers to project-id and in brackets is indicated which annual Work Programme the project originally formed part), and the term "new" refers to projects which are neither ongoing, nor programmed. The project sheets for the ongoing projects can be found in Annex II.

Promote that Good Safety and Health is Good Business by focusing on the contribution of safety and health to productivity and quality at the company level.

Effectiveness of economic incentives (new) – IP-2004-01

Contribute to the discussion on the effectiveness of economic incentives in safety and health.

Promoting a preventive safety and health culture

European Week 2003 (ongoing) – EW-2003-DS (WP 2002)

Follow-up on European Week on dangerous substances (Forum on the Closing Event).

European Week 2004 (ongoing) – 2003-IP-05 (WP 2003)

Preparation and implementation of the campaign on construction.

European Week 2005 (programmed) – 2004-IP-02

Preparing information material for the campaign on Noise at Work.

OSH and corporate social responsibility (CSR) (ongoing) – 2003-IP-04 (WP 2003)

Contributing to the New Community Strategy and the European Commission initiative on corporate social responsibility in particular by providing good practice information on CSR and OSH at company level.

Developing mainstreaming OSH into education (ongoing) – 2003-IP-03 (WP 2003)

Activities in 2004 will focus on vocational training.

Safety and health information for risk sectors

Good practice information: education sector (ongoing) – 2003-IP-07 (WP 2003)

To make available practical information on how to reduce risks to the safety and health of workers and others in the Education Sector. In 2004 activities will focus on promotion of the information collected (see section 3.2).

Good Practice Information: Agriculture Sector – IP-2004-03

To make available practical information on reducing the risks to safety and health in agriculture, including forestry.

Anticipating risks in a changing world of work

Information system on new research findings (ongoing) – IP-WH-NEW RISKS (WP 2002)

Continue development of information system on new research findings related to occupational safety and health, initiated in 2002. Following a Board decision this activity will be integrated in the Agency's Risk Observatory project.

Preparatory steps for a Risk Observatory (ongoing) – 2003-IP-10 (WP 2003)

To present a proposal for the establishment of an observatory on new and emerging OSH risks to the Administrative Board in February 2004.

Workshop on “including the gender dimension in OSH activities – 2003-IP-09 (WP 2003)

In 2004 a seminar will be arranged in cooperation with the Commission.

Safe and healthy work in SMEs

SME funding scheme, 2002-2003 (ongoing) – IP-CA-SME2002 (WP 2002)

Provision and dissemination of effective good practice examples that reduce safety and health risks within the frame of the SME funding scheme 2002-2003. Promotion of the outcome of the 2nd SME funding scheme 2002-2003 (February 2002 – July 2004) (see section 3.2)

SME funding scheme, 2003-2004 (ongoing) – 2003-IP-12 (WP 2003)

Provision and dissemination of effective good practice examples that reduce safety and health risks within the frame of the 3rd SME funding scheme 2003-2004 (February 2003 – May 2005)

Table 1: Information projects 2004

	GOOD PRACTICE	RESEARCH	SYSTEMS	OSH MONITORING	CAMPAIGN
New prevention strategies and policies – need and impact					
Workers' safety and health, productivity and quality (ongoing)					
Follow-up to inventory of OSH monitoring systems (ongoing)					
Effectiveness of economic incentives (new)					
Promoting a preventive safety and health culture					
CSR (ongoing)					
Mainstreaming OSH into Education (ongoing)					
EW 2005 (programmed)					
EW 2004 (ongoing)					
EW 2003 (ongoing)					
Safety and health information for risk sectors					
Good practice information: education sector (ongoing)					
Good practice information: Agriculture sector (programmed)					
Anticipating risks in a changing world of work					
Information system on new research findings (ongoing)					
Workshop on "including the gender dimension in OSH" (ongoing)					
Risk Observatory (preparation) (ongoing)					
Safe and healthy work in SMEs					
SME funding scheme, 2002-2003 (ongoing)					
SME funding scheme, 2003-2004 (ongoing)					

AGENCY INFORMATION PROJECTS 2004

Code	Title	Start	Finish	2004												2005											
				jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec	jan	feb	mar	apr	may	jun	jul	aug	sep	oct	nov	dec
NEW PREVENTION STRATEGIES AND POLICIES - NEED AND IMPACT																											
IP-2004-01	Effectiveness of Economic incentives (new)	Jan/04	Jul/05																								
PROMOTING A PREVENTIVE SAFETY AND HEALTH CULTURE																											
IP-2004-02	European Week 2005 on Noise (programmed)	Jan/04	Dec/05																								
SAFETY AND HEALTH INFORMATION FOR RISK SECTORS																											
IP-2004-03	Good Practice Information: Agriculture Sector (programmed)	Jan/04	Dec/05																								
ONGOING ACTIVITIES																											
2003-IP-02	OSH, Productivity and Quality	Jan/04	Jul/04																								
2003-IP-05	European Week 2004 on Construction	Jan/04	Jul/05																								
2003-ip-03	Developing Mainstreaming into OSH	Jan/04	Dec/04																								
2003-IP-04	OSH and Corporate Social Responsibility (CSR)	Jan/04	Dec/04																								
IP-2004-06	Risk Observatory (programmed)	Jan/04	Dec/05																								
2003-IP-07	Good Practice Information: Education Sector	Jan/04	Dec/04																								
2003-IP-09	Workshop on "Including the Gender Dimension in OSH"	Jan/04																									
IP-WH-NEW RISKS	Information system for new research on changing world of work/emerging risks*																										
EW-2003-DS	European Week 2003 on Dangerous Substances	Jan/04	Jul/04																								
IS-CA-SME2002	SME Funding scheme 2002-2003	Jan/04	Jul/04																								
2003-IP-01	Follow-up to inventory of existing OSH Monitoring Systems *	Jan/04	Apr/04																								
2003-IP-12	SME Funding scheme 2003-2004	Jan/04	Apr/05																								

* Will be integrated with the Risk Observatory

ANNEX I – PROJECT SHEETS (NEW)

New prevention strategies and policies – need and impact		
IP-2004-01	EFFECTIVENESS OF ECONOMIC INCENTIVES	17
Promoting a preventive safety and health culture		
IP-2004-02	EUROPEAN WEEK 2005 ON NOISE AT WORK	19
Safety and health information for risk sectors		
IP-2004-03	GOOD PRACTICE INFORMATION: AGRICULTURE SECTOR	23

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2003-IP-01	FOLLOW-UP TO INVENTORY OF OSH MONITORING SYSTEMS	28
2003-IP-02	WORKERS' SAFETY AND HEALTH, PRODUCTIVITY AND QUALITY	31
Promoting a preventive safety and health culture		
EW-2003-DS	EUROPEAN WEEK 2003 ON DANGEROUS SUBSTANCES	33
2003-IP-05	EUROPEAN WEEK 2004 ON CONSTRUCTION	36
2003-IP-03	DEVELOPING MAINSTREAMING OSH INTO EDUCATION	39
2003-IP-04	OSH AND CORPORATE SOCIAL RESPONSIBILITY	42
Safety and health information for risk sectors		
2003-IP-07	GOOD PRACTICE INFORMATION: EDUCATION SECTOR	45
Anticipating risks in a changing world of work		
IP-WH-NEW RISKS	INFORMATION SYSTEM ON NEW RESEARCH FINDINGS	47
2003-IP-09	WORKSHOP ON "INCLUDING THE GENDER DIMENSION IN OSH"	50
2003-IP-10	PREPARATORY STEPS FOR A RISK OBSERVATORY	52
Safe and healthy work in SMEs		
IP-CA-SME2002	SME FUNDING SCHEME, 2002-2003	55
2003-IP-12	SME FUNDING SCHEME, 2003-2004	59



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1 BUILDING THE LINKS³

1.1 Optimising Agency and Network resources and co-operation

The network of national Focal Points is central to the successful execution of the Agency's work programme. Therefore it is important that there is effective planning and communication between the Agency and each of the organisations making up the Focal Point network and that their development at national level keeps pace with that of the Agency at European level.

The evaluation of the Agency in 2001 recognised the achievements of the network to date, but nevertheless highlighted significant differences between Member States' funding and staffing of Focal Points. These differences are expected to increase as new member states join the network under EU enlargement. The Agency will continue to encourage proper resourcing for all Focal Points and will strive to make optimal use of the sometimes-limited capacity at national level. To this end, the Agency is continuing its efforts to improve the network as a whole and to ensure the proper involvement of social partners, under the important principle of tripartism in all initiatives.

Over the planning period, the Agency will work towards further improvements by:

- Reviewing the concept for involvement of Focal Points and national networks in information projects, particularly regarding the collection of information via external consultants/Topic Centres (depending on real capacities, efficiency and type of information needed).
- Encouraging ongoing improvement in network relations and periodically organising comprehensive evaluations of the Agency's network structure and co-operation. Communication at national level will be guided by the results of the user communication needs survey, carried out in 2002.
- Reviewing the annual 'Focal Point Subsidy' co-financing procedure to ensure best use of Community funds and optimisation of resources at national level. This will be based on the regular monitoring of the development and functioning of the Focal Points and national networks.
- Revising the Agency's Strategy Document, adopted by the Administrative Board in November 1999, in accordance with the Board decision and to take account of the New Community Strategy. The revision process will involve a comprehensive consultation of all of the Agency's stakeholders.
- Ensuring the proper functioning of the second generation Topic Centres on research and on good practice.

1.2 Extending network partnership

The provision of relevant safety and health information can only be ensured if the Agency's network includes the most important information providers at national and international level. These must include non-governmental safety and health resources such as professional organisations and especially social partners and OSH-practitioners.

³ Please notice that the references to the Annual Work Programme in this Rolling Work Programme refer to the Annual Work Programme 2003.

The internet and 'Oshanet' extranet are the Agency's principal networking and communication vehicles. Over the planning period, the Agency will encourage the active participation of all European and international network partners in the development of the Agency's information network of websites and use 'Oshanet' to further strengthen co-operation with network partners.

1.3 EU-level network developments

The Agency aims to provide OSH information and assistance to the relevant services and committees of the Commission and other Community bodies, such as Parliament and ECOSOC, to assist them in their goal of turning Europe into a safe, healthy and productive place to work.

Co-operation with DG Employment and Social Affairs and its OSH committees will focus on assistance in the implementation of the New Community Strategy for Health and Safety at Work, including activities such as the mainstreaming of safety and health into other Community policy areas. Through its joint OSH seminars the Agency will provide support and input to the Commission in its policy development.

Collaboration with other Commission services involved in OSH will be developed in line with the annual work programmes. Information support to the European Parliament and the European Economic and Social Committee will be continued and consolidated.

The Agency will pursue a policy of active co-operation with the Advisory Committee and SLIC based on sharing information, particularly with ad hoc groups where the Agency has carried out or is planning relevant work. The Agency will also offer its assistance to the Commission in the publication of opinions, documents, etc once they have been finalised, approved and forwarded by the Commission for publishing.

Stronger links will be sought with the European social partners. This includes in-depth co-operation with the European confederations UNICE and ETUC, as existing members of the Agency network. Exchange of information will be further developed with the Sectoral Social Dialogue Committees, with CEEP (European Centre of Enterprises with Public Participation) and with UEAPME-EUROPME (European Association of Craft, Small and Medium-Sized Enterprises).

Stronger relations will be fostered with European networks of OSH professionals/practitioners and ad hoc networks such as on Workplace Health Promotion (WHP) and Education and Disability groups where relevant to Agency activities. Also, links will be strengthened with other European Agencies, in particular the Dublin Foundation, based on the revised Memorandum of Understanding, in order to increase transparency and to avoid duplication of work.

1.4 Beyond the EU

The Agency will work towards full incorporation of the EFTA countries and the Candidate countries in the work of the Agency. This means that they will be progressively more involved in the Agency's network and information projects. The goal is full Agency membership for those CC's who join the European Union and full participation under observer status for any CC's who do not join the EU and for the EFTA countries.

Priorities for the development of networking outside the EU are based on three types of relationship: Partnership, Co-operation and Contacts.

Partnership:

USA: The Agency's relations with DOL-OSHA (Department of Labor, Occupational Safety and Health Administration) will be further developed within the framework of the EU/US co-operation.

Appropriate partnership models will be implemented with OSH organisations in Canada, Australia and Japan, based on existing arrangements.

A global web site on OSH-information will be developed further, based on the updated arrangements with the Agency's global partner organisations, including the ILO and WHO as well as contacts established with PAHO (Pan American Health Organisation), ICOH (International Commission on Occupational Health) etc. In addition there will be co-operation on projects of common interest, such as the Agency's European Week topics, ILO's SafeWork programme and WHO's workplace health promotion activities.

Co-operation:

European/International Networks: structural web-links will be developed to organisations such as WHP (Workplace Health Promotion), European Practitioners Network, Working on Safety Net and APOSHO (Asia-Pacific Occupational Safety and Health Organisation), and the possibility explored of co-ordinating activities, together with regular meetings.

Contacts:

Other countries and OSH organisations: Link from the Agency web-site will be made to relevant organisations' web pages and included on the Agency's mailing list.

Table 1: Promoting global network partnership 2003-2006

Actions:	2003	2004	2005	2006
Optimising Agency and Network resources and co-operation				
Invite key interest groups and partners to give input to and participate in Work Programme				
Review working relationship with Board/Bureau and network in the light of enlargement				
Extending network partnership				
Increase participation in national networks, especially of social partners and OSH-practitioners				
Continuous development of Agency websites and OSHANET (extranet) as principal networking and communication vehicles				
Systematic information exchange with European Community bodies				
Strong links to European social partners				
Establishing exchange of information and links with OSH-professionals and OSH-networks				
Links to European Standardisation bodies				
Systematic network co-operation with the Candidate Countries				
Further develop the involvement of the EFTA-countries				
Closer co-operation with the US based on the EU/US agreement				
Further develop the strong links to the International Organisations				
Further development of global OSH website				
Develop specific links to International Networks				
Setting up links to other Non EU countries and OSH organisations				

2 COMMUNICATING KNOWLEDGE

2.1 A revised communications strategy

The 2001 evaluation of the Agency stressed the need to communicate more effectively with end users. The recommendations included assessing and addressing customer needs, improving dissemination channels and improving feedback mechanisms.

As part of its follow-up to the evaluation's recommendations, the Agency has worked with its Focal Points and an external consultant to revise its communications strategy. This new strategy was further refined and validated by a survey of user communication needs carried out in the spring of 2002.

Underpinning the revised strategy are two principal communications objectives. First, it aims at establishing the Agency as Europe's first 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 right information to the right people at the right time, taking into account existing infrastructures and limitations at European and national levels.

2.2 User needs: ensuring the Agency is on the right track

It is crucial that the Agency organises its activities in the most appropriate way to meet the needs of its key user groups. Its principal stakeholders are represented on the Board and in all network activities, both at European and national level. This gives them the ability to influence directly the tasks and goals of the Agency, as well as to monitor the implementation of its activities. However, it is also important that the Agency is aware of the needs of other user groups, i.e. people involved in safety and health at work, such as OSH-experts and decision-makers at all levels including social partners, safety and health practitioners, employers, workers and their representatives at enterprise level. An issue that was addressed in the 2002 user communication needs survey.

As part of its revised communications strategy, the Agency will further develop existing, and introduce new, mechanisms to ensure that the OSH information it delivers is tailored as much as possible to meet user needs and requirements. User feedback will be incorporated in the internal management procedures and will involve regular measuring of communication impacts and user satisfaction in order to make further improvements. More comprehensive external assessments will be carried out at least every four years in order to review in-depth the Agency's communication and information activities.

2.3 Providing OSH information on the Internet

Continuous development of the Agency's web site as a comprehensive and user-friendly information resource is a key task for the Agency in pursuit of its strategic goal to become Europe's first reference point for information on OSH. Following the launch of a new corporate site in 2002, the Agency will continue to develop its network of websites as a portal providing access to national, European and international OSH information. The established network structure based on ten common categories will be complemented by enhanced navigation tools and search functions as well as automated translation tools. The Agency will continue to improve the usability of the sites and accessibility of our on-line information to

meet more fully the needs of its different user groups, including practitioners at workplace level.

In addition to generating its own information resources and making them available via its network of web sites, the Agency and its Focal Points aim to provide the most comprehensive set of internet links to validated on-line OSH information resources. This information can assist in the identification of safety and health risks, inform about European and national legislation, guidelines etc. provide examples of good practice, and act as a guide to sources of safety and health expertise. The overall intention is to create the principal portal to OSH information. In 2002, the Agency network expanded to include EU Candidate Countries and over the planning period a key priority will be to ensure the full and effective integration of this wider network. In addition, the Agency will continue its strategic co-operation with international partners in support of the development of a global portal for OSH information.

2.4 Improving Web-facilities, ensuring quality and meeting users' needs

As the Agency's user groups are broad and have varying information requirements, providing user-friendly access to the information held on the internet is a key issue.

The Agency will promote this by developing a database-driven portal website (3rd generation). This website will permit better indexing of the available information, improved navigating facilities, and easier development of sub-web sites for specific topics, sectors and user groups etc.

The Oshonet extranet will be further developed as the main channel for communication within the Agency's network.

2.5 Complementary Communication Services

Publications, multimedia, events, media relations

As part of the Agency's integrated approach to information and communication issues, other communication vehicles and channels are used to support and raise awareness of the Agency, its role, and its information services and products. These include publications, such as both electronic and print newsletters, CD-ROMs and videos, events and campaigns, conferences, seminars and briefings, and media relations.

The user communications needs survey results confirm the need to maintain and develop more 'traditional' communications activities to complement our growing online offer. The Agency will organise annually a major safety and health event and participate, in partnership with national Focal Points, in congresses and fairs. Priority will be given to co-operating with EU Presidencies on safety and health events.

An important goal for these activities is to keep the political decision-makers, as well as the general public, informed about OSH developments in Europe and to help ensure a high profile for OSH across the EU. Future activities will be closely linked to the New Community Strategy for Health and Safety at Work.

2.6 Campaigning / European Week

The Agency's principal campaigning activity is the annual European Week for Safety and Health at Work, which it has already organised on three occasions in 2000 (Turn your back on musculoskeletal disorders), 2001 (Success is no accident) and 2002 (Working on stress). For 2003 the theme, Dangerous Substances has been chosen.

With the backing of all Member States, the European Commission and Parliament, trade unions and employers' federations it provides a unique opportunity to focus attention on the importance of workplace safety and health.

Subject to a positive evaluation of the 2002 "seed money" funding to Focal Points, further Community funding schemes will be used for stimulation of European Week activities at Member State level. Good practice award schemes will also be organised, including co-operation with the EU Presidencies in the launch and closing event.

In deciding themes for subsequent campaigns, account has been taken of the inclusion of the Candidate countries; ensuring synergy with other Agency activities; the needs of a diverse workforce; and particularly the direction taken by the New Community Strategy. However the plans for 2005 and 2006 are preliminary. Future European Week campaigns will alternate their focus between risk sectors, topics and priority groups as follows:

2004 – Construction

The aim of the campaign is to promote awareness of the serious risks to the safety and health of workers in the Construction Sector and of the actions necessary to reduce them. Also, during 2003 and 2004 the Senior Labour Inspectors Committee is expected to run an inspection campaign on Construction across the EU. The Agency will liaise with the Commission and SLIC in order to ensure consistency between the two European actions.

2005 - Noise at work

The aim of the campaign is to raise awareness of the risks to the safety and health of workers exposed to noise at work and to promote preventive actions. The European Week will at the same time support the implementation of the new directive on noise.

2006 – Young workers

According to European statistics young workers suffer from a 40 % higher than average accident rate. The Agency aims to raise awareness of the safety and health risks young workers face and of the actions necessary to reduce them. The European Week 2006 is intended to form a natural continuation of the Agency's activities in the field of promoting a preventive safety and health culture, especially the issue of mainstreaming OSH into education.

Table 2: The Agency – Your link to safety and health at work 2003-2006

Actions:	2003	2004	2005	2006
User needs: ensuring the Agency is on the right track				
Develop and implement new user feed back mechanisms for Agency services and products				
External assessment of communication activities				
Providing OSH information on the Internet				
Continuous development of information links to OSH information within all information categories				
Ensure common maintenance, update and development as well as promotion targets for the Agency and its FP-network				
Improving Web-facilities, ensuring quality and meeting users' needs				
Continuous improvement of the Web-site as regards user-friendliness and navigation facilities, design etc.				
Development and implementation of a database-driven portal website (3 rd generation)				
Complementary communication services				
Provide corporate information on Agency goals and achievements				
Provide regular news information through Agency Newsletter, Magazine and media relations				
Provide information through annual Agency events in Bilbao and participation in key OSH-events				
Provide information in response to ad-hoc information requests				
Campaign activities				
Annual European week for safety and health at work				

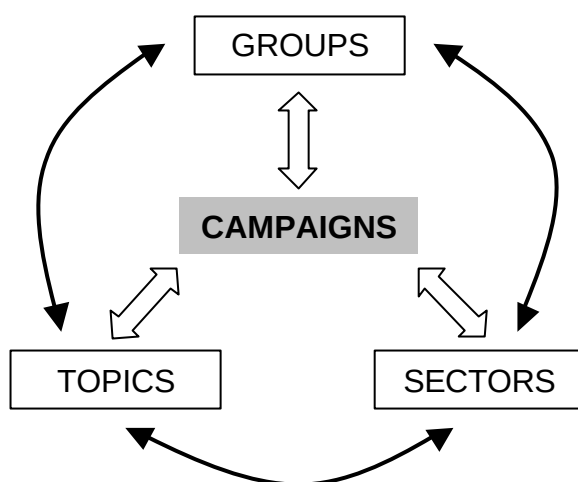
3 SUPPORTING POLICY MAKING AND IMPLEMENTATION

To achieve its goal of actively supporting health and safety policy activities, the Agency will firstly provide strategic information to the institutions and organisations involved in the political decision-making process at EU level. This includes providing information to the Council, the European Parliament, ECOSOC, the European Commission and the Advisory Committee on Safety, Hygiene and Health (ACSHH), for example to enable such bodies to debate the need for action and set a European agenda. Secondly the Agency will support the practical implementation of such policies by providing practical information to companies, social partners and safety and health experts about efficient safety and health measures.

In this respect, the Agency will:

- Process collected data to identify trends and common themes, and to take account of different national contexts. In this way, a European ‘added value’ will be provided.
- Ensure the interests of the key stakeholders are reflected in a balanced way.
- Provide strategic and practical information that can support the successful implementation of safety and health policies at European, national and company level.
- Support the Commission in the implementation of its New Community Strategy on Health and Safety at Work.

In its work programmes, the Agency will collect information focused on three target areas: ‘Priority Groups’ (e.g. young workers, disabled, women, etc.), ‘Topics’ (e.g., changing world of work, dangerous substances, noise, etc.) and ‘High-risk Sectors’ (e.g. construction, healthcare, fishing, etc.). With this shift in perspective the Agency aims to support the holistic approach adopted by the New Community Strategy and to generate synergy in its campaign and project activities. To this end, information related to topics, groups or sectors will give input to other activities in following years and to campaigns such as the European Week. This approach is shown in the diagram below.



The Agency has received very positive feedback from its principal stakeholders regarding those projects under the 2002 Work Programme that focused on sectors and vulnerable groups of workers. This perspective has been given further impetus in the New Community Strategy and, as a result, the Agency will undertake projects on “Provision of good practice

information by groups at work” to complement those under “Safety and health information for risk sectors”. For an overview see Annex I.

Many projects undertaken by the Agency lead to the establishment of new information resources, such as web-features of links or on-line databases that require maintenance, such as regularly adding new information and promptly removing old or irrelevant information. As the number of these resources increases, so the ongoing maintenance task takes up greater resources. Over the planning period the Agency will regularly review the situation and ensure there is a good balance between maintenance activities and collection of information in new areas.

3.1 Provision of good practice information to priority groups

The Commission Strategy has highlighted the need to pay attention to the OSH requirements of particular groups: women, due to increasing participation in the workforce; ageing workers because of the demographic changes in the workforce; and young people because of their accident rates and vocational training needs. Responding to these needs, the Agency aims to raise awareness of risks in specific work situations and communicate solutions relating to specific groups. In 2002 the gender issue has already been included in the Agency Work Programme and further activities on this issue will be carried out in 2003. In 2003 the focus will also be on disabled workers, in 2004 and 2005 on migrant/foreign workers and in 2006 and 2007 on ageing workers. However the plans for 2005, 2006 and 2007 are preliminary. As mentioned in section 4.6, Young Workers will be the theme of the European Week 2006.

Disabled workers

2003 has been designated “European Year of People with Disabilities” and the Commission has requested the support of the Agency. The Agency aims to improve access to information on OSH issues related to disabled workers, such as on risk assessments, workplace adaptations and rehabilitation of disabled workers.

Migrant/Foreign Workers

There is a special need to focus on this group as Migrant/Foreign Workers are often employed in traditional high-risk sectors like construction and agriculture⁴. Due to cultural and linguistic reasons they face additional problems as regards the protection of their safety and health. The Agency aims to provide information on policies, programmes and good practices including training and information provision to migrant/foreign workers.

Ageing workers

It has been shown that workers aged 55 and above tend to suffer the most serious accidents. They also have the highest incidence of long development-time occupational illnesses. Therefore, the Agency will raise awareness of the safety and health related problems regarding older workers. It will present good practices on preventing prevent such problems; increasing their employability and their ability to remain longer in the labour market, as well as contributing to knowledge and information exchange.

⁴ The two sector activities that will be in focus during 2004

3.2 Provision of information to high-risk sectors

The Agency will collect and disseminate information focused on sectors where needs are documented and agreed. In the Work Programme for 2002 information collection activities were already included on Fisheries, and the results will be communicated and disseminated during 2003.

As indicated in the New Community Strategy, there are particularly high accident rates in certain sectors, representing a majority of accidents recorded in the EU. Four sectors (fishing, agriculture, construction, and health and social services) have an accident rate 30% above average. Four others (the extractive industries, manufacturing industry, hotels and restaurants, and transport) have a rate some 15% above the average. These figures are higher still for small and medium-sized enterprises (SMEs) and very small businesses.

Building on the Agency's work to date on the construction, healthcare and fishing sectors, subsequent projects will focus on Education (2003 and 2004), Agriculture (2004 and 2005), Metal Industry (2005 and 2006) and Transport (2006 and 2007). However the plans for 2005, 2006 and 2007 are preliminary. The model for the sector activities will be in year 1 to collect information and in year 2 to disseminate and communicate the collected information.

Education

The education sector is identified in the New Community Strategy as suffering particularly high incidence of 'emerging illnesses' such as stress, anxiety, depression, harassment, intimidation and violence at work.

Agriculture

Agriculture is a traditional high-risk sector with a wide range of hazards. Provision of information will cover awareness of accident and health risks as well as good practice information on preventive tools, including safety management.

Metal Industry

The Metal Industry (Nace Code 28) is a high-risk sector with a high incidence of accidents, noise, vibrations, high temperature, dangerous substances, repetitive movements, etc. Agency activities will include good practice information on policies, programmes and solutions.

Transport

The sector is wide and covers areas such as at-work transport, road risk, as well as public transport. According to Eurostat data, approximately one third of all workplace deaths are related to transport and the overall accident rate of this sector is around 15% above the EU average.

3.3 Collecting strategic information on specific topics and developing a monitoring system for structural OSH-information

In order to ensure that specific information projects can be used in the development of European and national safety and health policy/actions, the Agency will:

- Collect and disseminate information about good safety and health practice within the priority areas identified. This will support preventive action at workplace level by sharing practical solutions (good practice).
- Collect information about practical tools and concepts within systems and programmes. This will support the development of modern and efficient OSH-infrastructures and tools in the Member States.
- Provide research information to support policymaking and discussion at national and European level, e.g. in the ACSHH. There is a special need to support the development of a European research area on OSH within the 6th Framework Programme of the EU
- Establish a Risk Observatory to collect and disseminate information about the safety and health implications of the changing world of work and the new risks emerging from this development according to the Community Strategy. This will ensure that proactive measures can be taken to prevent possible negative health effects of the rapid changes that take place in the world of work. Preparatory work on the observatory will commence in 2003.
- Collect and disseminate information that can promote mainstreaming (integration) of safety and health into other policy areas. In 2002 a workshop was organised to look into experiences of mainstreaming safety and health into education. Based on the outcome of this workshop, and also as a part of the Community Strategy where the importance of education has been mentioned, mainstreaming of OSH will be given priority in the Rolling Work Programme.
- In 2000, the Agency carried out "The State of Occupational Safety and Health in the Member States in the EU – Pilot Study". Based on the evaluation of this project and on the recommendations of the Workshop in 2002 on the feasibility of a European OSH monitoring system as well as the establishment of a Risk Observatory, stepwise decisions will be taken by the Board on the possible development of a new system.
- Seek innovative ways of including the experiences of companies and social partners, as well as preventive services, sector organisations, professional organisations and safety and health practitioners, in the collection and distribution of good practice. Networking and the promotion of Agency's work done so far to improve OSH at workplace level will play a key role in "getting the message across"
- The Community Strategy states that there is a need to "Develop knowledge of, and follow-up to the "cost of non-quality", i.e. the economic and social costs arising from occupational accidents and illness". The Agency will, together with the Commission, collect data and other information on the socio-economic benefits of OSH with a view to improving the fund of knowledge, starting with a project in 2003.
- Collect Good Practice information and organise OSH input in support of the Commission's initiative on Corporate Social Responsibility (CSR).
- Stimulate activities at national and EU level that promote improvements in health and safety at work within SMEs and pay attention to their needs in the definition of all projects. The Agency has carried out two preparatory actions for a programme to provide assistance to SMEs. A decision on a third preparatory action is dependent on the budgetary procedure for 2003. It is expected that, following the independent evaluation of the first scheme that ran in 2001-2002, a decision will be taken in 2003 on a multi-annual programme. Examples of good practice relevant to SMEs will be collected, for example web links and case studies.
- Organise its information projects in the planning period within the following topics:
 - New prevention strategies and policies – need and impact
 - Promoting a preventive safety and health culture
 - Safety and health information for risk sectors

- Anticipating risks in a changing world of work
- Safe and healthy work in SMEs

A detailed project overview is presented under the annual work programme goals for 2003 (section 6).

Table 3: Supporting policy making and implementation, 2003-2006

Actions:	2003	2004	2005	2006
New prevention strategies and policies – need and impact				
Promoting a preventive safety and health culture				
Safety and health information for risk sectors				
Anticipating risks in a changing world of work				
Safe and healthy work in SME's				

ANNEX I - EUROPEAN WEEK THEMES, PRIORITY GROUPS AND RISK SECTORS, 2002-2007⁵

ID	Task Name	2002	2003	2004	2005
1	EUROPEAN WEEK				
2	Dangerous Substances				
3	Preparation				
4	Campaign				
5	Construction				
6	Preparation				
7	Campaign				
8	Noise				
9	Preparation				
10	Campaign				
11	Young Workers				
12	Preparation				
13	Campaign				
14	PRIORITY GROUPS				
15	Gender				
16	Information Collection				
17	Communicating Information				
18	Disabled				
19	Collecting and Communicating Information				
20	Migrant/Foreign Workers				
21	Collecting Information				
22	Communicating Information				
23	Ageing Workers				
24	Collecting Information				
25	Communicating Information				
26	RISK SECTORS				
27	Fisheries				
28	Collecting Information				
29	Communicating Information				
30	Education				
31	Collecting Information				
32	Communicating Information				
33	Agriculture				
34	Collecting Information				
35	Communicating Information				
36	Metal Industry				
37	Collecting Information				
38	Communicating Information				

⁵ For 2005, 2006 and 2007 the plans are preliminary.