

CATI Questionnaire

Name of survey

ESENER-3_main survey version

EU-OSHA

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Adr_scrcntr: screening or non-screening countries

- | | |
|---|-------------------------|
| 1 | screening countries |
| 2 | non-screening countries |

Adr_scrint: self-screened addresses

- | | |
|---|--|
| 1 | main address/first interview |
| 2 | second address (screened address)/second interview |
| 3 | third address (screened address)/third interview |

Section 1: Contact phase

Ask only if **Adr_scrint** = 1

Q001

Good morning / afternoon. My name is ... from Kantar. We are conducting the third European study on health and safety at work.

[If number of employees <10 (all sectors)]

I would like to speak with the owner, managing director or branch manager of this workplace.

[If number of employees 10-49 (all sectors)]

I would like to speak with the person who is best informed about health and safety in this workplace. Often this person is the owner, managing director or branch manager.

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

I would like to speak with the person who is best informed about health and safety in this workplace. Often this person is the technical director, the personnel manager or a dedicated health and safety officer.

[If number of employees >= 50 and NACE 2-digit = 45 through 96]

I would like to speak with the person who is best informed about health and safety in this workplace. Often this person is the personnel manager or a dedicated health and safety officer.

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 workplace. - 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 2020. -
- We have your telephone number from [...].

1	The respondent is this person	go to Q004a
2	Appointment for a later call	take up time for recall**
3	Respondent puts call through to another person	go to Q003
4	Respondent names another person to call	take up name & tel.**
5	Does not generally participate in telephone interviews	go to Q007
6	Refused	END1
9	Motivation letter and data privacy information	take up Email

** then go to END2

Q003

Good morning / afternoon. My name is ... from Kantar. We are conducting the third European survey on health and safety at work. For this interview I would like to speak with the person who is best informed about health and safety in this workplace. Are you this person?

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 workplace. - 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 2020. - We have your telephone number from [...].

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

** then go to END2

Ask only if **Q001 = 1** or **Q003 = 1**

Q004a

The survey is conducted in cooperation with the European Agency for Safety and Health at Work and Kantar Public in Munich. We have your telephone number from [...]. Your participation is of course voluntary and you have the right to revoke your consent at any time.

All data will be kept confidential and the results will be completely anonymous. Do you have any questions about data privacy in advance? Would you be so kind as to participate in this interview?

Interviewer: 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 workplaces as possible take part.

1	OK to conduct interview right now	go to Q050_filt
2	Appointment for a later call	take up time for recall**
3	Refused because health and safety is managed at the headquarters of the organisation, not at local level	go to Q005
4	Refused because health and safety services are outsourced to a service provider	go to Q006
5	Does not generally participate in telephone interviews	go to Q007
6	Refusal for other reasons	END1
9	Motivation letter and data privacy information	take up Email

** then go to END2

Ask only if **Q004a** = 3 or **Q004b** = 3

Q005

Even if health and safety activities are mainly dealt with at your head office, there should normally be somebody at 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?

- | | | |
|---|--|---------------------------|
| 1 | Respondent is this person and OK to continue | go to Q050_filt |
| 2 | Appointment for a later call | take up time for recall** |
| 3 | Respondent puts call through to another person | go to Q003 |
| 4 | Respondent names another person to call | take up name & tel.** |
| 5 | Refusal maintained | END1 |

** then go to END2

Ask only if **Q004a** = 4 or **Q004b** = 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 workplace 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?

- | | | |
|---|--|---------------------------|
| 1 | Respondent is this person and OK to continue | go to Q050_filt |
| 2 | Appointment for a later call | take up time for recall** |
| 3 | Respondent puts call through to another person | go to Q003 |
| 4 | Respondent names another person to call | take up name & tel.** |
| 5 | Refusal maintained | END1 |

** then go to END2

Ask only if (**Q001** = 2,4 or **Q003** = 2,4 or **Q004a** = 2,4 or **Q005** = 2,4 or **Q006** = 2,4) and (**number of employees** < 10)

Q001size

Before we make an appointment for a next call: May I first check: Does the workplace at this address have at least 5 employees?

- | | | |
|---|--------------|-------------------------|
| 1 | Yes | take up time for recall |
| 2 | No | END3 |
| 9 | ## No answer | take up time for recall |

Ask only if **Q004a** = 5 or **Q004b** = 5 or **Q001** = 5

Q007

You mention that you do not generally participate in telephone interviews. Would you be willing to complete an online version of the questionnaire instead?

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

Ask only if **number of employees** < 10 and **Q007** = 1

Q007size

Before I ask you for an email address for this purpose: Does the workplace at this address have at least 5 employees?

- | | | |
|---|--------------|---------------|
| 1 | Yes | take up Email |
| 2 | No | END3 |
| 9 | ## No answer | take up Email |

Ask only if (**number of employees** > 9 and **Q007** = 1) or **Q007_size** = 1,9

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?

- | | |
|---|----------------------|
| 1 | Email address: _____ |
| 9 | Refused |

Ask only if **Q008** = 1

Q009

Would you be so kind as to also give us a name and direct phone number we can contact if any questions about the participation in the online interview arise?

- | | |
|---|--|
| 1 | Full name: _____ |
| 2 | Direct phone number: _____ |
| 9 | ## Refuses to provide this information |

Section 2: Reminder and other call backs

Q020a: Cawi Reminder

Good morning / afternoon. My name is ... from Kantar.

[If information on the name of the target person is available (Q009)]

Are you Mr/Mrs [...]?

[If information on the name of the target person is not available (Q009)]

Are you the person responsible for the management of safety and health at this workplace?

- | | | |
|---|--|-------------------------|
| 1 | The respondent is this person | go to Q020 |
| 2 | Appointment for a later call | take up time for recall |
| 3 | Respondent puts call through to another person | go to Q020a again |
| 4 | Respondent names another person to call | take up name & tel. |
| 9 | Refused | END1 |

Ask only if **Q020a** = 1

Q020: Cawi Reminder

[If information on the name of the target person is available (Q009)]

Some weeks ago, we contacted you by telephone in order to ask for your participation in the European survey on health and safety at work. Since you preferred to receive the questionnaire online, we sent you a personalised link for the questionnaire to the address you indicated.

[If information on the name of the target person is not available (Q009)]

Some weeks ago, we contacted your workplace by telephone in order to ask for participation in the European survey on health and safety at work. The person we contacted at this address preferred to receive the questionnaire online. We therefore sent a personalised link for the questionnaire to the indicated address.

Unfortunately, we have not received the completed questionnaire so far. Though participation is of course voluntary, we would very much appreciate your participation. May we therefore kindly ask you to complete the online questionnaire within the next 5 working days? Alternatively, we can again offer you to conduct the interview over the telephone, either right now or at the day and time that suits you best.

1	Target person is willing to complete the interview online, send link again	take up Email
2	Target person is ready to conduct the interview by phone right now	go to Q050_filt
3	Appointment for conducting the telephone interview made	take up time for recall
4	Refusal, not to be contacted any more	END1

Q030: call back wrong mail address

Good morning / afternoon. My name is ... from Kantar.

[If information on the name of the target person is available (Q009)]

Are you Mr/Mrs [...]?

[If information on the name of the target person is not available (Q009)]

Are you the person responsible for the management of safety and health at this workplace?

1	The respondent is this person	go to Q031
2	Appointment for a later call	take up time for recall
3	Respondent puts call through to another person	go to Q030a again
4	Respondent names another person to call	take up name & tel.
9	Refused	END1

Ask only if **Q030 = 1**

Q031: call back wrong mail address

[If information on the name of the target person is available (Q009)]

Recently, we contacted you by telephone in order to ask for your participation in the European survey on health and safety at work. Since you preferred to receive the questionnaire online, we sent you a personalised link for the questionnaire to the address you indicated.

[If information on the name of the target person is not available (Q009)]

Recently, we contacted your workplace by telephone in order to ask for participation in the European survey on health and safety at work. The person we contacted at this address preferred to receive the questionnaire online. We therefore sent a personalised link for the questionnaire to the indicated address.

Unfortunately, due to an incorrectly recorded e-mail address our e-mail couldn't be delivered. May we therefore kindly ask you again to give us your e-mail address?

1	Email address: _____	take up Email
9	Refused	END1

Section 3: Special Screening Questions

Q050_Filt (E2#FILT050)

- | | |
|---|--|
| 1 | screening country and first interview (BG, HR, CY, CZ, EE, EL, HU, IS, LT, LV, MK, MT, PT, RO, RS, SI, SK) |
| 2 | screening country and second interview in multi-site organisation (BG, HR, CY, CZ, EE, EL, HU, IS, LT, LV, MK, MT, PT, RO, RS, SI, SK) |
| 3 | non-screening country (AT, BE, CH, DE, DK, ES, FI, FR, IE, IT, LU, NL, NO, PL, SE, UK) |

Section 4: Introductory questions

Ask only if **Adr_scrcntr** = 2

Q100 (E2=Q102)

Is this workplace a single organisation, or is it one of several workplaces at different locations in {{Ireland}} belonging to the same company or organisation?

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

Ask only if **Q100** = 2

Q101a (E2=Q103a)

Is this the headquarters or is it a subsidiary site?

- | | |
|---|-----------------|
| 1 | Headquarters |
| 2 | Subsidiary site |
| 9 | ## No answer |

Ask only if **Q050** = 2

Q101b (E2=Q103b)

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

- | | |
|---|-----------------|
| 1 | Headquarters |
| 2 | Subsidiary site |
| 9 | ## No answer |

Q102

How many employees are currently on the payroll of this workplace?

[If Q050=2 or Q100=2]

Please refer to this local workplace only.

Interviewer: add if necessary: With employees on the payroll we mean those persons who are directly employed by your company or organisation. Each employee is counted as one person, regardless of whether they are working full-time or part-time (= headcount). Employees with temporary contracts are to be included if they hold a direct work contract with the interviewed company/organisation at the time of the interview.

[Min = 1 | Max = 99995]

99999 ## Don't know

END3

Q103

Besides these employees on the payroll: Are there any additional persons working in your workplace such as subcontractors, temporary agency workers or volunteers?

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q103** = 1,9

T104

Please refer all following questions only to the employees on the payroll.

Q104 (E2#Q107)

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

- 1 Yes
- 2 No
- 9 ## No answer

Q105 (E2#Q110)

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

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

Q106 (E2#Q111)

Do any of the employees regularly work from home?

- 1 Yes
- 2 No
- 9 ## No answer

Q107

And do any of the employees work anywhere else outside the premises of the workplace?

Interviewer: add if necessary: With this, we mean for example work on the premises of clients, on agricultural fields or in public spaces.

- 1 Yes
- 2 No
- 9 ## No answer

Q108 (E2=Q112)

According to the information in the database, this workplace belongs to the sector [NACEZ]. Is this correct?

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q108** = 2,9

Q109

Please describe the main activity of this workplace in one keyword.

Interviewer: If no or no adequate sector description appears, please try to circumscribe the main activity with another keyword. If the search is still not successful please tick „don't know“. If the sector code is known: Enter the first three digits of the code in the field.

11-960 List of all NACE rev. 2 3-digit Codes

998 ## Don't know

999 ## No answer

END2

Ask only if **Q109** = 998

Q110

Could you please describe the main activity in a few words so that we can classify it afterwards?

- 1 Open answer: _____
- 9 ## No answer

END2

Q111 (E2=Q114)

Does this workplace belong to the public sector?

Interviewer: add if necessary: A public sector organisation is wholly or mainly owned by the state.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q111** = 2,9

Q112 (E2=Q115)

Approximately what year did this workplace start to operate? Please include any time at previous locations or under different ownership.

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

_____ [Min = 1500 | Max = 2019]

9998 ## Don't know

9999 ## No answer

Ask only if **Q112** = 9998

Q112x (E2#Q115x)

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

- 1 Before 1990
- 2 1990 to 2015
- 3 After 2015
- 9 ## No answer

Q113 (E2=Q100)

What is your role in this workplace?

Interviewer: Multiple answers possible

- _1 The owner or a partner of this firm
- _2 The managing director, site or branch manager
- _3 Another manager
- _4 The health and safety officer
- _5 Safety Representative in charge of health and safety
- _6 Another employee in charge of the subject
- _7 ## An external health and safety consultant **Exclusive*
- _9 ## No answer **Exclusive*

Ask only if **Q113** = 3,4,5,6

Q114 (E2=Q101)

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

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

Section 5: Day-to-day OSH management I: OSH expertise and general policy

Q150 (E2=Q157)

The next questions are about how health and safety is organised at your workplace. Does your workplace arrange regular medical examinations to monitor the health of employees?

Interviewer: add if necessary: Both obligatory and voluntary examinations are meant here.

- 1 Yes
- 2 No
- 9 ## No answer

Q151 (E2=Q150)

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

		Yes	No	## No answer
		1	2	9
_1	An occupational health doctor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2	A psychologist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	An expert dealing with the ergonomic design and set-up of workplaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4	A health and safety generalist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5	An expert on accident prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q152

In the last 3 years: Has your workplace used the services of any [u]external[/u] provider to support you in your health and safety tasks?

[If (Q112 >2015 and ≤ 2019) or Q112x=3] Interviewer: If the workplace exists for less than 3 years, for this and other questions about a 3-year period, reference should be made to the time since the workplace started to operate.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q152** = 1

Q153

Overall, how would you rate the health and safety services you obtained from external providers?

- 1 Very good
- 2 Quite good
- 3 Neither good nor bad
- 4 Quite bad
- 5 Very bad
- 6 ## This differs by provider or service
- 9 ## No answer

Q154 (E2=Q165)

Has your workplace been visited by {{a Health and Safety Authority inspector}} in the last 3 years in order to check health and safety conditions?

- 1 Yes
- 2 No
- 9 ## No answer

Q155 (E2#Q155)

Does your workplace have a document in place that explains responsibilities or procedures on health and safety?

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q155** = 1

Q156

Is this document available to the people working in the workplace?

- 1 Yes
- 2 No
- 3 ## Yes, but only on demand
- 9 ## No answer

Q157 (E2=Q158)

Does your workplace take any of the following measures to promote health among employees?

		Yes	No	## No answer
		1	2	9
_1	Raising awareness about healthy nutrition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2	Raising awareness about preventing addiction, e.g. to smoking, alcohol or drugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	Promotion of sports activities outside working hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4	Promoting back exercises, stretching or other physical exercise at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q158

Does your workplace keep a record of employees' absences due to sickness?

- 1 Yes
- 2 No
- 9 ## No answer

Q159

[If Q158=2,9]

Could you nevertheless roughly estimate:

Has absence due to sickness rather increased, decreased or stayed about the same over the last 3 years?

[If (Q112>2015 and <2019) or Q112x=3] Interviewer: If the workplace exists for less than 3 years, for this and other questions about a 3-year period, reference should be made to the time since the workplace started to operate.

Interviewer: add if necessary: If the respondent is not sure about the development of the sickness absence, ask for a rough estimate. If the development of sickness absence has not explicitly been raised as a problem or an achievement in the reference period, the correct answer will mostly be "stayed about the same".

- 1 Rather increased
- 2 Rather decreased
- 3 Stayed about the same
- 8 ## Don't know
- 9 ## No answer

Q160

And has absence due to work-related accidents rather increased, decreased or stayed about the same over the last 3 years?

- 1 Rather increased
- 2 Rather decreased
- 3 Stayed about the same
- 4 No work-related accidents occurred over the last 3 years
- 8 ## Don't know
- 9 ## No answer

Ask only if **Q102** >= 50 and **Q102** <= 99995

Q161 (E2=Q161)

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

Interviewer: add if necessary: If the workplace has not had any employees return from long-term absence due to sickness, we want to know whether or not a procedure has been set up should this occur.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q102** >= 20 and **Q102** <= 99995

Q162 (E2=Q162)

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

- 1 Regularly
- 2 Occasionally
- 3 Practically never
- 4 ## [If Q102<50] Not applicable
- 9 ## No answer

Ask only if **Q102** >= 20 and **Q102** <= 99995

Q163 (E2=Q163)

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

- 1 Yes
- 2 No
- 3 ## Some of them
- 9 ## No answer

Ask only if **Q113** = 3,4,5,6,9 and NOT **Q113** = 1,2

Q164a (E2=Q164a)

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

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q113** = 1,2

Q164b (E2=Q164b)

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

- 1 Yes
- 2 No
- 9 ## No answer

Section 6: (Traditional and new) health and safety risks in the establishment

Q200

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

		Yes	No	## No answer
		1	2	9
_1 (E2=Q200_2)	Lifting or moving people or heavy loads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q200_4)	Repetitive hand or arm movements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2#Q200_1)	Prolonged sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2#Q200_1)	Tiring or painful positions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5 (E2=Q200_3)	Loud noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6 (E2=Q200_5)	Heat, cold or draught	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_7 (E2=Q200_6)	Risk of accidents with machines or hand tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_8 (E2=Q200_7)	Risk of accidents with vehicles in the course of work but not on the way to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_9 (E2=Q200_8)	Chemical or biological substances in the form of liquids, fumes or dust	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_10 (E2=Q200_9)	Increased risk of slips, trips and falls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q201

There may also be 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 workplace:

		Yes	No	## No answer
		1	2	9
_1 (E2=Q201_1)	Pressure due to time constraints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q201_2)	Poor communication or cooperation within the organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2#Q201_4)	Fear of job loss	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q201_5)	Having to deal with difficult customers, patients, pupils etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5 (E2=Q201_6)	Long or irregular working hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6bo	[If country=NO,SI]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_7bo	[If country=NO,SI]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_8bo	[If country=NO,SI]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q202

Has your workplace in the last 3 years taken any of the following measures?

		Yes	No	## No answer
		1	2	9
_1 (E2#Q308_1)	[If Q200_1=1] Provision of equipment to help with the lifting or moving of loads or other physically heavy work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2#Q308_2)	[If Q200_2=1] Rotation of tasks to reduce repetitive movements or physical strain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2#Q308_3)	Encouraging regular breaks for people in uncomfortable or static postures including prolonged sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2#Q308_4)	Provision of ergonomic equipment, such as specific chairs or desks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5	The option for people with health problems to reduce working hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 7: Day-to-day OSH management Part II: Risk Assessments**Q250 (E2=Q250)**

Does your workplace carry out workplace risk assessments on a regular basis?

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

- 1 Yes
2 No
9 ## No answer

Ask only if **Q250 = 1**

Q251 (E2=Q251)

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

- 1 Conducted mainly by internal staff
- 2 Contracted mainly to external providers
- 8 ## Both about equally
- 9 ## No answer

Ask only if **Q250 = 1**

Q252

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

		Yes	No	## No answer
		1	2	9
_1 (E2=Q252_1)	The safety of machines, equipment and installations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q252_2)	[If Q200_9=1] Dangerous chemical or biological substances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2=Q252_3)	Working postures, physical working demands and repetitive movements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q252_4)	Exposure to noise, vibrations, heat or cold	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5 (E2=Q252_5)	Supervisor-employee relationships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6 (E2=Q252_6)	Organisational aspects such as work schedules, breaks or work shifts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_7bo	[If Q200_8=1 and country=IE] Risk of accidents with vehicles in the course of work but not on the way to and from work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_8bo	[If Q200_10=1 and country=IE] Slip, trip and fall risks in your workplace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_9bo	[If Q201_5=1 and country=IE] Threat, abuse, assaults by clients, patients, pupils or other external persons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if **Q250 = 1** and **Q106 = 1**

Q253 (E2#Q253a)

Do risk assessments cover workplaces at home?

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q250** = 1 and **Q107** = 1

Q254

[If Q106=1 and Q250=1]

Do risk assessments cover other workplaces outside the premises of the workplace?

[Rest]

Do risk assessments cover workplaces outside the premises of the workplace?

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q250** = 1 and **Q103** = 1

Q255 (E2#Q253b)

Do risk assessments cover only people on the payroll of your workplace or do they also cover other types of workers at your workplace?

- 1 On the payroll
- 2 Other types of workers are also covered
- 9 ## No answer

Ask only if **Q250** = 1

Q256 (E2=Q254)

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

Interviewer: Stress as necessary: A rough estimate of the year is sufficient, no need to look up the date. Reviews of former risk assessments are to be counted here if they consist in gathering new information from the workplace.

_____ (Min = 1970 | Max = 2019)

- 9998 ## Don't know
- 9999 ## No answer

Ask only if (**Q256** >= 1970 and **Q256** <= 2019) or **Q256** = 9998

Q257 (E2=Q255)

Has it been documented in written form?

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q250** = 1

Q258 (E2=Q258b)

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

- 1 Yes
- 2 No
- 8 ## That depends on the type of measures
- 9 ## No answer

Ask only if **Q250** = 1 and **Country** = IE

Q259bo

If additional control measures were identified as necessary following a risk assessment, to what extent has your workplace implemented these control measures?

- 1 Fully
- 2 Partly
- 3 Not yet
- 8 ## Don't know
- 9 ## No answer

Ask only if **Q250** = 2

Q260 (E2=Q261)

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

		Yes	No	## No answer
		1	2	9
_1	The dangers and risks are already known	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2	There are no major problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	The procedure is too onerous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4	The necessary expertise is lacking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if **Q250** = 2

Q261 (E2=Q262)

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

- 1 Yes
- 2 No
- 9 ## No answer

Q262

In your workplace, 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 reason	Minor reason	Not a reason at all	## No answer
		1	2	3	9
_1 (E2=Q264_1)	Fulfilling a legal obligation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q264_2)	Meeting employee expectations or those of their representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2=Q264_4)	Maintaining or increasing productivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q264_5)	Maintaining the organisation' s reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5 (E2=Q264_6)	Avoiding fines and sanctions from {{Health and Safety Inspectors}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q263 (E2=Q265)

What are the main difficulties in addressing health and safety in your workplace? 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 difficulty	Minor difficulty	Not a difficulty at all	## No answer
		1	2	3	9
_1	A lack of time or staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2	A lack of money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	A lack of awareness among staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4	A lack of awareness among management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5	A lack of expertise or specialist support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6	The paperwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_7	The complexity of legal obligations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 8: New risks: Psychosocial risks and digitalisation**T300**

The following questions are about psychosocial risks such as work-related stress or violence.

Ask only if **Q102** >= 20 and **Q102** <= 99995

Q300 (E2=Q300)

Does your workplace 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 workplace, we would nonetheless like to know whether procedures are in place should stress become an issue.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q102** >= 20 and **Q102** <= 99995

Q301 (E2=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 workplace, we would nonetheless like to know whether procedures are in place should they become an issue.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q102** >= 20 and **Q102** <= 99995 and **Q201_4** = 1

Q302 (E2=Q302)

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

Interviewer: add if necessary: If such threats, abuse or assault are not prevalent in the workplace, we would nonetheless like to know whether procedures are in place should they become an issue.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q102** >= 20 and **Q102** <= 99995

Q303a

Has an employee survey including questions on work-related stress been conducted in your workplace in the last 3 years?

[If (Q114>2015 and <2019) or Q114x=3] Interviewer: If the workplace exists for less than 3 years, for this and other questions about a 3-year period, reference should be made to the time since the workplace started to operate.

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Q102** < 20

Q303b

Have employees been involved in identifying possible causes for work-related stress, such as e.g. time pressure or difficult clients?

- 1 Yes
- 2 No
- 9 ## No answer

Q304

In the last 3 years, has your workplace 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	## No answer
		1	2	9
_1 (E2=Q303_1)	Reorganisation of work in order to reduce job demands and work pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q303_2)	Confidential counselling for employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	Training on conflict resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q303_4)	Intervention if an employee works excessively long or irregular hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5	Allowing employees to take more decisions on how to do their job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if any of **Q304_1** to **Q304_5** = 1

Q305 (E2=Q304)

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

- 1 Yes
- 2 No
- 8 ## Partly
- 9 ## No answer

Ask only if any of **Q304_1** to **Q304_5** = 1

Q306 (E2=Q305)

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

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if any of **Q201_1** to **Q201_9** = 1

Q307

Considering the situation in your workplace: Are psychosocial risks easier or more difficult to address than other risks or is there no big difference?

- 1 Easier
- 2 More difficult
- 3 No big difference
- 8 ## Don't know
- 9 ## No answer

Ask only if **Q307** = 2

Q308

What are the main obstacles to dealing with psychosocial risks in your workplace?

		Yes	No	## No answer
		1	2	9
_1 (E2#Q306a_3)	A lack of awareness among staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2#Q306a_4)	A lack of awareness among management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2#Q306a_5)	A lack of expertise or specialist support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2#Q306a_6)	Reluctance to talk openly about these issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if **Q250** = 1

Q309 (E2#Q307)

You pointed out that your workplace carries out risk assessments. Do you have sufficient information on how to include psychosocial risks in risk assessments?

- 1 Yes
- 2 No
- 9 ## No answer

Q310

We now have a few questions on potential health hazards related to digitalisation. Does your workplace use any of the following digital technologies for work?

[Only for item Q310_4] Interviewer: Assembly lines are not meant to be included here

		Yes	No	## No answer
		1	2	9
_1	Personal computers at fix workplaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2	Laptops, tablets, smartphones or other mobile computer devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	Robots that interact with workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4	Machines, systems or computer determining the content or pace of work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5	Machines, systems or computer monitoring workers ' performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6	Wearable devices, such as smart watches, data glasses or other (embedded) sensors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if any Q310_1 to Q310_6 = 1

Q311

Have the possible impacts of the use of such technologies on the health and safety of employees been discussed in your workplace?

- 1 Yes
2 No
9 ## No answer

Ask only if Q311 = 1

Q312

Which of the following possible impacts have been discussed in this context?

		Yes	No	## No answer
		1	2	9
_1	Increased work intensity or time pressure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2	Information overload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	Prolonged sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4	Repetitive movements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5	Need for continuous training to keep skills updated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6	More flexibility for employees in terms of place of work and working time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_7	Blurring boundaries between work and private life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_8	Fear of job loss	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 9: Employee participation in OSH issues

T350

We'll now turn to the role of employees and their representatives in health and safety.

Q350

Which of the following forms of employee representation do you have at this workplace?

		Yes	No	## No answer
		1	2	9
_1 (E2=Q166_1)	[If not country=CY,MK,SE] {{Statutory employee representation forum or another form of non-union staff association}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q166_2)	[If not country=AT,DE,LU] {{Workplace union representative}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2=Q166_4)	[If not country=MK,SI] {{Safety committee}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q166_3)	{{Safety representative}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if **Q350_4** = 1

Q351

Are the {{safety representatives}} elected by the employees or selected by the employer?

- 1 Elected by the employees
- 2 Selected by the employer
- 8 ## Partly elected by employees, partly selected by employer
- 9 ## No answer

Ask only if any of **Q350_1** to **Q350_4** = 1

Q352 (E2#Q350)

How often is health and safety discussed between employee representatives and the management? Do such discussions take place regularly, occasionally or practically never?

- 1 Regularly
- 2 Occasionally
- 3 Practically never
- 8 ## Not applicable
- 9 ## No answer

Ask only if **Q352** = 1,2

Q353 (E2#Q351)

And how often do controversies related to health and safety arise? Do they arise often, sometimes or practically never?

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

Ask only if **Q350_4 = 1**

Q354 (E2=Q354)

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

- 1 Yes
- 2 No
- 8 ## Yes, but only some of them
- 9 ## No answer

Q355

[Q350_4=1]

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

[Rest]

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

		Yes	No	## No answer
		1	2	9
_1 (E2=Q356_1)	The proper handling and adjustment of their work equipment and furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q356_2)	[If Q200_9=1] The use of dangerous substances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2=Q356_3)	How to prevent psychosocial risks such as stress or bullying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q356_4)	[If Q200_1=1] How to lift and move heavy loads or people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5 (E2=Q356_5)	Emergency procedures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6	[If Q106=1 or Q107=1] On how to assess mobile or external workplaces on health and safety risks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if **Q104 = 1** and any of **355_1** to **355_6 = 1**

Q356 (E2=Q357)

Is any of this training also provided in other languages?

- 1 Yes
- 2 No
- 9 ## No answer

Q357 (E2#Q358)

How often are health and safety issues discussed in staff or team meetings? Regularly, occasionally or practically never?

- 1 Regularly
- 2 Occasionally
- 3 Practically never
- 8 ## Not applicable
- 9 ## No answer

Q358

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

		Yes	No	## No answer
		1	2	9
_1 (E2=Q400_1)	Employers' organisations, e.g. IBEC, ISME etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q400_2)	Trade unions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3	Contracted health and safety experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q400_3)	Insurance providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5 (E2=Q400_5)	The Health and Safety Authority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6 (E2=Q400_6)	Other official institutes for health and safety at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 10: Country Boost NO SI IE

Ask only if **Country** = NO,SI

Q359bo

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Country** = NO,SI

Q360bo

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Country** = NO,SI

Q361bo

- 1 Yes
- 2 No
- 9 ## No answer

Ask only if **Country** = IE

Q362bo

Has management in your organisation agreed a policy detailing how ergonomic risk will be managed at your workplace?

- 1 Yes
- 2 No
- 8 ## Don't know
- 9 ## No answer

Ask only if **Country** = IE

Q363bo

Is your organisation accredited by INAB, the Irish National Accreditation Body?

- 1 Yes
- 2 No
- 8 ## Don't know
- 9 ## No answer

Ask only if **Country** = IE and **Q363bo** = 1

Q364

Does your accreditation with INAB lead to any of the following benefits?

		Yes	No	## Not applicable	## No answer
		1	2	8	9
_1bo	Improved business opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2bo	Increased reputation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3bo	Improved quality outputs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4bo	Supports implementation of regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5bo	Cost savings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6bo	Any other benefits not mentioned above	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 11: Final background and assessment questions

Q400 (E2=Q451)

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

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

Q401 (E2#Q453)

May we or another research institute contracted by 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?

- | | |
|---|--------------------|
| 1 | Yes, agrees |
| 2 | No, does not agree |
| 9 | ## No answer |

Ask only if **Q401** = 1

Q402 (E2=Q454)

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

			## Refuses to provide this information
_1	Full name:	_____	No answer
_2	Direct phone number:	_____	No answer
_3	Email address:	_____	No answer

Section 12: End texts

Ask only if **Q001** = 6 or **Q002** = 4 or **Q003** = 5 or **Q004a** = 6 or **Q004b** = 6 or **Q005** = 5 or **Q006** = 5 or **Q007** = 2,9 or **Q008** = 9 or **Q050** = 9 or **Q055d** = 9 or **Q055e** = 9 or **Q055f** = 9 or **Q055g** = 9 or **Q055i** = 9 or **Q090** = 2

END1:

Text

Thank you for your time, nonetheless. Goodbye.

Ask only if **Q001** = 2,4 or **Q002** = 3 or **Q003** = 2,4 and **Q004a** = 2 and **Q004b** = 2 or **Q005** = 2,4 or **Q006** = 2,4 or **Q008** = 1

END2:

Text

Thank you for your help. Goodbye.

Ask only if **Q102** < 5 or **Q001size** = 2 or **Q007size** = 2

END3:

Text

In this case your workplace is not meant to be interviewed because the survey is conducted only in workplaces with at least 5 employees. Thank you for your cooperation, nevertheless.

Ask only if **stratification reached**

END4:

Text

In this case your workplace is not meant to be interviewed because we already have enough interviews in your size and sector combination. Thank you for your cooperation, nevertheless.

Ask only if **Q052** < 1

END5:

Text

Ask only if **Q055d** = 1 or **Q055e** = 1 or **Q055f** = 1 or **Q055g** = 1 or **Q055i** = 1

END6:

Text

Ask only if **Q403** = 8,9

END7:

Text

END8:

Text

That's the end of the interview, thank you very much for your time. I would like to confirm my name is ..., calling from Kantar. This interview was conducted within the Code of Conduct of the UK Market Research Society and in accordance with our Privacy Policy which can be found at uk.kantar.com/surveys. All your replies will be treated in the strictest confidence. If you would like to check any details about the interview, I can give you the relevant number to call. IF YES: To verify Kantar as a registered member of the Market Research Society, please call the Society's verification service on +44 20 7490 4911.