

**ZA6864**

**European Survey of Enterprises on New and Emerging Risks  
2009  
(ESENER-1)**

**Country Questionnaire  
Luxembourg (English)**

1. MM TT  
A. CONTACT PHASE TT

survey\_M Survey Number TT  
M

[Do not ask - Please code 5395] TT  
(141-144)

EB620.3 survey\_MM

country\_MM Country Code TT  
MM

[Do not ask - Please use the code allowed] TT  
(145-146)

EB620.3 country\_MM

Intnum\_M Interview number TT  
M

(147-152)

EB620.4 Intnum\_MM NEW

date\_MM Date of interview TT

[Do not ask] TT  
(153-154) (155-156)  
 day  month TT

EB620.3 date\_MM

idnum\_M ID-number of the establishment (from sampling source) TT  
M

[Do not ask - Make sure that MM and ER-interview from the same establishment have identical ID-numbers] TT  
(157-164)

EB620.3 idnum\_MM

1. MM TT  
A. CONTACT PHASE TT

survey\_M Survey Number TT  
M

[Do not ask - Please code 5395] TT  
(141-144)

EB620.3 survey\_MM

country\_MM Country Code TT  
MM

[Do not ask - Please use the code allowed] TT  
(145-146)

EB620.3 country\_MM

Intnum\_M Interview number TT  
M

(147-152)

EB620.4 Intnum\_MM NEW

date\_MM Date of interview TT

[Do not ask] TT  
(153-154) (155-156)  
 day  month TT

EB620.3 date\_MM

idnum\_M ID-number of the establishment (from sampling source) TT  
M

[Do not ask - Make sure that MM and ER-interview from the same establishment have identical ID-numbers] TT  
(157-164)

EB620.3 idnum\_MM

int\_typ\_M Type of interview TT

[Do not ask - Please code '1' - No code '2' can be found for this questionnaire] TT

(165)

MM	1	TT
ER	2	TT

EB620.3 int\_typ\_MM

nace\_MM NACE-Code from sampling source TT

[Do not ask - The sector of activity will not be asked in the interview, but will be added from the information contained in the address source (NACE code) - Please send us your codebook] TT

(166-171)

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EB620.3 nace\_MM

region\_M Code for region TT

[Do not ask - Please send us your codebook] TT

(172-173)

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EB620.3 region\_MM

[Stress as necessary: 1) Emphasise again strict confidentiality of responses. 2) 20 to 25 minute interview. 3) 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. 4) The questions are about health and safety policies and practices in your establishment. 5) 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 improve the information and assistance given to workplaces to improve the safety and health of workers.] TT

int\_typ\_M Type of interview TT

[Do not ask - Please code '1' - No code '2' can be found for this questionnaire] TT

(165)

MM	1	TT
ER	2	TT

EB620.3 int\_typ\_MM

nace\_MM NACE-Code from sampling source TT

[Do not ask - The sector of activity will not be asked in the interview, but will be added from the information contained in the address source (NACE code) - Please send us your codebook] TT

(166-171)

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EB620.3 nace\_MM

region\_M Code for region TT

[Do not ask - Please send us your codebook] TT

(172-173)

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EB620.3 region\_MM

[Stress as necessary: 1) Emphasise again strict confidentiality of responses. 2) 20 to 25 minute interview. 3) 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. 4) The questions are about health and safety policies and practices in your establishment. 5) 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 improve the information and assistance given to workplaces to improve the safety and health of workers.] TT

**MM001** Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the most senior manager who coordinates safety and health activities in this establishment.

**MM001** Good morning / afternoon. My name is ... from TNS Ilres in Luxembourg. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the most senior manager who coordinates safety and health activities in this establishment.

[Tick what applies] TT

[Tick what applies] TT

	<b>(194)</b>	
The respondent is this person	1	TT
Respondent tries to put through to another person	2	TT
Refused	3	TT

	<b>(194)</b>	
The respondent is this person	1	
Respondent tries to put through to another person	2	
Refused	3	

EB620.3 MM001 MODIFY

EB620.3 MM001 MODIFY

ASK MM002 TO MM004 IF MM001=2 - IF MM001=1 THEN GO TO MM050 - IF MM001=3 THEN STOP INTERVIEW TT

ASK MM002 TO MM004 IF MM001=2 - IF MM001=1 THEN GO TO MM050 - IF MM001=3 THEN STOP INTERVIEW

**MM002** Interviewer has been put through to another person TT

**MM002** Interviewer has been put through to another person

[Tick what applies] TT

[Tick what applies] TT

	<b>(195)</b>	
Telephone is answered by a new respondent	1	TT
Line busy / not answered	2	TT
Back to original person or switchboard	3	TT

	<b>(195)</b>	
Telephone is answered by a new respondent	1	
Line busy / not answered	2	
Back to original person or switchboard	3	

EB620.3 MM002

EB620.3 MM002

IF MM002=1 THEN START WITH MM001 AGAIN - IF MM002=2 THEN STOP INTERVIEW AND TRY LATER - IF MM002=3 THEN GO TO MM003 TT

IF MM002=1 THEN START WITH MM001 AGAIN - IF MM002=2 THEN STOP INTERVIEW AND TRY LATER - IF MM002=3 THEN GO TO MM003

**MM003Q** May I have the full name and the extension of this person? [If necessary: I would like to talk to the most senior person in charge of personnel in this establishment] TT

**MM003Q** May I have the full name and the extension of this person? [If necessary: I would like to talk to the most senior manager who coordinates safety and health activities in this establishment ]

[Tick what applies] TT

[Tick what applies] TT

	<b>(196)</b>	
Information obtained	1	TT
Call the present number (switchboard) again later on	2	TT
Refused	3	TT

	<b>(196)</b>	
Information obtained	1	
Call the present number (switchboard) again later on	2	
Refused	3	

EB620.3 MM003Q MODIFY

EB620.3 MM003Q MODIFY

**MM003H** Please choose the correct option TT

**MM003H** Please choose the correct option

[Tick what applies] TT

[Tick what applies] TT

Mrs	(197)	1	TT
Mr		2	TT

Mrs	(197)	1	
Mr		2	

EB620.3 MM003H MODIFY

EB620.3 MM003H MODIFY

MM003N Full name of the person asked in MM003 TT

MM003N Full name of the person asked in MM003 TT

[Write down]		TT
1	40	(198,199-238)

[Write down]		TT
1	40	(198,199-238)

EB620.3 MM003N

EB620.3 MM003N

MM003T Direct phone number of the person asked in MM003 (including city code) TT

MM003T Direct phone number of the person asked in MM003 TT

[Write down without /, ., +, etc. - for example 026611866]		TT
1	20	(239,240-259)

[Write down without /, ., +, etc. - for example 26611866]		TT
1	20	(239,240-259)

EB620.3 MM003T

EB620.3 MM003T

MM004 What do you think would be the best time to call again? TT

MM004 What do you think would be the best time to call again? TT

[Please code 'ddmm' and then 'hhmm']		TT
(260-263)	(264-267)	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   Date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   Hour	TT

[Please code 'ddmm' and then 'hhmm']		TT
(260-263)	(264-267)	
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   Date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>   Hour	TT

EB620.3 MM004

Thank you for your help. Good bye. TT

TRY LATER TT

MM050 to MM099 : ask only in BE BG CY CZ EE EL HR HU IE LT MK MT PT RO SI SK TR NTL

MM050 May I first of all check: Is the establishment at this address a single independent company or organization with no further branch-offices, production units or sales units elsewhere in (OUR COUNTRY) NTL

(268)

A single independent company or organization	1	NTL
One of a number of different establishments	2	NTL
No answer	3	NTL

EB620.4 MM050 NEW

ASK MM050a TO MM099 IF MM050=2 OTHERS GO TO MM102 NTL

MM050a How many employees does this company have in (OUR COUNTRY)? Please add up the number of employees of all local establishments. NTL

Read out categories and tick only one! Count the number of persons. Each employee is counted as one person, regardless whether they're working full-time or part-time (= headcount). NTL

(269)

1 to 9 employees	1	NTL
10 to 19 employees	2	NTL
20 to 49 employees	3	NTL
50 to 249 employees	4	NTL
250 to 499 employees	5	NTL
500 or more employees	6	NTL
No answer	7	NTL

EB620.4 MM050a1 NEW

ASK MM051a TO MM099 IF MM050a=2,6 OTHERS STOP INTERVIEW NTL

MM051 In this case we have to select one of the establishments for interview. This selection has to be made at random and has to follow statistical rules. To this end I would like to know: How many different establishments – including the headquarters – with 10 or more employees does your company have in (OUR COUNTRY)? NTL

EB620.3 MM004

Thank you for your help. Good bye.

TRY LATER

MM050 to MM099 : ask only in BE BG CY CZ EE EL HR HU IE LT MK MT PT RO SI SK TR

MM050


MM050a


MM051

IF "NONE" CODE [0000] - IF "RESPONDENT HAS TO INVESTIGATE INFORMATION" CODE [9999] AND TRY AGAIN LATER - IF "NO ANSWER" CODE [9998]

NTL

[Empty yellow response box]

(270-273)

establishments with 10 or more employees

NTL

[Empty orange response box]

EB620.4 MM051 NEW

[Empty cyan response box]

IF MM051a=0 or 9998 STOP INTERVIEW

NTL

[Empty cyan response box]

IF MM051a=9999 GOTO MM053a

NTL

[Empty cyan response box]

ASK MM052a TO MM052e IF MM051a=1-9997

NTL

[Empty cyan response box]

MM052 Would you please tell me how many of these establishments have 10 to 19 employees ?

NTL

MM052 [Empty orange response box]

(IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO INVESTIGATE" CODE '9998' - IF "NO ANSWER" CODE '9997')

NTL

[Empty yellow response box]

(274-277)

establishments with 10 to 19 employees

NTL

[Empty orange response box]

EB620.4 MM052a NEW

[Empty cyan response box]

MM052b Would you please tell me how many of these establishments have 20 to 49 employees ?

NTL

MM052b [Empty orange response box]

(IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO INVESTIGATE" CODE '9998' - IF "NO ANSWER" CODE '9997')

NTL

[Empty yellow response box]

(278-281)

establishments with 20 to 49 employees

NTL

[Empty orange response box]

EB620.4 MM052b NEW

[Empty cyan response box]

MM052c Would you please tell me how many of these establishments have 50 to 249 employees ?

NTL

MM052c [Empty orange response box]

(IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO INVESTIGATE" CODE '9998' - IF "NO ANSWER" CODE '9997')

NTL

[Empty yellow response box]

(282-285)

establishments with 50 to 249 employees

NTL

[Empty orange response box]

EB620.4 MM052c NEW

[Empty cyan response box]

MM052d Would you please tell me how many of these establishments have 250 to 499 employees ?

NTL

MM052d [Empty orange response box]

(IF "NONE" CODE '0000' – IF "DK" CODE '9999' – IF "RESPONDENT HAS TO INVESTIGATE" CODE '9998' – IF "NO ANSWER" CODE '9997') NTL

(286-289) establishments with 250 to 499 employees NTL

EB620.4 MM052d NEW

MM052e Would you please tell me how many of these establishments have 500 or more employees ? NTL

(IF "NONE" CODE '0000' – IF "DK" CODE '9999' – IF "RESPONDENT HAS TO INVESTIGATE" CODE '9998' – IF "NO ANSWER" CODE '9997') NTL

(290-293) establishments with 500 or more employees NTL

EB620.4 MM052d NEW

MM052f Total number of establishments with 10 or more employees (MM052a to MM052e) NTL

Do not ask - has to be calculated automatically on the basis of the entries before NTL

(294-297) TOTAL NUMBER OF ESTABLISHMENTS WITH 10 OR MORE EMPLOYEES NTL

EB620.4 MM052d NEW

Compare mm052f to figure indicated in MM051: If mm052f not equal mm051 show the following text: NTL

"Interviewer: The sum in MM052 is not the same as the total given in the previous question MM051. Please check and correct!" NTL

SEL053 (Random selection before MM053) NTL

Step 1: Check entries for the five size classes in MM052 and select one size class as follows:  
a) If there are figures > 0 in one size class only: Select this size class and proceed with step 2.  
b) Otherwise: select at random one of the size classes where figures > 0 are entered and proceed with step 2. NTL

Step 2: - Compute: <txt\_MM053> = label of the size class selected in step 1a or 1b (example: if the selected size class is "20 – 49 employees" then <txt\_MM053> = "20 – 49 employees"). - Compute: <fig\_MM053> = figure indicated in MM052 for the number of establishments in the size class selected in step 1a or 1b (example: if the selected size class is "20 – 49 employees" then <fig\_MM053> = mm052b) NTL

[Empty yellow box]

[Form with 4 input fields and a bar]

[Empty cyan box]

MM052e [Form with 4 input fields and a bar]

[Empty yellow box]

[Form with 4 input fields and a bar]

[Empty cyan box]

MM052f [Form with 4 input fields and a bar]

[Empty yellow box]

[Form with 4 input fields and a bar]

[Empty cyan box]

Step 3: - If the figure entered in MM052 for the size class selected in step 1a/b = 1 (i.e. if <fig\_MM053> = 1): Go to MM053b. - If the figure entered in MM052 for the size class selected in step 1a/b > 1 (i.e. if <fig\_MM053> > 1): Go to MM053c.

NTL

[Empty box]

MM053a is asked if there is only 1 establishment with 10 or more employees in MM051 (i.e. if mm051 = 1).

NTL

[Empty box]

IF MM052f=9998 CALL AGAIN LATER - IF MM052f=9997 STOP INTERVIEW

NTL

[Empty box]

MM053a In this case the right unit for the interview would be the establishment with 10 or more employees. Would you please give me the telephone number of that establishment and – if possible – the name of the most senior person who is in charge of personnel in that establishment.

NTL

MM053a

[Empty box]

[Tick what applies]

NTL

[Empty box]

(298)

- The respondent is this person 1 NTL
- Information obtained 2 NTL
- Call the present number (switchboard) again later on 3 NTL
- Refused 4 NTL

[Empty box]

EB620.4 MM053a NEW

[Empty box]

IF MM053a=4 THEN STOP INTERVIEW

NTL

[Empty box]

MM053a Please choose the correct option

H

NTL

MM053a

[Empty box]

[Tick what applies]

NTL

[Empty box]

(299)

- Mrs 1 NTL
- Mr 2 NTL

[Empty box]

EB620.4 MM053aH NEW

[Empty box]

MM053a Full name of the person asked in MM053a

N

NTL

MM053a

[Empty box]

[Write down]

NTL

[Empty box]

1 40 (300,301-340)

[Empty box]

[Empty box]

[Empty box]

[Empty box]

EB620.4 MM053aN NEW

[Empty box]

MM053aT Direct phone number of the person asked in MM053a (including city code)

NTL

MM053aT

[Write down without /, ., +, etc. - for example 026611866]

NTL

1 20 (341,342-361)

[Empty box]

[Empty box]

[Large empty box for phone number entry]

[Large empty box for phone number entry]

EB620.4 MM053aT NEW

[Empty box]

IF MM0053a=3

NTL

[Empty box]

Thank you very much. Good bye.

NTL

[Empty box]

Quit interview and call again later at agreed time. Start interview with MM053 then.

NTL

[Empty box]

Make sure that information collected so far is stored and will be available for second call and for final data file. Add a suitable entry for the second call and begin with the appropriate version of MM053 (i.e. MM053a, b or c).

NTL

[Empty box]

IF MM0053a=1 GO TO MM099

NTL

[Empty box]

IF MM0053a=2 GO TO MM097

NTL

[Empty box]

MM053b is asked if there is only 1 establishment in the size class selected in SEL053, step 1a/b (i.e. if <fig\_MM053> = 1).

NTL

[Empty box]

MM053b In this case the right unit for the interview would be the establishment with <txt\_MM053>. Would you please give me the telephone number of that establishment and - if possible - the name of the most senior person who is in charge of personnel in that establishment.

NTL

MM053b

[Tick what applies] NTL

- |  |   |     |
|--|---|-----|
| The respondent is this person                        | 1 | NTL |
| Information obtained                                 | 2 | NTL |
| Call the present number (switchboard) again later on | 3 | NTL |
| Refused  | 4 | NTL |

EB620.4 MM053b NEW

IF MM053b=4 THEN STOP INTERVIEW NTL

MM053b H Please choose the correct option NTL

[Tick what applies] NTL

- |     |   |     |
|-----|---|-----|
| Mrs | 1 | NTL |
| Mr  | 2 | NTL |

EB620.4 MM053bH NEW

MM053b N Full name of the person asked in MM053b NTL

[Write down] NTL

1	40	(364,365-404)

EB620.4 MM053bN NEW

MM053bT Direct phone number of the person asked in MM053b (including city code) NTL

[Write down without /, ., +, etc. - for example 026611866] NTL

1	20	(405,406-425)

[Tick what applies]


EB620.4 MM053b NEW

IF MM053b=4 THEN STOP INTERVIEW

MM053b H Please choose the correct option

[Tick what applies]


EB620.4 MM053bH NEW

MM053b N Full name of the person asked in MM053b

[Write down]


EB620.4 MM053bN NEW

MM053bT Direct phone number of the person asked in MM053b (including city code)

[Write down without /, ., +, etc. - for example 026611866]


EB620.4 MM053bT NEW

IF MM053b=1 GO TO MM099 NTL

IF MM053b=2 GO TO MM097 NTL

IF MM053b=3 NTL

Thank you very much. Good bye. NTL

Quit interview and call again later at agreed time. Start interview with MM053 then. NTL

Make sure that information collected so far is stored and will be available for second call and for final data file. Add a suitable entry for the second call and begin with the appropriate version of MM053 (i.e. MM053a, b or c). NTL

MM053c is asked if there is more than 1 establishment in the size class selected in SEL053, step 1a/b (i.e. if <fig\_MM053> > 1). NTL

Make a random selection of one letter between A and Z and show this letter here. NTL

MM053c In this case I would like to conduct the interview for one of the establishments with <txt\_MM053>. For the random selection it would be helpful if you had a list of the <fig\_MM053> establishments with <txt\_MM053> in (OUR COUNTRY). Which of these establishments is located in a community the name of which starts with the letter "<?>\*" or the letter which follows next in the alphabet. Would you please give me the telephone number of that establishment and – if possible – the name of the most senior person who is in charge of personnel in that establishment? NTL

MM053c

If more than one establishment in this community: And which of these establishments is located in a street the name of which starts with the letter "<?>\*" or the letter which follows next in the alphabet? [Tick what applies] NTL

(426)

The respondent is this person 1 NTL  
Information obtained 2 NTL  
Call the present number (switchboard) again later on 3 NTL

Refused 4 NTL

EB620.4 MM053c NEW

IF MM053c=4 THEN STOP INTERVIEW NTL

MM053cH Please choose the correct option NTL

[Tick what applies] NTL

Mrs 1 NTL  
Mr 2 NTL

EB620.4 MM053cH NEW

MM053cN Full name of the person asked in MM053c NTL

[Write down] NTL

1 40 (428,429-468)

EB620.4 MM053cN NEW

MM053cT Direct phone number of the person asked in MM053c (including city code) NTL

[Write down without /, .., +, etc. - for example 026611866] NTL

1 20 (469,470-489)

EB600.' MM053cT NEW

IF MM0053c=1 GO TO MM099 NTL

IF MM0053c=2 GO TO MM097 NTL

IF MM0053c=3 NTL

Thank you very much. Good bye. NTL

Quit interview and call again later at agreed time. Start interview with MM053 then. NTL

Make sure that information collected so far is stored and will be available for second call and for final data file. Add a suitable entry for the second call and begin with the appropriate version of MM053 (i.e. MM053a, b or c). NTL

ASK MM097 IF MM053a, MM053b or MM053c = 2 NTL

MM097 Is the selected establishment the headquarters or is it a subsidiary site? NTL

MM097

	(490)	
Headquarters	1	NTL
Subsidiary site	2	NTL
No answer	3	NTL


EB620.4 MM097 NEW

Thank you very much. NTL

Quit interview. Call telephone number given in MM053a, b or c and ask for the person named there (or for most senior person who is in charge of personnel in that establishment). Start interview with MM001 and then directly go to MM102 after contact phase. NTL

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

ASK MM099 IF MM053a, MM053b or MM053c = 1 NTL

MM099 Is the selected establishment the headquarters or is it a subsidiary site? NTL

MM099

<b>(491)</b>		
Headquarters	1	NTL
Subsidiary site	2	NTL
No answer	3	NTL

EB620.4 MM099 NEW

IF MM099=1 ,2,3 GO TO MM102 NTL

B. BACKGROUND INFORMATION TT

ASK MM100 TO ALL EXCEPT in BE BG CY CZ EE EL HR HU IE LT MK MT PT RO SI SK TR TT

**MM100** May I first of all check: Is the establishment at this address a single independent organisation, or is it one of a number of establishments at different locations in (OUR COUNTRY) belonging to the same company or organisation? TT

[Tick what applies] TT

<b>(512)</b>		
A single independent company or organization	1	TT
One of a number of different establishments	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM100 MODIFY

ASK MM101 IF MM050=2 OR MM100=2 TT

**MM101** Is it the headquarters or is it a subsidiary site? TT

[Tick what applies] TT

<b>(513)</b>		
Headquarters	1	TT
Subsidiary site	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM101

ASK MM102a IF MM050 OR MM100=1 TT

**MM102a** Approximately how many employees work at this establishment? Please refer to the local site only. TT

[Count the number of persons - Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount)] [If "No answer" please code '99999' - If "Don't know" please code '99998' - If "Refusal" please code '99997'] TT


B. BACKGROUND INFORMATION

ASK MM100 TO ALL EXCEPT in BE BG CY CZ EE EL HR HU IE LT MK MT PT RO SI SK TR

**MM100** May I first of all check: Is the establishment at this address a single independent organisation, or is it one of a number of establishments at different locations in (OUR COUNTRY) belonging to the same company or organisation? TT

[Tick what applies] TT

<b>(512)</b>		
A single independent company or organization	1	
One of a number of different establishments	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 MM100 MODIFY

ASK MM101 IF MM100=2 TT

**MM101** Is it the headquarters or is it a subsidiary site? TT

[Tick what applies] TT

<b>(513)</b>		
Headquarters	1	
Subsidiary site	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 MM101

ASK MM102a IF MM050 OR MM100=1 TT

**MM102a** Approximately how many employees work at this establishment? TT

[Count the number of persons - Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount)] [If "No answer" please code '99999' - If "Don't know" please code '99998' - If "Refusal" please code '99997'] TT

(514-518)

employees TT

EB620.3 MM102a MODIFY

ASK MM102b IF MM050 OR MM100=2,3 TT

MM102b Approximately how many employees work at this establishment? Please refer to the local site only. TT

[Count the number of persons - Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount)] [If "No answer" please code '99999' - If "Don't know" please code '99998' - If "Refusal" please code '99997'] TT

(519-523)

employees TT

EB620.3 MM102b MODIFY

IF MM102<10 OR MM102 = 99997, 99998, 99999 THEN STOP INTERVIEW TT

The survey is now finished. Thank you for your help. Goodbye. TT

ASK ALL TT

MM103 Does this establishment belong to the public sector? TT

[Tick what applies] TT

(524)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM103

ASK MM106 IF MM103 = 2 OR 3 TT

MM106 Was this establishment founded before 1990, between 1990 and 2005 or after 2005? TT

[Read out] TT

(525)

Before 1990	1	TT
Between 1990 and 2005	2	TT
After 2005	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 MM106 MODIFY

(514-518)

employees TT

EB620.3 MM102a MODIFY

ASK MM102b IF MM050 OR MM100=2,3 TT

MM102b Approximately how many employees work at this establishment? Please refer to the local site only. TT

[Count the number of persons - Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount)] [If "No answer" please code '99999' - If "Don't know" please code '99998' - If "Refusal" please code '99997'] TT

(519-523)

employees TT

EB620.3 MM102b MODIFY

IF MM102a/b<10 OR MM102a/b = 99997, 99998, 99999 THEN STOP INTERVIEW TT

The survey is now finished. Thank you for your help. Goodbye. TT

ASK ALL TT

MM103 Does this establishment belong to the public sector? TT

[Tick what applies] TT

(524)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM103

ASK MM106 IF MM103 = 2 OR 3 TT

MM106 Was this establishment founded before 1990, between 1990 and 2005 or after 2005? TT

[Read out] TT

(525)

Before 1990	1	TT
Between 1990 and 2005	2	TT
After 2005	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 MM106 MODIFY

C. GENERAL HEALTH AND SAFETY MANAGEMENT IN THE ESTABLISHMENT TT

ASK ALL TT

MM150 What health and safety services do you use, be it in-house or contracted externally? TT

[Read out] Yes No DK/ NA TT

(546)	1	An occupational health doctor	1	2	3	TT
(547)	2	A safety expert	1	2	3	TT
(548)	3	A psychologist	1	2	3	TT
(549)	4	An ergonomics expert, dealing with the set up of the workstation	1	2	3	TT
(550)	5	A general health and safety consultancy	1	2	3	TT

EB620.3 MM150 MODIFY

MM152 Does your establishment routinely analyse the causes of sickness absence? TT

[Tick what applies] TT

		(551)		
Yes		1	TT	
No		2	TT	
DK/ NA (SPONTANEOUS)		3	TT	

EB620.3 MM152 MODIFY

MM153 Do you take measures to support employees' return to work following a long-term sickness absence? TT

[Tick what applies] TT

		(552)		
Yes		1	TT	
No		2	TT	
DK/ NA (SPONTANEOUS)		3	TT	

EB620.3 MM153 MODIFY

MM154 Is the health of employees monitored through regular medical examinations? TT

[Tick what applies] TT

		(553)		
Yes		1	TT	
No		2	TT	
DK/ NA (SPONTANEOUS)		3	TT	

EB620.3 MM154 MODIFY

C. GENERAL HEALTH AND SAFETY MANAGEMENT IN THE ESTABLISHMENT

ASK ALL

MM150 What health and safety services do you use, be it in-house or contracted externally?

[Read out] Yes No DK/ NA

(546)	1	An occupational health doctor	1	2	3
(547)	2	A safety expert	1	2	3
(548)	3	A psychologist	1	2	3
(549)	4	An ergonomics expert, dealing with the set up of the workstation	1	2	3
(550)	5	A general health and safety consultancy	1	2	3

EB620.3 MM150 MODIFY

MM152 Does your establishment routinely analyse the causes of sickness absence?

[Tick what applies]

		(551)		
Yes		1		
No		2		
DK/ NA (SPONTANEOUS)		3		

EB620.3 MM152 MODIFY

MM153 Do you take measures to support employees' return to work following a long-term sickness absence?

[Tick what applies]

		(552)		
Yes		1		
No		2		
DK/ NA (SPONTANEOUS)		3		

EB620.3 MM153 MODIFY

MM154 Is the health of employees monitored through regular medical examinations?

[Tick what applies]

		(553)		
Yes		1		
No		2		
DK/ NA (SPONTANEOUS)		3		

EB620.3 MM154 MODIFY

MM155 Is there a documented policy, established management system or action plan on health and safety in your establishment? TT

[Tick what applies] TT

(554)		
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM155

ASK MM156 IF MM155 = 1 TT

MM156 In practice, how much of an impact does this policy, management system or action plan have on health and safety in your establishment? Does it have a large impact, some impact or practically no impact? TT

[Read out] TT

(555)		
Large impact	1	TT
Some impact	2	TT
Practically no impact	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 MM156 MODIFY

ASK MM157 IF MM155 = 2 TT

MM157 Are there any particular reasons for not having developed such a policy, management system or action plan so far? Please tell me which of the following statements – if any – apply to the situation in your establishment? TT

	[Read out]	Yes	No	DK/ NA	TT
--	------------	-----	----	--------	----

(556)	1	We don't see the benefit of such a policy, management system or action plan	1	2	3	TT
(557)	2	We haven't had time to develop any of these	1	2	3	TT
(558)	3	We don't have the expertise to develop these	1	2	3	TT
(559)	4	In view of our health and safety risks this is not necessary	1	2	3	TT
(560)	5	The necessary financial resources were not available	1	2	3	TT

EB620.3 MM157

ASK ALL TT

MM155 Is there a documented policy, established management system or action plan on health and safety in your establishment? TT

[Tick what applies] TT

(554)		
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM155

ASK MM156 IF MM155 = 1 TT

MM156 In practice, how much of an impact does this policy, management system or action plan have on health and safety in your establishment? Does it have a large impact, some impact or practically no impact? TT

[Read out] TT

(555)		
Large impact	1	TT
Some impact	2	TT
Practically no impact	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 MM156 MODIFY

ASK MM157 IF MM155 = 2 TT

MM157 Are there any particular reasons for not having developed such a policy, management system or action plan so far? Please tell me which of the following statements – if any – apply to the situation in your establishment? TT

	[Read out]	Yes	No	DK/ NA	TT
--	------------	-----	----	--------	----

(556)	1	We don't see the benefit of such a policy, management system or action plan	1	2	3	TT
(557)	2	We haven't had time to develop any of these	1	2	3	TT
(558)	3	We don't have the expertise to develop these	1	2	3	TT
(559)	4	In view of our health and safety risks this is not necessary	1	2	3	TT
(560)	5	The necessary financial resources were not available	1	2	3	TT

EB620.3 MM157

ASK ALL TT

MM158 Are health and safety issues raised in high level management meetings regularly, occasionally or practically never? TT

[Read out] TT

(561)		
Regularly	1	TT
Occasionally	2	TT
Practically never	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 MM158 MODIFY

MM158 Are health and safety issues raised in high level management meetings regularly, occasionally or practically never? TT

[Read out] TT

(561)		
Regularly	1	TT
Occasionally	2	TT
Practically never	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 MM158 MODIFY

MM159 Overall, how would you rate the degree of involvement of the line managers and supervisors in the management of health and safety? Is it very high, quite high, quite low or very low? TT

[Read out] TT

(562)		
Very high	1	TT
Quite high	2	TT
Quite low	3	TT
Very low	4	TT
DK/ NA (SPONTANEOUS)	5	TT

EB620.3 MM159 MODIFY

MM159 Overall, how would you rate the degree of involvement of the line managers and supervisors in the management of health and safety? Is it very high, quite high, quite low or very low? TT

[Read out] TT

(562)		
Very high	1	TT
Quite high	2	TT
Quite low	3	TT
Very low	4	TT
DK/ NA (SPONTANEOUS)	5	TT

EB620.3 MM159 MODIFY

MM161 Are workplaces in your establishment regularly checked for safety and health as part of a risk assessment or similar measure? TT

[Tick what applies] TT

(563)		
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM161 MODIFY

ASK MM162 TO MM166 IF MM161 = 1 TT

MM161 Are workplaces in your establishment regularly checked for safety and health as part of a risk assessment or similar measure? TT

[Tick what applies] TT

(563)		
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM161 MODIFY

ASK MM162 TO MM166 IF MM161 = 1 TT

MM162 Are these risk assessments or workplace checks mostly conducted by your own staff or are they normally contracted to external service providers? TT

[Read out] TT

(564)		
Conducted by own staff	1	TT
Contracted to external providers	2	TT

MM162 Are these risk assessments or workplace checks mostly conducted by your own staff or are they normally contracted to external service providers? TT

[Read out] TT

(564)		
Conducted by own staff	1	TT
Contracted to external providers	2	TT

Both about equally (SPONTANEOUS)	3	TT
DK/ NA (SPONTANEOUS)	4	TT

Both about equally (SPONTANEOUS)	3	
DK/ NA (SPONTANEOUS)	4	

EB620.3 MM162 MODIFY

EB620.3 MM162 MODIFY

MM163 On which occasions are these risk assessments or workplace checks carried out? TT

MM163 On which occasions are these risk assessments or workplace checks carried out? TT

[Read out]	Yes	No	DK/ NA	TT
------------	-----	----	--------	----

[Read out]	Yes	No	DK/ NA	
------------	-----	----	--------	--

(565)	1	Following a change in the staffing, layout or organisation of work	1	2	3	TT
(566)	2	At the request of employees, e.g. in case of complaints	1	2	3	TT
(567)	3	At regular intervals, without any specific cause	1	2	3	TT

(565)	1	Following a change in the staffing, layout or organisation of work	1	2	3	
(566)	2	At the request of employees, e.g. in case of complaints	1	2	3	
(567)	3	At regular intervals, without any specific cause	1	2	3	

EB620.3 MM163 MODIFY

EB620.3 MM163 MODIFY

MM164 Which of the following areas are routinely considered in these checks? TT

MM164 Which of the following areas are routinely considered in these checks? TT

[Read out]	Yes	No	DK/ NA	TT
------------	-----	----	--------	----

[Read out]	Yes	No	DK/ NA	
------------	-----	----	--------	--

(568)	1	Equipment and working environment	1	2	3	TT
(569)	2	The way work is organised	1	2	3	TT
(570)	3	Irregular or long working hours	1	2	3	TT
(571)	4	Supervisor-employee relationships	1	2	3	TT

(568)	1	Equipment and working environment	1	2	3	
(569)	2	The way work is organised	1	2	3	
(570)	3	Irregular or long working hours	1	2	3	
(571)	4	Supervisor-employee relationships	1	2	3	

EB620.3 MM164

EB620.3 MM164

MM166 Which of the following actions have been taken as a follow-up to these checks? TT

MM166 Which of the following actions have been taken as a follow-up to these checks? TT

[Read out]	Yes	No	DK/ NA	TT
------------	-----	----	--------	----

[Read out]	Yes	No	DK/ NA	
------------	-----	----	--------	--

(572)	1	Changes to equipment or working environment	1	2	3	TT
(573)	2	Changes to the way work is organised	1	2	3	TT
(574)	3	Changes to working time arrangements	1	2	3	TT
(575)	4	Provision of training	1	2	3	TT

(572)	1	Changes to equipment or working environment	1	2	3	
(573)	2	Changes to the way work is organised	1	2	3	
(574)	3	Changes to working time arrangements	1	2	3	
(575)	4	Provision of training	1	2	3	

EB620.3 MM166 MODIFY

EB620.3 MM166 MODIFY

ASK MM169 IF MM161 = 2

ASK MM169 IF MM161 = 2

MM169 Are there any particular reasons why these checks are not regularly carried out? Please tell me which of the following statements – if any – apply to your establishment? TT

MM169 Are there any particular reasons why these checks are not regularly carried out? Please tell me which of the following statements – if any – apply to your establishment? TT

[Read out] - Items randomize	Yes	No	DK/ NA	TT
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[Read out] - Items randomize	Yes	No	DK/ NA	
------------------------------	-----	----	--------	--

(576)	1	The necessary expertise is lacking	1	2	3	TT
	2	Risk assessments are too time consuming or expensive	1	2	3	TT
(577)	3	The legal obligations on risk assessment are too complex	1	2	3	TT
(578)	4	It is not necessary, because we do not have any major problems	1	2	3	TT

EB620.3 MM169 MODIFY

ASK ALL

MM170 Has the {labour inspectorate}\* visited this workplace in the last 3 years in order to check health and safety conditions? TT

[Tick what applies]

(580)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM170 MODIFY

(576)	1	The necessary expertise is lacking	1	2	3	TT
	2	Risk assessments are too time consuming or expensive	1	2	3	TT
(577)	3	The legal obligations on risk assessment are too complex	1	2	3	TT
(578)	4	It is not necessary, because we do not have any major problems	1	2	3	TT

EB620.3 MM169 MODIFY

ASK ALL

MM170 Has the {labour inspectorate (inspection du travail)}\* visited this workplace in the last 3 years in order to check health and safety conditions? TT

[Tick what applies]

(580)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM170 MODIFY

MM171 In your establishment, how important are the following reasons for addressing health and safety? For each one, please tell me whether it is a major reason, a minor reason or not a reason at all. TT

[Read out] Major Minor No DK/ NA TT

(581)	1	Fulfillment of legal obligation	1	2	3	4	TT
(582)	2	Requests from employees or their representatives	1	2	3	4	TT
(583)	3	Staff retention and absence management	1	2	3	4	TT
(584)	4	Economic or performance-related reasons	1	2	3	4	TT
(585)	5	Requirements from clients or concern about the organisation's reputation	1	2	3	4	TT
(586)	6	Pressure from the {labour inspectorate}*	1	2	3	4	TT

EB620.3 MM171 MODIFY

MM172 In your establishment, what are the main difficulties in dealing with health and safety? Please tell me for each of the following whether it is a major difficulty, a minor difficulty, or not a difficulty at all. TT

MM171 In your establishment, how important are the following reasons for addressing health and safety? For each one, please tell me whether it is a major reason, a minor reason or not a reason at all. TT

[Read out] Major Minor No DK/ NA TT

(581)	1	Fulfillment of legal obligation	1	2	3	4	TT
(582)	2	Requests from employees or their representatives	1	2	3	4	TT
(583)	3	Staff retention and absence management	1	2	3	4	TT
(584)	4	Economic or performance-related reasons	1	2	3	4	TT
(585)	5	Requirements from clients or concern about the organisation's reputation	1	2	3	4	TT
(586)	6	Pressure from the {labour inspectorate(inspection du travail)}*	1	2	3	4	TT

EB620.3 MM171 MODIFY

MM172 In your establishment, what are the main difficulties in dealing with health and safety? Please tell me for each of the following whether it is a major difficulty, a minor difficulty, or not a difficulty at all. TT

	[Read out]	Major	Minor	No	DK/ NA	TT	
(587)	1	A lack of resources such as time, staff or money	1	2	3	4	TT (587)
(588)	2	A lack of awareness	1	2	3	4	TT (588)
(589)	3	A lack of expertise	1	2	3	4	TT (589)
(590)	4	A lack of technical support or guidance	1	2	3	4	TT (590)
(591)	5	The culture within the establishment	1	2	3	4	TT (591)
(592)	6	The sensitivity of the issue	1	2	3	4	TT (592)

EB620.3 MM172 MODIFY

MM173 Have you used health and safety information from any of the following bodies or institutions?

	[Read out]	Yes	No	DK/ NA	TT	
(593)	1	Official institutes for health and safety at work	1	2	3	TT (593)
(594)	2	The European Agency for safety and health at work	1	2	3	TT (594)
(595)	3	In-house health and safety services	1	2	3	TT (595)
(596)	4	The (labour inspectorate)*	1	2	3	TT (596)
(597)	5	Employers' organisations	1	2	3	TT (597)
(598)	6	Trade unions	1	2	3	TT (598)
(599)	7	Contracted health and safety experts	1	2	3	TT (599)
(600)	8	Insurance providers	1	2	3	TT (600)

EB620.3 MM173 MODIFY

ASK ALL

MM175 Are you aware of the European Week for safety and health at work?

[Tick what applies]	(601)	TT
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM175

D.HEALTH AND SAFETY RISKS IN THE ESTABLISHMENT

ASK ALL

	[Read out]	Major	Minor	No	DK/ NA	TT	
(587)	1	A lack of resources such as time, staff or money	1	2	3	4	TT (587)
(588)	2	A lack of awareness	1	2	3	4	TT (588)
(589)	3	A lack of expertise	1	2	3	4	TT (589)
(590)	4	A lack of technical support or guidance	1	2	3	4	TT (590)
(591)	5	The culture within the establishment	1	2	3	4	TT (591)
(592)	6	The sensitivity of the issue	1	2	3	4	TT (592)

EB620.3 MM172 MODIFY

MM173 Has your establishment used health and safety information from any of the following bodies or institutions?

	[Read out]	Yes	No	DK/ NA	TT	
(593)	1	Official institutes for health and safety at work	1	2	3	TT (593)
(594)	2	The European Agency for safety and health at work	1	2	3	TT (594)
(595)	3	In-house health and safety services	1	2	3	TT (595)
(596)	4	The (labour inspectorate(inspection du travail))*	1	2	3	TT (596)
(597)	5	Employers' organisations	1	2	3	TT (597)
(598)	6	Trade unions	1	2	3	TT (598)
(599)	7	Contracted health and safety experts	1	2	3	TT (599)
(600)	8	Insurance providers	1	2	3	TT (600)

EB620.3 MM173 MODIFY

ASK ALL

MM175 Are you aware of the European Week for safety and health at work?

[Tick what applies]	(601)	TT
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM175

D.HEALTH AND SAFETY RISKS IN THE ESTABLISHMENT

ASK ALL

**MM200** For each of the following issues, please tell me whether it is of major concern, some concern or no concern at all in your establishment.

TT

	[Read out]	Major concern	Some concern	No concern	DK/ NA
--	------------	---------------	--------------	------------	--------

TT

(622)	1	Dangerous substances (Int.: explain if necessary: e.g. dusts, chemical, biological or radioactive)	1	2	3	4
(623)	2	Accidents	1	2	3	4
(624)	3	Noise and vibration	1	2	3	4
(625)	4	Musculoskeletal disorders such as pain in the back, neck, arms or legs	1	2	3	4
(626)	5	Work-related stress	1	2	3	4
(627)	6	Violence or threat of violence	1	2	3	4
(628)	7	Bullying or harassment, i.e. abuse, humiliation or assault by colleagues or superiors	1	2	3	4

TT

EB620.3 MM200 MODIFY

**MM202** Several factors can contribute to stress, violence and harassment at work; they concern the way work is organised and are often referred to as 'psychosocial risks'. Please tell me whether any of the following psychosocial risks are a concern in your establishment.

TT

	[Read out]	Yes	No	DK/ NA
--	------------	-----	----	--------

TT

(629)	1	Time pressure	1	2	3
(630)	2	Poor communication between management and employees	1	2	3
(631)	3	Poor co-operation amongst colleagues	1	2	3
(632)	4	Lack of employee control in organising their work	1	2	3
(633)	5	Job insecurity	1	2	3
(634)	6	Having to deal with difficult customers, patients, pupils etc.	1	2	3
(635)	7	Problems in supervisor – employee relationships	1	2	3
(636)	8	Long or irregular working hours	1	2	3
(637)	9	An unclear human resources policy	1	2	3
(638)	10	Discrimination (for example due to gender, age or ethnicity)	1	2	3

TT

EB620.3 MM202 MODIFY

E. MANAGEMENT OF PSYCHOSOCIAL RISKS IN THE ESTABLISHMENT

TT

**MM200** For each of the following issues, please tell me whether it is of major concern, some concern or no concern at all in your establishment.

	[Read out]	Major concern	Some concern	No concern	DK/ NA
--	------------	---------------	--------------	------------	--------

(622)	1	Dangerous substances (Int.: explain if necessary: e.g. dusts, chemical, biological or radioactive)	1	2	3	4
(623)	2	Accidents	1	2	3	4
(624)	3	Noise and vibration	1	2	3	4
(625)	4	Musculoskeletal disorders such as pain in the back, neck, arms or legs	1	2	3	4
(626)	5	Work-related stress	1	2	3	4
(627)	6	Violence or threat of violence	1	2	3	4
(628)	7	Bullying or harassment, i.e. abuse, humiliation or assault by colleagues or superiors	1	2	3	4

EB620.3 MM200 MODIFY

**MM202** Several factors can contribute to stress, violence and harassment at work; they concern the way work is organised and are often referred to as 'psychosocial risks'. Please tell me whether any of the following psychosocial risks are a concern in your establishment.

	[Read out]	Yes	No	DK/ NA
--	------------	-----	----	--------

(629)	1	Time pressure	1	2	3
(630)	2	Poor communication between management and employees	1	2	3
(631)	3	Poor co-operation amongst colleagues	1	2	3
(632)	4	Lack of employee control in organising their work	1	2	3
(633)	5	Job insecurity	1	2	3
(634)	6	Having to deal with difficult customers, patients, pupils etc.	1	2	3
(635)	7	Problems in supervisor – employee relationships	1	2	3
(636)	8	Long or irregular working hours	1	2	3
(637)	9	An unclear human resources policy	1	2	3
(638)	10	Discrimination (for example due to age, gender, race or ethnicity)	1	2	3

EB620.3 MM202 MODIFY

E. MANAGEMENT OF PSYCHOSOCIAL RISKS IN THE ESTABLISHMENT

ASK ALL TT

ASK ALL TT

MM250 Does your establishment have a procedure to deal with work-related stress? TT

MM250 Does your establishment have a procedure to deal with work-related stress? TT

Interviewer: Read out definition if necessary: Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them. TT

Interviewer: Read out definition if necessary: Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them. TT

<b>(659)</b>	
Yes	1 TT
No	2 TT
Work-related stress is not an issue in our establishment (SPONTANEOUS)	3 TT
No answer (SPONTANEOUS)	4 TT

<b>(659)</b>	
Yes	1 TT
No	2 TT
Work-related stress is not an issue in our establishment (SPONTANEOUS)	3 TT
No answer (SPONTANEOUS)	4 TT

EB620.3 MM250 MODIFY

EB620.3 MM250 MODIFY

MM251 Is there a procedure in place to deal with bullying or harassment? TT

MM251 Is there a procedure in place to deal with bullying or harassment? TT

Interviewer: Read out definition if necessary: Bullying or harassment occurs when one or more workers or managers are abused, humiliated or assaulted by colleagues or superiors. TT

Interviewer: Read out definition if necessary: Bullying or harassment occurs when one or more workers or managers are abused, humiliated or assaulted by colleagues or superiors. TT

<b>(660)</b>	
Yes	1 TT
No	2 TT
These problems are not an issue in our establishment (SPONTANEOUS)	3 TT
No answer (SPONTANEOUS)	4 TT

<b>(660)</b>	
Yes	1 TT
No	2 TT
These problems are not an issue in our establishment (SPONTANEOUS)	3 TT
No answer (SPONTANEOUS)	4 TT

EB620.3 MM251 MODIFY

EB620.3 MM251 MODIFY

MM252 And do you have a procedure to deal with work-related violence? TT

MM252 And do you have a procedure to deal with work-related violence? TT

Interviewer: Read out definition if necessary: Work-related violence occurs when one or more workers or managers are threatened, assaulted or abused by clients, patients or pupils. TT

Interviewer: Read out definition if necessary: Work-related violence occurs when one or more workers or managers are threatened, assaulted or abused by clients, patients or pupils. TT

<b>(661)</b>	
Yes	1 TT
No	2 TT
Work-related violence is not an issue in our establishment (SPONTANEOUS)	3 TT
No answer (SPONTANEOUS)	4 TT

<b>(661)</b>	
Yes	1 TT
No	2 TT
Work-related violence is not an issue in our establishment (SPONTANEOUS)	3 TT
No answer (SPONTANEOUS)	4 TT

EB620.3 MM252

EB620.3 MM252

MM253 In the last 3 years, has your establishment used any of the following measures to deal with psychosocial risks? TT

MM253 In the last 3 years, has your establishment used any of the following measures to deal with psychosocial risks? TT

[Read out]	Yes	No	DK/NA	TT
------------	-----	----	-------	----

[Read out] - ROTATE	Yes	No	DK/NA	TT
---------------------	-----	----	-------	----

(662)	1	Changes to the way work is organised	1	2	3	TT
(663)	2	A redesign of the work area	1	2	3	TT
(664)	3	Confidential counseling for employees	1	2	3	TT
(665)	4	Set-up of a conflict resolution procedure	1	2	3	TT
(666)	5	Changes to working time arrangements	1	2	3	TT
(667)	6	Provision of training	1	2	3	TT

EB620.3 MM253 MODIFY

MM256	Does your establishment take action if individual employees work excessively long or irregular hours?					TT
(668)						
Yes	1	TT				
No	2	TT				
Long or irregular working hours are not an issue in our establishment (SPONTANEOUS)	3	TT				
No answer (SPONTANEOUS)	4	TT				

EB620.3 MM256 MODIFY

MM259	Do you inform employees about psychosocial risks and their effect on health and safety?					TT
(669)						
Yes	1	TT				
No	2	TT				
No answer (SPONTANEOUS)	3	TT				

EB620.3 MM259 MODIFY

MM260	Have they been informed about whom to address in case of work-related psychosocial problems?					TT
(670)						
Yes	1	TT				
No	2	TT				
No answer (SPONTANEOUS)	3	TT				

EB620.3 MM260 MODIFY

ASK MM262 TO MM267 IF ANY OF (MM253\_01 to MM253\_06 = 1) OR ((MM250 = 1) OR (MM251 = 1) OR (MM252 = 1) OR (MM256 = 1))

MM262	Which of the following reasons prompted your establishment to deal with psychosocial risks?					TT
[Read out]	Yes	No	DK/NA	TT		

(662)	1	Changes to the way work is organised	1	2	3	TT
(663)	2	A redesign of the work area	1	2	3	TT
(664)	3	Confidential counseling for employees	1	2	3	TT
(665)	4	Set-up of a conflict resolution procedure	1	2	3	TT
(666)	5	Changes to working time arrangements	1	2	3	TT
(667)	6	Provision of training	1	2	3	TT

EB620.3 MM253 MODIFY

MM256	Does your establishment take action if individual employees work excessively long or irregular hours?					TT
(668)						
Yes	1	TT				
No	2	TT				
Long or irregular working hours are not an issue in our establishment (SPONTANEOUS)	3	TT				
No answer (SPONTANEOUS)	4	TT				

EB620.3 MM256 MODIFY

MM259	Do you inform employees about psychosocial risks and their effect on health and safety?					TT
(669)						
Yes	1	TT				
No	2	TT				
No answer (SPONTANEOUS)	3	TT				

EB620.3 MM259 MODIFY

MM260	Have they been informed about whom to address in case of work-related psychosocial problems?					TT
(670)						
Yes	1	TT				
No	2	TT				
No answer (SPONTANEOUS)	3	TT				

EB620.3 MM260 MODIFY

ASK MM262 TO MM267 IF ANY OF (MM253\_01 to MM253\_06 = 1) OR ((MM250 = 1) OR (MM251 = 1) OR (MM252 = 1) OR (MM256 = 1) OR (MM259=1 OR (MM260=1)))

MM262	Which of the following reasons prompted your establishment to deal with psychosocial risks?					TT
[Read out]	Yes	No	DK/NA	TT		

(671)	1	Fulfillment of legal obligation	1	2	3	TT
	2	Requests from employees or their representatives	1	2	3	TT
(672)	3	High absenteeism rates	1	2	3	TT
(673)	4	A decline in productivity or in the quality of outputs	1	2	3	TT
(674)	5	Requirements from clients or concern about the organisation's reputation	1	2	3	TT
(675)	6	Pressure from the (labour inspectorate)*	1	2	3	TT

EB620.3 MM262 MODIFY

MM263 Overall: would you say that the measures your establishment has taken to manage psychosocial risks have been very effective, quite effective, quite ineffective or very ineffective? TT

[Read out]

	(677)		TT
Very effective	1		TT
Quite effective	2		TT
Quite ineffective	3		TT
Very ineffective	4		TT
No answer (SPONTANEOUS)	5		TT

EB620.3 MM263 MODIFY

ASK ALL

MM266 What about the role of employees: Have they been consulted regarding measures to deal with psychosocial risks? TT

	(678)		TT
Yes	1		TT
No	2		TT
No answer (SPONTANEOUS)	3		TT

EB620.3 MM266 MODIFY

MM267 Are employees encouraged to participate actively in the implementation and evaluation of the measures? TT

	(679)		TT
Yes	1		TT
No	2		TT
No answer (SPONTANEOUS)	3		TT

EB620.3 MM267 MODIFY

(671)	1	Fulfillment of legal obligation	1	2	3	TT
	2	Requests from employees or their representatives	1	2	3	TT
(672)	3	High absenteeism rates	1	2	3	TT
(673)	4	A decline in productivity or in the quality of outputs	1	2	3	TT
(674)	5	Requirements from clients or concern about the organisation's reputation	1	2	3	TT
(675)	6	Pressure from the (labour inspectorate/inspection)	1	2	3	TT

EB620.3 MM262 MODIFY

MM263 Overall: would you say that the measures your establishment has taken to manage psychosocial risks have been very effective, quite effective, quite ineffective or very ineffective? TT

[Read out]

	(677)		TT
Very effective	1		TT
Quite effective	2		TT
Quite ineffective	3		TT
Very ineffective	4		TT
No answer (SPONTANEOUS)	5		TT

EB620.3 MM263 MODIFY

ASK MM262 TO MM267 IF ANY OF (MM253\_01 to MM253\_06 = 1) OR ((MM250 = 1) OR

MM266 What about the role of employees: Have they been consulted regarding measures to deal with psychosocial risks? TT

	(678)		TT
Yes	1		TT
No	2		TT
No answer (SPONTANEOUS)	3		TT

EB620.3 MM266 MODIFY

MM267 Are employees encouraged to participate actively in the implementation and evaluation of the measures? TT

	(679)		TT
Yes	1		TT
No	2		TT
No answer (SPONTANEOUS)	3		TT

EB620.3 MM267 MODIFY

F.BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT AND EXISTING SUPPORT

TT

ASK ALL

TT

**MM300** Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is it less difficult, or is there no difference?

(700)

More difficult	1	TT
Less difficult	2	TT
No difference	3	TT
No answer (SPONTANEOUS)	4	TT

EB620.3 MM300 MODIFY

ASK MM301 IF MM300 =1

TT

F.BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT AND EXISTING SUPPORT

ASK ALL

**MM300** Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is it less difficult, or is there no difference?

(700)

More difficult	1	
Less difficult	2	
No difference	3	
No answer (SPONTANEOUS)	4	

EB620.3 MM300 MODIFY

ASK MM301 IF MM300 =1

**MM301** Considering the situation in your establishment: Do any of the following factors make dealing with psychosocial risks particularly difficult?

TT

	[Read out]	Yes	No	DK/NA	TT
--	------------	-----	----	-------	----

(701)

1	A lack of resources such as time, staff or money	1	2	3	TT
---	--	---	---	---	----

(702)

2	A lack of awareness	1	2	3	TT
---	---------------------	---	---	---	----

(703)

3	A lack of training and or expertise	1	2	3	TT
---	-------------------------------------	---	---	---	----

(704)

4	A lack of technical support or guidance	1	2	3	TT
---	---	---	---	---	----

(705)

5	The culture within the establishment	1	2	3	TT
---	--------------------------------------	---	---	---	----

(706)

6	The sensitivity of the issue	1	2	3	TT
---	------------------------------	---	---	---	----

EB620.3 MM301 MODIFY

ASK ALL

TT

**MM301** Considering the situation in your establishment: Do any of the following factors make dealing with psychosocial risks particularly difficult?

	[Read out]	Yes	No	DK/NA	TT
--	------------	-----	----	-------	----

(701)

1	A lack of resources such as time, staff or money	1	2	3	TT
---	--	---	---	---	----

(702)

2	A lack of awareness	1	2	3	TT
---	---------------------	---	---	---	----

(703)

3	A lack of training and or expertise	1	2	3	TT
---	-------------------------------------	---	---	---	----

(704)

4	A lack of technical support or guidance	1	2	3	TT
---	---	---	---	---	----

(705)

5	The culture within the establishment	1	2	3	TT
---	--------------------------------------	---	---	---	----

(706)

6	The sensitivity of the issue	1	2	3	TT
---	------------------------------	---	---	---	----

EB620.3 MM301 MODIFY

ASK ALL

**MM302** Have you used information or support from external sources on how to deal with psychosocial risks at work?

TT

(707)

Yes	1	TT
No	2	TT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM302 MODIFY

ASK MM303a IF MM302 = 1

TT

**MM302** Have you used information or support from external sources on how to deal with psychosocial risks at work?

(707)

Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM302 MODIFY

ASK MM303a IF MM302 = 1

**MM303a** Would you need any additional information or support on this issue?

TT

(708)

**MM303a** Would you need any additional information or support on this issue?

(708)

Yes	1	TT
No	2	TT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM303a

ASK MM303b IF MM302 = 2 or 3 TT

MM303b Would information of this type be helpful for your establishment? TT

(709)		
Yes	1	TT
No	2	TT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM303b MODIFY

ASK MM304 IF MM303a = 1 or MM303b= 1 TT

MM304 In which of the following areas would this information or support be useful? TT

	[Read out]	Yes	No	DK/NA	TT	
(710)	1	On how to deal with specific issues such as violence, harassment or stress	1	2	3	TT
(711)	2	On how to include psychosocial risks in risk assessments	1	2	3	TT
(712)	3	On how to design and implement preventive measures	1	2	3	TT

EB620.4 MM304 NEW

G. FORMAL EMPLOYEE REPRESENTATION IN OSH ISSUES TT

ASK ALL EXCEPT IN CY, MT, SE TT

MM350 Do you have a (works council)\* in this establishment? TT

(733)		
Yes	1	TT
No	2	TT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM350

ASK ALL EXCEPT IN AT, DE, LU TT

MM351 And is there a (shopfloor trade union representation)\* in your establishment? NTL

(734)

Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM303a

ASK MM303b IF MM302 = 2 or 3

MM303b Would information of this type be helpful for your establishment? TT

(709)		
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM303b MODIFY

ASK MM304 IF MM303a = 1 or MM303b= 1

MM304 In which of the following areas would this information or support be useful? TT

	[Read out]	Yes	No	DK/NA	TT	
(710)	1	On how to deal with specific issues such as violence, harassment or stress	1	2	3	TT
(711)	2	On how to include psychosocial risks in risk assessments	1	2	3	TT
(712)	3	On how to design and implement preventive measures	1	2	3	TT

EB620.4 MM304 NEW

G. FORMAL EMPLOYEE REPRESENTATION IN OSH ISSUES TT

ASK ALL EXCEPT IN CY, MT, SE TT

MM350 Do you have a (works council)\* in this establishment? TT

(733)		
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM350

ASK ALL EXCEPT IN AT, DE, LU TT

MM351

Yes	1	NL
No	2	NL
No answer (SPONTANEOUS)	3	NL


EB620.3 MM351

ASK MM353 AND MM354 IF MM350 = 1 or MM351 =1 TT

ASK MM353 AND MM354 IF MM350 = 1 or MM351 =1

**MM353** In your discussions with the employee representation, are safety and health issues: Very important, quite important, quite unimportant or totally unimportant compared to other issues you discuss with them? TT

**MM353** In your discussions with the employee representation, are safety and health issues: Very important, quite important, quite unimportant or totally unimportant compared to other issues you discuss with them? TT

(735)		
Very important	1	TT
Quite important	2	TT
Quite unimportant	3	TT
Totally unimportant	4	TT
No answer (SPONTANEOUS)	5	TT

(735)		
Very important	1	
Quite important	2	
Quite unimportant	3	
Totally unimportant	4	
No answer (SPONTANEOUS)	5	

EB620.3 MM353 MODIFY

EB620.3 MM353 MODIFY

**MM354** How often do controversies related to safety and health arise between management and the employee representatives? Is this often, sometimes or practically never the case? TT

**MM354** How often do controversies related to safety and health arise between management and the employee representatives? Is this often, sometimes or practically never the case? TT

(736)		
Often	1	TT
Sometimes	2	TT
Practically never	3	TT
No answer (SPONTANEOUS)	4	TT

(736)		
Often	1	
Sometimes	2	
Practically never	3	
No answer (SPONTANEOUS)	4	

EB620.3 MM354 MODIFY

EB620.3 MM354 MODIFY

ASK MM355 TO ALL EXCEPT IN CH, NL TT

ASK MM355 TO ALL EXCEPT IN CH, NL

**MM355** Does your establishment have an internal {health and safety representative}\*? TT

**MM355** Does your establishment have an internal {health and safety representative (délégué à la

(737)		
Yes	1	TT
No	2	TT
No answer (SPONTANEOUS)	3	TT

(737)		
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM355 MODIFY

EB620.3 MM355 MODIFY

ASK MM355NL ONLY in NL AND IF MM350=1 TT

ASK MM355NL ONLY in NL AND IF MM350=1

**MM355N** Is there a member of the {health and safety representative}\* in this establishment? NTL

**MM355N**

(738)		
Yes	1	NL

--	--	--

No	2	NL
No answer (SPONTANEOUS)	3	NL


EB620.4 MM355NL NEW

ASK MM358 TO ALL EXCEPT IN LU AND SI TT

MM358 Is there a (health and safety committee)\* in your establishment? NTL

MM358

	(739)	
Yes	1	NL
No	2	NL
No answer (SPONTANEOUS)	3	NL


EB620.3 MM358

EB620.3 MM358

H. BACKGROUND INFORMATION ON THE ESTABLISHMENT TT

H. BACKGROUND INFORMATION ON THE ESTABLISHMENT

ASK ALL TT

ASK ALL

For the analysis of the data, it is very important to have some more background information on your establishment. Please tell me.... TT

For the analysis of the data, it is very important to have some more background information on your establishment. Please tell me....

MM400 About what proportion of your employees is female? TT

MM400 About what proportion of your employees is female?

[[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code '998' - If "Refusal" please code '997']] TT

[[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code '998' - If "Refusal" please code '997']]

(760-762)  

			%
--	--	--	---

 TT

(760-762)  

			%
--	--	--	---

EB620.3 MM400

EB620.3 MM400

ASK MM400X IF MM400=998, 999 TT

ASK MM400X IF MM400=998, 999

MM400x Could you please give me a rough estimate by means of the following categories: TT

MM400x Could you please give me a rough estimate by means of the following categories:

[Read out] TT

[Read out]

	(763)	
None at all	1	TT
Less than 20%	2	TT
20% to less than 40%	3	TT
40% to less than 60%	4	TT
60% to less than 80%	5	TT
80% to less than 100%	6	TT
All	7	TT
No answer (SPONTANEOUS)	8	TT

	(763)	
None at all	1	
Less than 20%	2	
20% to less than 40%	3	
40% to less than 60%	4	
60% to less than 80%	5	
80% to less than 100%	6	
All	7	
No answer (SPONTANEOUS)	8	

EB620.3 MM400x MODIFY

EB620.3 MM400x MODIFY

ASK ALL TT

MM401 And approximately what proportion of your workforce is aged 50 years or over? TT

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code '998' - If "Refusal" please code '997'] TT

(764-766) TT

EB620.3 MM401 MODIFY

ASK MM401X IF MM401=998, 999 TT

MM401x Could you please give me a rough estimate by means of the following categories: TT

[Read out] TT

	(767)	
None at all	1	TT
Less than 20%	2	TT
20% to less than 40%	3	TT
40% to less than 60%	4	TT
60% to less than 80%	5	TT
80% to less than 100%	6	TT
All	7	TT
No answer (SPONTANEOUS)	8	TT

EB620.3 MM401x MODIFY

ASK ALL TT

MM402 How would you rate the level of absenteeism in your establishment compared with other establishments in the sector? Is it very high, quite high, about average, quite low or very low? TT

[Tick what applies] TT

	(768)	
Very high	1	TT
Quite high	2	TT
About average	3	TT
Quite low	4	TT
Very low	5	TT
No answer (SPONTANEOUS)	6	TT

EB620.3 MM402 MODIFY

ASK ALL

MM401 And approximately what proportion of your workforce is aged 50 years or over? TT

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code '998' - If "Refusal" please code '997'] TT

(764-766) TT

EB620.3 MM401 MODIFY

ASK MM401X IF MM401=998, 999 TT

MM401x Could you please give me a rough estimate by means of the following categories: TT

[Read out] TT

	(767)	
None at all	1	
Less than 20%	2	
20% to less than 40%	3	
40% to less than 60%	4	
60% to less than 80%	5	
80% to less than 100%	6	
All	7	
No answer (SPONTANEOUS)	8	

EB620.3 MM401x MODIFY

ASK ALL TT

MM402 How would you rate the level of absenteeism in your establishment compared with other establishments in the sector? Is it very high, quite high, about average, quite low or very low? TT

[Tick what applies] TT

	(768)	
Very high	1	
Quite high	2	
About average	3	
Quite low	4	
Very low	5	
No answer (SPONTANEOUS)	6	

EB620.3 MM402 MODIFY

**MM403** 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? TT

[Tick what applies] TT

(769)

Very good	1	TT
Quite good	2	TT
Neither good nor bad	3	TT
Quite bad	4	TT
Very bad	5	TT
No answer (SPONTANEOUS)	6	TT

EB620.3 MM403 MODIFY

**MM405** Approximately what proportion of your employees holds a nationality other than (NATIONALITY)? TT

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code '998' - If "Refusal" please code '997'] TT

(770-772)

% TT

EB620.3 MM405 MODIFY

ASK MM405X IF MM405=998, 999 TT

**MM405x** Could you please give me a rough estimate by means of the following categories: TT

[Read out] TT

(773)

None at all	1	TT
Less than 20%	2	TT
20% to less than 40%	3	TT
40% to less than 60%	4	TT
60% to less than 80%	5	TT
80% to less than 100%	6	TT
All	7	TT
No answer (SPONTANEOUS)	8	TT

EB620.3 MM405x MODIFY

J. CONTACT FOR ER INTERVIEW TT

ASK MM500 ONLY in FR AND LV AND IF MM358=1 TT

**MM403** 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? TT

[Tick what applies] TT

(769)

Very good	1	TT
Quite good	2	TT
Neither good nor bad	3	TT
Quite bad	4	TT
Very bad	5	TT
No answer (SPONTANEOUS)	6	TT

EB620.3 MM403 MODIFY

**MM405** Approximately what proportion of your employees holds a nationality other than luxembourgish? TT

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code '998' - If "Refusal" please code '997'] TT

(770-772)

% TT

EB620.3 MM405 MODIFY

ASK MM405X IF MM405=998, 999 TT

**MM405x** Could you please give me a rough estimate by means of the following categories: TT

[Read out] TT

(773)

None at all	1	TT
Less than 20%	2	TT
20% to less than 40%	3	TT
40% to less than 60%	4	TT
60% to less than 80%	5	TT
80% to less than 100%	6	TT
All	7	TT
No answer (SPONTANEOUS)	8	TT

EB620.3 MM405x MODIFY

J. CONTACT FOR ER INTERVIEW TT

ASK MM500 ONLY in FR AND LV AND IF MM358=1 TT

**MM500** For our research project it is very important to also have the view of the employee representative responsible for safety and health issues at this establishment. Therefore I would also like to interview the (spokesperson of the employee representative side within the Health and Safety Committee)\*. Would you please give me his or her full name and the extension?

NTL

**MM500**

[Do not read out - Tick what applies]

NTL

<b>(794)</b>		
Information (name and/ or telephone number) is given (SPONTANEOUS)	1	NTL
Don't know, but OK to interview employee representative (SPONTANEOUS)	2	NTL
Refused (SPONTANEOUS)	3	NTL
The respondent is this person	4	TT


EB620.3 MM500 MODIFY

EB620.3 MM500 MODIFY

ASK MM501 AND MM502 IF MM358=1 AND NOT in FR, LV, LU, SI

TT

ASK MM501 AND MM502 IF MM358=1 AND NOT in FR, LV, LU, SI

**MM501** For our research project it is very important to also have the view of the employee representative in charge of safety and health at this establishment. Within the (Health and Safety committee)\* you have in your establishment: Is there a spokesperson among the employee representatives side?

NTL

**MM501**

[Do not read out - Tick what applies]

NTL

<b>(795)</b>		
Yes	1	NTL
No	2	NTL
Refused (SPONTANEOUS)	3	NTL


EB620.3 MM501 MODIFY

EB620.3 MM501 MODIFY

ASK MM502 IF MM501=1

TT

ASK MM502 IF MM501=1

**MM502** Would you please give me his or her full name and the extension?

TT

**MM502** Would you please give me his or her full name and the extension?

[Do not read out - Tick what applies]

TT

[Do not read out - Tick what applies]

<b>(796)</b>		
Information (name and/ or telephone number) is given (SPONTANEOUS)	1	TT
Don't know, but OK to interview employee representative (SPONTANEOUS)	2	TT
Refused (SPONTANEOUS)	3	TT
The respondent is this person	4	TT

<b>(796)</b>	
Information (name and/ or telephone number) is given (SPONTANEOUS)	1
Don't know, but OK to interview employee representative (SPONTANEOUS)	2
Refused (SPONTANEOUS)	3
The respondent is this person	4

EB620.3 MM502 MODIFY

EB620.3 MM502 MODIFY

DE: ASK MM503a ONLY IF (MM501=2,3 AND MM350=2,3) - OTHER COUNTRIES: ASK MM503a IF MM501=2,3

TT

DE: ASK MM503a ONLY IF (MM501=2,3 AND MM350=2,3) - OTHER COUNTRIES: ASK MM503a IF MM501=2,3

MM503a In this case I would like to talk to the {health and safety representative}\* in your {Health and Safety committee}\*\*. Would you please give me his or her full name and the extension?

TT

MM503a In this case I would like to talk to the {health and safety representative (délégué à la sécurité)}\*. Would you please give me his or her full name and the extension?

[Do not read out - Tick what applies] - If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function.

TT

[Do not read out - Tick what applies] - If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function.

(797)	
Information (name and/ or telephone number) is given (SPONTANEOUS)	1
Don't know, but OK to interview employee representative (SPONTANEOUS)	2
Refused (SPONTANEOUS)	3
The respondent is this person	4

TT

(797)	
Information (name and/ or telephone number) is given (SPONTANEOUS)	1
Don't know, but OK to interview employee representative (SPONTANEOUS)	2
Refused (SPONTANEOUS)	3
The respondent is this person	4

TT

EB620.3 MM503a MODIFY

EB620.3 MM503a MODIFY

DE: ASK MM503d IF (MM501=2,3 AND MM350=1) - NL: ASK MM503d IF MM350=1

TT

DE: ASK MM503d IF (MM501=2,3 AND MM350=1) - NL: ASK MM503d IF MM350=1

MM503d In this case I would like to talk to the member of the {works council}\* responsible for health and safety issues. Would you please give me his or her full name and the extension?

NTL

MM503d

[Do not read out - Tick what applies] - If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function.

NTL

(798)	
Information (name and/ or telephone number) is given (SPONTANEOUS)	1
Don't know, but OK to interview employee representative (SPONTANEOUS)	2
Refused (SPONTANEOUS)	3
The respondent is this person	4

NTL

NTL

NTL

NTL

EB620.3 MM503d MODIFY

EB620.3 MM503d MODIFY

ASK MM504 IF (MM355=1 AND MM358=2,3) - DO NOT ASK MM504 IN CH

TT

ASK MM504 IF MM355=1

MM504 For our research project it is very important to also have the view of the employee representative responsible for safety and health issues at this establishment. Therefore I would also like to interview the {Health and Safety representative}\*. Would you please give me his or her full name and the extension?

TT

MM504 For our research project it is very important to also have the view of the employee representative responsible for safety and health issues at this establishment. Therefore I would also like to interview the {Health and Safety representative (délégué à la sécurité)}\*. Would you please give me his or her full name and the extension?

[Do not read out - Tick what applies] - If there is more than one representative in this function: We would like to talk to the one who has the longest standing experience in this function.

TT

(799)

Information (name and/ or telephone number) is given (SPONTANEOUS)	1	TT
Don't know, but OK to interview employee representative (SPONTANEOUS)	2	TT
Refused (SPONTANEOUS)	3	TT
The respondent is this person	4	TT

EB620.3 MM504 MODIFY

ASK MM506 If any of MM500, MM502, MM503a/d, MM504 = 3

TT

[Try to motivate the respondent to agree in an interview with the employee representation and stress confidentiality of information]

TT

MM506 For this project it is very important to get the views of both sides, management and employee representatives. Employee representative will not be given any information on the interview with the management (and vice versa).

TT

[Tick what applies]

TT

(800)

Respondent agrees	1	TT
Respondent maintains refusal	2	TT
Respondent agrees to ER interview, but can't give address details of the ER	3	TT
The respondent is this person	4	TT

EB620.3 MM506 MODIFY

ASK MM507 If any of (MM500, MM502, MM503a/d MM504 or MM506 = 1)

TT

MM507H Please choose the correct option

TT

[Tick what applies]

TT

(801)

Mrs	1	TT
Mr	2	TT

EB620.3 MM507H MODIFY

MM507N Full name of the person

TT

[Do not ask - Write down]

TT

1 40 (802,803-842)

[Do not read out - Tick what applies] - If there is more than one representative in this function: We would like to talk to the one who has the longest standing experience in this function.

(799)

Information (name and/ or telephone number) is given (SPONTANEOUS)	1	
Don't know, but OK to interview employee representative (SPONTANEOUS)	2	
Refused (SPONTANEOUS)	3	
The respondent is this person	4	

EB620.3 MM504 MODIFY

ASK MM506 If any of MM500, MM502, MM503a/d, MM504 = 3

[Try to motivate the respondent to agree in an interview with the employee representation and stress confidentiality of information]

MM506 For this project it is very important to get the views of both sides, management and employee representatives. Employee representative will not be given any information on the interview with the management (and vice versa).

[Tick what applies]

(800)

Respondent agrees	1	
Respondent maintains refusal	2	
Respondent agrees to ER interview, but can't give address details of the ER	3	
The respondent is this person	4	

EB620.3 MM506 MODIFY

ASK MM507 If any of (MM500, MM502, MM503a/d MM504 or MM506 = 1)

MM507H Please choose the correct option

[Tick what applies]

(801)

Mrs	1	
Mr	2	

EB620.3 MM507H MODIFY

MM507N Full name of the person

[Do not ask - Write down]

1 40 (802,803-842)

EB620.3 MM507N

EB620.3 MM507N

MM507T Direct phone number of the person (including city code) TT

[Do not ask - Write down without /, .., +, etc. - for example 026611866] TT

1 20 (843,844-863)

EB620.3 MM507T

ASK ALL TT

MM508 May we contact you again later if we should have any additional questions? TT

[Tick what applies] TT

(864)

Yes, agrees 1 TT

No, does not agree 2 TT

DK/ NA (SPONTANEOUS) 3 TT

EB620.3 MM508

Thank you very much for your cooperation. TT

MM507T Direct phone number of the person TT

[Do not ask - Write down without /, .., +, etc. - for example 26611866] TT

1 20 (843,844-863)

EB620.3 MM507T

ASK ALL TT

MM508 May we contact you again later if we should have any additional questions? TT

[Tick what applies] TT

(864)

Yes, agrees 1 TT

No, does not agree 2 TT

DK/ NA (SPONTANEOUS) 3 TT

EB620.3 MM508

Thank you very much for your cooperation. TT

ER_RES	ER_RESP_MM	TT
P_MM		

[Do not ask - To be coded by the DP]

(865-879)

ER_Resp_1_MM	1,	TT
ER_Resp_2_MM	2,	TT
ER_Resp_3_MM	3,	TT
ER_Resp_4_MM	4,	TT
ER_Resp_5_MM	5,	TT
ER_Resp_6_MM	6,	TT
ER_Resp_7_MM	7,	TT
ER_Resp_8_MM	8,	TT
ER_Resp_9_MM	9,	TT
ER_Resp_10_MM	10,	TT
ER_Resp_11_MM	11,	TT
ER_Resp_12_MM	12,	TT
ER_Resp_13_MM	13,	TT
ER_Resp_14_MM	14,	TT
ER_Resp_15_MM	15,	TT

EB620.3 ER\_RESP\_MM

Information on the type of the ER respondent identified at the end of the MM interview is needed for the start phase of the ER interview. Therefore the following information has to be transferred to the ER interview: [If (MM500 = 1 or 2) or (MM500=3 and MM506 = 1 or 3) : compute ER\_resp\_01 (Official employee spokesperson of H&S Committee (HSC))] - [If (MM502 = 1 or 2) or (MM502 = 3 and MM506 = 1 or 3) : compute ER\_resp\_02 (Informal employee spokesperson of H&S Committee (HSC))] - [If (MM503a = 1 or 2) or (MM503a = 3 and MM506 = 1 or 3) : compute ER\_resp\_03 (Health and Safety representative of the HSC)] - [If (MM503d = 1 or 2) or (MM503d = 3 and MM506 = 1 or 3) : compute ER\_resp\_06 (Health and Safety representative of the works council)] - [If (MM504 = 1 or 2) or (MM504 = 3 and MM506 = 1 or 3) : compute ER\_resp\_08 (The Health and Safety representative (where there is no HSC))].

TT

ER_INFO	Information availability of the address details for the employee representative interview for the ER interview (you can also choose another way to assure that this information is correctly transferred to the start phase of the ER interview):	TT
_MM		

[Tick what applies]

(880)

ER_info_1 (address details are given) : If any of MM500, MM502, MM503a/d, MM504, MM506 = 1	1	TT
ER_info_2 (interview can be carried out, but address details have to be investigated) : If (any of MM500, MM502, MM503a/d, MM504= 2) or, MM506 = 3	2	TT
	3	

ER_RES	ER_RESP_MM	TT
P_MM		

[Do not ask - To be coded by the DP]

(865-879)

	1,	
	2,	
	3,	
	4,	
	5,	
	6,	
	7,	
ER_Resp_8_MM	8,	
	9,	
	10,	
	11,	
	12,	
	13,	
	14,	
	15,	

EB620.3 ER\_RESP\_MM

Information on the type of the ER respondent identified at the end of the MM interview is needed for the start phase of the ER interview. Therefore the following information has to be transferred to the ER interview: [If (MM500 = 1 or 2) or (MM500=3 and MM506 = 1 or 3) : compute ER\_resp\_01 (Official employee spokesperson of H&S Committee (HSC))] - [If (MM502 = 1 or 2) or (MM502 = 3 and MM506 = 1 or 3) : compute ER\_resp\_02 (Informal employee spokesperson of H&S Committee (HSC))] - [If (MM503a = 1 or 2) or (MM503a = 3 and MM506 = 1 or 3) : compute ER\_resp\_03 (Health and Safety representative of the HSC)] - [If (MM503d = 1 or 2) or (MM503d = 3 and MM506 = 1 or 3) : compute ER\_resp\_06 (Health and Safety representative of the works council)] - [If (MM504 = 1 or 2) or (MM504 = 3 and MM506 = 1 or 3) : compute ER\_resp\_08 (The Health and Safety representative (where there is no HSC))].

ER_INFO	Information availability of the address details for the employee representative interview for the ER interview (you can also choose another way to assure that this information is correctly transferred to the start phase of the ER interview):	TT
_MM		

[Tick what applies]

(880)

ER_info_1 (address details are given) : If any of MM500, MM502, MM503a/d, MM504, MM506 = 1	1	
ER_info_2 (interview can be carried out, but address details have to be investigated) : If (any of MM500, MM502, MM503a/d, MM504= 2) or, MM506 = 3	2	
	3	

4

EB620.3 ER\_INFO\_MM MODIFY

[Quit MM interview. If applicable: Try to get ER interview and start with information stored in ER\_resp respectively MM511 for establishing the contact with the proper ER respondent.]

TT

END CONTACT PHASE MM

TT

2. ER

TT

A. CONTACT PHASE ER

TT

survey\_ER

Survey Number

TT

[Do not ask - Please code 5395]  
(921-924)

EB620.3 survey\_ER

survey\_ER

Survey Number

TT

[Do not ask - Please code 5395]  
(921-924)

EB620.3 survey\_ER

country\_ER

Country Code

TT

[Do not ask - Please use the code allowed to your country in the instructions using 2 digits (01, 02, etc.)]  
(925-926)

EB620.3 country\_ER

country\_ER

Country Code

TT

[Do not ask - Please use the code allowed to your country in the instructions using 2 digits (01, 02, etc.)]  
(925-926)

EB620.3 country\_ER

Intnum\_ER

Interview number

TT

(927-932)

EB620.4 Intnum\_ER NEW

Intnum\_ER

Interview number

TT

(927-932)

EB620.4 Intnum\_ER NEW

date\_ER

Date of ER interview

TT

[Do not ask]

(933-934)

day

(935-936)

month

TT

EB620.3 date\_ER

date\_ER

Date of ER interview

TT

[Do not ask]

(933-934)

day

(935-936)

month

EB620.3 date\_ER

4

EB620.3 ER\_INFO\_MM MODIFY

[Quit MM interview. If applicable: Try to get ER interview and start with information stored in ER\_resp respectively MM511 for establishing the contact with the proper ER respondent.]

END CONTACT PHASE MM

2. ER

A. CONTACT PHASE ER

survey\_ER

Survey Number

TT

[Do not ask - Please code 5395]  
(921-924)

EB620.3 survey\_ER

country\_ER

Country Code

TT

[Do not ask - Please use the code allowed to your country in the instructions using 2 digits (01, 02, etc.)]  
(925-926)

EB620.3 country\_ER

Intnum\_ER

Interview number

TT

(927-932)

EB620.4 Intnum\_ER NEW

date\_ER

Date of ER interview

TT

[Do not ask]

(933-934)

day

(935-936)

month

EB620.3 date\_ER

idnum\_ER ID-number of the establishment (from sampling source) TT

[Do not ask - Make sure that MM and ER-interview from the same establishment have identical ID-numbers] TT

(937-944)

EB620.3 idnum\_ER

int\_typ\_ER Type of interview TT

[Do not ask] TT

(945)  
MM 1 TT  
ER 2 TT

EB620.3 int\_typ\_ER

nace\_ER NACE-Code from sampling source TT

[Do not ask - The sector of activity will not be asked in the interview, but will be added from the information contained in the address source (NACE code) - Please send us your codebook] TT

(946-951)

EB620.3 nace\_ER

region\_ER Code for region TT

[Do not ask - Please send us your codebook] TT

(952-953)

EB620.3 region\_ER

idnum\_ER ID-number of the establishment (from sampling source)

[Do not ask - Make sure that MM and ER-interview from the same establishment have identical ID-numbers]

(937-944)

EB620.3 idnum\_ER

int\_typ\_ER Type of interview

[Do not ask]

(945)  
MM 1  
ER 2

EB620.3 int\_typ\_ER

nace\_ER NACE-Code from sampling source

[Do not ask - The sector of activity will not be asked in the interview, but will be added from the information contained in the address source (NACE code) - Please send us your codebook]

(946-951)

EB620.3 nace\_ER

region\_ER Code for region

[Do not ask - Please send us your codebook]

(952-953)

EB620.3 region\_ER

Information on the type of the ER respondent identified at the end of the MM interview is needed for the start phase of the ER interview. Therefore the following information has to be transferred to the ER interview: [If (MM500 = 1 or 2) or (MM500=3 and MM506 = 1 or 3) : compute ER\_resp\_01 (Official employee spokesperson of H&S Committee (HSC))] - [If (MM502 = 1 or 2) or (MM502 = 3 and MM506 = 1 or 3) : compute ER\_resp\_02 (Informal employee spokesperson of H&S Committee (HSC))] - [If (MM503a = 1 or 2) or (MM503a = 3 and MM506 = 1 or 3) : compute ER\_resp\_03 (Health and Safety representative of the HSC)] - [If (MM503d = 1 or 2) or (MM503d = 3 and MM506 = 1 or 3) : compute ER\_resp\_06 (Health and Safety representative of the works council)] - [If (MM504 = 1 or 2) or (MM504 = 3 and MM506 = 1 or 3) : compute ER\_resp\_08 (The Health and Safety representative (where there is no HSC))].

TT

Information on the type of the ER respondent identified at the end of the MM interview is needed for the start phase of the ER interview. Therefore the following information has to be transferred to the ER interview: [If (MM500 = 1 or 2) or (MM500=3 and MM506 = 1 or 3) : compute ER\_resp\_01 (Official employee spokesperson of H&S Committee (HSC))] - [If (MM502 = 1 or 2) or (MM502 = 3 and MM506 = 1 or 3) : compute ER\_resp\_02 (Informal employee spokesperson of H&S Committee (HSC))] - [If (MM503a = 1 or 2) or (MM503a = 3 and MM506 = 1 or 3) : compute ER\_resp\_03 (Health and Safety representative of the HSC)] - [If (MM503d = 1 or 2) or (MM503d = 3 and MM506 = 1 or 3) : compute ER\_resp\_06 (Health and Safety representative of the works council)] - [If (MM504 = 1 or 2) or (MM504 = 3 and MM506 = 1 or 3) : compute ER\_resp\_08 (The Health and Safety representative (where there is no HSC))].

ER\_RES  
P\_ER

ER\_RESP

TT

ER\_RES  
P\_ER

ER\_RESP

TT

[Do not ask - To be coded by the DP]

TT

	(954-968)	
ER_Resp_1_ER	1,	TT
ER_Resp_2_ER	2,	TT
ER_Resp_3_ER	3,	TT
ER_Resp_4_ER	4,	TT
ER_Resp_5_ER	5,	TT
ER_Resp_6_ER	6,	TT
ER_Resp_7_ER	7,	TT
ER_Resp_8_ER	8,	TT
ER_Resp_9_ER	9,	TT
ER_Resp_10_ER	10,	TT
ER_Resp_11_ER	11,	TT
ER_Resp_12_ER	12,	TT
ER_Resp_13_ER	13,	TT
ER_Resp_14_ER	14,	TT
ER_Resp_15_ER	15,	TT

[Do not ask - To be coded by the DP]

TT

	(954-968)	
	1,	
	2,	
	3,	
	4,	
	5,	
	6,	
	7,	
ER_Resp_8_ER	8,	
	9,	
	10,	
	11,	
	12,	
	13,	
	14,	
	15,	

EB620.3 ER\_RESP\_ER

EB620.3 ER\_RESP\_ER

ER\_INFO  
\_ER

Information availability of the address details for the employee representative interview for the ER interview (you can also choose another way to assure that this information is correctly transferred to the start phase of the ER interview):

TT

ER\_INFO  
\_ER

Information availability of the address details for the employee representative interview for the ER interview (you can also choose another way to assure that this information is correctly transferred to the start phase of the ER interview):

TT

[Tick what applies]

TT

	(969)	
ER_info_1 (address details are given) : If any of MM500, MM502, MM503a/d, MM504, MM506 = 1	1	TT
ER_info_2 (interview can be carried out, but address details have to be investigated) : If (any of MM500, MM502, MM503a/d, MM504= 2) or, MM506 = 3	2	TT

[Tick what applies]

TT

	(969)	
ER_info_1 (address details are given) : If any of MM500, MM502, MM503a/d, MM504, MM506 = 1	1	
ER_info_2 (interview can be carried out, but address details have to be investigated) : If (any of MM500, MM502, MM503a/d, MM504= 2) or, MM506 = 3	2	

EB620.3 ER\_INFO\_ER MODIFY

txt\_ER001b Substitution strings for the ER001b TT

[Do not ask] TT

(970-971)

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_01> in your establishment.

1

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_02> in your establishment.

2

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_03> in your establishment.

3

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_04> in your establishment.

4

TT

EB620.3 ER\_INFO\_ER MODIFY

txt\_ER001b Substitution strings for the ER001b TT

[Do not ask] TT

(970-971)

[Redacted]

1

[Redacted]

2

[Redacted]

3

[Redacted]

4

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_05> in your establishment.

5

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_06> in your establishment.

6

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_07> in your establishment.

7

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_08> in your establishment.

8

TT

[Redacted]

5

[Redacted]

6

[Redacted]

7

b) Good morning / afternoon, my name is ... from TNS Ilres in Luxembourg. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_08> in your establishment.

8

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_09> in your establishment.

9

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_10> in your establishment.

10

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_11> in your establishment.

11

TT

b) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to the <txt\_ER001b\_ER\_resp\_12> in your establishment.

12

TT

EB620.3 txt\_ER001b MODIFY

txt\_ER003  
3 Substitution strings for the ER003

TT

[Do not ask]

TT

[Redacted]

9

[Redacted]

10

[Redacted]

11

[Redacted]

12

EB620.3 txt\_ER001b MODIFY

txt\_ER003  
3 Substitution strings for the ER003

[Do not ask]

TT

(972-973)

I would like to talk to the <txt_ER003_ER_resp_01> in your establishment. May I have this person's full name and extension?	1	TT
I would like to talk to the <txt_ER003_ER_resp_02> in your establishment. May I have this person's full name and extension?	2	TT
I would like to talk to the <txt_ER003_ER_resp_03> in your establishment. May I have this person's full name and extension?	3	TT
I would like to talk to the <txt_ER003_ER_resp_04> in your establishment. May I have this person's full name and extension?	4	TT
I would like to talk to the <txt_ER003_ER_resp_05> in your establishment. May I have this person's full name and extension?	5	TT
I would like to talk to the <txt_ER003_ER_resp_06> in your establishment. May I have this person's full name and extension?	6	TT
I would like to talk to the <txt_ER003_ER_resp_07> in your establishment. May I have this person's full name and extension?	7	TT
I would like to talk to the <txt_ER003_ER_resp_08> in your establishment. May I have this person's full name and extension?	8	TT
I would like to talk to the <txt_ER003_ER_resp_09> in your establishment. May I have this person's full name and extension?	9	TT
I would like to talk to the <txt_ER003_ER_resp_10> in your establishment. May I have this person's full name and extension?	10	TT
I would like to talk to the <txt_ER003_ER_resp_11> in your establishment. May I have this person's full name and extension?	11	TT
I would like to talk to the <txt_ER003_ER_resp_12> in your establishment. May I have this person's full name and extension?	12	TT

EB620.3 txt\_ER003 MODIFY

ASK ER001a IF ER\_INFO=1 TT

Interviewer: Add if necessary: - 1) We have interviewed the manager responsible for Occupational Safety and Health in your establishment. On the basis of this interview we understood you were the best person to interview in order to represent the employee position on the topic.2) Management agrees that health and safety representative of the employees is interviewed. 3) Confidentiality of responses: Answers will be analysed only in an aggregated and anonymised form. Data collected in this interview will not be passed on to the management and vice versa. 4) 15 minutes interview

TT

ER001a a) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to <Mr/Ms> <NAME of ER from MM-interview, questions MM507>.

TT

(972-973)

	1	
	2	
	3	
	4	
	5	
	6	
	7	
I would like to talk to the <txt_ER003_ER_resp_08> in your establishment. May I have this person's full name and extension?	8	
	9	
	10	
	11	
	12	

EB620.3 txt\_ER003 MODIFY

ASK ER001a IF ER\_INFO=1

Interviewer: Add if necessary: - 1) We have interviewed the manager responsible for Occupational Safety and Health in your establishment. On the basis of this interview we understood you were the best person to interview in order to represent the employee position on the topic.2) Management agrees that health and safety representative of the employees is interviewed. 3) Confidentiality of responses: Answers will be analysed only in an aggregated and anonymised form. Data collected in this interview will not be passed on to the management and vice versa. 4) 15 minutes interview

ER001a a) Good morning / afternoon, my name is ... from TNS Ilres in Luxembourg. We are conducting a survey on behalf of the European Agency for Safety and Health at Work, which is the official European body responsible for information on occupational safety and health. The survey aims to assist workplaces across Europe to deal more effectively with health and safety and to promote the health and well-being of employees. All data will be treated with absolute confidentiality and the results will be totally anonymous. For this interview I would like to talk to <Mr/Ms> <NAME of ER from MM-interview, questions MM507>.

[Tick what applies]		TT
	<b>(974)</b>	
The respondent is this person	1	TT
Respondent tries to put through to another person	2	TT
Refused	3	TT

EB620.3 ER001a MODIFY

ASK ER001b IF ER\_INFO=2 TT

Interviewer: If more than one person eligible: Ask for the person representing the largest group of employees in the local establishment. If there is more than one person representing the largest group, ask for the one with the longest standing experience in this function. Stress if necessary: 1) Interview with the management has been carried out already 2) Management agrees that health and safety representative of the employees is interviewed 3) Confidentiality of responses. Answers will be analysed only in an aggregated and anonymised form. Data collected in this interview will not be passed on to the management and vice versa. 4) 15 minutes interview TT

Show the next interviewer hint only if ER\_resp\_03 or Er\_resp\_06 or ER\_resp\_08 =1: TT

If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function. TT

ER001b <txt\_ER001b> TT

[Tick what applies]		TT
	<b>(975)</b>	
The respondent is this person	1	TT
Respondent tries to put through to another person	2	TT
Refused	3	TT

EB620.3 ER001b MODIFY

ASK ER002 TO ER004 IF ER001=2 - IF ER001=1 THEN GO TO ER100 - IF ER001=3 THEN STOP INTERVIEW TT

ER002 Interviewer has been put through to another person TT

[Tick what applies]		TT
	<b>(976)</b>	
Telephone is answered by a new respondent	1	TT
Line busy / not answered	2	TT
Back to original person or switchboard	3	TT

EB620.3 ER002

[Tick what applies]		TT
	<b>(974)</b>	
The respondent is this person	1	TT
Respondent tries to put through to another person	2	TT
Refused	3	TT

EB620.3 ER001a MODIFY

ASK ER001b IF ER\_INFO=2 TT

Interviewer: If more than one person eligible: Ask for the person representing the largest group of employees in the local establishment. If there is more than one person representing the largest group, ask for the one with the longest standing experience in this function. Stress if necessary: 1) Interview with the management has been carried out already 2) Management agrees that health and safety representative of the employees is interviewed 3) Confidentiality of responses. Answers will be analysed only in an aggregated and anonymised form. Data collected in this interview will not be passed on to the management and vice versa. 4) 15 minutes interview TT

Show the next interviewer hint only if ER\_resp\_03 or Er\_resp\_06 or ER\_resp\_08 =1: TT

If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function. TT

ER001b <txt\_ER001b> TT

[Tick what applies]		TT
	<b>(975)</b>	
The respondent is this person	1	TT
Respondent tries to put through to another person	2	TT
Refused	3	TT

EB620.3 ER001b MODIFY

ASK ER002 TO ER004 IF ER001=2 - IF ER001=1 THEN GO TO ER100 - IF ER001=3 THEN STOP INTERVIEW TT

ER002 Interviewer has been put through to another person TT

[Tick what applies]		TT
	<b>(976)</b>	
Telephone is answered by a new respondent	1	TT
Line busy / not answered	2	TT
Back to original person or switchboard	3	TT

EB620.3 ER002

IF ER002=1 THEN START WITH ER001 AGAIN - IF ER002=2 THEN STOP INTERVIEW AND TRY LATER - IF ER002=3 THEN GO TO ER003 TT

Show the next interviewer hint only if ER\_resp\_03 or Er\_resp\_06 or ER\_resp\_08 =1: TT

If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function. TT

ER003Q <txt\_ER003> TT

[Tick what applies] TT

	(977)		
Information obtained	1	TT	
Call the present number (switchboard) again later on	2	TT	
Refused	3	TT	

EB620.3 ER003Q MODIFY

IF ER003Q=3 THEN STOP INTERVIEW TT

ER003H Please choose the correct option TT

[Do not ask - Tick what applies] TT

	(978)		
Mrs	1	TT	
Mr	2	TT	

EB620.3 ER003H MODIFY

ER003N Full name of the person asked in ER003 TT

[Do not ask - Write down] TT

1	40	(979,980-1019)

EB620.3 ER003N

IF ER002=1 THEN START WITH ER001 AGAIN - IF ER002=2 THEN STOP INTERVIEW AND TRY LATER - IF ER002=3 THEN GO TO ER003 TT

Show the next interviewer hint only if ER\_resp\_03 or Er\_resp\_06 or ER\_resp\_08 =1: TT

If there is more than one employee representative in this function: We would like to talk to the one who has the longest standing experience in this function. TT

ER003Q <txt\_ER003> TT

[Tick what applies] TT

	(977)		
Information obtained	1	TT	
Call the present number (switchboard) again later on	2	TT	
Refused	3	TT	

EB620.3 ER003Q MODIFY

IF ER003Q=3 THEN STOP INTERVIEW TT

ER003H Please choose the correct option TT

[Do not ask - Tick what applies] TT

	(978)		
Mrs	1	TT	
Mr	2	TT	

EB620.3 ER003H MODIFY

ER003N Full name of the person asked in ER003 TT

[Do not ask - Write down] TT

1	40	(979,980-1019)

EB620.3 ER003N

ER003T Direct phone number of the person asked in ER003 (including city code) TT

[Do not ask - Write down without /, ., +, etc. - for example 026611866] TT  
1 20 (1020,1021-1040)

Empty text box for recording phone number.

EB620.3 ER003T

ASK ER004 IF ER003Q=1,2 TT

ER004 What do you think would be the best time to call again? TT

[Please code 'ddmm' and then 'hhmm' - If "No answer" or "Don't know" please code '0000' and '0000'] TT  
(1041-1044) (1045-1048)

Date [ ][ ][ ][ ] Hour [ ][ ][ ][ ] TT

EB620.3 ER004

Thank you for your help. Good bye. TT

B. THE ROLE OF ER IN OSH MANAGEMENT TT

ASK ALL TT

ER102 Is there a permanent committee or working group consisting of members of the management and representatives of the employees dealing with safety and health in this establishment? TT

	(1069)	
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER102 MODIFY

ASK ALL TT

ER003T Direct phone number of the person asked in ER003

[Do not ask - Write down without /, ., +, etc. - for example 26611866] TT  
1 20 (1020,1021-1040)

Empty text box for recording phone number.

EB620.3 ER003T

ASK ER004 IF ER003Q=1,2 TT

ER004 What do you think would be the best time to call again? TT

[Please code 'ddmm' and then 'hhmm' - If "No answer" or "Don't know" please code '0000' and '0000'] TT  
(1041-1044) (1045-1048)

Date [ ][ ][ ][ ] Hour [ ][ ][ ][ ] TT

EB620.3 ER004

Thank you for your help. Good bye. TT

B. THE ROLE OF ER IN OSH MANAGEMENT TT

ASK ALL TT

ER102 Is there a permanent committee or working group consisting of members of the management and representatives of the employees dealing with safety and health in this establishment? TT

	(1069)	
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER102 MODIFY

ASK ER103 IF ER102=1 TT

ER103	How often does this committee or working group meet? Is this usually several times a month, once a month, several times a year, once a year or less than once year?	TT
		(1070)
Several times a month	1	TT
Once a month	2	TT
Several times a year	3	TT
Once a year	4	TT
Less than once a year	5	TT
DK/ NA (SPONTANEOUS)	6	TT

EB620.3 ER103b MODIFY

ER107	How often do controversies related to safety and health arise between the management and the employee representatives? Is this often, sometimes or practically never the case?	TT
		(1071)
Often	1	TT
Sometimes	2	TT
Practically never	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 ER107 MODIFY

C. RESOURCES AND TRAINING OF THE EMPLOYEE REPRESENTATIVES IN OSH ISSUES

ASK ALL

ER103	How often does this committee or working group meet? Is this usually several times a month, once a month, several times a year, once a year or less than once year?	TT
		(1070)
Several times a month	1	TT
Once a month	2	TT
Several times a year	3	TT
Once a year	4	TT
Less than once a year	5	TT
DK/ NA (SPONTANEOUS)	6	TT

EB620.3 ER103b MODIFY

ER107	How often do controversies related to safety and health arise between the management and the employee representatives? Is this often, sometimes or practically never the case?	TT
		(1071)
Often	1	TT
Sometimes	2	TT
Practically never	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 ER107 MODIFY

C. RESOURCES AND TRAINING OF THE EMPLOYEE REPRESENTATIVES IN OSH ISSUES

ASK ALL

ER150	Do you as the employee representative for safety and health usually get sufficient time off from normal duties to perform these tasks adequately?	TT
		(1092)
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER150 MODIFY

ER150	Do you as the employee representative for safety and health usually get sufficient time off from normal duties to perform these tasks adequately?	TT
		(1092)
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER150 MODIFY

ER153	In contacting employees for issues related to safety and health: Do you face any of the following difficulties?	TT		
[Read out]	Yes	No	DK/NA (SPONT)	TT

(1093)	1	A lack of time	1	2	3	TT
(1094)	2	Difficulties in getting to the workplaces	1	2	3	TT
(1095)	3	Poor cooperation from the management	1	2	3	TT

ER153	In contacting employees for issues related to safety and health: Do you face any of the following difficulties?	TT		
[Read out]	Yes	No	DK/NA (SPONT)	TT

(1093)	1	A lack of time	1	2	3	TT
(1094)	2	Difficulties in getting to the workplaces	1	2	3	TT
(1095)	3	Poor cooperation from the management	1	2	3	TT

EB620.3 ER153 MODIFY

ER154 Does the management provide you with the necessary information for carrying out your health and safety tasks properly? TT

		(1096)		
Yes	1		TT	
No	2		TT	
DK/ NA (SPONTANEOUS)	3		TT	

EB620.3 ER154

ASK MM155 IF MM154=1 TT

ER155 Do you usually receive the information on time and without having to ask for it? TT

		(1097)		
Yes	1		TT	
No	2		TT	
DK/ NA (SPONTANEOUS)	3		TT	

EB620.3 ER155 MODIFY

ASK ALL TT

ER156 On which of the following issues are you regularly kept informed by your management? TT

	[Read out]	Yes	No	DK/NA (SPONT)	TT	
(1098)	1	On sickness and absenteeism rates	1	2	3	TT
(1099)	2	On the number and nature of accidents	1	2	3	TT
(1100)	3	On changes to the way work is organised	1	2	3	TT
(1101)	4	On changes to equipment or working environment	1	2	3	TT

EB620.3 ER156 MODIFY

ER159 On which of the following issues have you or your health and safety representative colleagues received training? TT

	[Read out]	Yes	No	DK/NA (SPONT)	TT	
(1102)	1	Fire safety	1	2	3	TT
(1103)	2	Prevention of accidents	1	2	3	TT
(1104)	3	Chemical, biological, radiation or dust hazards	1	2	3	TT

EB620.3 ER153 MODIFY

ER154 Does the management provide you with the necessary information for carrying out your health and safety tasks properly? TT

		(1096)		
Yes	1		TT	
No	2		TT	
DK/ NA (SPONTANEOUS)	3		TT	

EB620.3 ER154

ASK MM155 IF MM154=1 TT

ER155 Do you usually receive the information on time and without having to ask for it? TT

		(1097)		
Yes	1		TT	
No	2		TT	
DK/ NA (SPONTANEOUS)	3		TT	

EB620.3 ER155 MODIFY

ASK ALL TT

ER156 On which of the following issues are you regularly kept informed by your management? TT

	[Read out]	Yes	No	DK/NA (SPONT)	TT	
(1098)	1	On sickness and absenteeism rates	1	2	3	TT
(1099)	2	On the number and nature of accidents	1	2	3	TT
(1100)	3	On changes to the way work is organised	1	2	3	TT
(1101)	4	On changes to equipment or working environment	1	2	3	TT

EB620.3 ER156 MODIFY

ER159 On which of the following issues have you or your health and safety representative colleagues received training? TT

	[Read out]	Yes	No	DK/NA (SPONT)	TT	
(1102)	1	Fire safety	1	2	3	TT
(1103)	2	Prevention of accidents	1	2	3	TT
(1104)	3	Chemical, biological, radiation or dust hazards	1	2	3	TT

(1105)	4	Ergonomics	1	2	3	TT
(1106)	5	Violence, bullying or harassment	1	2	3	TT
(1107)	6	Work-related stress	1	2	3	TT
(1108)	7	Discrimination (for example due to age, gender, race or disability)	1	2	3	TT

EB620.3 ER159 MODIFY

ASK ER160 IF ANY OF ER159\_01 to ER159\_07=1 TT

ER160 Is this training sufficient or would more training in any of these fields be desirable? TT

[Read out] TT

			(1109)	
Training is sufficient			1	TT
More training would be desirable			2	TT
DK/ NA (SPONTANEOUS)			3	TT

EB620.3 ER160 MODIFY

ASK ER161a IF ER160=2 TT

ER161a On which of the following topics would you need additional training? TT

[Read out]	Yes	No	DK/NA (SPONT)	TT
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(1110)	1	Fire safety	1	2	3	TT
(1111)	2	Prevention of accidents	1	2	3	TT
(1112)	3	Chemical or biological, raditation or dust hazards	1	2	3	TT
(1113)	4	Ergonomics	1	2	3	TT
(1114)	5	Violence, bullying or harassment	1	2	3	TT
(1115)	6	Work-related stress	1	2	3	TT
(1116)	7	Discrimination (for example due to age, gender, race or disability)	1	2	3	TT

EB620.3 ER161a MODIFY

ASK ER161b IF NONE OF ER159\_01 TO ER159\_07=1 TT

ER161b And would you need training on any of the following topics? TT

[Read out]	Yes	No	DK/NA (SPONT)	TT
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(1117)	1	Fire safety	1	2	3	TT
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(1105)	4	Ergonomics	1	2	3	TT
(1106)	5	Violence, bullying or harassment	1	2	3	TT
(1107)	6	Work-related stress	1	2	3	TT
(1108)	7	Discrimination (for example due to age, gender, race or disability)	1	2	3	TT

EB620.3 ER159 MODIFY

ASK ER160 IF ANY OF ER159\_01 to ER159\_07=1 TT

ER160 Is this training sufficient or would more training in any of these fields be desirable? TT

[Read out] TT

			(1109)	
Training is sufficient			1	TT
More training would be desirable			2	TT
DK/ NA (SPONTANEOUS)			3	TT

EB620.3 ER160 MODIFY

ASK ER161a IF ER160=2 TT

ER161a On which of the following topics would you or your health and safety representative colleagues

[Read out]	Yes	No	DK/NA (SPONT)	TT
------------	-----	----	---------------	----

(1110)	1	Fire safety	1	2	3	TT
(1111)	2	Prevention of accidents	1	2	3	TT
(1112)	3	Chemical or biological, raditation or dust hazards	1	2	3	TT
(1113)	4	Ergonomics	1	2	3	TT
(1114)	5	Violence, bullying or harassment	1	2	3	TT
(1115)	6	Work-related stress	1	2	3	TT
(1116)	7	Discrimination (for example due to age, gender, race or disability)	1	2	3	TT

EB620.3 ER161a MODIFY

ASK ER161b IF NONE OF ER159\_01 TO ER159\_07=1 TT

ER161b And would you or your health and safety representative colleagues need training on any of the

[Read out]	Yes	No	DK/NA (SPONT)	TT
------------	-----	----	---------------	----

(1117)	1	Fire safety	1	2	3	TT
--------	---	-------------	---	---	---	----

(1118)	2	Prevention of accidents	1	2	3	TT
	3	Chemical or biological, radiation or dust hazards	1	2	3	
(1119)						TT
(1120)	4	Ergonomics	1	2	3	TT
(1121)	5	Violence, bullying or harassment	1	2	3	TT
(1122)	6	Work-related stress	1	2	3	TT
(1123)	7	Discrimination (for example due to age, gender, race or disability)	1	2	3	TT

EB620.3 ER161b MODIFY

ASK ER162 IF ER160=2 OR IF ONE OF ER159\_01 TO ER159\_08=1

ER162 Which of the following are the main reasons for receiving no or not sufficient training on these issues?

	[Read out]	Yes	No	DK/NA (SPONT)	TT
--	------------	-----	----	---------------	----

(1124)	1	Difficulties to get time off for such training	1	2	3	TT
(1125)	2	Lack of information about available courses	1	2	3	TT
(1126)	3	Available courses are not appropriate for our situation	1	2	3	TT
(1127)	4	Difficulties to get the financial resources for the training	1	2	3	TT

EB620.3 ER162 MODIFY

D. GENERAL HEALTH AND SAFETY MANAGEMENT

ASK ALL

ER200 Is there a documented policy, established management system or action plan on health and safety in your establishment?

	(1148)	1	TT
Yes		2	TT
No		3	TT
DK/ NA (SPONTANEOUS)			

EB620.3 ER200 MODIFY

ASK ER202 IF ER200=1

ER202 In practice, how much of an impact does this policy, management system or action plan have on health and safety in your establishment? Does it have a large impact, some impact or practically no impact?

(1118)	2	Prevention of accidents	1	2	3	TT
	3	Chemical or biological, radiation or dust hazards	1	2	3	
(1119)						TT
(1120)	4	Ergonomics	1	2	3	TT
(1121)	5	Violence, bullying or harassment	1	2	3	TT
(1122)	6	Work-related stress	1	2	3	TT
(1123)	7	Discrimination (for example due to age, gender, race or disability)	1	2	3	TT

EB620.3 ER161b MODIFY

ASK ER162 IF ER160=2 OR IF NONE OF ER159\_01 TO ER159\_08=1

ER162 Which of the following are the main reasons for receiving no or not sufficient training on these issues?

	[Read out]	Yes	No	DK/NA (SPONT)	TT
--	------------	-----	----	---------------	----

(1124)	1	Difficulties to get time off for such training	1	2	3	TT
(1125)	2	Lack of information about available courses	1	2	3	TT
(1126)	3	Available courses are not appropriate for our situation	1	2	3	TT
(1127)	4	Difficulties to get the financial resources for the training	1	2	3	TT

EB620.3 ER162 MODIFY

D. GENERAL HEALTH AND SAFETY MANAGEMENT

ASK ALL

ER200 Is there a documented policy, established management system or action plan on health and safety in your establishment?

	(1148)	1	TT
Yes		2	TT
No		3	TT
DK/ NA (SPONTANEOUS)			

EB620.3 ER200 MODIFY

ASK ER202 IF ER200=1

ER202 In practice, how much of an impact does this policy, management system or action plan have on health and safety in your establishment? Does it have a large impact, some impact or practically no impact?

[Read out]			TT
(1149)			
Large impact	1		TT
Some impact	2		TT
Practically no impact	3		TT
DK/ NA (SPONTANEOUS)	4		TT

EB620.3 ER202 MODIFY

ASK ER203 IF ER200=2 TT

**ER203** Are there any particular reasons for not having developed such a policy, management system or action plan so far? Please tell me which of the following statements – if any – apply to the situation in your establishment? TT

	[Read out] - Items to be randomised	Yes	No	DK/NA (SPONT)	TT
--	-------------------------------------	-----	----	---------------	----

(1150)	1	Our management does not see the benefit of such a policy, management system or action plan	1	2	3	TT
(1151)	2	The expertise to develop these is not available	1	2	3	TT
(1152)	3	In view of our health and safety risks this is not necessary	1	2	3	TT

EB620.3 ER203 MODIFY

ASK ALL TT

**ER205** Are employees in this establishment regularly informed about safety and health at the workplace? TT

(1153)			
Yes	1		TT
No	2		TT
DK/ NA (SPONTANEOUS)	3		TT

EB620.3 ER205 MODIFY

**ER207** Are workplaces in the establishment regularly checked for safety and health as part of a risk assessment or similar measures? TT

(1154)			
Yes	1		TT
No	2		TT
DK/ NA (SPONTANEOUS)	3		TT

EB620.3 ER207 MODIFY

[Read out]			TT
(1149)			
Large impact	1		TT
Some impact	2		TT
Practically no impact	3		TT
DK/ NA (SPONTANEOUS)	4		TT

EB620.3 ER202 MODIFY

ASK ER203 IF ER200=2 TT

**ER203** Are there any particular reasons for not having developed such a policy, management system or action plan so far? Please tell me which of the following statements – if any – apply to the situation in your establishment? TT

	[Read out] - Items to be randomised	Yes	No	DK/NA (SPONT)	TT
--	-------------------------------------	-----	----	---------------	----

(1150)	1	Our management does not see the benefit of such a policy, management system or action plan	1	2	3	TT
(1151)	2	The expertise to develop these is not available	1	2	3	TT
(1152)	3	In view of our health and safety risks this is not necessary	1	2	3	TT

EB620.3 ER203 MODIFY

ASK ALL TT

**ER205** Are employees in this establishment regularly informed about safety and health at the workplace? TT

(1153)			
Yes	1		TT
No	2		TT
DK/ NA (SPONTANEOUS)	3		TT

EB620.3 ER205 MODIFY

**ER207** Are workplaces in your establishment regularly checked for safety and health as part of a risk assessment or similar measures? TT

(1154)			
Yes	1		TT
No	2		TT
DK/ NA (SPONTANEOUS)	3		TT

EB620.3 ER207 MODIFY

ASK ER209 AND ER210 IF ER207=1 TT

ER209	Do you have a say in the decisions on when and where these risk assessments or workplace checks are carried out?			TT
	(1155)			
	Yes	1	TT	
	No	2	TT	
	DK/ NA (SPONTANEOUS)	3	TT	

EB620.3 ER209 MODIFY

ER210	If the risk assessment or workplace check identifies a need for action: Is the necessary follow-up action normally taken?			TT
	(1156)			
	Yes	1	TT	
	No	2	TT	
	Only partly (SPONTANEOUS)	3	TT	
	DK/ NA (SPONTANEOUS)	4	TT	

EB620.3 ER210 MODIFY

ASK ER211 IF ER210=1 or 3 TT

ER211	And are you as health and safety representatives usually involved in the choice of follow-up actions?			TT
	[Read out]			
	(1157)			
	Yes	1	TT	
	No	2	TT	
	DK/ NA (SPONTANEOUS)	3	TT	

EB620.3 ER211 MODIFY

ASK ER213 IF ER207=2 TT

ER213	Are there any particular reasons why these checks are not regularly carried out? Please tell me which of the following statements – if any – apply to your establishment?			TT
	[Read out - Items to be randomised]			

		Yes	No	DK/NA (SPONT)	TT
(1158)	1	The necessary expertise is lacking	1	2	3
(1159)	2	Risk assessments are regarded as too time consuming or expensive	1	2	3

ASK ER209 AND ER210 IF ER207=1 TT

ER209	Do you have a say in the decisions on when and where these risk assessments or workplace checks are carried out?			TT
	(1155)			
	Yes	1	TT	
	No	2	TT	
	DK/ NA (SPONTANEOUS)	3	TT	

EB620.3 ER209 MODIFY

ER210	If the risk assessment or workplace check identifies a need for action: Is the necessary follow-up action normally taken?			TT
	(1156)			
	Yes	1	TT	
	No	2	TT	
	Only partly (SPONTANEOUS)	3	TT	
	DK/ NA (SPONTANEOUS)	4	TT	

EB620.3 ER210 MODIFY

ASK ER211 IF ER210=1 or 3 TT

ER211	And are you as health and safety representatives usually involved in the choice of follow-up actions?			TT
	[Read out]			
	(1157)			
	Yes	1	TT	
	No	2	TT	
	DK/ NA (SPONTANEOUS)	3	TT	

EB620.3 ER211 MODIFY

ASK ER213 IF ER207=2 TT

ER213	Are there any particular reasons why these checks are not regularly carried out? Please tell me which of the following statements – if any – apply to your establishment?			TT
	[Read out - Items to be randomised]			

		Yes	No	DK/NA (SPONT)	TT
(1158)	1	The necessary expertise is lacking	1	2	3
(1159)	2	Risk assessments are regarded as too time consuming or expensive	1	2	3

(1160)	3	The legal obligations on risk assessment are too complex	1	2	3	TT
(1161)	4	It is not necessary because we do not have any major problems	1	2	3	TT

EB620.3 ER213 MODIFY

ASK ALL

ER214 Overall, how would you rate the degree of involvement of the line managers and supervisors in the management of health and safety? Is it very high, quite high, quite low or very low?

[Read out]

		(1162)		
Very high	1	TT		
Quite high	2	TT		
Quite low	3	TT		
Very low	4	TT		
DK/ NA (SPONTANEOUS)	5	TT		

EB620.3 ER214 MODIFY

ER215 Please tell me for each of the following statements whether you agree, neither agree nor disagree or disagree with it.

	[Read out]	Agree	Neither agree nor disagree	Disagree	DK/NA (SPONT)	TT
--	------------	-------	----------------------------	----------	---------------	----

(1163)	1	Health and safety is an integral part of the management philosophy in our establishment	1	2	3	4	TT
--------	---	---	---	---	---	---	----

(1164)	2	Our management is open to the introduction of preventive health and safety actions even if they go significantly beyond the legal requirements	1	2	3	4	TT
--------	---	--	---	---	---	---	----

(1165)	3	Our management gives proper consideration to occupational safety and health issues raised by employees or their representatives	1	2	3	4	TT
--------	---	---	---	---	---	---	----

EB620.3 ER215 MODIFY

E. OCCUPATIONAL HEALTH AND SAFETY AND PSYCHOSOCIAL RISKS

(1160)	3	The legal obligations on risk assessment are too complex	1	2	3	TT
(1161)	4	It is not necessary, because we do not have any major problems	1	2	3	TT

EB620.3 ER213 MODIFY

ASK ALL

ER214 Overall, how would you rate the degree of involvement of the line managers and supervisors in the management of health and safety? Is it very high, quite high, quite low or very low?

[Read out]

		(1162)		
Very high	1	TT		
Quite high	2	TT		
Quite low	3	TT		
Very low	4	TT		
DK/ NA (SPONTANEOUS)	5	TT		

EB620.3 ER214 MODIFY

ER215 Please tell me for each of the following statements whether you agree, neither agree nor disagree or disagree with it.

	[Read out]	Agree	Neither agree nor disagree	Disagree	DK/NA (SPONT)	TT
--	------------	-------	----------------------------	----------	---------------	----

(1163)	1	Health and safety is an integral part of the management philosophy in our establishment	1	2	3	4	TT
--------	---	---	---	---	---	---	----

(1164)	2	Our management is open to the introduction of preventive health and safety actions even if they go significantly beyond the legal requirements	1	2	3	4	TT
--------	---	--	---	---	---	---	----

(1165)	3	Our management gives proper consideration to occupational safety and health issues raised by employees or their representatives	1	2	3	4	TT
--------	---	---	---	---	---	---	----

EB620.3 ER215 MODIFY

E. OCCUPATIONAL HEALTH AND SAFETY AND PSYCHOSOCIAL RISKS

ASK ALL TT

ER250 For each of the following issues, please tell me whether it is of major concern, some concern or no concern at all in your establishment. TT

	[Read out]	Major concern	Some concern	No concern	DK/NA (SPONT)	TT
(1186)	1 Dangerous substances (Int. hint: e.g. dusts, chemical, biological or radioactive)	1	2	3	4	TT (1186)
(1187)	2 Accidents	1	2	3	4	TT (1187)
(1188)	3 Noise and vibration	1	2	3	4	TT (1188)
(1189)	4 Musculoskeletal disorders such as pain in the back, neck, arms or legs	1	2	3	4	TT (1189)
(1190)	5 Work-related stress	1	2	3	4	TT (1190)
(1191)	6 Violence or threat of violence	1	2	3	4	TT (1191)
(1192)	7 Bullying or harassment, i.e. abuse, humiliation or assault by colleagues or superiors	1	2	3	4	TT (1192)

EB620.3 ER250 MODIFY

ER252 Several factors can contribute to stress, violence and harassment at work; they concern the way work is organised and are often referred to as 'psychosocial risks'. Please tell me whether any of the following psychosocial risks are a concern in your establishment. TT

	[Read out]	Yes	No	DK/ NA (SPONT)	TT
(1193)	1 Time pressure	1	2	3	TT (1193)
(1194)	2 Poor communication between management and employees	1	2	3	TT (1194)
(1195)	3 Poor co-operation amongst colleagues	1	2	3	TT (1195)
(1196)	4 Lack of employee control in organising their work	1	2	3	TT (1196)
(1197)	5 Job insecurity	1	2	3	TT (1197)
(1198)	6 Having to deal with difficult customers, patients, pupils etc.	1	2	3	TT (1198)
(1199)	7 Problems in supervisor – employee relationships	1	2	3	TT (1199)
(1200)	8 Long or irregular working hours	1	2	3	TT (1200)
(1201)	9 An unclear human resources policy	1	2	3	TT (1201)
(1202)	10 Discrimination (for example due to age, gender, race or ethnicity)	1	2	3	TT (1202)

EB620.3 ER252 MODIFY

ASK ALL

ER250 For each of the following issues, please tell me whether it is of major concern, some concern or no concern at all in your establishment. TT

	[Read out]	Major concern	Some concern	No concern	DK/NA (SPONT)	TT
(1186)	1 Dangerous substances (Int.: explain if necessary: e.g. dusts, chemical, biological or radioactive)	1	2	3	4	TT (1186)
(1187)	2 Accidents	1	2	3	4	TT (1187)
(1188)	3 Noise and vibration	1	2	3	4	TT (1188)
(1189)	4 Musculoskeletal disorders such as pain in the back, neck, arms or legs	1	2	3	4	TT (1189)
(1190)	5 Work-related stress	1	2	3	4	TT (1190)
(1191)	6 Violence or threat of violence	1	2	3	4	TT (1191)
(1192)	7 Bullying or harassment, i.e. abuse, humiliation or assault by colleagues or superiors	1	2	3	4	TT (1192)

EB620.3 ER250 MODIFY

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	[Read out]	Yes	No	DK/ NA (SPONT)	TT
(1193)	1 Time pressure	1	2	3	TT (1193)
(1194)	2 Poor communication between management and employees	1	2	3	TT (1194)
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(1196)	4 Lack of employee control in organising their work	1	2	3	TT (1196)
(1197)	5 Job insecurity	1	2	3	TT (1197)
(1198)	6 Having to deal with difficult customers, patients, pupils etc.	1	2	3	TT (1198)
(1199)	7 Problems in supervisor – employee relationships	1	2	3	TT (1199)
(1200)	8 Long or irregular working hours	1	2	3	TT (1200)
(1201)	9 An unclear human resources policy	1	2	3	TT (1201)
(1202)	10 Discrimination (for example due to age, gender, race or ethnicity)	1	2	3	TT (1202)

EB620.3 ER252 MODIFY

F. PSYCHOSOCIAL RISK MANAGEMENT TT

ASK ALL TT

ER300 In the last 3 years, has your establishment used any of the following measures to deal with psychosocial risks? TT

	[Read out - : Items ER300_01 to ER300_06 to be randomized]	Yes	No	DK/NA (SPONT)	TT
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(1223)	1	Changes to the way work is organised	1	2	3	TT
(1224)	2	A redesign of the work area	1	2	3	TT
(1225)	3	Confidential counseling for employees	1	2	3	TT
(1226)	4	Set-up of a conflict resolution procedure	1	2	3	TT
(1227)	5	Changes to working time arrangements	1	2	3	TT
(1228)	6	Provision of training	1	2	3	TT

EB620.3 ER300 MODIFY

ER301 Please tell me for each of the measures you named whether it has been very effective, quite effective, quite ineffective or very ineffective in helping to manage psychosocial risks. What about...? TT

	[Read out]	Very effective	Quite effective	Quite ineffective	Very ineffective	DK/NA (SPONT)	TT
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(1229)	1	(ONLY IF ER300_01=1) Changes to the way work is organised	1	2	3	4	5	TT
(1230)	2	(ONLY IF ER300_02=1) A redesign of the work area	1	2	3	4	5	TT
(1231)	3	(ONLY IF ER300_03=1) Confidential counseling for employees	1	2	3	4	5	TT
(1232)	4	(ONLY IF ER300_04=1) Set-up of a conflict resolution procedure	1	2	3	4	5	TT
(1233)	5	(ONLY IF ER300_05=1) Changes to working time arrangements	1	2	3	4	5	TT
(1234)	6	(ONLY IF ER300_06=1) Provision of training	1	2	3	4	5	TT

EB620.3 ER301 MODIFY

ASK ALL TT

F. PSYCHOSOCIAL RISK MANAGEMENT

ASK ALL

ER300 In the last 3 years, has your establishment used any of the following measures to deal with psychosocial risks? TT

	[Read out - : Items ER300_01 to ER300_06 to be randomized]	Yes	No	DK/NA (SPONT)	TT
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(1223)	1	Changes to the way work is organised	1	2	3	TT
(1224)	2	A redesign of the work area	1	2	3	TT
(1225)	3	Confidential counseling for employees	1	2	3	TT
(1226)	4	Set-up of a conflict resolution procedure	1	2	3	TT
(1227)	5	Changes to working time arrangements	1	2	3	TT
(1228)	6	Provision of training	1	2	3	TT

EB620.3 ER300 MODIFY

ER301 Please tell me for each of the measures you named whether it has been very effective, quite effective, quite ineffective or very ineffective in helping to manage psychosocial risks. What about...? TT

	[Read out]	Very effective	Quite effective	Quite ineffective	Very ineffective	DK/NA (SPONT)	TT
--	------------	----------------	-----------------	-------------------	------------------	---------------	----

(1229)	1	(ONLY IF ER300_01=1) Changes to the way work is organised	1	2	3	4	5	TT
(1230)	2	(ONLY IF ER300_02=1) A redesign of the work area	1	2	3	4	5	TT
(1231)	3	(ONLY IF ER300_03=1) Confidential counseling for employees	1	2	3	4	5	TT
(1232)	4	(ONLY IF ER300_04=1) Set-up of a conflict resolution procedure	1	2	3	4	5	TT
(1233)	5	(ONLY IF ER300_05=1) Changes to working time arrangements	1	2	3	4	5	TT
(1234)	6	(ONLY IF ER300_06=1) Provision of training	1	2	3	4	5	TT

EB620.3 ER301 MODIFY

ASK ALL

ER303 Does your establishment inform the employees about psychosocial risks and their effect on health and safety? TT

(1235)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER303 MODIFY

ER308 Have you in the last 3 years received any requests from employees to tackle work-related stress? TT

Interviewer: Read out definition if necessary: Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them. TT

(1236)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER308 MODIFY

ER309 And have you in the last 3 years received requests to tackle bullying or harassment? TT

Interviewer: Read out definition if necessary: Bullying or harassment occurs when one or more workers or managers are abused, humiliated or assaulted by colleagues or superiors. TT

(1237)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER309 MODIFY

ER310 And what about workplace violence? Have there in the last 3 years been any requests to deal with this issue? TT

Interviewer: Read out definition if necessary: Work-related violence occurs when one or more workers or managers are threatened, assaulted or abused by clients, patients or pupils. TT

(1238)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER310 MODIFY

ER303 Does your establishment inform the employees about psychosocial risks and their effect on health and safety? TT

(1235)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER303 MODIFY

ER308 Have you in the last 3 years received any requests from employees to tackle work-related stress? TT

Interviewer: Read out definition if necessary: Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them. TT

(1236)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER308 MODIFY

ER309 And have you in the last 3 years received requests to tackle bullying or harassment? TT

Interviewer: Read out definition if necessary: Bullying or harassment occurs when one or more workers or managers are abused, humiliated or assaulted by colleagues or superiors. TT

(1237)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER309 MODIFY

ER310 And what about workplace violence? Have there in the last 3 years been any requests to deal with this issue? TT

Interviewer: Read out definition if necessary: Work-related violence occurs when one or more workers or managers are threatened, assaulted or abused by clients, patients or pupils. TT

(1238)

Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER310 MODIFY

G. DRIVERS AND BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT TT

G. DRIVERS AND BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT

ASK ALL TT

ASK ALL

ER400 Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is it less difficult or is there no difference? TT

ER400 Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is it less difficult or is there no difference? TT

<b>(1259)</b>		
More difficult	1	TT
Less difficult	2	TT
No difference	3	TT
DK/ NA (SPONTANEOUS)	4	TT

<b>(1259)</b>		
More difficult	1	
Less difficult	2	
No difference	3	
DK/ NA (SPONTANEOUS)	4	

EB620.3 ER400 MODIFY

EB620.3 ER400 MODIFY

ER402 How willing is your management to introduce measures for tackling psychosocial risks? Is it very willing, quite willing, quite unwilling or very unwilling to tackle this issue? TT

ER402 How willing is your management to introduce measures for tackling psychosocial risks? Is it very willing, quite willing, quite unwilling or very unwilling to tackle this issue? TT

<b>(1260)</b>		
Very willing	1	TT
Quite willing	2	TT
Quite unwilling	3	TT
Very unwilling	4	TT
DK/ NA (SPONTANEOUS)	5	TT

<b>(1260)</b>		
Very willing	1	
Quite willing	2	
Quite unwilling	3	
Very unwilling	4	
DK/ NA (SPONTANEOUS)	5	

EB620.3 ER402 MODIFY

EB620.3 ER402 MODIFY

ER403 Do you consider the measures your establishment has taken for managing psychosocial risks to be sufficient? TT

ER403 Do you consider the measures your establishment has taken for managing psychosocial risks to be sufficient? TT

<b>(1261)</b>		
Yes	1	TT
No	2	TT
DK/ NA (SPONTANEOUS)	3	TT

<b>(1261)</b>		
Yes	1	
No	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 ER403

EB620.3 ER403

Thank you very much for your cooperation TT

Thank you very much for your cooperation

END OF THE INTERVIEW TT

END OF THE INTERVIEW