

Final Questionnaire

Master Version for the
Main Survey

13th June 2014

Basic structure of the questionnaire

A. Contact phase	3
B. Introductory questions (part of background information).....	23
C. Day-to-day health and safety management Part I: Available expertise and general policy	29
D. (Traditional and new) health and safety risks in the establishment.....	34
E. Day-to-day OSH management Part II: Risk Assessments	36
F. New risks: Psychosocial risks and Musculo-skeletal disorders	41
G. Employee participation in OSH issues.....	45
H. Sources of support	48
I. Final background questions	49
Special Screening Questions (asked in some countries only) - III.....	52

Final ESENER Master Questionnaire

PLEASE NOTE:

Questions (which are to be read out) are printed in **boldface**.

All answers that must not actively be read out are marked with two fences: ##. These items are to be ticked only if it becomes clear that the respondent's answer does not fit well into the other answer options that are provided.

If multiple answers are allowed, answer items are lead by numbers: _01), _02), _03) etc.

Otherwise only one single answer is to be given.

Instructions to the interviewers are printed in boxes and italics.

Instructions to the programmers are printed in italics.

Not all questions have to be answered by each respondent. *Filters* are set out before the questions (entry filters). They are in [red font and square brackets]. If there is no filter the question which immediately follows is to be asked.

A. Contact phase

[To all in first contact with address from register]

Q001

Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting the European survey on health and safety. For our interview I would like to speak with the person who knows best about health and safety in this establishment.

[If number of employees < 50 (all sectors)]

Often this person is the managing director or branch manager.

[If number of employees ≥ 50 and NACE 2-digit = 01 through 44]

Often this person is the technical director or personnel manager.

[If number of employees ≥ 50 and NACE 2-digit = 45 thru 96]

Often this person is the personnel manager.

Interviewer: Stress as necessary:

- *The survey is conducted on behalf of the European Agency for Safety and Health at Work. The Agency is an autonomous body of the European Union that provides information to improve health and safety at work.*
- *The questions are about health and safety policies and practices in your establishment.*
- *Good health and safety at work is an increasingly important issue and is a key factor in the success of the European economy. Participation in the survey will help to provide better information and assistance to workplaces. This contributes to improving safety measures and health protection of employees.*
- *Results will be used to support workplaces and to improve legislation*
- *Details are available online at the esener.eu website. First results will be published there at the beginning of 2015.*

Final ESENER Master Questionnaire

The respondent is this person	(1)	go to Q004a
Appointment for later call	(2)	take up time for recall**
Respondent puts through to another person	(3)	go to Q003
Respondent names another person to call	(4)	take up name & tel.**
Refused	(5)	END1
Motivation letter	(9)	take up Email

** then go to END2

[If second interview within a multi-site organisation in a screening country]

Q002

Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting the European survey on health and safety at work.

We have already conducted an interview with your head office and would like to speak with someone in your local branch regarding the same subject. Are you the person who is responsible for health and safety at this establishment?

Interviewer (add if being asked about the first interview):

The first interview was conducted with the person responsible for health and safety at the head office of this company or organisation.

Person named in previous calls: _____

Respondent is this person	(1)	go to Q004b
Respondent puts through to another person	(2)	go to Q002 again
Respondent names another person to call	(3)	take up name & tel.**
Refused	(4)	END1
Motivation letter	(9)	take up Email

** then go to END2

Final ESENER Master Questionnaire

[If new contact with a person named in previous call(s)]

Q003

Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting the second European survey on health and safety at work. For this interview I would like to speak with the person who knows best about health and safety in this establishment. Are you this person?

Respondent is this person and OK to continue	(1)	go to Q004a
Appointment for a later call	(2)	take up time for recall**
Respondent puts through to another person	(3)	go to Q003 again
Respondent names another person to call	(4)	take up name & tel.**
Refused	(5)	END1
Motivation letter	(9)	take up Email

*** then go to END2*

[If Q001 or Q003 = 1]

Q004a

The survey is conducted in cooperation with the European Agency for Safety and Health at Work and TNS Infratest in Munich. Participation is of course voluntary.

INT: [Your workplace has been selected at random to represent its sector and size. To obtain representative results, however, it is important that as many of the selected establishments as possible take part.]*

All data will be treated with absolute confidentiality and the results will be totally anonymous. Would you be so kind as to participate in this interview?

OK to conduct interview right now	(1)	go to FILT050
Appointment for a later call	(2)	take up time for recall**
Refused because health and safety is managed at the headquarters of the organisation, not at the local level	(3)	go to Q005
Refused because health and safety services are outsourced to a service provider	(4)	go to Q006
Does generally not participate in telephone interviews	(5)	go to Q007
Refusal for other reasons	(6)	END1
Motivation letter	(9)	take up Email

**Optional text element*

*** then go to END2*

Final ESENER Master Questionnaire

[If Q002 = 1, i.e. if second interview within a multi-site organisation in screening country]

Q004b

The survey is conducted in cooperation with the European Agency for Safety and Health at Work and TNS Infratest in Munich. Participation is of course voluntary.

INT: [To obtain representative results, however, it is important that as many of the selected establishments as possible take part.]*

All data will be treated with absolute confidentiality and the results will be totally anonymous. Would you be so kind as to participate in this interview?

OK to conduct interview right now	(1)	go to FILT050
Appointment for a later call	(2)	take up time for recall**
Refused because health and safety is managed at the headquarters of the organisation, not at the local level	(3)	go to Q005
Refused because health and safety services are outsourced to a service provider	(4)	go to Q006
Does generally not participate in telephone interviews	(5)	go to Q007
Refusal for other reasons	(6)	END1
Motivation letter	(9)	take up Email

**Optional text element*

*** then go to END2*

[If Q004a or b = 3]

Q005

Even if health and safety activities are mainly dealt with at your head office, there should normally be somebody at the local level who has some information about this subject. The questions are of a general nature and do not require specialized knowledge on the topic. May I speak with the person who is best informed regarding the subject at this branch?

Respondent is this person and OK to continue	(1)	go to Q050/Q100
Appointment for a later call	(2)	take up time for recall**
Respondent puts through to another person	(3)	go to Q003 again
Respondent names another person to call	(4)	take up name and tel.**
Refusal maintained	(5)	END1

*** then go to END2*

Final ESENER Master Questionnaire

[If Q004a or b = 4]

Q006

Even if health and safety issues are mainly dealt with by an external service provider, there should normally be somebody at the local establishment who has some information about this subject. This is normally the managing director or another executive who is in contact with the external service provider. The questions are of a general nature and do not require specialized knowledge on the topic. May I speak with this person?

- | | | |
|--|-------|---------------------------|
| Respondent is this person and OK to continue | (1) | go to Q050/Q100 |
| Appointment for a later call | (2) | take up time for recall** |
| Respondent puts through to another person | (3) | go to Q003 again |
| Respondent names another person to call | (4) | take up name and tel. ** |
| Refusal maintained | (5) | END1 |

*** then go to END2*

[If Q004a or b = 5]

Q007

You mention how you generally don't participate in telephone interviews. Would you be willing to complete the questionnaire in an online version instead?

- | | | |
|-----------|-------|------------|
| Yes | (1) | go to Q008 |
| No | (2) | go to END1 |
| No answer | (9) | go to END1 |

[If Q007 = 1]

Q008

Would you please be so kind as to give me your email address so that we can send you the online version of the questionnaire?

-
- | | | |
|---------|-------|------------|
| Refused | (9) | go to END1 |
|---------|-------|------------|

END1

Thank you for your time, nevertheless. Good bye.

Interviewer: End call () END (no further call; record non-response reason).

END2

Thank you for your help. Good bye.

Interviewer: End call () END (try again later, start with Q001).

Final ESENER Master Questionnaire

Non-response reasons: Number	Title/description
0	Initial / not used
1	No answer
2	Answer device
3	Busy
4	Information tone - Fax - Modem
5	Wrong telephone number
6	general appointment
7	Definitive appointment with target person
8	Refusal by target person
9	Refusal by contact person/reception (upfront refusal)
13	No establishment at this address (private household etc.)
14	Inactive establishment, terminated
17	Already questioned (double address)
18	Complete telephone interview
20	System error
21	Stratification maximum reached (cell full)
24	To be handled by special interviewer
28	Abandoned call
34	Refusal - add number to DO NOT CALL LIST
35	Partial interview, to be called back
36	Partial interview, not to call back
37	No appointment with target person possible during fieldwork time and period
42	Size out of target (less than 5 employees or NA in Q105)
44	No single establishment with 5 or more employees (Q051=0)
45	Size of first contact out of scope but interview possible at subsidiary (screening countries)
46	Interview terminated after screening phase, not to call back
47	Refusal to provide information in the screening phase
51	Online questionnaire sent (still open)
52	Completed online interview received
53	Incomplete online interview received
54	1st interview completed, appointment for enquiring address details for 2nd address

Final ESENER Master Questionnaire

55	Withdrawal of allowance for 2nd interview (screening countries)
56	No adequate target person at the establishment

Final ESENER Master Questionnaire

TURKEY AND HUNGARY – ADDITIONAL QUESTIONS ON THE SECTOR OF ACTIVITY

[Asked only in Hungary and Turkey]

Q030

Which of the following is the main activity of your company or organisation?

Interviewer:

The main activity is the activity with which a firm mainly earns its money: For non-profit organisations it is the activity to which most working hours are dedicated.

Text in [] brackets is optional

	F1	NACE
	Code	1-digit
The manufacturing of any products	1	C; go to Q031
Construction [NOT including architectural or engineering services]	2	F
Agriculture, fishing or forestry	3	A
Electricity, gas, steam and air conditioning	4	D
Water supply, sewerage or waste management	5	E
Mining and quarrying or	6	B
Any other type of economic activity	7	Go to Q032

If Q030 = 2,3,4,5 or 6: Continue with FILT050

Final ESENER Master Questionnaire

[If Q030 = 1]

Q031

Which type of products does your company mainly produce?

	F1	NACE
	Code	1-digit
Food, beverage or tobacco products	1	C1 (10-12)
Textile and leather products	2	C2 13-15
Petroleum, chemical, pharmaceutical, mineral or plastic products	3	C3 19-23
Metal and metal products, machinery, vehicles and other transport equipment [such as aircrafts or boats]	4	C4 24, 25, 28-30
Or any other products	5	C5 16-18, 26, 27, 31-33

Continue with FILT050

Final ESENER Master Questionnaire

[If Q030 = 7]

Q032

And which of the following other types of activity is your firm carrying out as main activity?

Wholesale or retail trade	1	G1
Travel agency or tour operator	2	N1
Accommodation and food services [incl. hotels, restaurants, bars or catering]	3	I
Transportation and storage [of persons or goods, incl. postal services]	4	H
Telecommunication and IT services	5	J1
Real estate, finance and other business service	6	Go to Q033
Education [at all levels]	7	P
Health and social services	8	Go to Q034
Public administration and compulsory social security [includes also police, defence, and justice activities]	9	O
Other Services	10	Go to Q035

If Q032 = 1,2,3,4,5,7 or 9: Continue with FILT050

Final ESENER Master Questionnaire

[If Q032 = 6]

Q033

And which of the following more detailed descriptions meets your main activity best?

Bank and insurance activities	1	K
Real estate activities	2	L
Legal, tax and business consultancy	3	M1
Call centre, employment agency or business support activities	4	N5

Continue with FILT050

[If Q032 = 8]

Q034

And which of the following more detailed descriptions meets your main activity best?

Human health	1	Q1
Social work and residential care	2	Q2
Veterinary activities	3	M5

Continue with FILT050

Final ESENER Master Questionnaire

[If Q032 = 10]

Q035

Which of the following other services best describes your main activity?

Arts and entertainment [e.g. libraries, museums, sports, amusement or recreation activities]	1	R
Architectural and engineering services	2	M2
Publishing activities [e.g. of newspapers, books or software], video or sound production	3	J2
Repair of vehicles	4	G2
Repair of any other products	5	S1
Personal service activities [such as hairdressing, textile cleaning, funerals]	6	S2
Scientific research and development [including market research]	7	M3
Advertising, photography or translation	8	M4
Rental and leasing of any goods	9	N2
Private security and detective activities	10	N3
Cleaning and maintenance of buildings or landscapes	11	N4
Activities of political, religious or other membership organisations	12	S3
None of these	13	Go to End3

If Q035 = 1,2,3,4,5,6,7,8,9,10,11,12: Continue with FILT050

Special Screening Questions (asked in some countries only)

FILT050 (Filter before question Q050)

If country = AT, BE, BG, HR, CZ, CY, EE, EL, HU, LT, PT, RO, SK, AL, MK, IS, ME, MT, TR, RS, SI, LV and first interview in multi-site organisation: Go to Q050

If country = AT, BE, BG, HR, CZ, CY, EE, EL, HU, LT, PT, RO, SK, AL, MK, IS, ME, MT, TR, RS, SI, LV and second interview in multi-site organisation (i.e. if Q002 was asked): Go to Q100

If country = DK, FI, FR, DE, IT, IE, , LU, NL, PL, , ES, SE, UK, NO, CH:

Go to Q100

Q050_txt

Before starting with the actual interview, we have some questions that are important for statistical reasons.

[Asked to all]

Q050 (=Q102 in countries without screener)

Is this establishment a single organization, or is it one of several establishments at different locations in {country} belonging to the same company or organization?

A single company or organisation (1) go to Q100

One of a number of different establishments the organisation has in this country (2) go to Q051

Don't know (8) go to Q100

No answer (9) go to END3

[If Q050 = 2]

Q051

Approximately how many different establishments with 5 or more employees – including the headquarters – does your company or organisation have in {country}?

Interviewer:

Enter "0" if none of the establishments has 5 or more employees.

If the precise number of establishments is not known, a guess will be sufficient.

Only employees on the payroll of the company or organisation are to be counted, no temporary agency workers or subcontracted workers.

Final ESENER Master Questionnaire

_ *) _ establishments with 5 or more employees go to FILT052

No answer (999) go to END3
FILT 052

"0"	establishments with 5 or more employees	go to END4
"1"	establishment with 5 or more employees	go to Q052a
"2"	establishments with 5 or more employees	go to Q053a
"3 - 998"	establishments with 5 or more employees	go to Q054a

[If Q051 = 1]

Q052a

Does the establishment at this address have at least five employees?

Yes	(1)	go to Q100
No	(2)	go to Q052b
## No answer/refused	(9)	go to END3

[If Q051 = 1 and Q052a = 2]

Q052b

In this case, this establishment is unfortunately not eligible for the interview because our study is conducted only in establishments with at least 5 employees. Would you please give me the telephone number of the establishment with 5 or more employees and – if possible – the name of the person who knows best about health and safety there?

Information about additional respondent obtained.... (1) go to Q080_adr

Refused (9) go to END3

[If Q051 = 2]

Q053a

Does the establishment at this address have at least five employees?

Yes	(1)	go to Q053b
No	(2)	go to Q053c
## No answer/refused	(9)	go to END3

Final ESENER Master Questionnaire

[If Q053a = 1]

Q053b

In this case, we would very much like to conduct an interview in this establishment. For statistical reasons, it is however very important for our study to conduct interviews at different sites of multi-site organisations.

Would you be so kind as to give us the name and telephone number of the other establishment with 5 or more employees your organisation has in this country so that we can contact them afterwards for an additional interview?

Information about additional respondent obtained.... (1) go to Q081_adr1

Ask again at the end of the interview (respondent first

wants to answer the interview) (2) go to Q100

Refused (9) go to Q090

[If Q053a = 2]

Q053c

In this case, this establishment is unfortunately not eligible because our study is conducted only in establishments with at least 5 employees. But we would very much like to interview the two establishments of your company that have at least 5 employees.

Would you please be so kind as to give us their name and telephone numbers so that we can ask them for an interview?

Information about additional respondents obtained.. (1) go to Q081_adr1

Refused (9) go to END3

[If Q051 = 3 thru 998]

Q054a

Does the establishment at this address have at least five employees?

Yes (1) go to Q054b

No (2) go to Q054c

No answer/refused (9) go to END3

Final ESENER Master Questionnaire

[If Q054a = 1]

Q054b

In this case, we would very much like to conduct an interview in this establishment. It is however very important for the survey to conduct interviews at different sites of multi-site organisations.

Would you be so kind as to give us the telephone number of the subsidiary with 5 or more employees that – within {country} is located farthest away from your site so that we can contact it afterwards for an additional interview?

Information about additional respondent obtained.... (1) go to Q081_adr1

Ask again at the end of the interview (respondent first

wants to answer the interview) (2) go to Q100

Refused (9) go to Q090

[If Q054a = 2]

Q054c

In this case, this establishment is unfortunately not eligible for the interview because our study is conducted only in establishments with at least 5 employees. But we would very much like to interview two of the establishments of your company that have at least 5 employees. Would you please be so kind as to give us the name and telephone number of the establishment that is located closest to yours as well as that of the establishment that is farthest away so that we can ask them for an interview?

Information about additional respondents obtained.. (1) go to Q081_adr1

Refused (9) go to END3

Final ESENER Master Questionnaire

[If Q052b = 1]

Q080_adr

INT: Please take up address

Telephone number of selected establishment (including city code):	(phone)
Name of the establishment (if available):.....	(name_estab)
Name of potential respondent in that establishment (if available):	(name_resp)

[If valid entry in (phone) in Q080_adr]

Q080_adr_assess1

Programmer: Set code

Telephone number obtained (1) go to END5

[If no entry in (phone) in Q080_adr]

Q080_assess1

INT: Please classify the provided address:

Incomplete address, with possibility to call back for address details (2) go to Q603

Incomplete address, with possibility to investigate details (3) go to END5

Refused (4) go to END3

[If Q053b = 1 or Q053c = 1 or Q054b = 1 or Q054c = 1]

Q081_adr1

Address 1:

INT: Please take up first address

Telephone number of selected establishment (including city code):	(phone)
Name of the establishment (if available):.....	(name_estab)
Name of potential respondent in that establishment (if available):	(name_resp)

Final ESENER Master Questionnaire

[If valid entry in (phone) in Q081_adr1]

Q081_adr_assess1

Programmer: Set code

Telephone number obtained (1) go to FILT 081

[If no entry in (phone) in Q081_adr1]

Q081_assess1

INT: Please classify the provided address:

Incomplete address, with possibility to call back for address details (2) go to FILT 081

Incomplete address, with possibility to investigate details (3) go to FILT 081

Refused (4) go to Q090

FILT 081

If Q053b = 1 or Q054b = 1: go to Q100

If Q053c = 1 or Q054c = 1: go to END5

[(If Q053c = 1 or Q054c = 1) and Q081_adr1 = 1, 2 or 3]

Q081_adr2

Address 2:

INT: Please take up second address

Telephone number of selected establishment (including city code):	(phone)
Name of the establishment (if available):.....	(name_estab)
Name of potential respondent in that establishment (if available):	(name_resp)

[If valid entry in (phone) in Q081_adr2]

Q081_adr_assess2

Programmer: Set code

Telephone number obtained (1) go to Q100

[If no entry in (phone) in Q081 adr2]

INT: Please classify the provided address:

Incomplete address, with possibility to call back for address details (2) go to Q100

Incomplete address, with possibility to investigate details (3) go to Q100

Refused (4) go to Q090

[If Q053 = 3 or Q054 = 3]

I understand that you do not want us to conduct a second interview in this organisation. May I however continue the interview with you?

Yes (1) go to Q100

No (2) go to END6

Thank you nevertheless for your time. Good bye.

END call

No further call attempt.

Record non-response reason 41 "Refusal to provide information in the screening phase"

In this case, your organisation is not eligible for the interview since the survey is conducted only if there is an establishment with 5 or more employees in the organisation. Thank you for your time, nevertheless, and for your willingness to participate. Good bye.

END call

No further call attempt.

Record non-response reason 40 "No single establishment with 5 or more employees"

Final ESENER Master Questionnaire

END5

Thank you for this information. We will then call the selected establishment and ask for an interview there. Good bye.

END call

Make sure that information collected so far is stored and will be available for second call and for final data file.

Record non-response reason 38 "Size out of target"

END6

Thank you nevertheless for your time. Good bye.

END call

No further call attempt.

Record non-response reason 52 "Interview terminated after screening phase, not to call back"

B. Introductory questions (part of background information)

[Asked to all]

Q100

May I first of all check: What is your function in this establishment? Are you...

INT: Multiple answers possible

- _1) The owner or a partner of this firm (1)
- _2) The managing director, site or branch manager (1)
- _3) Another manager (1)
- _4) The health and safety officer (1)
- _5) An employee representative in charge of health and safety or (1)
- _6) Another employee in charge of the subject (1)
- _7) ## An external health and safety consultant (1)
- 9) ## No answer (1)

[If Q100_3, _4 or _5 or _6= 1]

Q101

Is health and safety your main task or is it just one of a number of tasks you have at this establishment?

- Main task (1)
- One of a number of tasks (2)
- ## No answer (9)

[Asked to all respondents in non-screening countries]

Q102

Is this establishment a single organisation, or is it one of several establishments at different locations in {country}* belonging to the same company or organisation?

- A single company or organisation (1)
- One of a number of different establishments the organisation has in this country (2)
- ## Don't know (8)
- ## No answer (9)

Final ESENER Master Questionnaire

[If Q102 = 2 (non-screening countries only)]

Q103a

Is this the headquarters or is it a subsidiary site?

Headquarters	(1)
Subsidiary site	(2)
## No answer	(9)

[If Q050 = 2 (screening countries only)]

Q103b

May I confirm once again: Is this the headquarters of your company or organisation or is it a subsidiary site?

Headquarters	(1)
Subsidiary site	(2)
## No answer	(9)

[Asked to all]

Q104

Approximately how many people work at this establishment during a normal week, regardless of whether they are physically present or carry out their work outside of the premises? Please include directly employed persons as well as temporary agency workers, subcontractors and self-employed *[if Q050 or Q102 = 2, 8 or 9:]*, but refer to the local site only. *[To all:]* An estimate is sufficient.

Interviewer (add if necessary):

Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount).

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------	----------------------

## No answer	(99999)
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Final ESENER Master Questionnaire

[Asked to all]

Q105

And roughly how many of these people are directly employed by your establishment?

Interviewer (add if necessary):

With directly employed people we mean those who are on the payroll of your organisation.

_____ Number of directly employed people in the establishment

→ Filter to END if <5 employees or if "No answer"

All of them (programmer: insert figure from Q104) (99997)

No answer (99999) → END

[Asked if figure given in Q105 is larger than figure given in Q104]

Q105_check

The number of directly employed people you just indicated is larger than the total number of people working in the establishment as indicated in the previous question. Are you sure that this is correct or do you want to correct any of these two figures?

The given figures are both correct (1)

Respondent wants to correct figure for total number (Q104) (2)

Respondent wants to correct figure for directly employed

People (Q105) (3)

Respondent wants to correct both figures (4)

No answer (9)

Q106_txt:

All following questions refer to all people working at this establishment in a normal week, i.e. including temporary agency workers, subcontractors and self-employed working at your premises. From now on we will refer to all of these groups together as "employees".

Final ESENER Master Questionnaire

[Asked to all]

Q107

Do any of the employees have difficulties understanding the language spoken at your premises?

Yes	(1)
No	(2)
## No answer	(9)

Q108: Question deleted

Q109: Question deleted

[Asked to all]

Q110

And about what proportion of the employees is aged 55 years or older? Is that...

None at all	(1)
Less than a quarter	(2)
A quarter to half or	(3)
More than half of your workforce	(4)
## No answer	(9)

Final ESENER Master Questionnaire

[Asked to all]

Q111

Do any of the employees work from home on a regular basis, for example one day per week?

Yes	(1)
No	(2)
## No answer	(9)

Not in Hungary & Turkey!

[Asked to all]

Q112

According to the information in the database, this establishment belongs to the sector < NACE_text* >. Is this correct?

Yes	(1)
No	(2)
## No answer	(9)

**Text for the respective NACE sector at the 2-digit level to be inserted from official translations of the NACE codification.*

Not in Hungary & Turkey!

[If Q112 = 2 or 9]

Q113

Could you please describe briefly the main activity of this establishment?

## No answer	(9)
--------------	-------

[Asked to all]

Q114

Does this establishment belong to the public sector?

Interviewer:

A public sector organisation is wholly or mainly owned by the state.

Yes	(1)
No	(2)
## No answer	(9)

Final ESENER Master Questionnaire

[Asked if Q114 = 2 or 9]

Q115

In about which year did this establishment start to operate? Please include time at previous locations or under a different ownership.

Interviewer:

Enter the named year in the box. If respondent cannot spontaneously name the year of foundation, tick "don't know" and read out the categories appearing on the screen!

Year: (allow values from 1500 to 2014)

Don't know (9998)

No answer (9999)

[Asked if Q115 = 9998]

Q115x

Could you please give me your best estimate using the following time periods?

Before 1990 (1)

1990 to 2005 (2)

2006 to 2010 or (3)

After 2010 (4)

No answer (9)

C. Day-to-day health and safety management

Part I: Available expertise and general policy

The next questions are about how health and safety is organised at your establishment.

[Asked to all]

Q150

What health and safety services do you use, be it in-house or contracted externally?

	Yes	No	NA
_1) An occupational health doctor	(1)	(2)	(9)
_2) A psychologist	(1)	(2)	(9)
_3) An expert dealing with the ergonomic design and set-up of workplaces	(1)	(2)	(9)
_4) A generalist on health and safety	(1)	(2)	(9)
_5) An expert for accident prevention	(1)	(2)	(9)

Q151 to Q154: Questions deleted

[Asked to all]

Q155

Is a document that explains responsibilities and procedures on health and safety available to the people working in the establishment?

Yes	(1)
No	(2)
## Yes, but only to some types of employees	(3)
## No answer	(9)

Final ESENER Master Questionnaire

[Asked to all]

Q156

Is there a specific budget set each year for health and safety measures and equipment in your establishment?

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q157

Does your establishment arrange regular medical examinations to monitor the health of employees?

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]:

Q158

Does your establishment take any of the following measures for health promotion among employees?

	yes	no	NA
_1) Raising awareness about healthy nutrition	(1)	(2)	(9)
_2) Raising awareness on the prevention of addiction, e.g. to smoking, alcohol or drugs	(1)	(2)	(9)
_3) Promotion of sports activities out of working hours	(1)	(2)	(9)
_4) Promotion of back exercises, stretching or other physical exercise at work	(1)	(2)	(9)

Q159: Question deleted

[Asked to all]

Q160

Are sickness absences routinely analysed with a view to improving the working conditions?

Yes	(1)
No	(2)
## No answer	(9)

Final ESENER Master Questionnaire

[If q105 >49 and <99999]

Q161

Is there a procedure to support employees returning to work after a long-term sickness absence?

Interviewer (add if necessary):

If the establishment has not had any returners from long-term sickness absence so far, we want to know whether or not a procedure has been set up for the event of such cases.

Yes	(1)
No	(2)
## No answer	(9)

[If q105 >19 and <99999]

Q162

In your establishment, are health and safety issues discussed at the top level of management regularly, occasionally or practically never?

Regularly	(1)
Occasionally	(2)
Practically never	(3)
## Not applicable (<i>item shown only if Q105 <50 empl.</i>)	(4)
## No answer	(9)

Final ESENER Master Questionnaire

[If q105 > 19 and < 99999]

Q163

Do the team leaders and line managers in your establishment receive any training on how to manage health and safety in their teams?

Yes	(1)
No	(2)
## Just some of them	(3)
## No answer	(9)

[if (Q100_3, Q100_4, Q100_5, Q100_6 or Q100_9 = 1) and Q100_1, Q100_2 <> 1]

Q164a

Have you personally received any training on how to manage health and safety?

[if Q100_1 or Q100_2 = 1]

Q164b

Have you personally received any training on how to manage health and safety in your establishment?

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q165

Has your establishment been visited by the *{labour inspectorate}* in the last 3 years in order to check health and safety conditions?

Yes	(1)
No	(2)
## No answer	(9)

Final ESENER Master Questionnaire

[Asked to all, size depending on national thresholds for these bodies]

Q166

Which of the following forms of employee representation do you have in this establishment?

Only relevant items to be shown (please insert filters by size class if relevant)

	Yes	No	NA
_1) A {works council*}	(1)	(2)	(9)
_2) A {trade union representation*}	(1)	(2)	(9)
_3) A {health and safety representative*}	(1)	(2)	(9)
_4) A {health and safety committee*}	(1)	(2)	(9)

**National terms for these types of employee representation will be provided. Some items are relevant in some countries only and in some cases, size thresholds will have to be set.*

D. (Traditional and new) health and safety risks in the establishment

[Asked to all]

Q200

Depending on the type of work there are different types of risks and hazards. Please tell me for each of the following risk factors whether it is present or not in your establishment, regardless of whether it is currently under control and regardless of the number of employees it affects.

	Yes	No	NA
_1) Tiring or painful positions, including sitting for long periods	(1)	(2)	(9)
_2) Lifting or moving people or heavy loads	(1)	(2)	(9)
_3) Loud noise	(1)	(2)	(9)
_4) Repetitive hand or arm movements	(1)	(2)	(9)
_5) Heat, cold or draught	(1)	(2)	(9)
_6) Risk of accidents with machines or hand tools	(1)	(2)	(9)
_7) Risk of accidents with vehicles in the course of work but not on the way to and from work	(1)	(2)	(9)
_8) Chemical or biological substances in the form of liquids, fumes or dust	(1)	(2)	(9)
_9) Increased risk of slips, trips and falls	(1)	(2)	(9)

[Asked to all]

Q201

Besides these risks, there may also be health risks resulting from the way work is organised, from social relations at work or from the economic situation. Please tell me for each of the following risks whether or not it is present in the establishment?

	Yes	No	NA
_1) Time pressure	(1)	(2)	(9)
_2) Poor communication or cooperation within the organisation	(1)	(2)	(9)
_3) Employees' lack of influence over their work pace or work processes	(1)	(2)	(9)
_4) Job insecurity	(1)	(2)	(9)
_5) Having to deal with difficult customers, patients, pupils etc.	(1)	(2)	(9)
_6) Long or irregular working hours	(1)	(2)	(9)
_7) Discrimination, for example due to gender, age or ethnicity	(1)	(2)	(9)

Final ESENER Master Questionnaire

[Asked if any of Q200_1 to 9 = 1 or any of Q201_1 to _7 = 1]

Q202

For which of the risks – if any – is your establishment lacking information or adequate preventive tools [to deal with them effectively]?

INT: Multiple answers possible.

Programmer: Show only items ticked with "yes" in Q200 (for items 1 to 9) respectively Q201 (for items 10 to 16)

- _1) Tiring or painful positions, including sitting for long periods (1)
- _2) Lifting or moving people or heavy loads (1)
- _3) Loud noise (1)
- _4) Repetitive hand or arm movements (1)
- _5) Heat, cold or draught (1)
- _6) Risk of accidents with machines or hand tools (1)
- _7) Risk of accidents with vehicles in the course of work (1)
- _8) Chemical or biological substances (1)
- _9) Increased risk of slips, trips and falls (1)
- _10) Time pressure (1)
- _11) Poor communication or cooperation within the organisation (1)
- _12) Employees' lack of influence on their work pace or work processes (1)
- _13) Job insecurity (1)
- _14) Having to deal with difficult customers, patients, pupils etc. (1)
- _15) Long or irregular working hours (1)
- _16) Discrimination, for example due to gender, age or ethnicity (1)
- _17) ## None of these (1)
- _99) ## No answer (1)

E. Day-to-day OSH management Part II: Risk Assessments

[Asked to all]

Q250

Does your establishment regularly carry out workplace risk assessments?

Interviewer (add if necessary):

A risk assessment is a structured review of what, in your work, could harm people, and how these risks will be controlled.

Yes	(1)
No	(2)
## No answer	(9)

[if Q250 = 1]

Q251 (similar to MM162)

Are workplace risk assessments mainly conducted by internal staff or are they contracted to external service providers?

Conducted mainly by internal staff	(1)
Contracted mainly to external providers	(2)
## Both about equally	(3)
## No answer	(9)

[if Q250 = 1]

Q252

Which of the following aspects are routinely evaluated in these workplace risk assessments?

	yes	no	NA
_1) The safety of machines, equipment and installations	(1)	(2)	(9)
_2) <i>If Q200_8 = 1</i> : Dangerous chemical or biological substances	(1)	(2)	(9)
_3) Work postures, physical working demands and repetitive movements	(1)	(2)	(9)
_4) Exposure to noise, vibrations, heat or cold	(1)	(2)	(9)
_5) Supervisor-employee relationships	(1)	(2)	(9)
_6) Organisational aspects such as work schedules, breaks or work shifts	(1)	(2)	(9)

Final ESENER Master Questionnaire

[If Q250 = 1 and Q111 = 1]

Q253a

Do risk assessments cover workplaces at home?

- | | |
|----------------------|-------|
| Yes | (1) |
| No | (2) |
| ## Only some of them | (3) |
| ## No answer | (9) |

[If Q250 = 1 and (Q104 > Q105 < 99997)]

Q253b

Do risk assessments cover only people directly employed by your establishment or do they also cover other types of workers at your establishment?

- | | |
|---|-------|
| Only the directly employed people are covered | (1) |
| Other types of workers are also covered | (2) |
| ## Only some types of other workers are covered | (3) |
| ## No answer | (9) |

[if Q250 = 1]

Q254

In what year was the last workplace risk assessment carried out?

Year: _____ *[allow values from 1970 to 2014]*

- | | |
|---------------|----------|
| ## Don't know | (9998) |
| ## No answer | (9999) |

[if Q254 = 1970 to 2014 or 9998]

Q255

Has it been documented in written form?

- | | |
|--------------|-------|
| Yes | (1) |
| No | (2) |
| ## No answer | (9) |

Final ESENER Master Questionnaire

[if Q254 = 1970 to 2014 or 9998]

Q256

Who has been provided with the findings of the workplace risk assessment ?

	yes	no	NA
_1) The management	(1)	(2)	(9)
_2) <i>[If Q166_3 = 1]:</i> {The health and safety representatives}	(1)	(2)	(9)
_3) <i>[If Q166_1 = 1]:</i> {The works council}	(1)	(2)	(9)
_4) <i>[If Q166_2 = 1]:</i> {The trade union representatives}	(1)	(2)	(9)
_5) The employees themselves	(1)	(2)	(9)

Q257 and Q258a: deleted

[If Q250=1]

Q258b

If measures have to be taken following a risk assessment: Are the employees usually involved in their design and implementation?

Yes	(1)
No	(2)
## That depends on the type of measures	(4)
## No answer	(9)

[if Q250 = 1]

Q259

In your establishment, is the risk assessment procedure seen as a useful way of managing health and safety?

Yes	(1)
No	(2)
## There are conflicting views about this	(3)
## No answer	(9)

Q260: Question deleted

Final ESENER Master Questionnaire

[If Q250 = 2]

Q261

Are there any particular reasons why workplace risk assessments are not regularly carried out? Please tell me for each of the following whether it applies to your establishment or not?

	Yes	No	NA
_1) the hazards and risks are already known anyway	(1)	(2)	(9)
_2) there are no major problems	(1)	(2)	(9)
_3) the procedure is too burdensome	(1)	(2)	(9)
_4) the necessary expertise is lacking	(1)	(2)	(9)

[If Q250 = 2]

Q262

Are any other measures taken to check for health and safety in the establishment?

Yes	(1)
No	(2)
## No answer	(9)

[If Q262 = 1]

Q263

What do these other checks consist of? Is that....

	Yes	No	NA
_1) checking that emergency routes are kept free	(1)	(2)	(9)
_2) visual checks on whether employees stick to safety rules	(1)	(2)	(9)
_3) regular, but undocumented workplace inspections	(1)	(2)	(9)

[Asked to all]

Q264

In your establishment, how important are the following reasons for addressing health and safety? For each reason, please tell me whether it is a major reason, a minor reason or not a reason at all.

	Major	Minor	Not	NA
_1) Fulfilling legal obligation	(1)	(2)	(3)	(9)
_2) Meeting expectations from employees or their representatives	(1)	(2)	(3)	(9)
_4) Maintaining or increasing productivity	(1)	(2)	(3)	(9)
_5) Maintaining the organisation's reputation	(1)	(2)	(3)	(9)
_6) Avoiding fines and sanctions from the	(1)	(2)	(3)	(9)

Final ESENER Master Questionnaire

{labour inspectorate}*

(1) (2) (3) (9)

Q264: Items 3, 7 and 8 deleted

[Asked to all]

Q265

What are the main difficulties in addressing health and safety in your establishment? Please tell me for each of the following options whether it is a major difficulty, a minor difficulty, or not a difficulty at all.

	Major	Minor	Not	NA
_1) A lack of time or staff	(1)	(2)	(3)	(9)
_2) A lack of money	(1)	(2)	(3)	(9)
_3) A lack of awareness among staff	(1)	(2)	(3)	(9)
_4) A lack of awareness among management	(1)	(2)	(3)	(9)
_5) A lack of expertise or specialist support	(1)	(2)	(3)	(9)
_6) The paperwork	(1)	(2)	(3)	(9)
_7) The complexity of legal obligations	(1)	(2)	(3)	(9)

F. New risks: Psychosocial risks and Musculo-skeletal disorders

The following questions are about psychosocial risks at the workplace such as those resulting from the way work is organised, from social relations at work or from the economic situation.

[If q104 >19 and <99999]

Q300

Does your establishment have an action plan to prevent work-related stress?

Interviewer (add if necessary):

Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them.

If stress is considered as not prevalent in the establishment, we nevertheless like to know whether procedures are in place in case that stress might become an issue.

Yes	(1)
No	(2)
## No answer	(9)

[If q104 >19 and <99999]

Q301

Is there a procedure in place to deal with possible cases of bullying or harassment? Bullying or harassment occurs when employees or managers are abused, humiliated or assaulted by colleagues or superiors.

Interviewer (add if necessary):

If bullying or harassment is considered as not prevalent in the establishment, we nevertheless like to know whether procedures are in place in case that these might become an issue.

Yes	(1)
No	(2)
## No answer	(9)

Final ESENER Master Questionnaire

[If q104 >19 and <99999 and Q201_5 = 1]

Q302

And is there a procedure to deal with possible cases of threats, abuse or assaults by clients, patients, pupils or other external persons*?

Interviewer (add if necessary):

If such threats, abuse or assaults are not prevalent in the establishment, we nevertheless like to know whether procedures are in place in case that it might become an issue.

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q303

In the last 3 years, has your establishment used any of the following measures to prevent psychosocial risks?

Interviewer (add if necessary):

With psychosocial risks we mean health risks such as work-related stress, bullying, harassment or violence at the workplace

	Yes	No	NA
_1) Reorganisation of work in order to reduce job demands and work pressure	(1)	(2)	(9)
_2) Confidential counselling for employees	(1)	(2)	(9)
_3) Set-up of a conflict resolution procedure	(1)	(2)	(9)
_4) Intervention if excessively long or irregular hours are worked	(1)	(2)	(9)

[If any of Q303_1 to Q303_4 = 1]

Q304

Were the measures taken triggered by concrete problems with stress, bullying, harassment or violence in the establishment?

Yes	(1)
No	(2)
## Partly	(8)
## No answer	(9)

[If any of Q303_1 to Q303_4 = 1]

Final ESENER Master Questionnaire

Q305

Did the employees have a role in the design and set-up of measures to address psychosocial risks?

Yes	(1)
No	(2)
## No answer	(9)

[If at least one of Q201_1 to Q201_7 = 1]

Q306a

Considering the situation in your establishment: Do any of the following factors make addressing psychosocial risks more difficult than addressing other health risks?

_3) A lack of awareness among staff	(1)	(2)	(9)
_4) A lack of awareness among management	(1)	(2)	(9)
_5) A lack of expertise or specialist support	(1)	(2)	(9)
_6) Reluctance to talk openly about these issues	(1)	(2)	(9)

Items 1,2 deleted

Q306b deleted

[Asked to all]

Q307

Do you have sufficient information on how to include psychosocial risks in risk assessments?

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q308

Now turning to musculoskeletal problems such as pain in the back, neck, arms, hands or legs, are any of the following preventive measures in place in your establishment?

	Yes	No	NA
_1) <i>[if Q200_2 = 1]:</i> Equipment to help with the lifting or moving of loads or other physically heavy work	(1)	(2)	(9)
_2) <i>[if Q200_4 = 1]:</i> Rotation of tasks to reduce repetitive movements or physical strain	(1)	(2)	(9)
3) Encouraging regular breaks for people in uncomfortable			

Final ESENER Master Questionnaire

- | | |
|---|-------------------|
| or static postures including prolonged sitting | (1) (2) (9) |
| 4) Provision of ergonomic equipment, such as specific chairs or desks | (1) (2) (9) |

G. Employee participation in OSH issues

[If Q166_1, Q166_2 or Q166_3 = 1 or Q166_4 = 1]

Q350

How often is health and safety discussed between employee representatives and the management? Do such discussions take place regularly, only when particular health and safety issues arise or not at all?

- | | |
|---|-------|
| Regularly | (1) |
| Only when particular issues arise | (2) |
| Not at all | (3) |
| ## Does not apply (there are no employee representatives) | (7) |
| ## No answer | (9) |

[If Q350 = 1 or 2]

Q351

And how often do controversies related to health and safety arise? Is this often, sometimes or practically never the case?

- | | |
|-------------------|-------|
| Often | (1) |
| Sometimes | (2) |
| Practically never | (3) |
| ## No answer | (9) |

[If Q351 = 1 or 2]

Q352

And what are the main areas of controversy?

- | | Yes | No | NA |
|---|-------|-------|-------|
| _1) Investments in equipment | (1) | (2) | (9) |
| _2) Provision of training for employee representatives | (1) | (2) | (9) |
| _3) Provision of training for employees | (1) | (2) | (9) |
| _4) What measures need to be taken | (1) | (2) | (9) |
| _5) The degree of involvement of employees or their representatives | (1) | (2) | (9) |

Final ESENER Master Questionnaire

Q353: Question deleted

[If Q166_3 = 1]

Q354

Are {the health and safety representatives} provided with any training during work time to help them perform their health and safety duties?

Yes	(1)
No	(2)
## Yes, but only some of them	(3)
## No answer	(9)

Q355: Question deleted

[If Q166_3 = 1]

Q356

And what about the employees themselves: On which of the following topics does your establishment provide them with training?

[Asked to all others, i.e. if Q166_3 = 2 or 9 or missing]

On which of the following topics does your establishment provide the employees with training?

	Yes	No	NA
_1) The proper use and adjustment of their working equipment and furniture	(1)	(2)	(9)
_2) <i>If Q200_8 = 1</i> : The use of dangerous substances	(1)	(2)	(9)
_3) On how to prevent psychosocial risks such as stress or bullying	(1)	(2)	(9)
_4) <i>If Q200_2 = 1</i> : On how to lift and move heavy loads or people	(1)	(2)	(9)
_5) Emergency procedures	(1)	(2)	(9)

[If Q107 = 1]

Q357

Is any of this training also provided in different languages?

Yes	(1)
No	(2)
## No answer	(9)

Final ESENER Master Questionnaire

[Asked to all]

Q358

Are health and safety issues regularly discussed in staff or team meetings?

Yes	(1)
No	(2)
## In some departments only	(3)
## No answer	(9)

Q359: Question deleted

H. Sources of support

[Asked to all]

Q400

Has your establishment used health and safety information from any of the following organisations?

	Yes	No	NA
_1) Employers' organisations	(1)	(2)	(9)
_2) Trade unions	(1)	(2)	(9)
_3) Insurance providers	(1)	(2)	(9)
_5) The {labour inspectorate}* _6) Other official institutes for health and safety at work	(1)	(2)	(9)

Item 4 deleted

[Asked to all]

Q401

Are you aware of the Healthy Workplaces Campaigns run by the European Agency for Safety and Health at Work?

Yes	(1)
No	(2)
## No answer	(9)

I. Final background questions

[Asked to all]

Q450

How would you rate the level of absenteeism in your establishment compared with other establishments in the sector? Is it very high, quite high, about average, quite low or very low?

Very high	(1)
Quite high	(2)
About average	(3)
Quite low	(4)
Very low	(5)
## No answer	(9)

[Asked to all]

Q451

How would you rate the current economic situation of this establishment? Is it very good, quite good, neither good nor bad, quite bad or very bad?

Very good	(1)
Quite good	(2)
Neither good nor bad	(3)
Quite bad	(4)
Very bad	(5)
## No answer	(9)

[If Q451 = 3, 4 or 5]

Q452

Has the economic situation over the last three years resulted in a reduction of the resources available for health and safety at your establishment?

Yes	(1)
No	(2)
## No answer	(9)

Final ESENER Master Questionnaire

[Asked to all]

Q453

May we or the European Agency for Safety and Health at Work contact you again later if we should have any additional questions for a follow-up study based on your answers in this survey?

Yes, agrees	(1)
No, does not agree	(2)
## No answer	(9)

[If Q453 = 1]

Q454

In order to re-contact you for this purpose, can I ask your name, email address and direct phone number please?

Full name:	_____	(1)
Email address:	_____	(2)
Direct phone number:	_____	(3)
## Refuses to provide this information		(9)

Final ESENER Master Questionnaire

[If Q80_assess, Q81_assess1, Q81_assess2 = 2]

Q600

Before concluding the interview, we would like to come back to our wish to conduct an additional interview in another establishment of your organisation: When may we contact you again for further address details on the site we selected for this at the beginning of the interview?

[Questiontext: if Q601 is answered and *If Q80_assess, Q81_assess1, Q81_assess2 =]*

When may we contact you again for further address details on the site selected for a second interview?

Appointment for later call
No answer

(1) take up time & tel.
(8)

Refused

(9)

[If Q053b=2 or Q054b=2]

Q601

As mentioned in the beginning, it is very important for the survey to conduct interviews at different sites of multi-site organisations. These are unfortunately not listed in any suitable address register.

[If Q051 > 2] **May I ask you again whether you could give us the telephone number of the subsidiary with 5 or more employees that – within {country} is located farthest away from your site so that we can contact it afterwards for an additional interview?**

[If Q051 = 2] **May I ask you again whether you could give us the telephone number of the subsidiary with 5 or more employees so that we can contact it afterwards for an additional interview?**

Information about additional respondent obtained.... (1) go to Q081_adr1

Refused because health and safety situation is the same

in all establishments of the organisation..... (8) go to END7

Refused (9) go to END7

END7

I understand that you do not want us to conduct a second interview in this organisation.

Final ESENER Master Questionnaire

[Read out to all]

Thank you very much for your cooperation.

END of the interview.

[If screening country with take-up of additional address]

Q602

Interviewer: If in the course of the interview the respondent withdrew his/her allowance to contact a further establishment of this organisation, this needs to be recorded here so that the address can be deleted.

It is still OK to contact the other site. (1)

Allowance was explicitly withdrawn (9)

Special Screening Questions (asked in some countries only) - III

[If second contact after appointment:]

Q604

We recently called you in the context of a survey on health and safety we are currently conducting. You were so kind as to allow us contacting another establishment of your organisation for a further interview, but had to investigate the contact details. May I now ask you for the telephone number and further contact information of this additional establishment?

Ok (1) go to address masks again, then go to END
Refused (9) go to END