

# CATI Questionnaire

Name of survey

**ESENER-3\_main survey version**

EU-OSHA

Author(s)

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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 establishment.

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

I would like to speak with the person  
who knows best about health and safety in this establishment.  
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 knows best about health and safety in this establishment.  
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 knows best about health and safety in this establishment.  
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 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 establishments. 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 later call	take up time for recall**
3	Respondent puts through to another person	go to Q003
4	Respondent names another person to call	take up name & tel.**
5	Does generally not 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 knows best about health and safety in this establishment. 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 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 establishments. 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 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 treated as totally confidential and the results will be totally 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 workplaces within your industry sector. To obtain representative results, however, it is important that as many of the selected establishments 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 the local level	go to Q005
4	Refused because health and safety services are outsourced to a service provider	go to Q006
5	Does generally not 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 the local level who has some information about this subject. The questions are of a general nature and do not require specialised knowledge on the topic. May I speak with the person who is best informed regarding the subject at this site?

- |   |  |                           |
|---|--|---------------------------|
| 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 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 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 specialised 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 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 establishment 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 how you generally don't participate in telephone interviews. Would you be willing to complete the questionnaire in an online version 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 establishment 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 establishment?

- |   |   |                         |
|---|---|-------------------------|
| 1 | The respondent is this person             | go to Q020              |
| 2 | Appointment for later call                | take up time for recall |
| 3 | Respondent puts 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 establishment 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 establishment?

1	The respondent is this person	go to Q031
2	Appointment for later call	take up time for recall
3	Respondent puts 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 establishment 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 establishment a single organisation, or is it one of several establishments at different locations in {{the UK}}

 belonging to the same company or organisation?

- |   |  |
|---|--|
| 1 | A single company or organisation   |
| 2 | One of a number of different establishments 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 establishment?

[If Q050=2 or Q100=2]

Please refer to this local establishment 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 establishment 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 establishment?

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 establishment 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 establishment 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 establishment 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)**

In about which year did this establishment start to operate? Please include time at previous locations or under 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!

\_\_\_\_\_ [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 using the following time periods?

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

**Q113 (E2=Q100)**

What is your function in this establishment? Are you...

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 An employee representative in charge of health and safety or
- \_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 establishment?

- 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 establishment. Does your establishment 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 it 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 generalist on health and safety	<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 establishment 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 establishment 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 establishment 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 establishment been visited by the {{Health and Safety Executive or the local authority}} 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 establishment 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 establishment?

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

**Q157 (E2=Q158)**

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

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

**Q158**

Does your establishment 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 establishment 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 establishment 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 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 such cases.

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

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

**Q162 (E2=Q162)**

In your establishment, 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 establishment receive any training on how to manage health and safety in their teams?

- 1 Yes
- 2 No
- 3 ## Just 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 establishment?

- 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 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	## 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 establishment:

		Yes	No	## No answer
		1	2	9
_1 (E2=Q201_1)	Time pressure	<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 establishment 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 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.

- |   |              |
|---|--------------|
| 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)	Work 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]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_9bo	[If Q201_5=1 and country=IE]	<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 establishment?

[Rest]

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

- 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 establishment or do they also cover other types of workers at your establishment?

- 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 the 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**

- 1
- 2
- 3
- 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 regularly carried out? Please tell me for each of the following whether it applies to your establishment or not?

		Yes	No	## No answer
		1	2	9
_1	the hazards and risks are already known anyway	<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 burdensome	<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 establishment?

- 1 Yes  
2 No  
9 ## No answer

#### Q262

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 reason	Minor reason	Not a reason	## 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 expectations from employees or 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 the {{Health and Safety Executive or the local authority}}	<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 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 difficulty	Minor difficulty	Not a difficulty	## 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**  $\geq 20$  and **Q102**  $\leq 99995$

### Q300 (E2=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 not considered prevalent in the establishment, we would nevertheless like to know whether procedures are in place in case it does become an issue.

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

Ask only if **Q102**  $\geq 20$  and **Q102**  $\leq 99995$

### 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 are not considered prevalent in the establishment, we would nevertheless like to know whether procedures are in place in case they do become an issue.

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

Ask only if **Q102**  $\geq 20$  and **Q102**  $\leq 99995$  and **Q201\_4** = 1

### Q302 (E2=Q302)

And is there a procedure to deal with possible cases of threats, abuse or assaults by clients, patients, pupils or members of the public?

Interviewer: add if necessary: If such threats, abuse or assaults are not prevalent in the establishment, we would nevertheless like to know whether procedures are in place in case they do 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 establishment in the last 3 years?

[If (Q114>2015 and <2019) or Q114x=3] Interviewer: If the establishment 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 establishment 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 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	## 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 excessively long or irregular hours are worked	<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 concrete problems with stress, bullying, harassment or violence in the establishment?

- 1 Yes
- 2 No
- 8 ##
- 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 establishment: 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 establishment?

		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 establishment 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 establishment 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 establishment?

- 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 in this establishment?

		Yes	No	## No answer
		1	2	9
_1 (E2=Q166_1)	[If not country=CY,MK,SE] {A joint consultative committee, employee forum or equivalent body}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2 (E2=Q166_2)	[If not country=AT,DE,LU] {A recognised trade union representation}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3 (E2=Q166_4)	[If not country=MK,SI] {A health and safety committee}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4 (E2=Q166_3)	{A health and safety representative or representative of employee safety}}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ask only if **Q350\_4 = 1**

### Q351

Are the {{health and safety representatives or representatives of employee safety}} 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? Is this often, sometimes or practically never the case?

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



Ask only if **Q350\_4 = 1**

### Q354 (E2=Q354)

Are {{the health and safety representatives or representatives of employee safety}} 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 establishment provide them with training?

[Rest]

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

		Yes	No	## No answer
		1	2	9
_1 (E2=Q356_1)	The proper use and adjustment of their working 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 people or heavy loads	<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 different 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 establishment used health and safety information from any of the following organisations?

		Yes	No	## No answer
		1	2	9
_1 (E2=Q400_1)	Employers' organisations	<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)	Health and Safety Executive or Local 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**

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

Ask only if **Country** = IE

#### Q363bo

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

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

#### Q364

		Yes	No	## Not applicable	## No answer
		1	2	8	9
_1bo		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_2bo		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_3bo		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_4bo		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_5bo		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
_6bo		<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 establishment? 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 re-contact you for this purpose, can I ask you for your name, email address and direct phone number please?

			## 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, nevertheless. 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 establishment is not meant to be interviewed because the survey is conducted only in establishments with at least 5 employees. Thank you for your cooperation, nevertheless.

Ask only if **stratification reached**

**END4:**

Text

In this case your establishment 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

Finally, I would just like to confirm that my name is ... and I've been calling you from Kantar. This interview was conducted in accordance with the MRS Code of Conduct and with our Privacy Policy which can be found at [uk.kantar.com/surveys](http://uk.kantar.com/surveys). As I advised this was a genuine research study. However, if you would like to check any details about the interview I can provide you with relevant numbers to call. Would you like to take these down? IF YES: To verify that we are registered as a Market Research Organisation, with a professional code of conduct, please call the Market Research Society on their verification service. The number is 0800 975 9596 – you will be connected free of charge from a landline. To find our further information about my organisation or the nature of this particular survey you can contact the Telephone Centre Manager on the following numbers during office hours: West London Centre – Lyle van Huizen – 0800 015 1037 Thank you very much for your time and goodbye.