



# **OSH BAROMETER**

## **Netherlands**

### Country Report

## Netherlands Country Report Index

This document contains the OSH Barometer Country Report Summary of Netherlands

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## Introduction General information

The **development and provision of the OSH BAROMETER — Status of Occupational Safety and Health in Europe** is a long-term activity of the European Commission's Directorate-General for Employment, Social Affairs and Inclusion (**DG Employment, Social Affairs and Inclusion**) and the European Agency for Safety and Health at Work (**EU-OSHA**). It aims to provide up-to-date online information for all interested parties and stakeholders about the status of OSH in the European Union.

The overall objective of this activity is to design and develop a reliable and stable information system on OSH in Europe, based on data from the relevant national and European data providers. From 2016 to 2018, two contractors of DG Employment, Social Affairs and Inclusion (Kooperationsstelle Hamburg IFE and Eurogip) developed the structure of the system, collected data for a selected number of indicators and assessed their reliability.

EU-OSHA will contribute to the establishment and maintenance of the **OSH BAROMETER** by designing and running the data visualisation tool, ensuring data quality in cooperation with key data providers and stakeholders, and feeding in the quantitative and qualitative data in close collaboration with EU institutions and Member State Contact Points. As part of its activity '**EU OSH INFO System**', EU-OSHA will publish an analytical report, based on the collected data, every 3 years.

The **OSH BAROMETER** uses the following data sources:

- Eurostat: data on economy, sectors, population, and employment
- Eurostat: Labour Force Survey (LFS), particularly the ad hoc module from 2013: 'Accidents at work and other work-related health problems'
- Eurostat: European Union Survey on Income and Living Conditions (EU-SILC)
- Eurofound: European Working Conditions Survey (EWCS)
- EU-OSHA: European Survey of Enterprises' New and Emerging Risks (ESENER) 2014
- European Commission, DG Employment, Social Affairs and Inclusion: several reports and studies
- Senior Labour Inspectors Committee (SLIC): non-confidential country evaluations
- National contact points in Member States: national data and descriptions
- EU-OSHA focal points/EU-OSHA: descriptions of the national OSH Systems in OSHwiki
- comprehensive reports from national or European sources

This methodology contains a compilation of all references and data sources that were used to provide texts, diagrams and tables, and in some cases additional explanations.

In most cases we provide the following data:

- the indicator and diagram/table/description title
- a short description of the data evaluation and visualisation approach
- exact source with name and link
- the period of reference (year/period) and the last update
- the coverage of Member States and other countries
- filter options or selection criteria of the source
- the measuring unit
- any calculation that EU-OSHA performed based on the original data
- visualisation basics
- other useful explanations and additional comments

## Generic information OSH authorities

This indicator is an overview of OSH authorities and relevant OSH institutions in the different Member States and at EU level.

For further information refer to Methodology



### OSH authority

#### Inspectorate SZW (Inspectie SZW)

See more in its website and in OSHwiki

Compliance with OSH rules and regulations is monitored by the Inspectorate SZW. Since January 2012, the Inspectorate SZW has combined the work organisation and activities of the former Labour Inspectorate, the Work and Income Inspectorate and the Social and Intelligence Investigation Service of the Ministry of Social Affairs and Employment.

The Inspectorate SZW aims to achieve safe and healthy working conditions for all. The Inspectorate SZW is working according to a vision of an integrated and risk-oriented supervision. The inspection not only focuses on enforcement but also has preventive tasks.

#### Ministry of Social Affairs and Employment (Ministerie van Sociale Zaken en Werkgelegenheid)

See more in its website and in OSHwiki

On a national level, occupational safety and health (OSH) is the responsibility of the Ministry of Social Affairs and Employment (Ministerie van Sociale Zaken en Werkgelegenheid). The ministry sets target regulations that state the degree to which the safety and health of employees at work should be protected.

### Compensation and insurance body

#### Employee Insurance Agency (UWV — Uitvoeringsinstituut Werknemersverzekeringen)

See more in its website and in OSHwiki

The UWV provides an expert and efficient implementation of employee insurance, such as the Unemployment Insurance Act, and Sickness Benefits Act. In addition, the UWV offers labour market and data services. The UWV performs these services as an independent administrative body (ZBO) on behalf of the Ministry of Social Affairs and Employment.

## Prevention institute

### Arbodiensten

See more in its website and in OSHwiki

There are many different Arbodiensten in the Netherlands, ranging from large national companies to small regional or branch-specific services. Arbodiensten are usually multidisciplinary and provide a wide range of services, from preventive work checks to check-ups during sickness absenteeism and health checks. A list of all certified Arbodiensten can be found on the website of the Dutch Foundation for Administration of Certification in Health and Safety Services (SBCA — Stichting Beheer Certificatieregeling Arbodiensten), which is the owner of the certification scheme of the Arbodiensten. Arbodiensten can employ workers of various backgrounds but are required to have experts in at least four core disciplines: an occupational physician, an industrial hygienist, a safety expert and a work organisation expert.

## Standardisation body

### Accreditation Council (RvA — Raad voor Accreditatie)

See more in its website and in OSHwiki

In many countries, accreditation is a government task; however, in the Netherlands, the accreditation institute RvA is an organisation governed by private law, through which the government acts as client, regulator and discussion partner. If the government considers it necessary to implement accreditation in particular sectors, the government is the client. However, the government is not only the client, but also a discussion partner for the accreditation institute. The RvA holds regular discussions with the Ministry of Housing, Spatial Planning and the Environment and the Ministry of Social Affairs and Employment. The agreement between the state and the RvA allows room for formulating tailor-made agreements for specific areas of special attention with various ministries.

### Foundation for Monitoring Certification in Health and Safety Services (SBCA — Stichting Beheer Certificatie Arbodiensten)

See more in its website and in OSHwiki

Within the SBCA, the government, trade unions and employers' organisations work together to set the standards that health and safety services must satisfy to be admitted to the profession.

### Standards Organisation of the Netherlands (NEN — Nederlands Normalisatie Instituut)

See more in its website and in OSHwiki

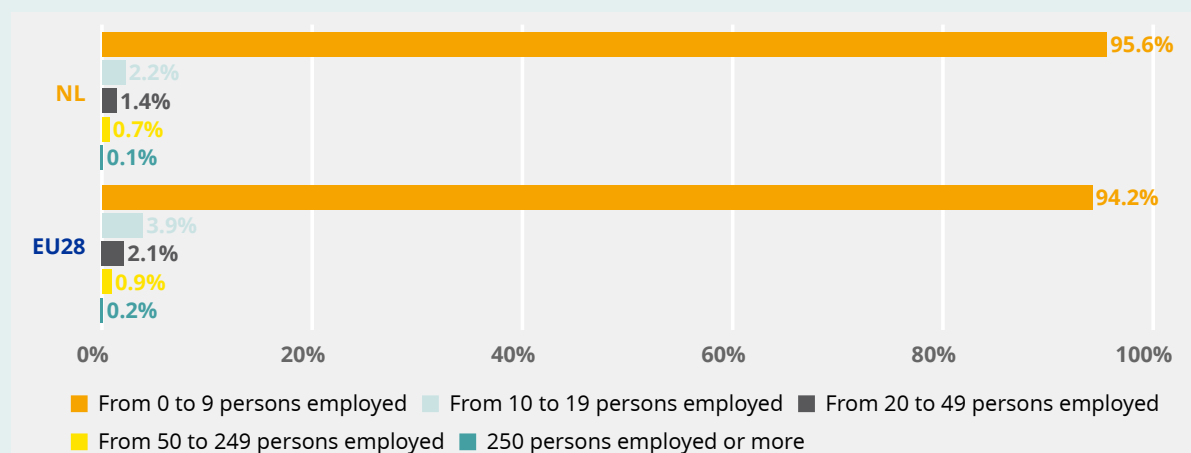
NEN supports the making of agreements on products, processes and services, and publishes standards. Employers and employees are mutually responsible for setting their own standards, so NEN supplies them with the knowledge and experience they need for their consultations. NEN works in close collaboration with European partners (CEN — the European Committee for Standardisation, Cenelec — the European Committee for Electrotechnical Standardisation, and ETSI — the European Telecommunications Standards Institute) and global partners (ISO — the International Organisation for Standardisation, IEC — the International Electrotechnical Commission, and ITU — the International Telecommunication Union).

## Generic information Economic and sector profile

The indicator 'Economic and sector profile' displays relevant data on the economy and sectoral structure of the EU and its Member States, e.g. percentages of company size, employment per sector and information on gross domestic product. Note: Not all data is available for every country.

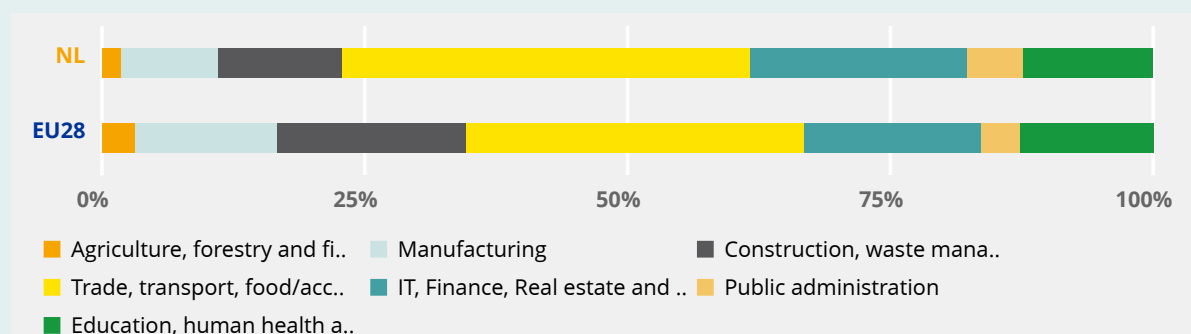
Source: EUROSTAT. For further information refer to Methodology

### Company size



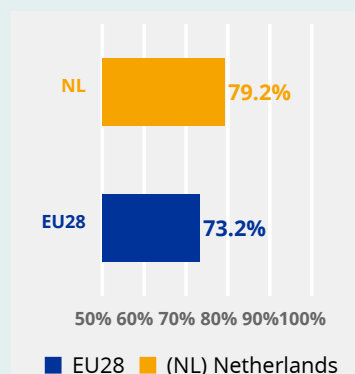
Sector	Country	Value (%)	Country	Value (%)
From 0 to 9 persons employed	NL	95.6	EU28	94.2
From 10 to 19 persons employed	NL	2.2	EU28	3.9
From 20 to 49 persons employed	NL	1.4	EU28	2.1
From 50 to 249 persons employed	NL	0.7	EU28	0.9
250 persons employed or more	NL	0.1	EU28	0.2

### Employment per sector



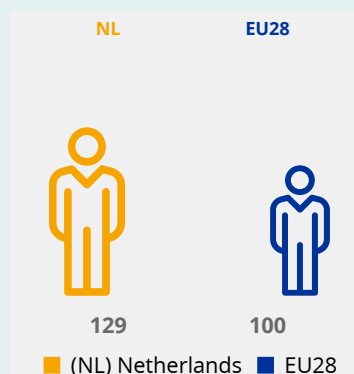
Sector	Country	Value (%)	Country	Value (%)
Agriculture, forestry and fishing	NL	1.8	EU28	3.2
Manufacturing	NL	9.2	EU28	13.5
Construction, waste management, water and electricity supply	NL	11.8	EU28	18
Trade, transport, food/accommodation and recreation activities	NL	38.8	EU28	32.1
IT, Finance, Real estate and other technical scientific or personal service activities	NL	20.6	EU28	16.9
Public administration	NL	5.4	EU28	3.7
Education, human health and social work activities	NL	12.3	EU28	12.7

## Employment rate



Country	Value (%)
EU28	73.2
(NL) Netherlands	79.2

## GDP per capita in relation to EU28 average



Country	Value (%)
(NL) Netherlands	128.9
EU28	100

## Income per capita



Country	Year	Income
(NL) Netherlands	2010	18814
(NL) Netherlands	2018	21426
EU28	2010	14841
EU28	2018	17079

## Generic information Workforce profile

This indicator includes a few key data on ageing workers and the workforce: median age, employment rate of different age groups, total and sex.

Source: EUROSTAT. For further information refer to Methodology

	Median age of population:	Employment rate (55 - 64):	Employment rate (female):	Employment rate (male):	Employment rate (total):	Unemployment rate:
<b>EU28</b>	<b>43.3 years</b>	<b>58.7 %</b>	<b>67.4 %</b>	<b>79 %</b>	<b>73.2 %</b>	<b>6.8 %</b>
<b>NL</b>	<b>42.7 years</b>	<b>67.7 %</b>	<b>74.2 %</b>	<b>84.3 %</b>	<b>79.2 %</b>	<b>3.8 %</b>

## Steering of OSH National strategies

National strategies are well known as a policy instrument to enhance the effectiveness of an OSH system through the collaborative and smart use of resources. They include approaches such as priority setting, prior action defining and action plans. You will find here a short harmonised description of current national strategies based on the full mapping report of EU-OSHA on national strategies (December 2017) plus later updates as received from Member States.

For further information refer to Methodology



### Structure of each National strategy

#### Basic information

Strategy document:

Original version: **Visie en strategie gezond en veilig werken**

English version: **Dutch vision and strategy for occupational safety and health**

#### Background

Currently no reference made, but in the Netherlands many surveys and background studies surveys on working conditions are available.

#### Characteristics and objectives

##### Vision

“Employers are responsible for working conditions. In 2012, the State Secretary for Social Affairs and Employment sent a letter to the House containing the ministry's vision of healthy and safe working conditions.

No one should become sick from work, and every employee who dies in a work-related incident is one too many. Having sound working conditions at every workplace in the Netherlands is the ultimate goal. It is important to create a level playing field, both at a national and international level, in order to prevent competitive advantages through bad working conditions”.

##### Major objectives ('targets'):

1. Setting the agenda and stimulating
2. Supporting employers and employees in creating healthy and safe work
3. Establishing frameworks
4. Monitoring
5. Enforcement

#### Details and activity

1. **Setting the agenda and stimulating** a healthy and safe working environment through campaigns, projects
  1. Sustainable employability: main focus on a cultural change. Awareness rising among employers and employees through communication campaigns, sharing scientific knowledge and good practice experiences. The programme has two main points:
    - Tackling work-related psycho-social risks
    - Raising awareness of sustainable employability, especially in SME.
    - Other activities: e.g. raising awareness for employees with a low socio-economic status and low-skilled employees



2. Self-regulation: main focus on Self-activation and personal responsibility of employers and employees. Making information available to all industries, sharing knowledge, experiences and tools from previous projects.
  3. Responsible commissioning: focuses on the responsibility of commissioning parties: sufficient attention paid to health and safety aspects and planning will reduce workplace risks.
  4. Improvement of corporate culture: improve corporate culture with help of tools developed to raise awareness among employees.
  5. Health and safety educational programme in vocational and other education: exploring ways to promote the incorporation of health and safety at work and awareness in vocational education and recognised training companies.
2. **Supporting employers and employees in creating healthy and safe work** through tools, projects and training
1. Support centre risk assessment tools (Steunpunt RI&E-instrumenten)
  2. Prevention employee project
    - Reinforcing the position of the prevention employee
    - Improving the quality of the advice of prevention employee
  3. OSH portal: Arboportal – portal with current OSH information
3. **Establishing frameworks:** to create an equal level of protection for all employees and to provide normative preconditions for health and safety at work (legislation, regulation, working conditions catalogues).
1. Improvement of the work-related care system: review the Working Conditions Act
    - Promotion of cooperation between occupational health care and regular health care and of regional or sectoral occupational health care, of which self-employed persons can become members.
  2. Certification: tools to reinforce personal responsibility and enhance self-activation in quality insurance.
  3. Working conditions catalogue: employers and workers descriptions of initiatives on how they meet OSH regulations of the government.
  4. Hazardous substances: special attention to carcinogens: establishing more and better limit values Organising a conference concerning prevention of risks to exposure to carcinogens.
4. **Monitoring:** “The information gathered through monitoring enables us
- To keep an overview of the situation,
  - Establish compliance levels,
  - Provide periodic accountability information,
  - Answer evaluation questions,
  - Contribute to information, detection and facilitation of the field.”
5. **Enforcement:** “The government is responsible for establishing the occupational health and safety system and for the enforcement policy. The SZW Inspectorate (Sociale Zaken en Werkgelegenheid – Social Affairs and Employment)) monitors compliance with legislation and upholds the law. The ministry’s activities are mainly centered on the leaders and middle group of companies. Notorious violators who refuse to comply require a firm enforcement by the Inspectorate”.

## Actors and stakeholders

The strategy was mainly developed by the SZW.

## Resources and timeframe

The total amount of financial resources dedicated to the strategy is about 40% of its operational budget. The total amount of financial resources dedicated to the strategy is about 40% of its operational budget.

The total expenditure on activities related to the strategy amounted to € 6.8 mln in the year 2015, and that included amongst other activities € 2.5 mln for the project on Sustainable Employability and € 2 mln for the project on self-regulation.

### **Evaluation**

No evaluation up to now.

Ex ante indicators for the years 2012 to 2020

No indicators identified

### **Relation to EU Strategic Framework**

Objective 2 and 3 are closely related to challenge 1 and 2 of the EU-OSH Strategic Framework. Objective 1 is related to Challenge 3.

## **Response of national strategies to EU challenges**

### **Implementation record**

#### **Targets:**

- Supporting employers and employees in creating healthy and safe work environments.
- Enforcement.

#### **Activities:**

- Support centre risk assessment tools.
- Prevention employee project.
- OSH portal.
- Stricter enforcement to uncompliant enterprises.

### **Prevention of work-related diseases**

#### **Targets:**

- Setting the agenda and stimulating.
- Establishing frameworks.

#### **Activities:**

- Sustainable employability.
- Psycho-social risks.
- Sustainable employability in SME.
- Improvement of the work-related care system.
- Working conditions catalogue.
- Hazardous substances.

### **Tackling demographic change**

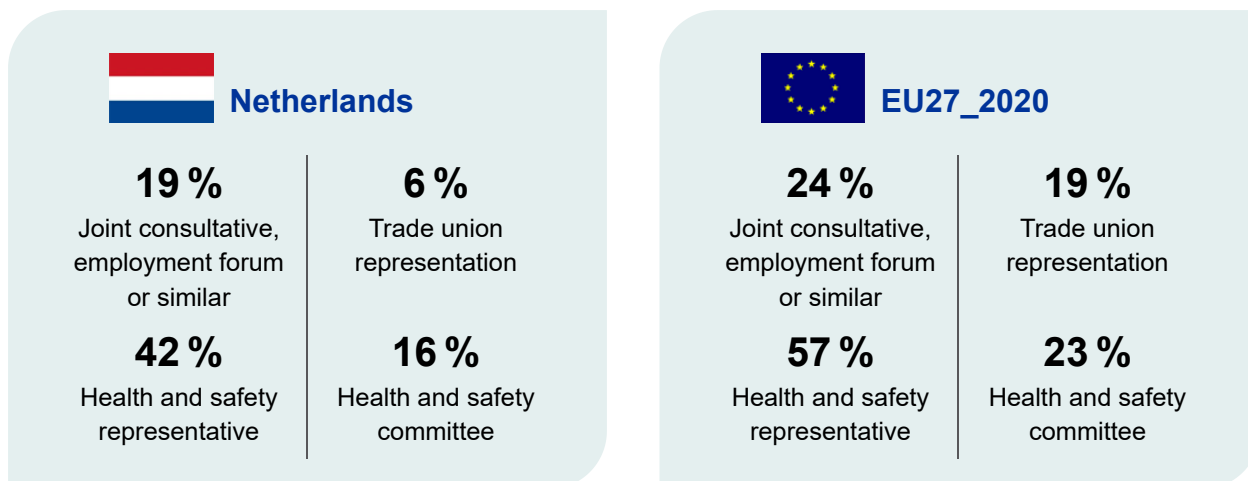
#### **Activity:**

- Sustainable employability.

## Steering of OSH Social dialogue

This indicator consists of text-based descriptions of the social dialogue plus quantitative data, e.g. responses to ESENER 2019 questions. Note: When no data is available for the indicator displayed, '-' will appear.

For further information refer to Methodology

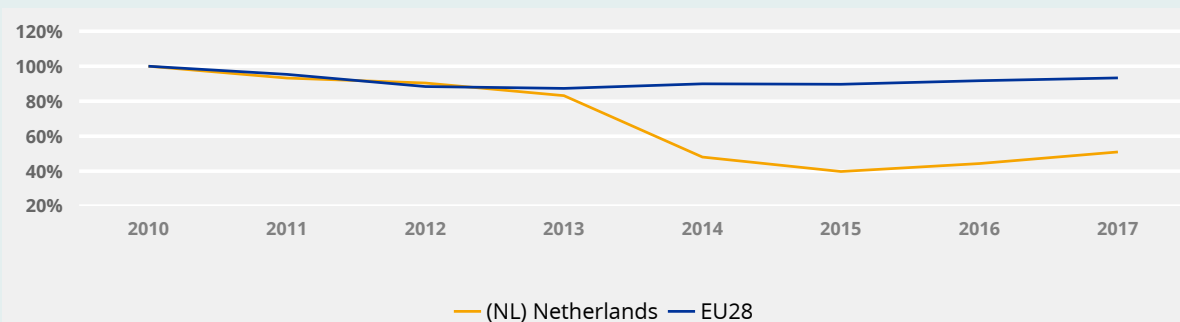


## OSH outcomes and working conditions **Work accidents**

This indicator consists of two data sets: trends in non-fatal work accidents from 2010, and fatal work accidents (Eurostat data).

For further information refer to Methodology

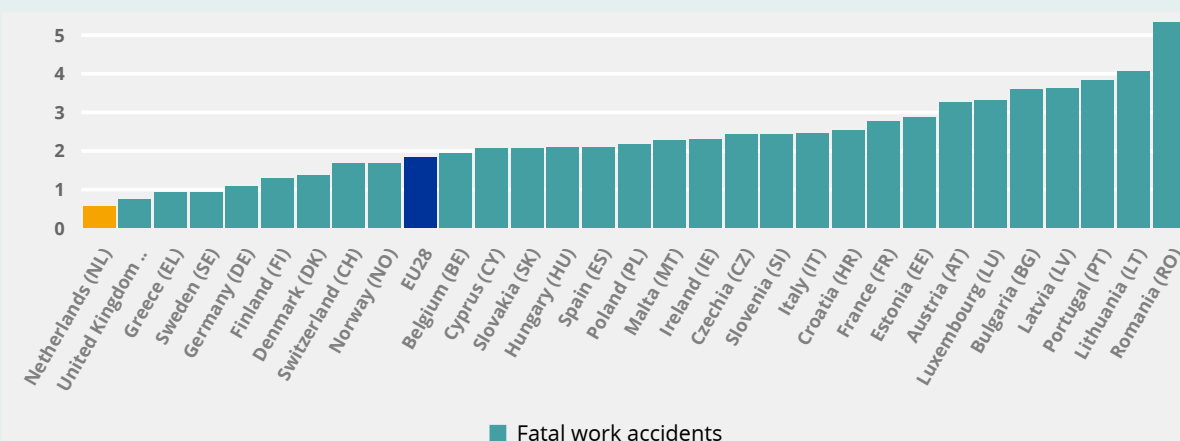
### Non-fatal work accidents



The diagram shows the development of non-fatal work accidents between 2010 until the latest available year. The year 2010 has been set as baseline (2010 = 100). The country lines and the EU line (dark blue) show the trend as percentage of the value of this base year.

Country	Year	Value (%)	Country	Year	Value (%)
(NL) Netherlands	2010	100	EU28	2010	100
(NL) Netherlands	2011	93.2	EU28	2011	95.3
(NL) Netherlands	2012	90.4	EU28	2012	88.4
(NL) Netherlands	2013	83.2	EU28	2013	87.3
(NL) Netherlands	2014	48.1	EU28	2014	89.9
(NL) Netherlands	2015	39.8	EU28	2015	89.7
(NL) Netherlands	2016	44.4	EU28	2016	91.7
(NL) Netherlands	2017	51	EU28	2017	93.3

### Fatal work accidents



This diagram shows the number of fatal accidents for every Member State per 100,000 employees. The EU average was 1,85 accidents per 100,000 employees in the period 2010-2017. The source of the data is the incidence rate as published by Eurostat.

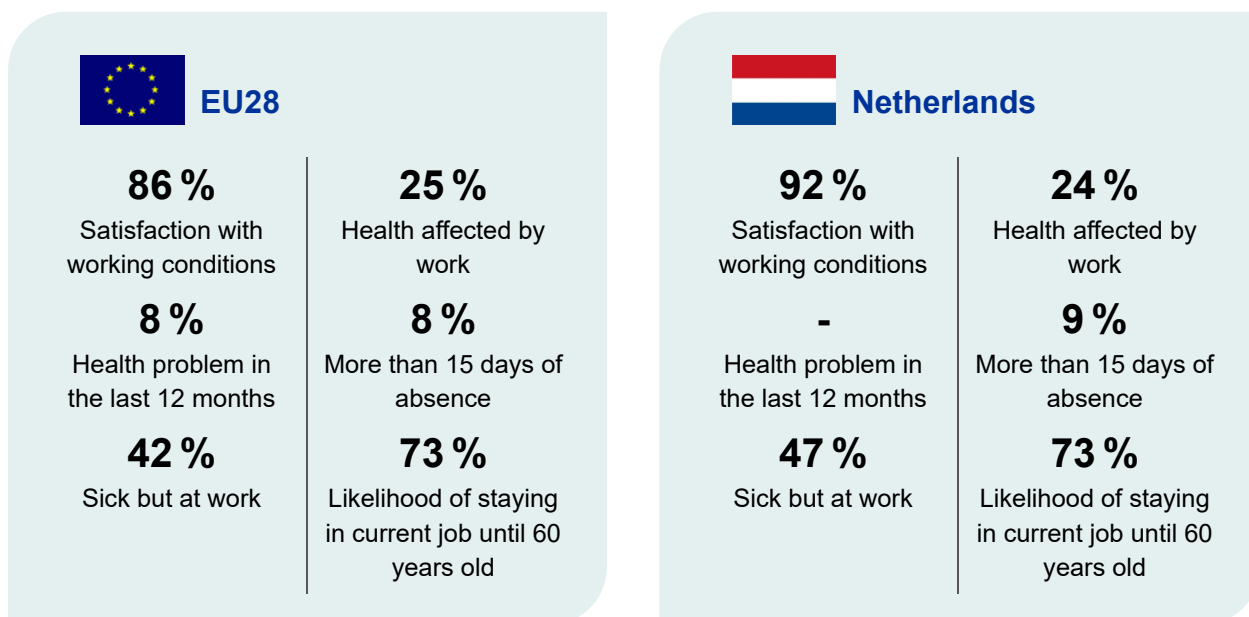
Country	Value (accidents)
Netherlands (NL)	0.6
EU28	1.9

## OSH outcomes and working conditions

### Health perception of the workers

This indicator contains six data sets based on responses in the European Working Conditions Survey (EWCS) 2015 from Eurofound and the Labour Force Survey 2013 from Eurostat. Every 8 years this survey has an ad hoc module on OSH-related questions. All data are from the latest OSH ad hoc module. Note: When no data is available for the indicator displayed, '-' will appear.

For further information refer to Methodology



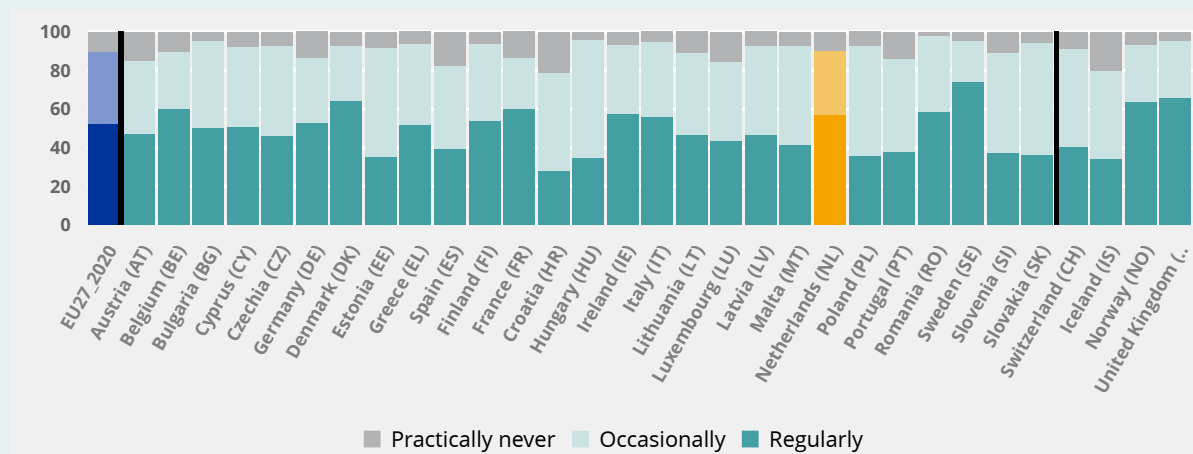
## OSH outcomes and working conditions

### OSH culture and health awareness

This indicator provides data on typical aspects of OSH culture and health awareness such as sickness absence analysis, existence of prevention plans, or the implementation of measures for better safety and health. Note: Percentages might not total 100% because of rounding.

Sources: ESENER 2019 Survey and European Working Conditions Survey 2015 (EWCS). For further information refer to Methodology

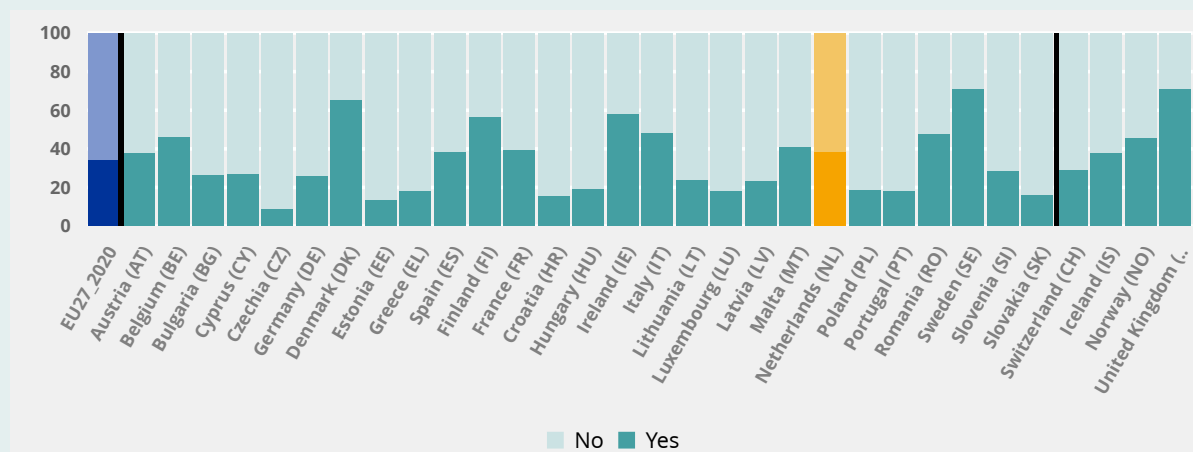
#### Health and safety discussed



The diagram presents the responses in the ESENER 2019 Survey to the question: “How often is health and safety discussed between employee representatives and the management? Do such discussions take place regularly, only when particular health and safety issues arise or not at all?”

Country	Practically never (%)	Occasionally (%)	Regularly (%)
EU27_2020	10	37.5	52.4
Netherlands (NL)	9.8	33.2	57

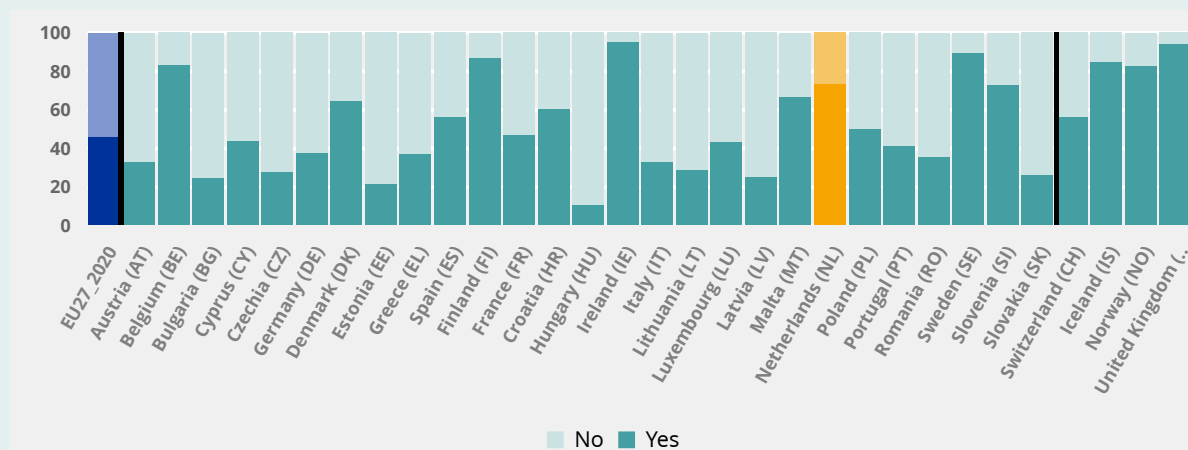
#### Action plan to prevent stress



The diagram presents the responses in the ESENER 2019 Survey to the question: “Does your establishment have an action plan to prevent work-related stress?”

Country	Yes (%)	No (%)
EU27_2020	34.6	65.4
Netherlands (NL)	38.8	61.2

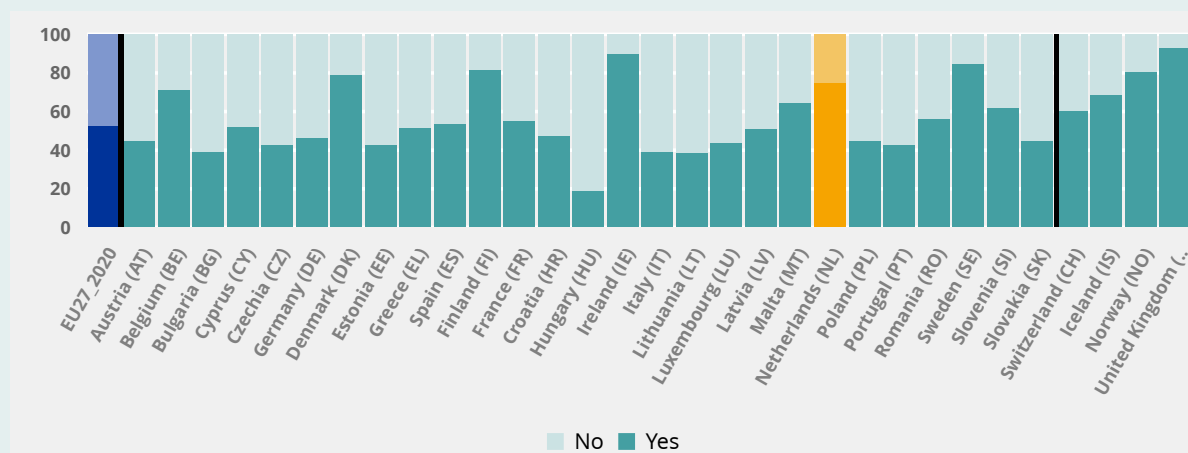
## Procedure against bullying



The diagram presents the responses in the ESENER 2019 Survey to the question: “Does your establishment have an action plan to prevent work-related stress?”

Country	Yes (%)	No (%)
EU27_2020	46.3	53.7
Netherlands (NL)	73.4	26.6

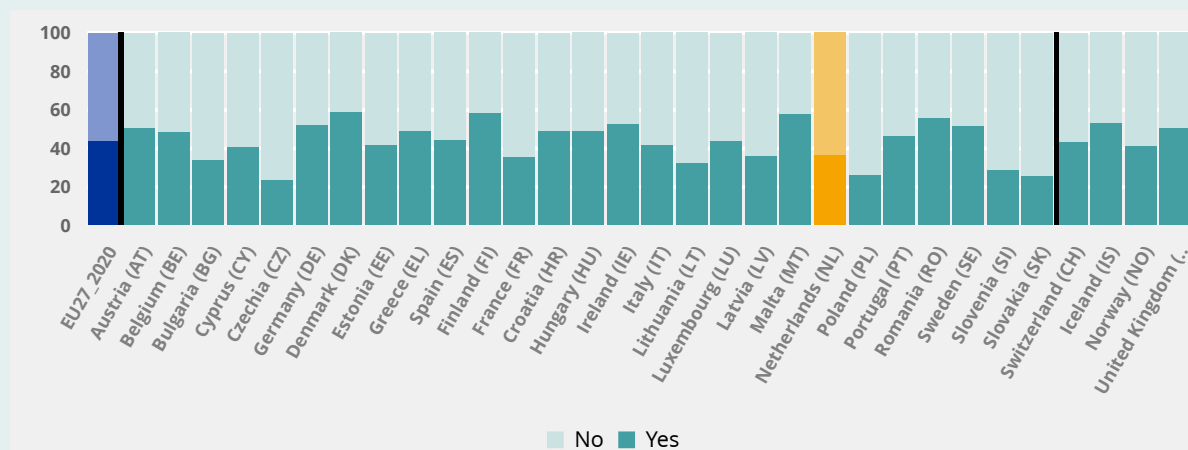
## Procedures to deal with threats



The diagram presents the responses in the ESENER 2019 Survey to the question: “Is there a procedure in place to deal with possible cases of bullying or harassment?”

Country	Yes (%)	No (%)
EU27_2020	52.6	47.4
Netherlands (NL)	75	25

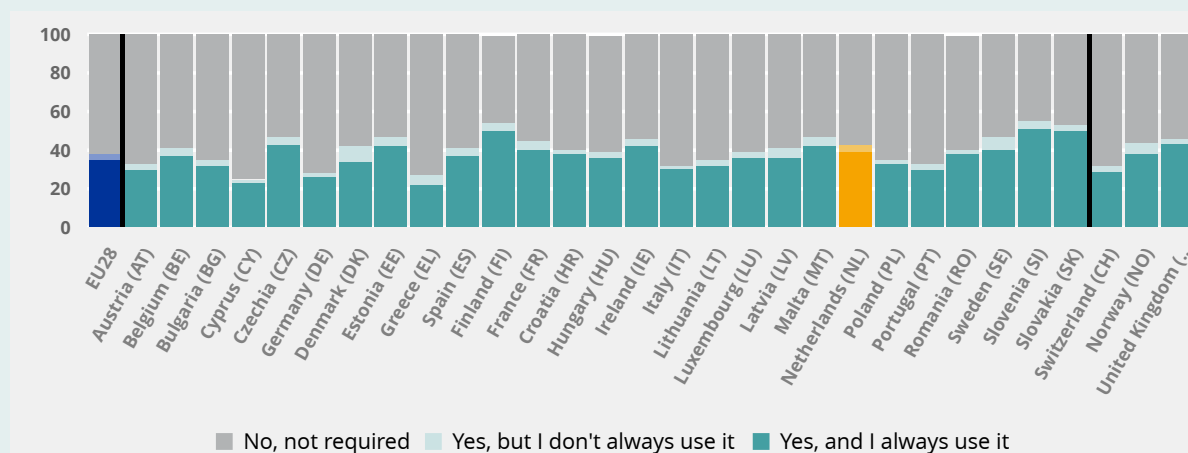
## Measures to reduce work pressure



The diagram presents the responses in the ESENER 2019 Survey to the question: "Is there a procedure to deal with possible cases of threats, abuse or assaults by clients, patients pupils or members in public?"

Country	Yes (%)	No (%)
EU27_2020	44.1	55.9
Netherlands (NL)	36.6	63.4

## Use of personal protective equipment

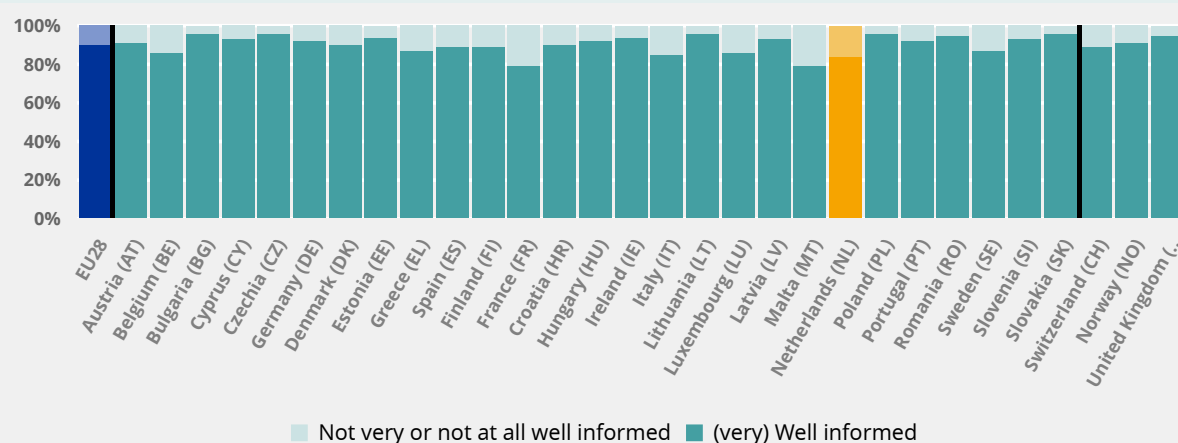


The diagram is based on the ESENER 2019 Survey. It presents one of the possible responses to the question: "In the last 3 years, has your establishment used any of the following measures to prevent psychosocial risks?" The diagram shows the response to the following answer option: "Reorganisation of work in order to reduce job demands and work pressure"

Country	No, not required (%)	Yes, but not required (%)	Yes and always (%)
EU28	62	3	35
Netherlands (NL)	57	4	39



## Information about risks



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question : "Does your job ever require that you wear personal protective equipment and do you use it?"

Country	Yes (%)	No (%)
EU28	90	10
Netherlands (NL)	84	16

## OSH outcomes and working conditions

### Working conditions

This indicator provides data on typical aspects of OSH culture and health awareness such as sickness absence analysis, existence of prevention plans, or the implementation of measures for better safety and health. Note: Percentages might not total 100% because of rounding.

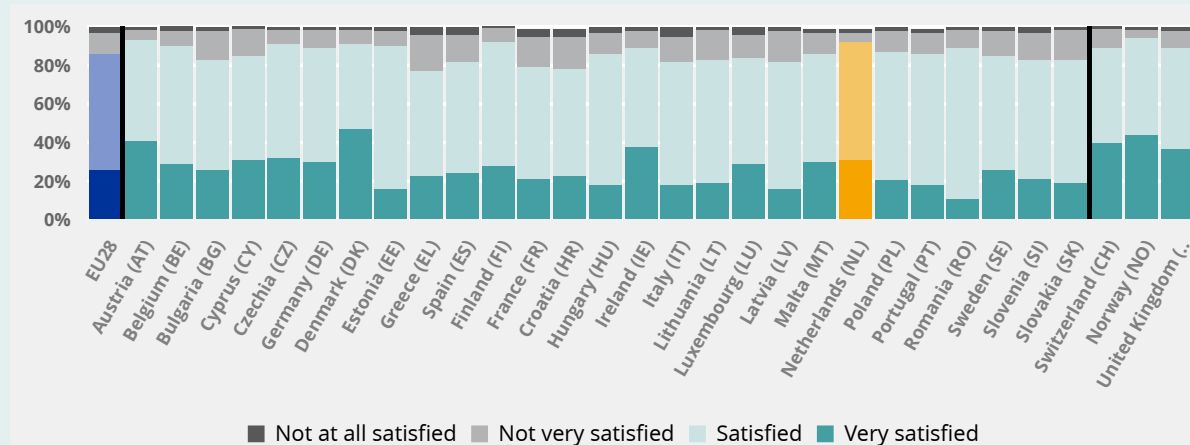
Sources: ESENER 2019 Survey and European Working Conditions Survey 2015 (EWCS). For further information refer to Methodology

#### Overall opinion

This topic displays data on the workers' overall general assessment of risks and their overall satisfaction with working conditions. Note: Percentages might not total 100% because of rounding.

Source: European Working Conditions Survey 2015 (EWCS). For further information refer to Methodology

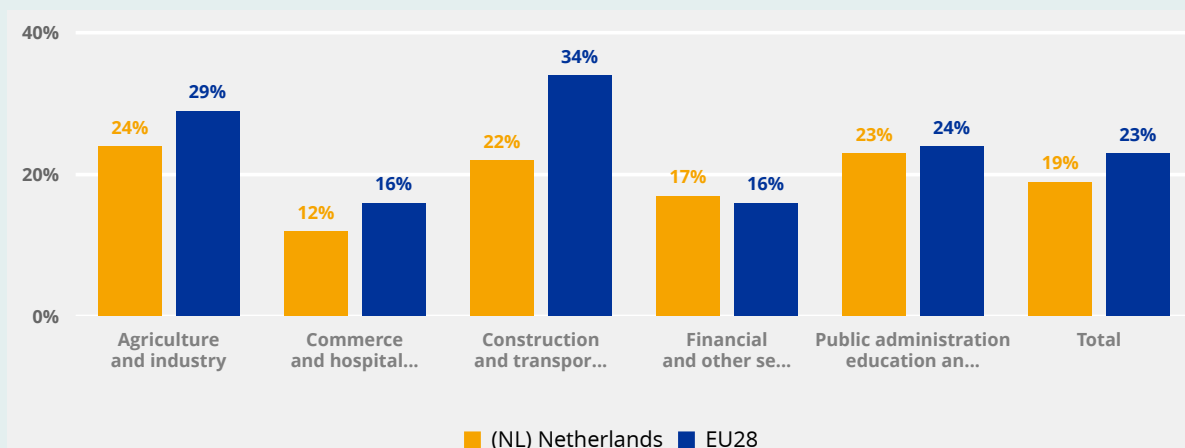
#### How satisfied are you with working conditions in your main paid job?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "How satisfied are you with working conditions in your main paid job?"

Country	Not at all satisfied (%)	Not very satisfied (%)	Satisfied (%)	Very satisfied (%)
EU28	3	11	60	26
Netherlands (NL)	2	5	61	31

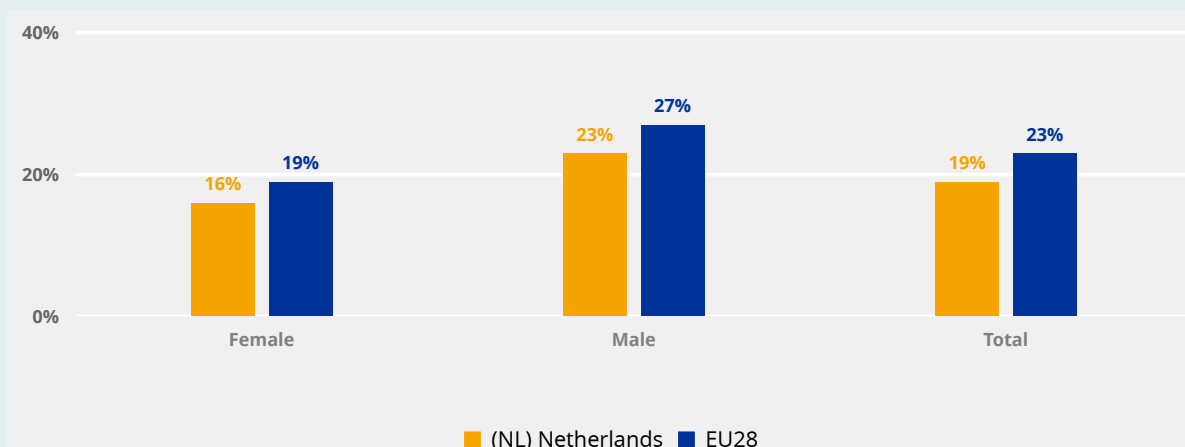
## Do you think your health or safety is at risk because of your work? - Sector



The diagram presents the 'yes' responses in the European Working Conditions Survey 2015 (EWCS) - by Member State and sector - to the question: "Do you think your health or safety is at risk because of your work?"

Sector	Country	Value (%)	Country	Value (%)
Agriculture and industry	(NL) Netherlands	24	EU28	29
Commerce and hospitality	(NL) Netherlands	12	EU28	16
Construction and transport	(NL) Netherlands	22	EU28	34
Financial and other services	(NL) Netherlands	17	EU28	16
Public administration education and health	(NL) Netherlands	23	EU28	24
Total	(NL) Netherlands	19	EU28	23

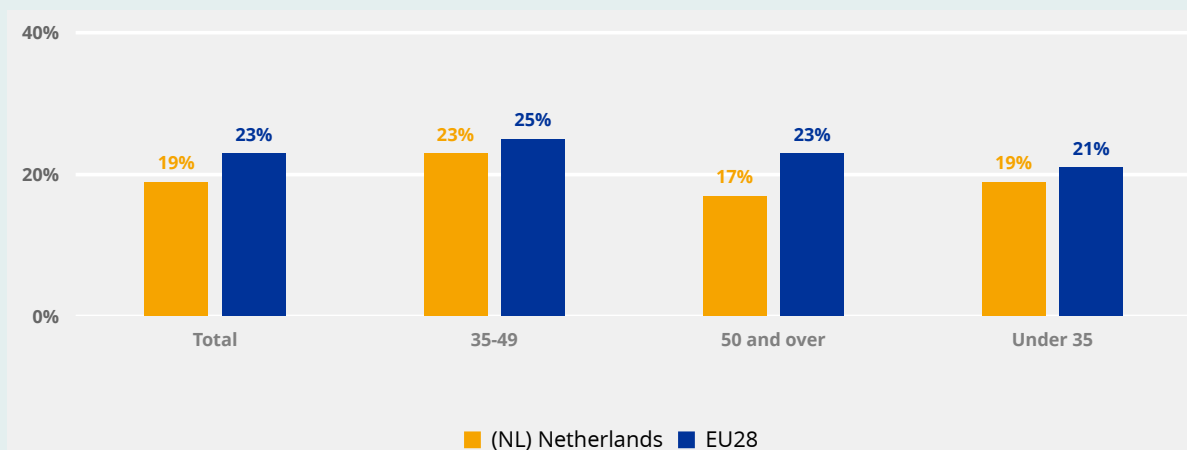
## Do you think your health or safety is at risk because of your work? - Gender



The diagram presents the 'yes' responses in the European Working Conditions Survey 2015 (EWCS) - by Member State and gender- to the question: "Do you think your health or safety is at risk because of your work?"

Gender	Country	Value (%)	Country	Value (%)
Female	(NL) Netherlands	16	EU28	19
Male	(NL) Netherlands	23	EU28	27
Total	(NL) Netherlands	19	EU28	23

## Do you think your health or safety is at risk because of your work? - Age



The diagram presents the 'yes' responses in the European Working Conditions Survey 2015 (EWCS) - by Member State and age - to the question : “Do you think your health or safety is at risk because of your work?”

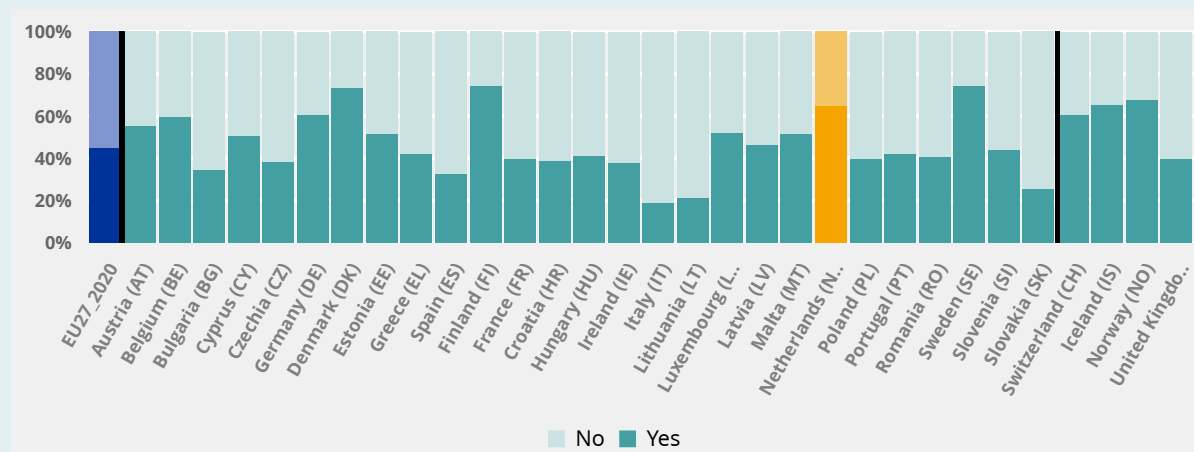
Age	Country	Value (%)	Country	Value (%)
Total	(NL) Netherlands	19	EU28	23
35-49	(NL) Netherlands	23	EU28	25
50 and over	(NL) Netherlands	17	EU28	23
Under 35	(NL) Netherlands	19	EU28	21

## Mental risk

This topic displays data from surveys on certain important aspects of mental risks such as time pressure, poor communication or cooperation, employees' lack of influence, job insecurity, difficult customers or clients, long or irregular working hours and discrimination. Note: Percentages might not total 100% because of rounding.

Sources: ESENER 2019 Survey and European Working Conditions Survey 2015 (EWCS). For further information refer to Methodology

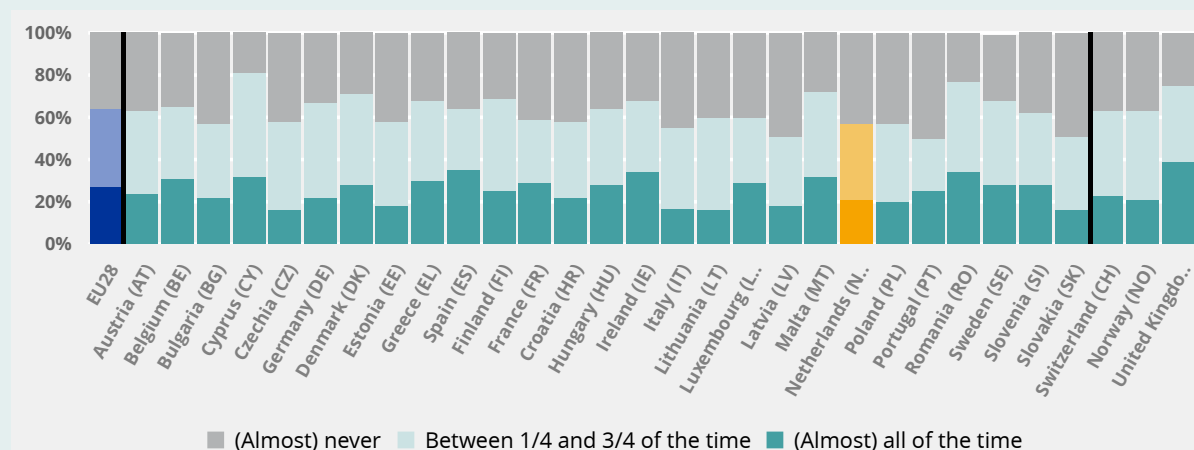
### Please tell me for each of the following risks whether or not it is present in the establishment? Time pressure - ESENER



The diagram is based on the ESENER 2019 Survey. It presents one of the possible responses to the question: "Please tell me for each of the following risks whether or not it is present in the establishment?" The diagram shows the response to the following answer option: "Time pressure".

Country	Yes (%)	No (%)
EU27_2020	45.1	54.9
Netherlands (NL)	64.7	35.3

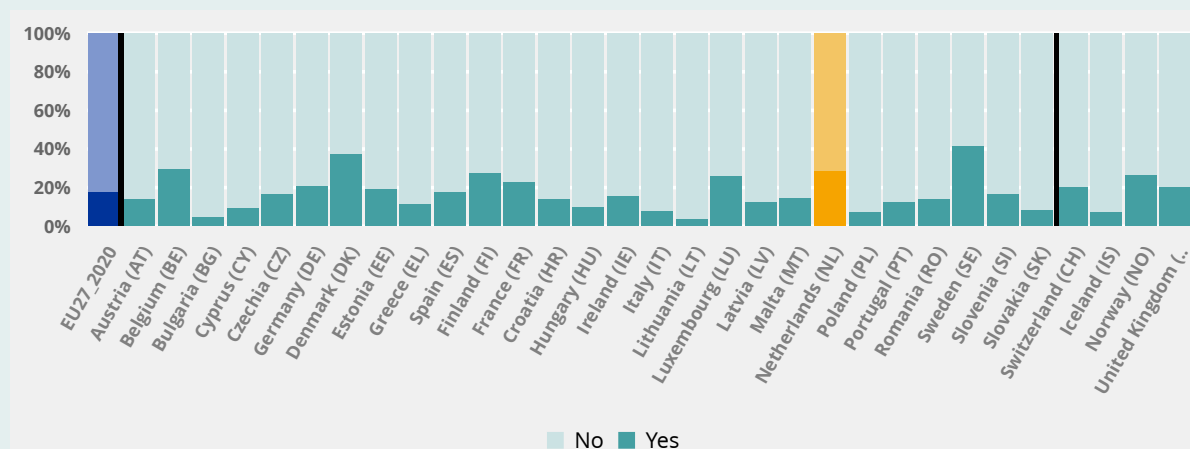
### Does your job involve working to tight deadlines? - EWCS



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "Does your job involve working to tight deadlines?"

Country	Never (%)	1/4 and 3/4 of the time (%)	All the time (%)
EU28	36	37	27
Netherlands (NL)	43	36	21

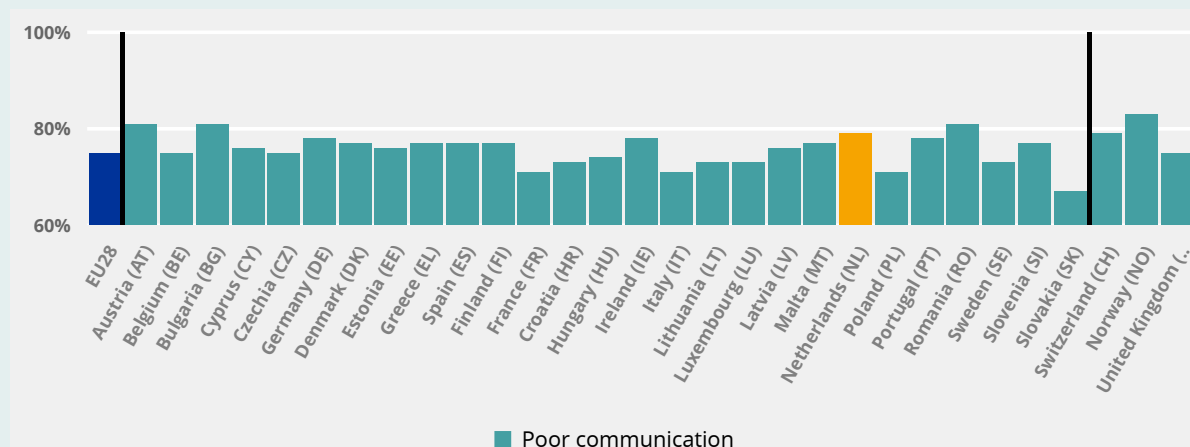
## Please tell me for each of the following risks whether or not it is present in the establishment? Poor communication - ESENER



The diagram is based on the ESENER 2019 Survey. It presents one of the possible responses to the question: "Please tell me for each of the following risks whether or not it is present in the establishment?" The diagram shows the response to the following answer option: "Poor communication or cooperation."

Country	Yes (%)	No (%)
EU27_2020	17.9	82.1
Netherlands (NL)	28.7	71.3

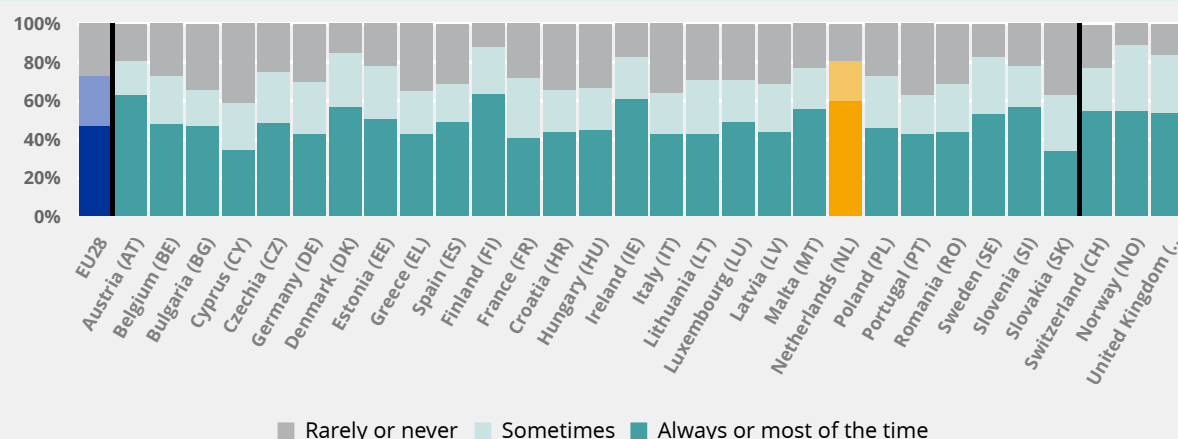
## Level of fairness, cooperation and trust - EWCS



The diagram presents a composite indicator "Level of fairness, cooperation and trust" based on responses to a number of questions in the European Working Conditions Survey 2015 (EWCS).

Country	Value (%)
EU28	75
Netherlands (NL)	79

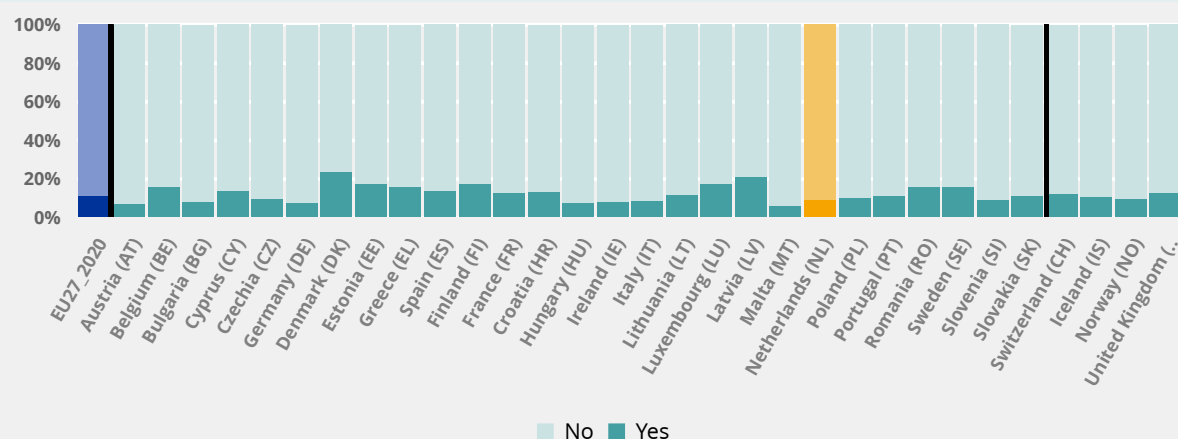
## Can you influence decisions that are important for your work?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: “Can you influence decisions that are important for your work?”

Country	Rarely or never (%)	Sometimes (%)	Always or most of the time (%)
EU28	27	26	47
Netherlands (NL)	19	21	60

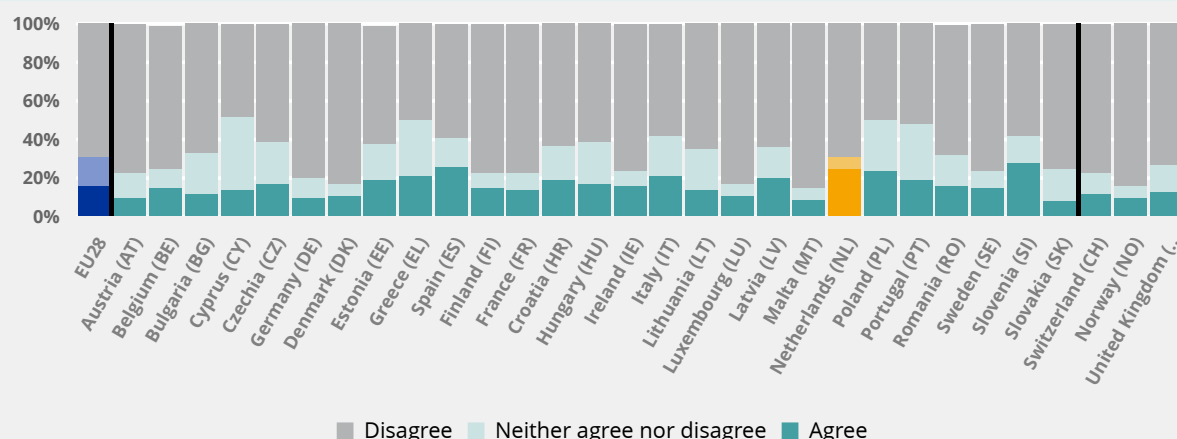
## Please tell me for each of the following risks whether or not it is present in the establishment? Fear of job loss - ESENER



The diagram is based on the ESENER 2019 Survey. It presents one of the possible responses to the question: “Please tell me for each of the following risks whether or not it is present in the establishment?” The diagram shows the response to the following answer option: “Fear of job loss.”

Country	Yes (%)	No (%)
EU27_2020	11.1	88.9
Netherlands (NL)	9.2	90.8

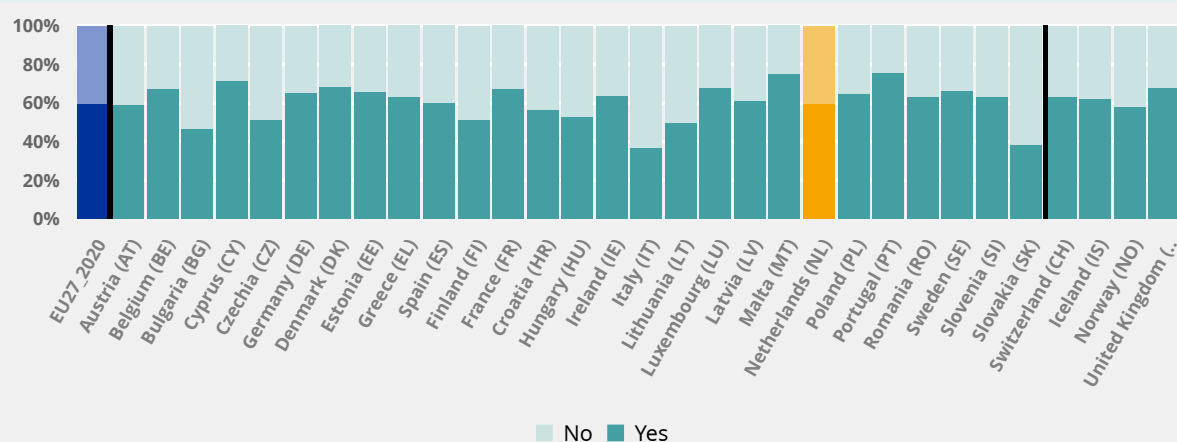
## I might lose my job in the next 6 months - EWCS



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "I might lose my job in the next 6 months"

Country	Disagree (%)	Neither agree or disagree (%)	Agree (%)
EU28	69	15	16
Netherlands (NL)	69	6	25

## Please tell me for each of the following risks whether or not it is present in the establishment? Difficult clients - ESENER

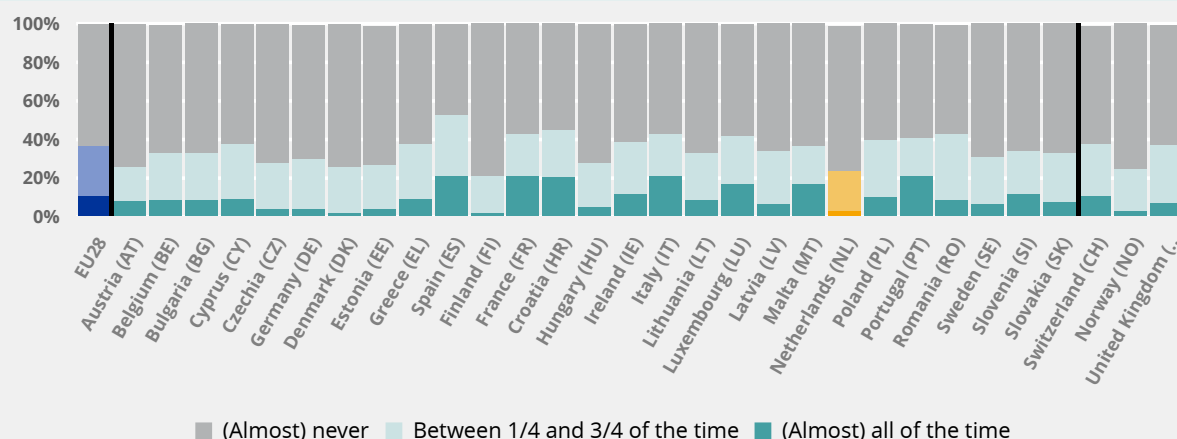


The diagram is based on the ESENER 2019 Survey. It presents one of the possible responses to the question: "Please tell me for each of the following risks whether or not it is present in the establishment?" The diagram shows the response to the following answer option: "Having to deal with difficult customers, patients, pupils etc".

Country	Yes (%)	No (%)
EU27_2020	59.7	40.3
Netherlands (NL)	59.6	40.4



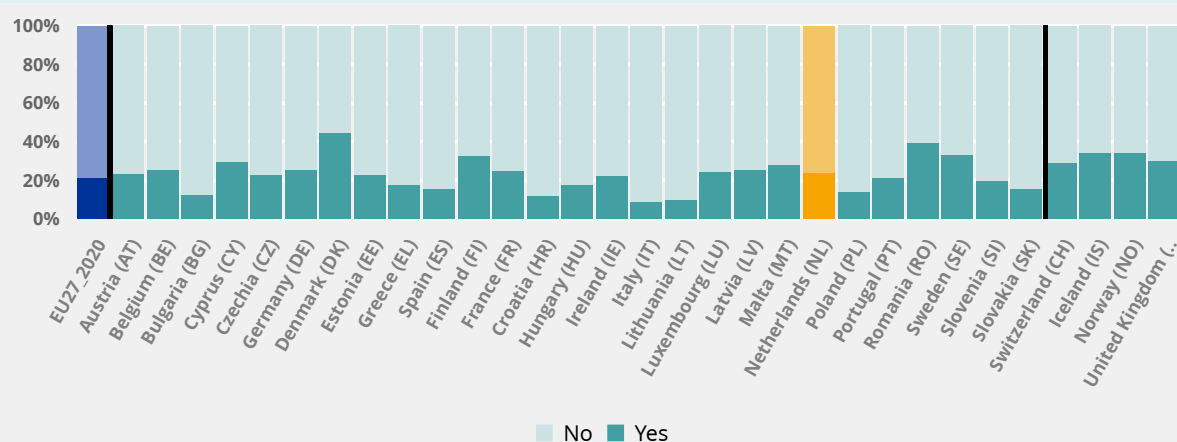
## Does your work involve handling angry clients? - EWCS



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "Does your work involve handling angry clients?"

Country	Never (%)	1/4 and 3/4 of the time (%)	All the time (%)
EU28	63	26	11
Netherlands (NL)	75	21	3

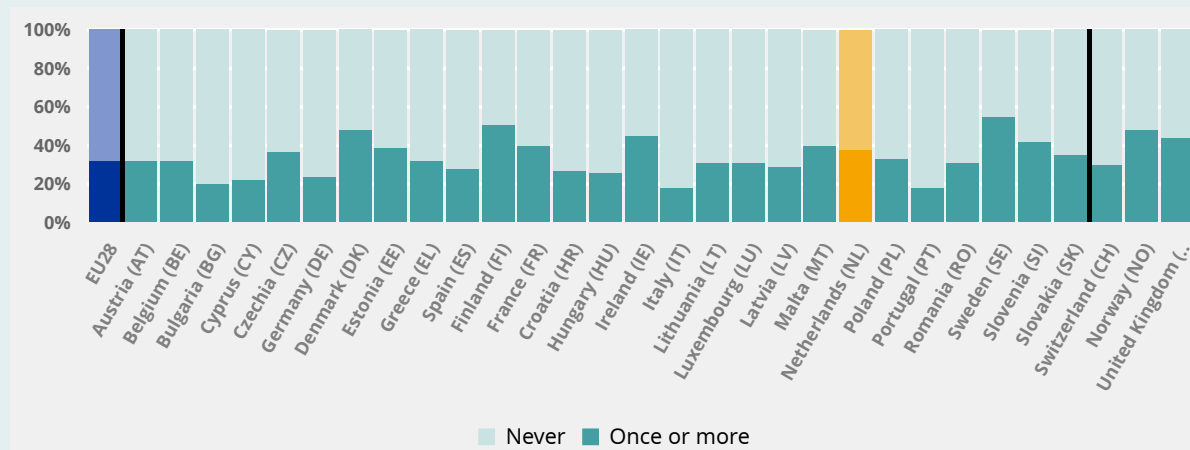
## Please tell me for each of the following risks whether or not it is present in the establishment? Working hours - ESENER



The diagram is based on the ESENER 2019 Survey. It presents one of the possible responses to the question: "Please tell me for each of the following risks whether or not it is present in the establishment?" The diagram shows the response to the following answer option: "Long or irregular working hours."

Country	Yes (%)	No (%)
EU27_2020	21.5	78.5
Netherlands (NL)	24	76

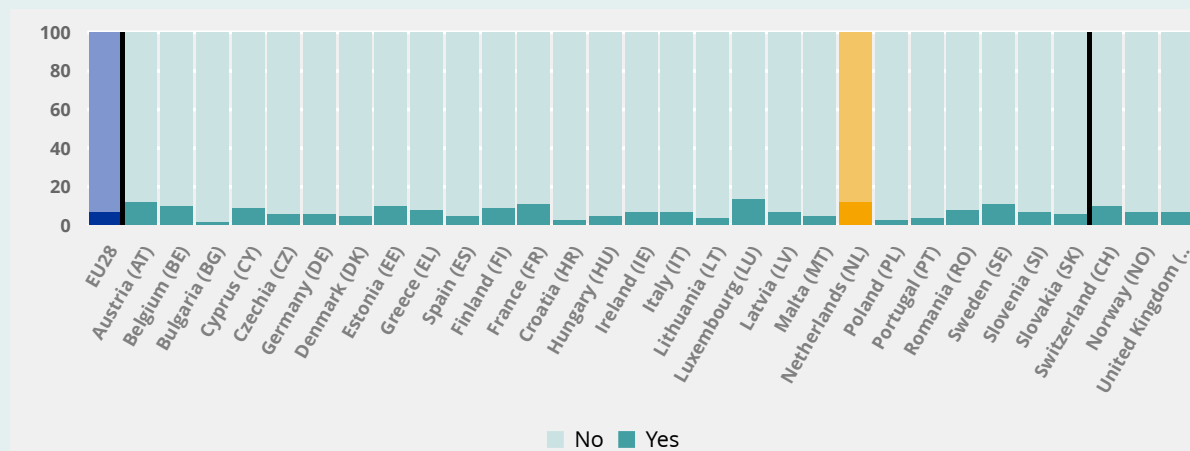
## How many times a month do you work more than 10 hours a day? - EWCS



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: “How many times a month do you work more than 10 hours a day?”

Country	Yes (%)	No (%)
EU28	32	68
Netherlands (NL)	38	62

## Have you been subjected to discrimination at work in the last 12 months?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: “Have you been subjected to discrimination at work in the last 12 months?”

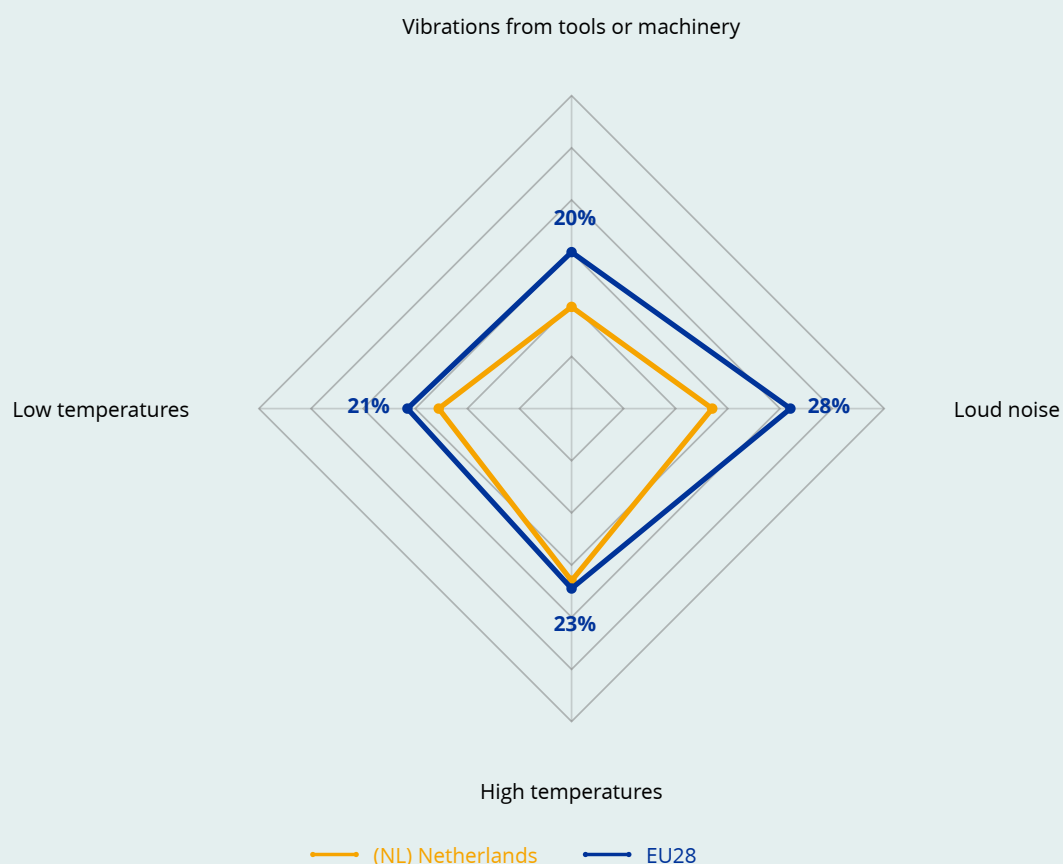
Country	Yes (%)	No (%)
EU28	7	93
Netherlands (NL)	12	88

## Physical risk

This topic displays data on exposure to chemical and biological substances, exposure to noise, vibrations and high or low temperatures, and working tasks involving carrying, lifting or work in tiring or painful positions.

Sources: ESENER 2019 Survey and European Working Conditions Survey 2015 (EWCS). For further information refer to Methodology

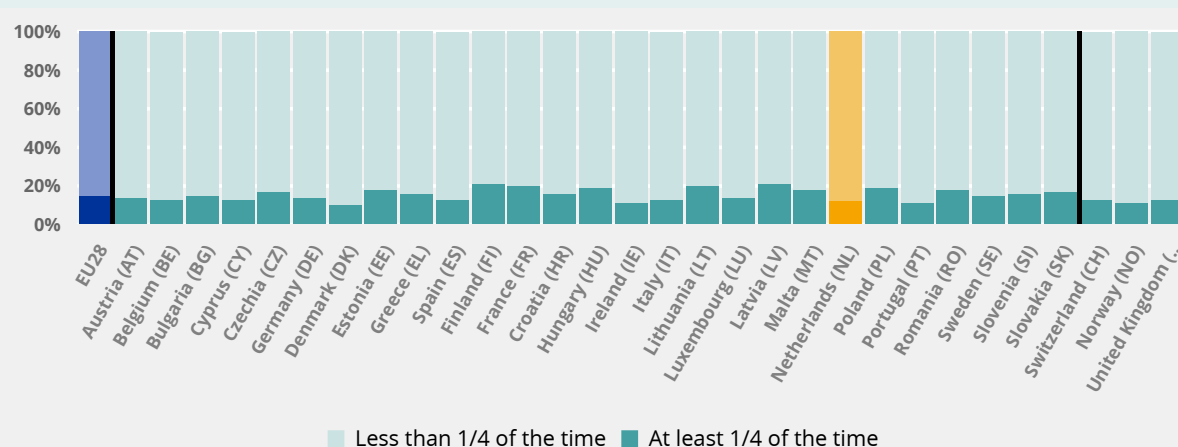
### Vibrations, loud noise and temperature



Indicator	Country	Value (%)
Vibrations from tools or machinery	EU28	20
Loud noise	EU28	28
High temperatures	EU28	23
Low temperatures	EU28	21
Vibrations from tools or machinery	(NL) Netherlands	13
Loud noise	(NL) Netherlands	18
High temperatures	(NL) Netherlands	22
Low temperatures	(NL) Netherlands	17

## Exposure to dangerous substances

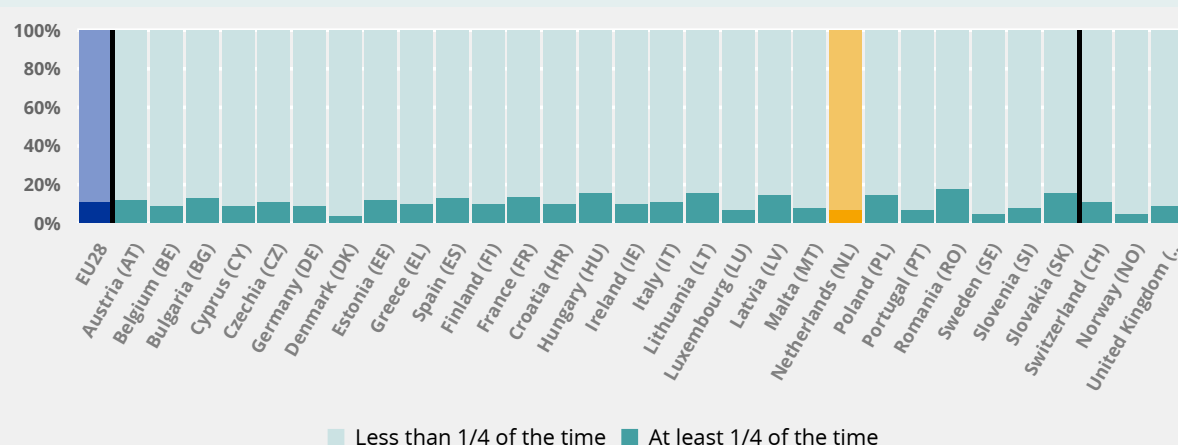
### Are you exposed to breathing in smoke, fumes, powder or dust?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "Are you exposed to breathing in smoke, fumes, powder or dust?"

Country	Less than 1/4 of the time (%)	At least 1/4 of the time (%)
EU28	85	15
Netherlands (NL)	12	88

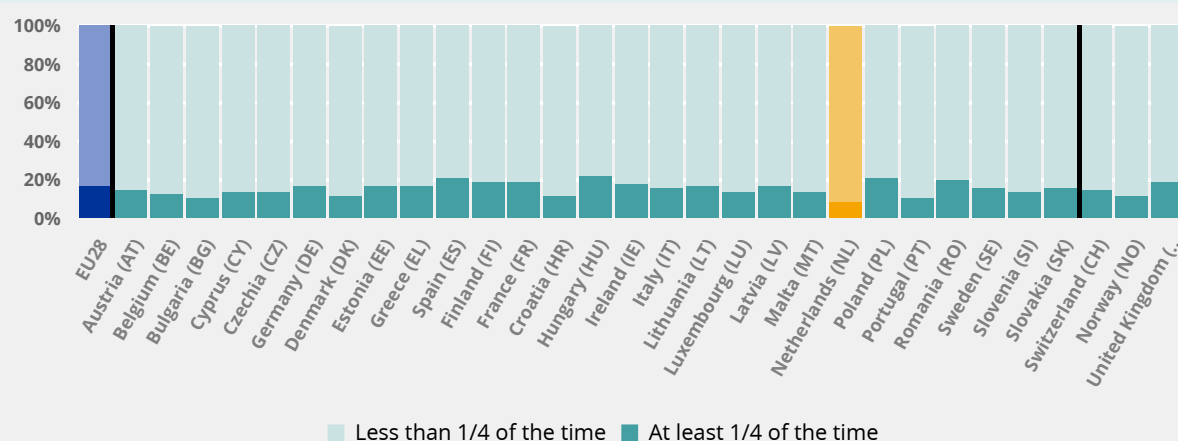
### Are you exposed to breathing in vapours?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "Are you exposed to breathing in vapours?"

Country	Less than 1/4 of the time (%)	At least 1/4 of the time (%)
EU28	89	11
Netherlands (NL)	7	93

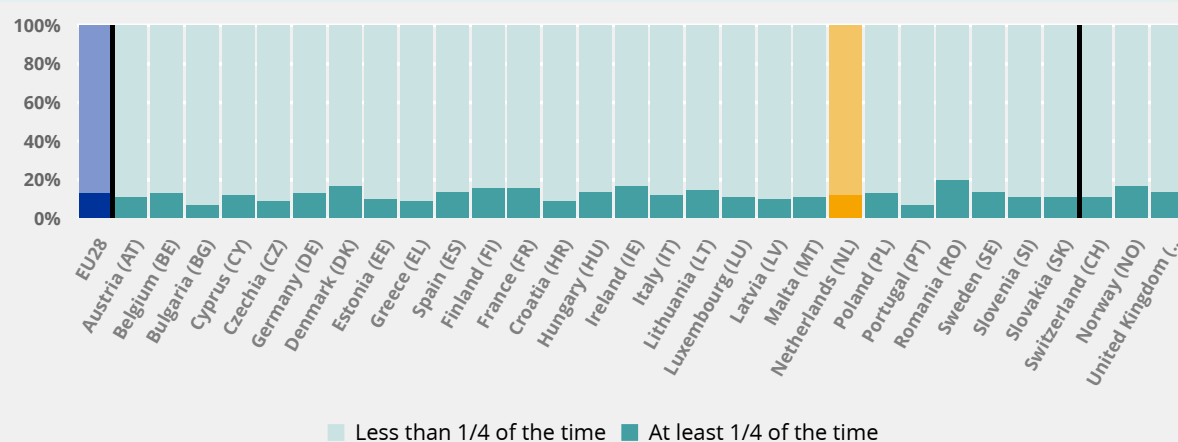
## Are you exposed to chemical products or substances?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "Are you exposed to chemical products or substances?"

Country	Less than 1/4 of the time (%)	At least 1/4 of the time (%)
EU28	83	17
Netherlands (NL)	9	91

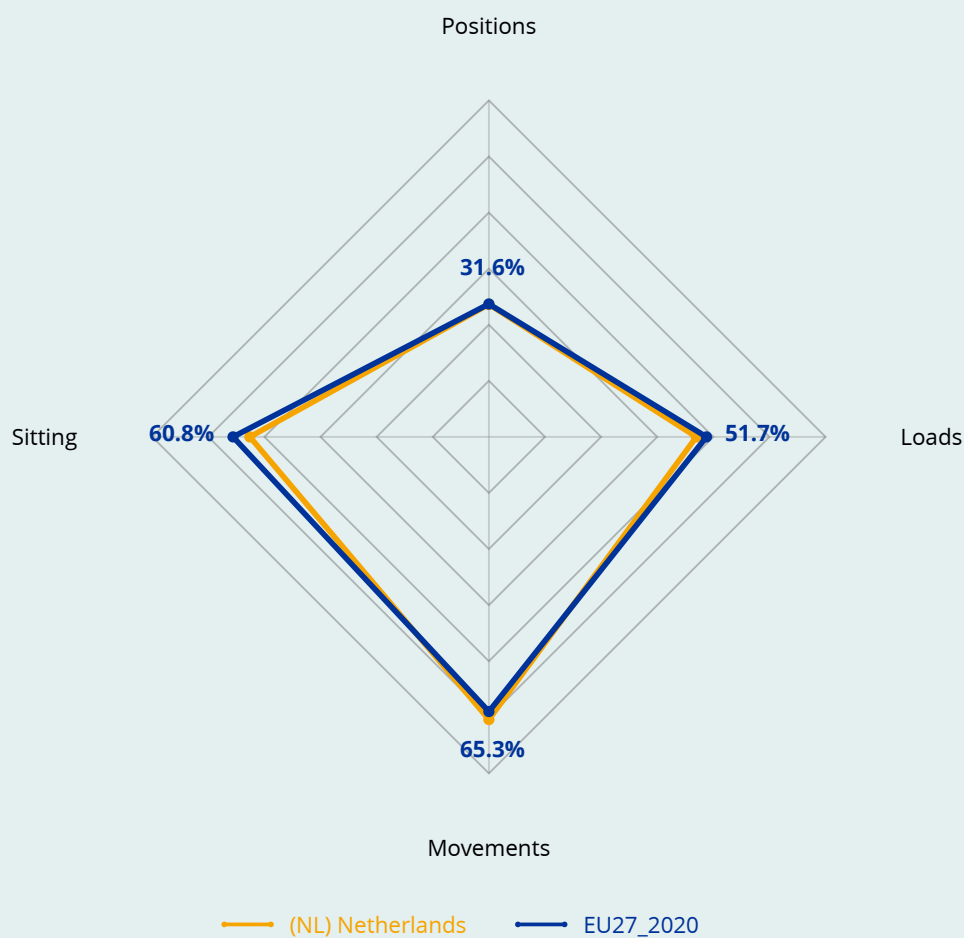
## Are you exposed to materials which can be infectious?



The diagram presents the responses in the European Working Conditions Survey 2015 (EWCS) to the question: "Are you exposed to materials which can be infectious?"

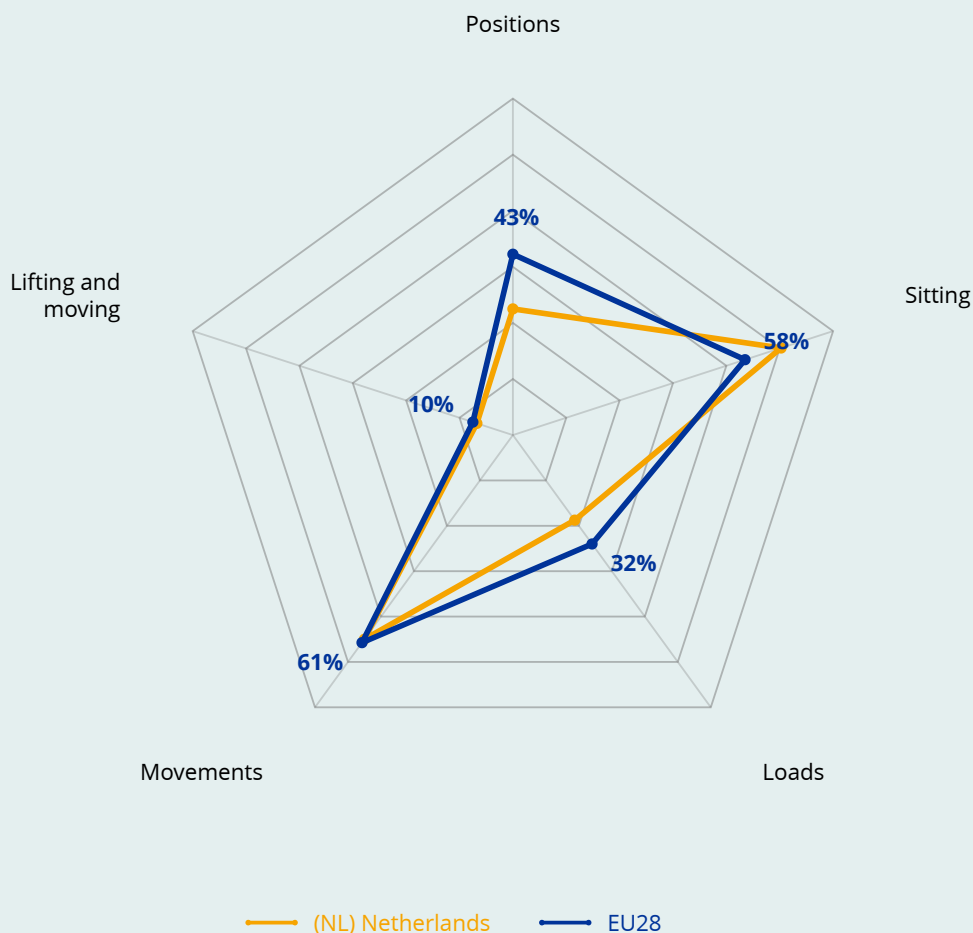
Country	Less than 1/4 of the time (%)	At least 1/4 of the time (%)
EU28	87	13
Netherlands (NL)	12	88

## Ergonomic risks - ESENER



Indicator	Country	Value (%)
Positions	EU27_2020	31.6
Loads	EU27_2020	51.7
Movements	EU27_2020	65.3
Sitting	EU27_2020	60.8
Positions	(NL) Netherlands	31.5
Loads	(NL) Netherlands	49.3
Movements	(NL) Netherlands	67.2
Sitting	(NL) Netherlands	56.8

## Ergonomic risks - EWCS



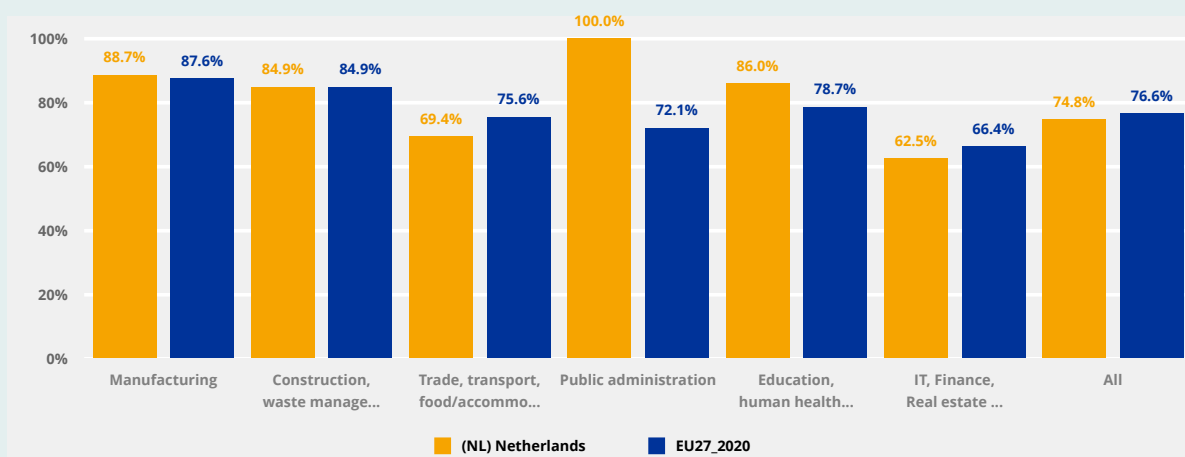
Indicator	Country	Value (%)
Positions	EU28	43
Sitting	EU28	58
Loads	EU28	32
Movements	EU28	61
Lifting and moving	EU28	10
Positions	(NL) Netherlands	30
Sitting	(NL) Netherlands	67
Loads	(NL) Netherlands	25
Movements	(NL) Netherlands	60
Lifting and moving	(NL) Netherlands	9

## OSH outcomes and working conditions **Prevention in companies**

This indicator visualises data on how OSH is implemented on company/enterprise level, mainly focusing on risk assessment, related questions and OSH training for workers.

Source: ESENER 2019 Survey. For further information refer to Methodology

### Does your establishment regularly carry out workplace risk assessments? - Sector

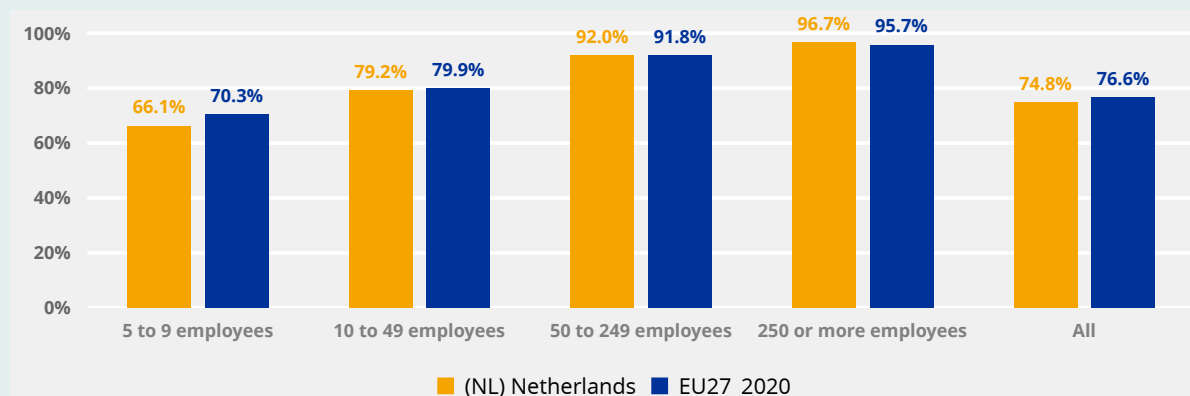


The diagram displays 'yes' the responses in the ESENER 2019 Survey - by Member State and sector - to the question : "Does your establishment regularly carry out workplace risk assessments?"

Sector	Country	Value (%)	Country	Value (%)
Manufacturing	(NL) Netherlands	88.7	EU27_2020	87.6
Construction, waste management, water and electricity supply	(NL) Netherlands	84.9	EU27_2020	84.9
Trade, transport, food/accommodation and recreation activities	(NL) Netherlands	69.4	EU27_2020	75.6
Public administration	(NL) Netherlands	100	EU27_2020	72.1
Education, human health and social work activities	(NL) Netherlands	86	EU27_2020	78.7
IT, Finance, Real estate and other technical scientific or personal service activities	(NL) Netherlands	62.5	EU27_2020	66.4
All	(NL) Netherlands	74.8	EU27_2020	76.6



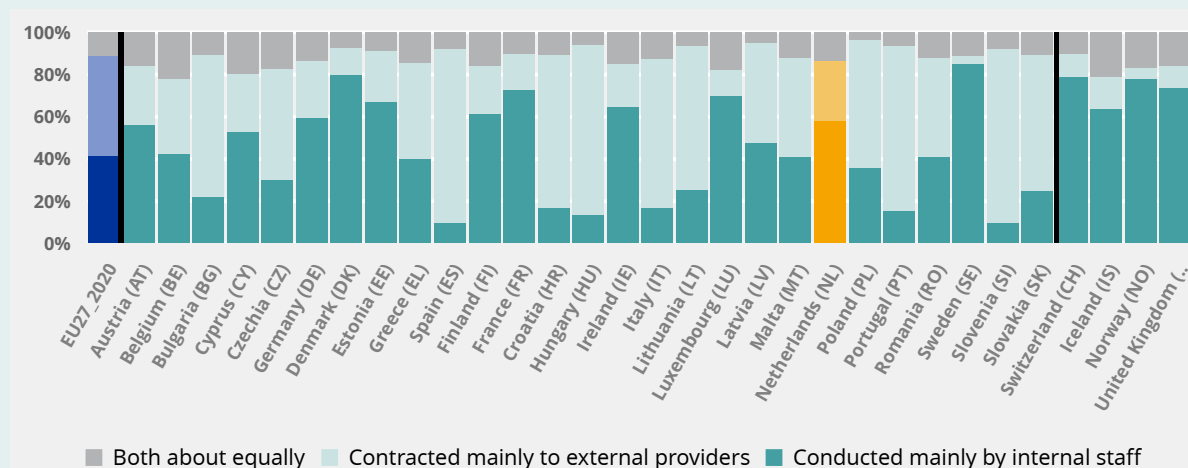
## Does your establishment regularly carry out workplace risk assessments? - Establishment size



The diagram presents the 'yes' responses in the ESENER 2019 Survey - by Member State and company size - to the question : "Does your establishment regularly carry out workplace risk assessments?"

Sector	Country	Value (%)	Country	Value (%)
5 to 9 employees	(NL) Netherlands	66.1	EU27_2020	70.3
10 to 49 employees	(NL) Netherlands	79.2	EU27_2020	79.9
50 to 249 employees	(NL) Netherlands	92	EU27_2020	91.8
250 or more employees	(NL) Netherlands	96.7	EU27_2020	95.7
All	(NL) Netherlands	74.8	EU27_2020	76.6

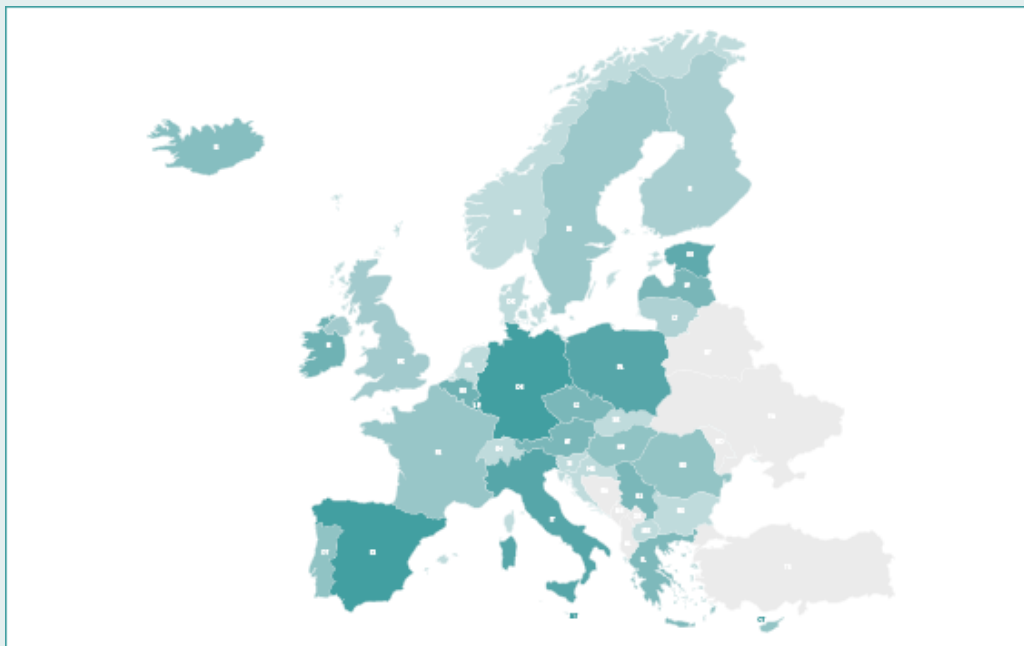
## Are workplace risk assessments mainly conducted by internal staff or are they contracted to external service providers?



The diagram displays the responses in the ESENER 2019 Survey to the question: "Are workplace risk assessments mainly conducted by internal staff or are they contracted to external service providers?"

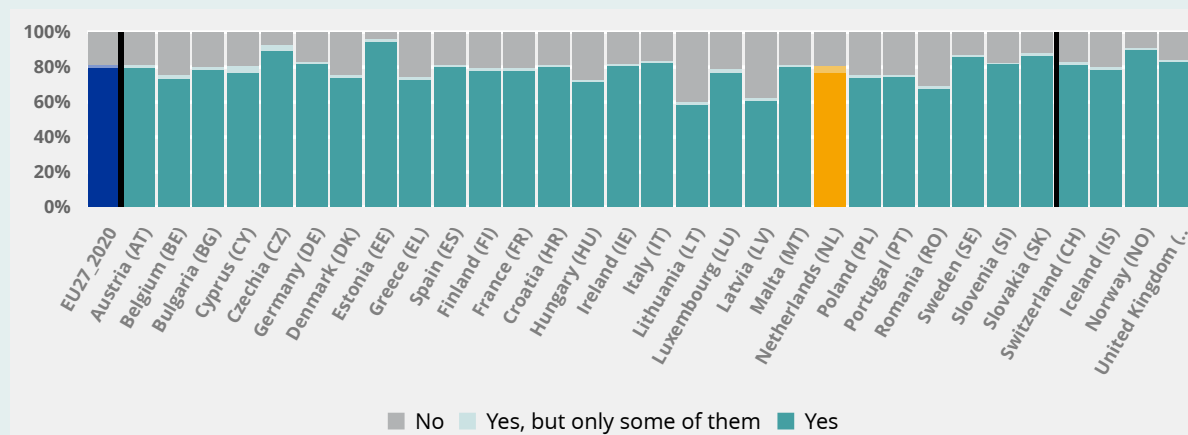
Country	Both about equal (%)	External (%)	Internal (%)
EU27_2020	11.2	47.1	41.7
Netherlands (NL)	13.5	28.4	58.1

## Evaluated aspects in risk assessments



Responses to Evaluated aspects can be found in ESENER 2019 Survey in the section OSH Management – Aspects evaluated in the workplace risk assessment. For further information please, check the ESENER methodology.

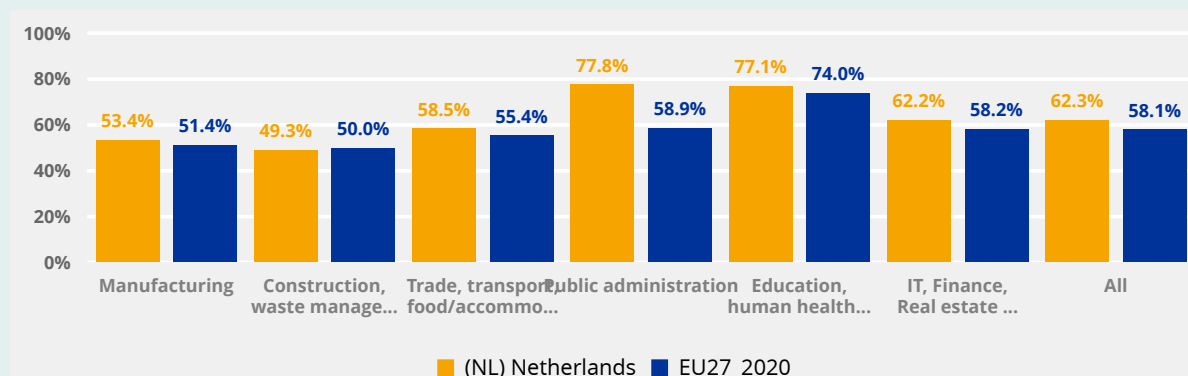
## Are the health and safety representatives provided with any training during work time?



The diagram displays the responses in the ESENER 2019 Survey to the question: “Are the health and safety representatives provided with any training during work time?”. additional information about this indicator can be obtained in ESENER 2019 Survey in the section OSH Management – Lack of information or adequate tools to deal with the risk effectively

Country	No (%)	Yes, but only some of them (%)	Yes (%)
EU27_2020	18.7	1	80.3
Netherlands (NL)	19.3	3.9	76.8

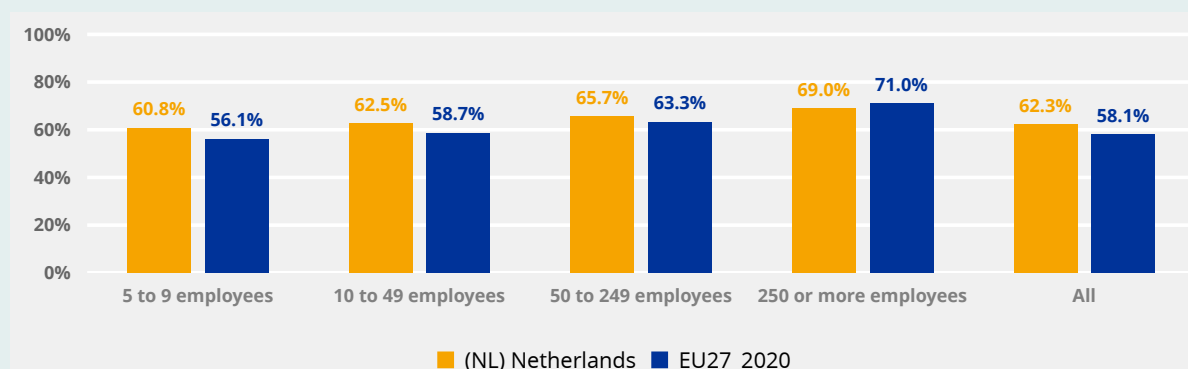
## Did the employees have a role in the design and set-up of measures to address psychosocial risks? - Sector



The diagram displays the 'yes' responses in the ESENER 2019 Survey - by Member State and sector - to the question : "Did the employees have a role in the design and set-up of measures to address psychosocial risks?"

Sector	Country	Value (%)	Country	Value (%)
Manufacturing	(NL) Netherlands	53.4	EU27_2020	51.4
Construction, waste management, water and electricity supply	(NL) Netherlands	49.3	EU27_2020	50
Trade, transport, food/accommodation and recreation activities	(NL) Netherlands	58.5	EU27_2020	55.4
Public administration	(NL) Netherlands	77.8	EU27_2020	58.9
Education, human health and social work activities	(NL) Netherlands	77.1	EU27_2020	74
IT, Finance, Real estate and other technical scientific or personal service activities	(NL) Netherlands	62.2	EU27_2020	58.2
All	(NL) Netherlands	62.3	EU27_2020	58.1

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



The diagram displays the 'yes' responses in the ESENER 2019 Survey - by Member State and company size - to the question : "Did the employees have a role in the design and set-up of measures to address psychosocial risks?"

Sector	Country	Value (%)	Country	Value (%)
5 to 9 employees	(NL) Netherlands	60.8	EU27_2020	56.1
10 to 49 employees	(NL) Netherlands	62.5	EU27_2020	58.7
50 to 249 employees	(NL) Netherlands	65.7	EU27_2020	63.3
250 or more employees	(NL) Netherlands	69	EU27_2020	71
All	(NL) Netherlands	62.3	EU27_2020	58.1

## OSH outcomes and working conditions

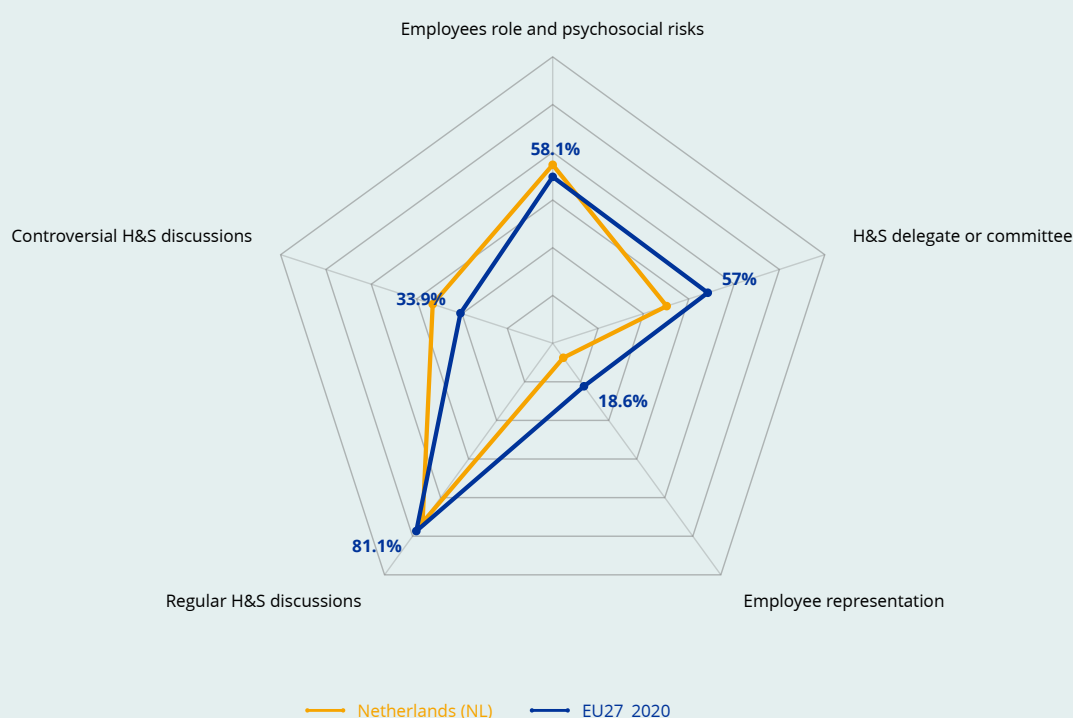
### Worker involvement

This section displays mainly quantitative data that show how workers are represented at company level and how they are involved in the prevention policy of the companies.

Sources: ESENER 2019 Survey and European Working Conditions Survey 2015 (EWCS). For further information refer to Methodology

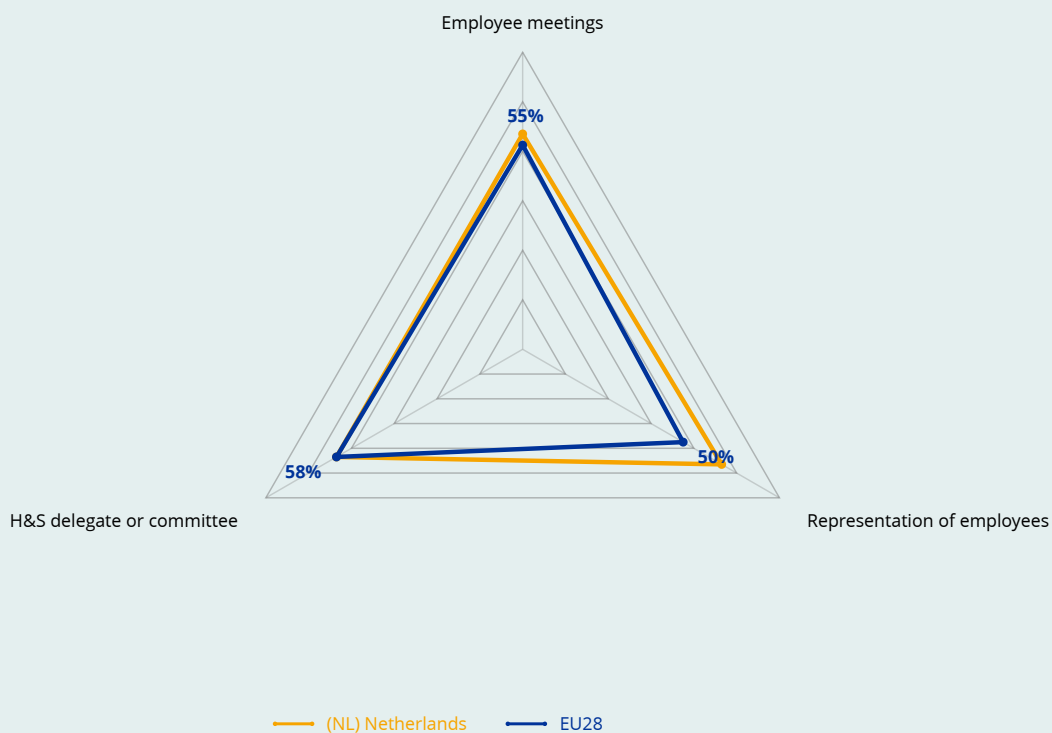
### Worker involvement

#### ESENER



Sector	Country	Value (%)
Employees role and psychosocial risks	EU27_2020	58.1
H&S delegate or committee	EU27_2020	57
Employee representation	EU27_2020	18.6
Regular H&S discussions	EU27_2020	81.1
Controversial H&S discussions	EU27_2020	33.9
Employees role and psychosocial risks	Netherlands (NL)	62.3
H&S delegate or committee	Netherlands (NL)	41.9
Employee representation	Netherlands (NL)	6.3
Regular H&S discussions	Netherlands (NL)	77.4
Controversial H&S discussions	Netherlands (NL)	44.1

## EWCS



Sector	Country	Value (%)
Employee meetings	EU28	55
Representation of employees	EU28	50
H&S delegate or committee	EU28	58
Employee meetings	(NL) Netherlands	58
Representation of employees	(NL) Netherlands	62
H&S delegate or committee	(NL) Netherlands	50

## OSH infrastructure Enforcement capacity

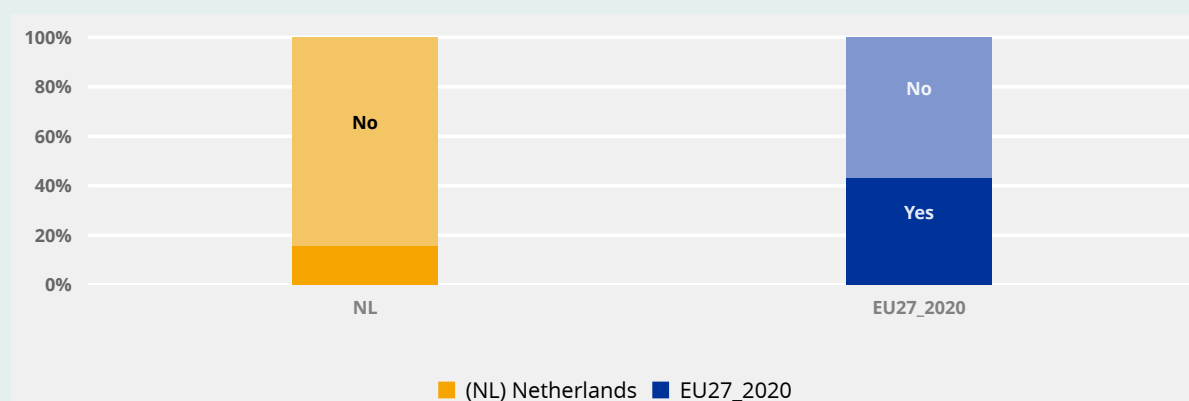
This indicator mainly contains the non-confidential parts of Senior Labour Inspectors Committee reports about enforcement in Member States

Sources: ESENER 2019 Survey and Senior Labour Inspectors' Committee.

For further information refer to Methodology

### % of establishments inspected

Have you been visited by the labour inspectorate in the last 3 years?



Country	Yes (%)	No (%)
(NL) Netherlands	15.9	84.1
EU27_2020	43.2	56.8

### Authority

No information available

### Scope of the Labor Inspection

No information available

### Inspector powers

No information available

### Strategy/Plan

No information available

## OSH infrastructure OSH statistics, surveys and research

Here you will find a comprehensive overview of availability of OSH statistics and surveys on working conditions and research capacities in the different Member States and the EU.

For further information refer to Methodology



### Netherlands

#### OSH statistics

##### The Netherlands Working Conditions Survey

**Data holder:**

TNO

**Functionalities:**

- Monitoring of work accidents - (2003-2014)
- Monitoring of work-related illness - annually

##### Self Employed Working Conditions Survey

**Data holder:**

TNO

**Functionalities:**

- Monitoring of work accidents - (2015 only)
- Monitoring of work-related illness - (one year)

##### Letsel Informatie Systeem / Injury Surveillance System

**Data holder:**

Veiligheid NL

**Functionalities:**

- Monitoring of work accidents - (1997-2013)

##### Leefstijlmonitor Kernmodule LSM-K

**Data holder:**

CBS/RIVM/VeiligheidNL

**Functionalities:**

- Monitoring of work accidents - (NY: LSM-K started in 2014)

#### Leefstijlmonitor Aanvullende Module LSM-A

**Data holder:**

CBS/RIVM/VeiligheidNL

**Functionalities:**

- Monitoring of work accidents - (NY: LSM-A started in 2015)

#### Nationale Registratie Beroepsziekten (NcVB-statistiek)

**Data holder:**

Nederlands Centrum voor Beroepsziekten

**Functionalities:**

- Monitoring of occupational diseases - annually

## Surveys

NWCS (Netherlands Working Conditions Survey; NEA) - periodical surveys on the labor situation of Dutch employees

- Link to the survey
- **Focus of the survey:** Quality of labor, health, and sustainable employability
- **Time span:** annual survey since 2005
- **Contact person:** TNO - J.J.J. (Jos) de Lange Senior consultant Manager NL-Focal Point Work Health Technology

WEA (National Survey for Employers)

- Link to the survey
- **Focus of the survey:** Company policies on staffing and safety, labor relations, and working conditions
- **Time span:** Biennial since 2008
- **Contact person:** TNO - J.J.J. (Jos) de Lange Senior consultant Manager NL-Focal Point Work Health Technology

'Being your own boss' - Survey on the self-employed

- Link to the survey
- **Focus of the survey:** Quality of labor, health, and sustainable employability
- **Time span:** Quadrennial survey since 2012
- **Contact person:** TNO - J.J.J. (Jos) de Lange Senior consultant Manager NL-Focal Point Work Health Technology



In STREAM, the Study on Transitions in Employment, Ability, and Motivation

- Link to the survey
- **Focus of the survey:** Health, labor, motivation, transitions in work and sustainable employability
- **Time span:** First survey in 2010
- **Contact person:** TNO - J.J.J. (Jos) de Lange Senior consultant Manager NL-Focal Point Work Health Technology

CODI, cohort study on sustainable employability (or Cohort Onderzoek Duurzame Inzetbaarheid)

- Link to the survey
- **Focus of the survey:** Health, labor, motivation, transitions in work and sustainable employability
- **Time span:** Longitudinal research-based on the NEA 2015
- **Contact person:** TNO - J.J.J. (Jos) de Lange Senior consultant Manager NL-Focal Point Work Health Technology

## Research Institutes

Netherlands Organisation for Applied Scientific Research (TNO — Nederlandse Organisatie voor Toegepast Natuurwetenschappelijk Onderzoek)

[Link to the institute](#)

### Short abstract

The TNO connects people and knowledge to create innovations that boost the competitive strength of industry and the well-being of society in a sustainable way. The TNO is an independent research organisation that focuses on transitions or changes in nine social themes:

- buildings, infrastructure and maritime — ‘Robust constructions, sustainable use’;
- the circular economy and the environment — ‘Directing and accelerating sustainability’;
- defence, safety and security — ‘We’re putting our knowledge and technology to work for safety and security’;
- energy: ‘Faster towards a sustainable energy supply’
- healthy living — ‘Focusing on participation, not on the disease’;
- industry — ‘Innovating for employment, welfare and well-being’;
- information and communication technology (ICT) — ‘Interpreting and accelerating digital transformation’;
- strategic analysis and policy — ‘Turning complex issues into concrete innovations’;
- traffic and transport — ‘Helping to create liveable, sustainable cities’.

[See more in OSHWiki](#)

## Dutch National Institute for Public Health and the Environment (RIVM)

[Link to the institute](#)

### Short abstract

The RIVM conducts research and provides advice to assist with this task. The RIVM works to prevent and control outbreaks of infectious diseases. It promotes public health and consumer safety and helps to protect the quality of the environment. The RIVM collects and collates knowledge and information from various sources, at national and international levels. The RIVM applies this knowledge, and places it at the disposal of policy-makers, researchers, regulatory authorities and the general public. Each year, the RIVM produces numerous reports on all aspects of public health, nutrition and diet, health care, disaster management, nature and the environment.

[See more in OSHWiki](#)

## Netherlands Centre for Occupational Diseases (NCvB)

[Link to the institute](#)

### Short abstract

The NCvB registers and reports occupational diseases via the national notification and registration system and a number of specific surveillance projects.

[See more in OSHWiki](#)

## Research Centre for Insurance Medicine (KCVG — Kenniscentrum Verzekeringsgeneeskunde)

[Link to the institute](#)

### Short abstract

The KCVG is a joint initiative of the Coronel Institute of Occupational Health, the Division of Clinical Methods and Public Health, the Academic Medical Centre in Amsterdam (Coronel Instituut voor Arbeid en Gezondheid, Divisie Klinische Methoden en Public Health, Academisch Medisch Centrum), the Department of Social Medicine, University Medical Centre Groningen (afdeling Sociale Geneeskunde, Universitair Medisch Centrum Groningen), the Department of Social Medicine, EMGO Institute, VU University Medical Centre (afdeling Sociale Geneeskunde, EMGO Instituut, VU medisch centrum), and the Social Medical Affairs Division of the implementing body of the Dutch Employee Insurance Agency (Divisie Sociaal Medische Zaken, Institute for Employee Benefits Schemes — UWV). The purpose of the KCVG is to promote the quality and scientific support of insurance medicine by developing and evaluating methods, guidelines, tools and interventions.

[See more in OSHWiki](#)