

**ZA6864**

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

**Country Questionnaire  
Malta (English)**

1. MM	TT
A. CONTACT PHASE	TT
survey_MM Survey Number	TT
[Do not ask - Please code 5395] (141-144) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.3 survey_MM	
country_MM Country Code	TT
[Do not ask - Please use the code allowed] (145-146) <input type="text"/> <input type="text"/>	
EB620.3 country_MM	
Intnum_MM Interview number	RT
(147-152) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.4 Intnum_MM NEW	
date_MM Date of interview	TT
[Do not ask] (153-154)                      (155-156) <input type="text"/> <input type="text"/> day <input type="text"/> <input type="text"/> month                      TT	
EB620.3 date_MM	
idnum_MM ID-number of the establishment (from sampling source)	TT
[Do not ask - Make sure that MM and ER-interview from the same establishment have] (157-164) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.3 idnum_MM	

1. MM	
A. CONTACT PHASE	
survey_MM Survey Number	
[Do not ask - Please code 5395] (141-144) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.3 survey_MM	
country_MM Country Code	
[Do not ask - Please use the code allowed] (145-146) <input type="text"/> <input type="text"/>	
EB620.3 country_MM	
Intnum_MM Interview number	
(147-152) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.4 Intnum_MM NEW	
date_MM Date of interview	
[Do not ask] (153-154)                      (155-156) <input type="text"/> <input type="text"/> day <input type="text"/> <input type="text"/> month	
EB620.3 date_MM	
idnum_MM ID-number of the establishment (from sampling source)	
[Do not ask - Make sure that MM and ER-interview from the same establishment have] (157-164) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.3 idnum_MM	

int_typ_MM	Type of interview	TT	int_typ_MM	Type of interview	
	[Do not ask - Please code '1' - No code '2' can be found for this questionnaire]	TT		[Do not ask - Please code '1' - No code '2' can be found for this questionnaire]	
	(165)			(165)	
	MM 1	TT		MM 1	
	ER 2	TT		ER 2	
	EB620.3 int_typ_MM			EB620.3 int_typ_MM	
nace_MM	NACE-Code from sampling source	TT	nace_MM	NACE-Code from sampling source	
	[Do not ask - The sector of activity will not be asked in the interview, but will be added from (166-171)]	TT		[Do not ask - The sector of activity will not be asked in the interview, but will be added from (166-171)]	
	<input type="text"/>			<input type="text"/>	
	EB620.3 nace_MM			EB620.3 nace_MM	
region_MM	Code for region	TT	region_MM	Code for region	
	[Do not ask - Please send us your codebook]	TT		[Do not ask - Please send us your codebook]	
	(172-173)			(172-173)	
	<input type="text"/>			<input type="text"/>	
	EB620.3 region_MM			EB620.3 region_MM	
	[Stress as necessary: 1) Emphasise again strict confidentiality of responses. 2) 20 to 25]	TT		[Stress as necessary: 1) Emphasise again strict confidentiality of responses. 2) 20 to 25]	
MM001	Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We	TT	MM001	Good morning / afternoon. My name is ... from MISCO International in Mrieihel. We are	
	[Tick what applies]	TT		[Tick what applies]	
	(194)			(194)	
	The respondent is this person 1	TT		The respondent is this person 1	
	Respondent tries to put through to another person 2	TT		Respondent tries to put through to another person 2	
	Refused 3	TT		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	TT		ASK MM002 TO MM004 IF MM001=2 - IF MM001=1 THEN GO TO MM050 - IF MM001=3	
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]	

(195)		
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 MM002

IF MM002=1 THEN START WITH MM001 AGAIN - IF MM002=2 THEN STOP INTERVIEW TT

MM003Q May I have the full name and the extension of this person? [If necessary: I would like to talk to TT

[Tick what applies] TT

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

EB620.3 MM003Q MODIFY

MM003H Please choose the correct option TT

[Tick what applies] TT

(197)		
Mrs	1	TT
Mr	2	TT

EB620.3 MM003H MODIFY

MM003N Full name of the person asked in MM003 TT

[Write down] TT

1 40 (198,199-238)

EB620.3 MM003N

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

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

EB620.3 MM002

IF MM002=1 THEN START WITH MM001 AGAIN - IF MM002=2 THEN STOP INTERVIEW

MM003Q May I have the full name and the extension of this person? [If necessary: I would like to talk to

[Tick what applies]

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

EB620.3 MM003Q MODIFY

MM003H Please choose the correct option

[Tick what applies]

(197)		
Mrs	1	
Mr	2	

EB620.3 MM003H MODIFY

MM003N Full name of the person asked in MM003

[Write down]

1 40 (198,199-238)

EB620.3 MM003N

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

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

1 20 (239,240-259)

EB620.3 MM003T

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

1 20 (239,240-259)

EB620.3 MM003T

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)

Date 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 TT

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

[Please code 'ddmm' and then 'hhmm']

(260-263) (264-267)

Date Hour

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 May I first of all check: Is the establishment at this address a single independent company or TT

(268)

A single independent company or organization 1 TT

One of a number of different establishments 2 TT

No answer 3 TT

EB620.4 MM050 NEW

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

MM050 May I first of all check: Is the establishment at this address a single independent company or

(268)

A single independent company or organization 1

One of a number of different establishments 2

No answer 3

EB620.4 MM050 NEW

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

MM050a How many employees does this company have in (OUR COUNTRY)? Please add up the TT

Read out categories and tick only one! Count the number of persons. Each employee is TT

(269)

MM050a How many employees does this company have in Malta? Please add up the number of

Read out categories and tick only one! Count the number of persons. Each employee is

(269)

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

EB620.4 MM050a1 NEW

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

MM051 In this case we have to select one of the establishments for interview. This selection has to be TT

IF "NONE" CODE [0000] - IF "RESPONDENT HAS TO INVESTIGATE INFORMATION" TT  
(270-273)

establishments with 10 or more employees TT

EB620.4 MM051 NEW

IF MM051a=0 or 9998 STOP INTERVIEW TT

IF MM051a=9999 GOTO MM053a TT

ASK MM052a TO MM052e IF MM051a=1-9997 TT

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

IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO TT  
(274-277)

establishments with 10 to 19 employees TT

EB620.4 MM052a NEW

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

IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO TT  
(278-281)

establishments with 20 to 49 employees TT

EB620.4 MM052b NEW

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

IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO TT  
(282-285)

establishments with 50 to 249 employees TT

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

EB620.4 MM050a1 NEW

ASK MM051 TO MM099 IF MM050a=2 - 6 OTHERS STOP INTERVIEW

MM051 In this case we have to select one of the establishments for interview. This selection has to be

IF "NONE" CODE [0000] - IF "RESPONDENT HAS TO INVESTIGATE INFORMATION" TT  
(270-273)

establishments with 10 or more employees

EB620.4 MM051 NEW

IF MM051=0 or 9998 STOP INTERVIEW

IF MM051=1 GOTO MM053a IF MM051 = 9999 TRY AGAIN LATER

ASK MM052 TO MM052e IF MM051=2-9997: IF MM051 = 1 GO TO MM053a

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

IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO TT  
(274-277)

establishments with 10 to 19 employees

EB620.4 MM052a NEW

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

IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO TT  
(278-281)

establishments with 20 to 49 employees

EB620.4 MM052b NEW

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

IF "NONE" CODE '0000' - IF "DK" CODE '9999' - IF "RESPONDENT HAS TO TT  
(282-285)

establishments with 50 to 249 employees

EB620.4 MM052c NEW	
MM052d	Would you please tell me how many of these establishments have 250 to 499 employees ? TT
(IF "NONE" CODE '0000' – IF "DK" CODE '9999' – IF "RESPONDENT HAS TO (286-289)	
	establishments with 250 to 499 employees TT
EB620.4 MM052d NEW	
MM052e	Would you please tell me how many of these establishments have 500 or more employees ? TT
(IF "NONE" CODE '0000' – IF "DK" CODE '9999' – IF "RESPONDENT HAS TO (290-293)	
	establishments with 500 or more employees TT
EB620.4 MM052d NEW	
MM052f	Total number of establishments with 10 or more employees (MM052a to MM052e) TT
Do not ask - has to be calculated automatically on the basis of the entries before (294-297)	
	TOTAL NUMBER OF ESTABLISHMENTS WITH 10 OR MORE TT
EB620.4 MM052d NEW	
Compare mm052f to figure indicated in MM051: If mm052f not equal mm051 show the TT	
"Interviewer: The sum in MM052 is not the same as the total given in the previous question TT	
SEL053 (Random selection before MM053) TT	
Step 1: Check entries for the five size classes in MM052 and select one size class as follows: TT	
Step 2: - Compute: <txt_MM053> = label of the size class selected in step 1a or 1b (example: TT	
Step 3: - If the figure entered in MM052 for the size class selected in step 1a/b = 1 (i.e. if TT	
MM053a is asked if there is only 1 establishment with 10 or more employees in MM051 (i.e. if TT	
IF MM052f=9998 CALL AGAIN LATER - IF MM052f=9997 STOP INTERVIEW TT	
MM053a	In this case the right unit for the interview would be the establishment with 10 or more TT
[Tick what applies] TT	
(298)	

EB620.4 MM052c NEW	
MM052d	Would you please tell me how many of these establishments have 250 to 499 employees ? TT
(IF "NONE" CODE '0000' – IF "DK" CODE '9999' – IF "RESPONDENT HAS TO (286-289)	
	establishments with 250 to 499 employees TT
EB620.4 MM052d NEW	
MM052e	Would you please tell me how many of these establishments have 500 or more employees ? TT
(IF "NONE" CODE '0000' – IF "DK" CODE '9999' – IF "RESPONDENT HAS TO (290-293)	
	establishments with 500 or more employees TT
EB620.4 MM052d NEW	
MM052f	Total number of establishments with 10 or more employees (MM052a to MM052e) TT
Do not ask - has to be calculated automatically on the basis of the entries before (294-297)	
	TOTAL NUMBER OF ESTABLISHMENTS WITH 10 OR MORE TT
EB620.4 MM052d NEW	
#####	
"Interviewer: The sum in MM052 is not the same as the total given in the previous question TT	
SEL053 (Random selection before MM053) TT	
Step 1: Check entries for the five size classes in MM052 and select one size class as follows: TT	
Step 2: - Compute: <txt_MM053> = label of the size class selected in step 1a or 1b (example: TT	
Step 3: - If the figure entered in MM052 for the size class selected in step 1a/b = 1 (i.e. if TT	
MM053a is asked if there is only 1 establishment with 10 or more employees in MM051 (i.e. if TT	
IF MM052f=9998 GO TO MM004 (TRY AGAIN LATER). If all items in MM052-MM052e = TT	
MM053a	In this case the right unit for the interview would be the establishment with 10 or more TT
[Tick what applies] TT	
(298)	

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

EB620.4 MM053a NEW

IF MM0053a=4 THEN STOP INTERVIEW TT

MM053a  
H Please choose the correct option TT

[Tick what applies] TT

Mrs	(299)	1	TT
Mr		2	TT

EB620.4 MM053aH NEW

MM053a  
N Full name of the person asked in MM053a TT

[Write down] TT

1 40 (300,301-340)

EB620.4 MM053aN NEW

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

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

1 20 (341,342-361)

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

EB620.4 MM053a NEW

IF MM0053a=4 THEN STOP INTERVIEW

MM053a  
H Please choose the correct option

[Tick what applies]

Mrs	(299)	1
Mr		2

EB620.4 MM053aH NEW

MM053a  
N Full name of the person asked in MM053a

[Write down]

1 40 (300,301-340)

EB620.4 MM053aN NEW

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

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

1 20 (341,342-361)



--

EB620.4 MM053aT NEW

IF MM0053a=3

TT

Thank you very much. Good bye.

TT

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

TT

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

TT

IF MM0053a=1 GO TO MM099

TT

IF MM0053a=2 GO TO MM097

TT

MM053b is asked if there is only 1 establishment in the size class selected in SEL053, step

TT

MM053b In this case the right unit for the interview would be the establishment with <txt\_MM053>.

TT

[Tick what applies]

TT

(362)

The respondent is this person

1

TT

Information obtained

2

TT

Call the present number (switchboard) again later on

3

TT

Refused

4

TT

EB620.4 MM053b NEW

IF MM0053b=4 THEN STOP INTERVIEW

TT

MM053b Please choose the correct option

H

TT

[Tick what applies]

TT

(363)

Mrs

1

TT

Mr

2

TT

EB620.4 MM053bH NEW

--

EB620.4 MM053aT NEW

IF MM0053a=3

Thank you very much. Good bye.

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

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

IF MM0053a=1 GO TO MM099

IF MM0053a=2 GO TO MM097

MM053b is asked if there is only 1 establishment in the size class selected in SEL053, step

MM053b In this case the right unit for the interview would be the establishment with <txt\_MM053>.

[Tick what applies]

(362)

The respondent is this person

1

Information obtained

2

Call the present number (switchboard) again later on

3

Refused

4

EB620.4 MM053b NEW

IF MM0053b=4 THEN STOP INTERVIEW

MM053b Please choose the correct option

H

[Tick what applies]

(363)

Mrs

1

Mr

2

EB620.4 MM053bH NEW

MM053b  
N Full name of the person asked in MM053b TT

[Write down] TT

1 40 (364,365-404)

EB620.4 MM053bN NEW

MM053b  
N Full name of the person asked in MM053b TT

[Write down] TT

1 40 (364,365-404)

EB620.4 MM053bN NEW

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

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

1 20 (405,406-425)

EB620.4 MM053bT NEW

IF MM0053b=1 GO TO MM099 TT

IF MM0053b=2 GO TO MM097 TT

IF MM0053b=3 TT

Thank you very much. Good bye. TT

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

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

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

1 20 (405,406-425)

EB620.4 MM053bT NEW

IF MM0053b=1 GO TO MM099 TT

IF MM0053b=2 GO TO MM097 TT

IF MM0053b=3 TT

Thank you very much. Good bye. TT

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

Make sure that information collected so far is stored and will be available for second call and TT

MM053c is asked if there is more than 1 establishment in the size class selected in SEL053, TT

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

MM053c In this case I would like to conduct the interview for one of the establishments with TT

If more than one establishment in this community: And which of these establishments is TT

	(426)	
The respondent is this person	1	TT
Information obtained	2	TT
Call the present number (switchboard) again later on	3	TT
Refused	4	TT

EB620.4 MM053c NEW

IF MM0053c=4 THEN STOP INTERVIEW TT

MM053cH Please choose the correct option TT

[Tick what applies] TT

	(427)	
Mrs	1	TT
Mr	2	TT

EB620.4 MM053cH NEW

MM053cN Full name of the person asked in MM053c TT

[Write down] TT

1	40	(428,429-468)

EB620.4 MM053cN NEW

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

MM053c is asked if there is more than 1 establishment in the size class selected in SEL053,

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

MM053c In this case I would like to conduct the interview for one of the establishments with

If more than one establishment in this community: And which of these establishments is

	(426)	
The respondent is this person	1	
Information obtained	2	
Call the present number (switchboard) again later on	3	
Refused	4	

EB620.4 MM053c NEW

IF MM0053c=4 THEN STOP INTERVIEW

MM053cH Please choose the correct option

[Tick what applies]

	(427)	
Mrs	1	
Mr	2	

EB620.4 MM053cH NEW

MM053cN Full name of the person asked in MM053c

[Write down]

1	40	(428,429-468)

EB620.4 MM053cN NEW

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

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

1	20	(469,470-489)

EB600.' MM053cT NEW

IF MM0053c=1 GO TO MM099 TT

IF MM0053c=2 GO TO MM097 TT

IF MM0053c=3 TT

Thank you very much. Good bye. TT

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

Make sure that information collected so far is stored and will be available for second call and TT

ASK MM097 IF MM053a, MM053b or MM053c = 2 TT

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

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

EB620.4 MM097 NEW

Thank you very much. TT

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

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

1	20	(469,470-489)

EB600.' MM053cT NEW

IF MM0053c=1 GO TO MM099

IF MM0053c=2 GO TO MM097

IF MM0053c=3

Thank you very much. Good bye.

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

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

ASK MM097 IF MM053a, MM053b or MM053c = 2

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

		(490)	
Headquarters	1		
Subsidiary site	2		
No answer	3		

EB620.4 MM097 NEW

Thank you very much.

Quit interview. Call telephone number given in MM053a, b or c and ask for the person named TT

Make sure that information collected so far is stored and will be available for second call and TT

ASK MM099 IF MM053a, MM053b or MM053c = 1 TT

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

			(491)	
Headquarters	1	TT		
Subsidiary site	2	TT		
No answer	3	TT		

EB620.4 MM099 NEW

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

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 TT

MM100 May I first of all check: Is the establishment at this address a single independent organisation, NTL

[Tick what applies]			(512)	
A single independent company or organization	1	NTL		
One of a number of different establishments	2	NTL		
DK/ NA (SPONTANEOUS)	3	NTL		

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]			(513)	
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 TT

Quit interview. Call telephone number given in MM053a, b or c and ask for the person named

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

ASK MM099 IF MM053a, MM053b or MM053c = 1

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

			(491)	
Headquarters	1			
Subsidiary site	2			
No answer	3			

EB620.4 MM099 NEW

IF MM099=1 ,2,3 GO TO MM102b

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

MM100

[Tick what applies]			(512)	
	1			
	2			
	3			

EB620.3 MM100 MODIFY

ASK MM101 IF MM050=2 OR MM100=2

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

[Tick what applies]			(513)	
Headquarters	1			
Subsidiary site	2			
DK/ NA (SPONTANEOUS)	3			

EB620.3 MM101

ASK MM102a IF MM050 OR MM100=1

MM102a Approximately how many employees work at this establishment?

[Count the number of persons - Each employee is counted as one person, regardless whether (514-518)]  
TT  
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 TT

[Count the number of persons - Each employee is counted as one person, regardless whether (519-523)]  
TT  
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 RT

MM103 Does this establishment belong to the public sector? TT

[Tick what applies] TT  
(524)  
Yes 1 RT  
No 2 RT  
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

[Count the number of persons - Each employee is counted as one person, regardless whether (514-518)]  
TT  
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 TT

[Count the number of persons - Each employee is counted as one person, regardless whether (519-523)]  
TT  
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 RT

MM103 Does this establishment belong to the public sector? TT

[Tick what applies] TT  
(524)  
Yes 1 RT  
No 2 RT  
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 RT

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	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	RT	
No	2	RT	
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 TT

[Tick what applies] TT

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

EB620.3 MM154 MODIFY

MM155 Is there a documented policy, established management system or action plan on health and TT

ASK ALL

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

[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	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? TT

[Tick what applies] TT

	(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 TT

[Tick what applies] TT

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

EB620.3 MM153 MODIFY

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

[Tick what applies] TT

	(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

[Tick what applies]			TT
(554)			
Yes	1	RT	
No	2	RT	
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 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 TT

	[Read out]	Yes	No	DK/ NA	TT
(556)	1 We don't see the benefit of such a policy,	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	1	2	3	TT
(560)	5 The necessary financial resources were not	1	2	3	TT

EB620.3 MM157

ASK ALL RT

MM158 Are health and safety issues raised in high level management meetings regularly, TT

[Read out]			TT
(561)			
Regularly	1	RT	
Occasionally	2	RT	
Practically never	3	TT	
DK/ NA (SPONTANEOUS)	4	TT	

EB620.3 MM158 MODIFY

[Tick what applies]			
(554)			
Yes	1		
No	2		
DK/ NA (SPONTANEOUS)	3		

EB620.3 MM155

ASK MM156 IF MM155 = 1

MM156 In practice, how much of an impact does this policy, management system or action plan have

[Read out]			
(555)			
Large impact	1		
Some impact	2		
Practically no impact	3		
DK/ NA (SPONTANEOUS)	4		

EB620.3 MM156 MODIFY

ASK MM157 IF MM155 = 2

MM157 Are there any particular reasons for not having developed such a policy, management system

	[Read out]	Yes	No	DK/ NA
(556)	1 We don't see the benefit of such a policy,	1	2	3
(557)	2 We haven't had time to develop any of these	1	2	3
(558)	3 We don't have the expertise to develop these	1	2	3
(559)	4 In view of our health and safety risks this is not	1	2	3
(560)	5 The necessary financial resources were not	1	2	3

EB620.3 MM157

ASK ALL

MM158 Are health and safety issues raised in high level management meetings regularly,

[Read out]			
(561)			
Regularly	1		
Occasionally	2		
Practically never	3		
DK/ NA (SPONTANEOUS)	4		

EB620.3 MM158 MODIFY



MM159 Overall, how would you rate the degree of involvement of the line managers and supervisors 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 TT

[Tick what applies] TT

	(563)	
Yes	1	RT
No	2	RT
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 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

EB620.3 MM162 MODIFY

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

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

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

EB620.3 MM163 MODIFY

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

MM159 Overall, how would you rate the degree of involvement of the line managers and supervisors

[Read out]

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

EB620.3 MM159 MODIFY

MM161 Are workplaces in the establishment regularly checked for safety and health as part of a risk

[Tick what applies]

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

EB620.3 MM161 MODIFY

ASK MM162 TO MM166 IF MM161 = 1

MM162 Are these risk assessments or workplace checks mostly conducted by your own staff or are

[Read out]

	(564)	
Conducted by own staff	1	
Contracted to external providers	2	
Both about equally (SPONTANEOUS)	3	
DK/ NA (SPONTANEOUS)	4	

EB620.3 MM162 MODIFY

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

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

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

EB620.3 MM163 MODIFY

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

		[Read out]	Yes	No	DK/ NA	TT
(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

EB620.3 MM164

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

		[Read out]	Yes	No	DK/ NA	TT
(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

EB620.3 MM166 MODIFY

ASK MM169 IF MM161 = 2 TT

MM169 Are there any particular reasons why these checks are not regularly carried out? Please tell TT

		[Read out] - Items randomize	Yes	No	DK/ NA	TT
(576)	1	The necessary expertise is lacking	1	2	3	TT
(577)	2	Risk assessments are too time consuming or	1	2	3	TT
(578)	3	The legal obligations on risk assessment are too	1	2	3	TT
(579)	4	It is not necessary, because we do not have any	1	2	3	TT

EB620.3 MM169 MODIFY

ASK ALL RT

MM170 Has the (labour inspectorate)\* visited this workplace in the last 3 years in order to check TT

		[Tick what applies]				TT
			(580)			
	Yes		1			RT
	No		2			RT
	DK/ NA (SPONTANEOUS)		3			TT

EB620.3 MM170 MODIFY

MM171 In your establishment, how important are the following reasons for addressing health and TT

		[Read out]	Yes	No	DK/ NA	
(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

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

		[Read out]	Yes	No	DK/ NA	
(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

ASK MM169 IF MM161 = 2 TT

MM169 Are there any particular reasons why these checks are not regularly carried out? Please tell TT

		[Read out] - Items randomize	Yes	No	DK/ NA	
(576)	1	The necessary expertise is lacking	1	2	3	
(577)	2	Risk assessments are too time consuming or	1	2	3	
(578)	3	The legal obligations on risk assessment are too	1	2	3	
(579)	4	It is not necessary, because we do not have any	1	2	3	

EB620.3 MM169 MODIFY

ASK ALL RT

MM170 Has the labour inspectorate visited this workplace in the last 3 years in order to check health TT

		[Tick what applies]				
			(580)			
	Yes		1			
	No		2			
	DK/ NA (SPONTANEOUS)		3			

EB620.3 MM170 MODIFY

MM171 In your establishment, how important are the following reasons for addressing health and 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	1	2	3	4	TT
(583)	3	Staff retention and absence	1	2	3	4	TT
(584)	4	Economic or performance-related	1	2	3	4	TT
(585)	5	Requirements from clients or concern	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 TT

	[Read out]	Major	Minor	No	DK/ NA	TT
--	------------	-------	-------	----	--------	----

(587)	1	A lack of resources such as time, staff	1	2	3	4	TT
(588)	2	A lack of awareness	1	2	3	4	TT
(589)	3	A lack of expertise	1	2	3	4	TT
(590)	4	A lack of technical support or guidance	1	2	3	4	TT
(591)	5	The culture within the establishment	1	2	3	4	TT
(592)	6	The sensitivity of the issue	1	2	3	4	TT

EB620.3 MM172 MODIFY

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

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

(593)	1	Official institutes for health and safety at work	1	2	3	TT
(594)	2	The European Agency for safety and health at work	1	2	3	TT
(595)	3	In-house health and safety services	1	2	3	TT
(596)	4	The (labour inspectorate)*	1	2	3	TT
(597)	5	Employers' organisations	1	2	3	TT
(598)	6	Trade unions	1	2	3	RT
(599)	7	Contracted health and safety experts	1	2	3	TT
(600)	8	Insurance providers	1	2	3	TT

EB620.3 MM173 MODIFY

ASK ALL RT

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

[Tick what applies] TT

Yes (601) 1 RT

	[Read out]	Major	Minor	No	DK/ NA	
--	------------	-------	-------	----	--------	--

(581)	1	Fulfillment of legal obligation	1	2	3	4	
(582)	2	Requests from employees or their	1	2	3	4	
(583)	3	Staff retention and absence	1	2	3	4	
(584)	4	Economic or performance-related	1	2	3	4	
(585)	5	Requirements from clients or concern	1	2	3	4	
(586)	6	Pressure from the labour inspectorate	1	2	3	4	

EB620.3 MM171 MODIFY

MM172 In your establishment, what are the main difficulties in dealing with health and safety? Please

	[Read out]	Major	Minor	No	DK/ NA	
--	------------	-------	-------	----	--------	--

(587)	1	A lack of resources such as time, staff	1	2	3	4	
(588)	2	A lack of awareness	1	2	3	4	
(589)	3	A lack of expertise	1	2	3	4	
(590)	4	A lack of technical support or guidance	1	2	3	4	
(591)	5	The culture within the establishment	1	2	3	4	
(592)	6	The sensitivity of the issue	1	2	3	4	

EB620.3 MM172 MODIFY

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

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

(593)	1	Official institutes for health and safety at work	1	2	3	
(594)	2	The European Agency for safety and health at work	1	2	3	
(595)	3	In-house health and safety services	1	2	3	
(596)	4	The labour inspectorate	1	2	3	
(597)	5	Employers' organisations	1	2	3	
(598)	6	Trade unions	1	2	3	
(599)	7	Contracted health and safety experts	1	2	3	
(600)	8	Insurance providers	1	2	3	

EB620.3 MM173 MODIFY

ASK ALL

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

[Tick what applies]

Yes (601) 1

No	2	RT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 MM175

D.HEALTH AND SAFETY RISKS IN THE ESTABLISHMENT TT

ASK ALL RT

MM200 For each of the following issues, please tell me whether it is of major concern, some concern TT

	[Read out]	Major	Some	No	DK/ NA	TT
(622)	1 Dangerous substances (Int.: explain if	1	2	3	4	TT
(623)	2 Accidents	1	2	3	4	TT
(624)	3 Noise and vibration	1	2	3	4	TT
(625)	4 Musculoskeletal disorders such as pain	1	2	3	4	TT
(626)	5 Work-related stress	1	2	3	4	TT
(627)	6 Violence or threat of violence	1	2	3	4	TT
(628)	7 Bullying or harassment, i.e. abuse,	1	2	3	4	TT

EB620.3 MM200 MODIFY

MM202 Several factors can contribute to stress, violence and harassment at work; they concern the TT

	[Read out]	Yes	No	DK/ NA	TT
(629)	1 Time pressure	1	2	3	TT
(630)	2 Poor communication between management and	1	2	3	TT
(631)	3 Poor co-operation amongst colleagues	1	2	3	TT
(632)	4 Lack of employee control in organising their work	1	2	3	TT
(633)	5 Job insecurity	1	2	3	TT
(634)	6 Having to deal with difficult customers, patients,	1	2	3	TT
(635)	7 Problems in supervisor – employee relationships	1	2	3	TT
(636)	8 Long or irregular working hours	1	2	3	TT
(637)	9 An unclear human resources policy	1	2	3	TT
(638)	10 Discrimination (for example due to gender, age or	1	2	3	TT

EB620.3 MM202 MODIFY

E. MANAGEMENT OF PSYCHOSOCIAL RISKS IN THE ESTABLISHMENT TT

ASK ALL RT

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 TT

No	2
DK/ NA (SPONTANEOUS)	3

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

	[Read out]	Major	Some	No	DK/ NA
(622)	1 Dangerous substances (Int.: explain if	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	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,	1	2	3	4

EB620.3 MM200 MODIFY

MM202 Several factors can contribute to stress, violence and harassment at work; they concern the

	[Read out]	Yes	No	DK/ NA
(629)	1 Time pressure	1	2	3
(630)	2 Poor communication between management and	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,	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,	1	2	3

EB620.3 MM202 MODIFY

E. MANAGEMENT OF PSYCHOSOCIAL RISKS IN THE ESTABLISHMENT

ASK ALL

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

Interviewer: Read out definition if necessary: Work-related stress is experienced when the

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

EB620.3 MM250 MODIFY

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 TT

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

EB620.3 MM251 MODIFY

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 TT

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

EB620.3 MM252

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

(668)		
Yes	1	RT
No	2	RT

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

EB620.3 MM250 MODIFY

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

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

EB620.3 MM251 MODIFY

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

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

EB620.3 MM252

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

	[Read out] ROTATE	Yes	No	DK/NA	
(662)	1 Changes to the way work is organised	1	2	3	
(663)	2 A redesign of the work area	1	2	3	
(664)	3 Confidential counseling for employees	1	2	3	
(665)	4 Set-up of a conflict resolution procedure	1	2	3	
(666)	5 Changes to working time arrangements	1	2	3	
(667)	6 Provision of training	1	2	3	

EB620.3 MM253 MODIFY

MM256 Does your establishment take action if individual employees work excessively long or irregular TT

(668)		
Yes	1	
No	2	

Long or irregular working hours are not an issue in our establishment	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 RT
	No	2 RT
	No answer (SPONTANEOUS)	3 TT

EB620.3 MM259 MODIFY

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

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
(672)	2 Requests from employees or their representatives	1	2	3	TT
(673)	3 High absenteeism rates	1	2	3	TT
(674)	4 A decline in productivity or in the quality of outputs	1	2	3	TT
(675)	5 Requirements from clients or concern about the	1	2	3	TT
(676)	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	TT
-------	---	----

	[Read out]	TT
(677)		
	Very effective	1 RT
	Quite effective	2 TT
	Quite ineffective	3 TT
	Very ineffective	4 TT
	No answer (SPONTANEOUS)	5 TT

EB620.3 MM263 MODIFY

Long or irregular working hours are not an issue in our establishment	3
No answer (SPONTANEOUS)	4

EB620.3 MM256 MODIFY

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

EB620.3 MM259 MODIFY

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

EB620.3 MM260 MODIFY

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

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
(672)	2 Requests from employees or their representatives	1	2	3	TT
(673)	3 High absenteeism rates	1	2	3	TT
(674)	4 A decline in productivity or in the quality of outputs	1	2	3	TT
(675)	5 Requirements from clients or concern about the	1	2	3	TT
(676)	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	TT
-------	---	----

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

EB620.3 MM263 MODIFY

ASK ALL RT

MM266	What about the role of employees: Have they been consulted regarding measures to deal with	TT
(678)		
Yes	1	RT
No	2	RT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM266 MODIFY

MM267	Are employees encouraged to participate actively in the implementation and evaluation of the	TT
(679)		
Yes	1	RT
No	2	RT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM267 MODIFY

F.BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT AND EXISTING SUPPORT TT

ASK ALL RT

MM300	Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is	TT
(700)		
More difficult	1	RT
Less difficult	2	TT
No difference	3	TT
No answer (SPONTANEOUS)	4	TT

EB620.3 MM300 MODIFY

ASK MM301 IF MM300 =1 TT

MM301	Considering the situation in your establishment: Do any of the following factors make dealing	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

MM266	What about the role of employees: Have they been consulted regarding measures to deal with	TT
(678)		
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM266 MODIFY

MM267	Are employees encouraged to participate actively in the implementation and evaluation of the	TT
(679)		
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM267 MODIFY

F.BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT AND EXISTING SUPPORT TT

ASK ALL

MM300	Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is	TT
(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	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				RT	ASK ALL							
MM302	Have you used information or support from external sources on how to deal with psychosocial			TT	MM302	Have you used information or support from external sources on how to deal with psychosocial						
	(707)					(707)						
	Yes	1	RT			Yes	1	RT				
	No	2	RT			No	2	RT				
	No answer (SPONTANEOUS)	3	TT			No answer (SPONTANEOUS)	3	TT				
EB620.3 MM302 MODIFY					EB620.3 MM302 MODIFY							
ASK MM303a IF MM302 = 1				TT	ASK MM303a IF MM302 = 1							
MM303a	Would you need any additional information or support on this issue?			TT	MM303a	Would you need any additional information or support on this issue?						
	(708)					(708)						
	Yes	1	RT			Yes	1	RT				
	No	2	RT			No	2	RT				
	No answer (SPONTANEOUS)	3	TT			No answer (SPONTANEOUS)	3	TT				
EB620.3 MM303a					EB620.3 MM303a							
ASK MM303b IF MM302 = 2 or 3				TT	ASK MM303b IF MM302 = 2 or 3							
MM303b	Would information of this type be helpful for your establishment?			TT	MM303b	Would information of this type be helpful for your establishment?						
	(709)					(709)						
	Yes	1	RT			Yes	1	RT				
	No	2	RT			No	2	RT				
	No answer (SPONTANEOUS)	3	TT			No answer (SPONTANEOUS)	3	TT				
EB620.3 MM303b MODIFY					EB620.3 MM303b MODIFY							
ASK MM304 IF MM303a = 1 or MM303b = 1				TT	ASK MM304 IF MM303a = 1 or MM303b = 1							
MM304	In which of the following areas would this information or support be useful?			TT	MM304	In which of the following areas would this information or support be useful?						
	[Read out]	Yes	No	DK/NA	TT		[Read out]	Yes	No	DK/NA		
(710)	1	On how to deal with specific issues such as	1	2	3	TT	(710)	1	On how to deal with specific issues such as	1	2	3
(711)	2	On how to include psychosocial risks in risk	1	2	3	TT	(711)	2	On how to include psychosocial risks in risk	1	2	3
(712)	3	On how to design and implement preventive	1	2	3	TT	(712)	3	On how to design and implement preventive	1	2	3
EB620.4 MM304 NEW					EB620.4 MM304 NEW							
G. FORMAL EMPLOYEE REPRESENTATION IN OSH ISSUES				TT	G. FORMAL EMPLOYEE REPRESENTATION IN OSH ISSUES							
ASK ALL EXCEPT IN CY, MT, SE				TT	ASK ALL EXCEPT IN CY, MT, SE							
MM350	Do you have a {works council}* in this establishment?			NTL	MM350							



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

EB620.3 MM350

ASK ALL EXCEPT IN AT, DE, LU TT

MM351 And is there a {shopfloor trade union representation}\* in your establishment? TT

	(734)	
Yes	1	RT
No	2	RT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM351

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

MM353 In your discussions with the employee representation, are safety and health issues: Very TT

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

EB620.3 MM353 MODIFY

MM354 How often do controversies related to safety and health arise between management and the TT

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

EB620.3 MM354 MODIFY

ASK MM355 TO ALL EXCEPT IN CH, NL TT

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

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

EB620.3 MM355 MODIFY

	(733)	
	1	
	2	
	3	

EB620.3 MM350

ASK ALL EXCEPT IN AT, DE, LU

MM351 And is there a recognised union representative in your establishment?

	(734)	
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM351

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

MM353 In your discussions with the employee representation, are safety and health issues: Very

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

EB620.3 MM353 MODIFY

MM354 How often do controversies related to safety and health arise between management and the

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

EB620.3 MM354 MODIFY

ASK MM355 TO ALL EXCEPT IN CH, NL

MM355 Does your establishment have internal health and safety representatives?

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

EB620.3 MM355 MODIFY

ASK MM355NL ONLY in NL AND IF MM350=1 TT

MM355N L	Is there a member of the (health and safety representative)* in this establishment?	NTL
(738)		
Yes	1	NTL
No	2	NTL
No answer (SPONTANEOUS)	3	NTL

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?	TT
(739)		
Yes	1	RT
No	2	RT
No answer (SPONTANEOUS)	3	TT

EB620.3 MM358

H. BACKGROUND INFORMATION ON THE ESTABLISHMENT TT

ASK ALL RT

For the analysis of the data, it is very important to have some more background information TT

MM400	About what proportion of your employees is female?	TT
[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code (760-762)]		
		RT

EB620.3 MM400

ASK MM400X IF MM400=998, 999 TT

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

ASK MM355NL ONLY in NL AND IF MM350=1

MM355N L		NTL
(738)		
	1	
	2	
	3	

EB620.4 MM355NL NEW

ASK MM358 TO ALL EXCEPT IN LU AND SI

MM358	Is there a health and safety committee in your establishment?	TT
(739)		
Yes	1	
No	2	
No answer (SPONTANEOUS)	3	

EB620.3 MM358

H. BACKGROUND INFORMATION ON THE ESTABLISHMENT

ASK ALL

For the analysis of the data, it is very important to have some more background information

MM400	About what proportion of your employees is female?	TT
[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code (760-762)]		
		RT

EB620.3 MM400

ASK MM400X IF MM400=998, 999

MM400x	Could you please give me a rough estimate by means of the following categories:	TT
[Read out]		
(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	TT
All	7	TT
No answer (SPONTANEOUS)	8	TT

EB620.3 MM400x MODIFY

ASK ALL RT

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 (764-766) TT

% RT

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 RT

MM402 How would you rate the level of absenteeism in your establishment compared with other 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

80% to less than 100%	6	
All	7	
No answer (SPONTANEOUS)	8	

EB620.3 MM400x MODIFY

ASK ALL

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

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code (764-766)

%

EB620.3 MM401 MODIFY

ASK MM401X IF MM401=998, 999

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

[Read out]

(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

MM402 How would you rate the level of absenteeism in your establishment compared with other

[Tick what applies]

(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

[Tick what applies]

	(769)	
Very good	1	RT
Quite good	2	TT
Neither good nor bad	3	RT
Quite bad	4	TT
Very bad	5	RT
No answer (SPONTANEOUS)	6	TT

EB620.3 MM403 MODIFY

MM405 Approximately what proportion of your employees holds a nationality other than

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code

(770-772) %

EB620.3 MM405 MODIFY

ASK MM405X IF MM405=998, 999

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

[Read out]

	(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

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

MM500 For our research project it is very important to also have the view of the employee

[Do not read out - Tick what applies]

(794)

MM403 How would you rate the current economic situation of this establishment? Is it very good, quite

[Tick what applies]

	(769)	
Very good	1	
Quite good	2	
Neither good nor bad	3	
Quite bad	4	
Very bad	5	
No answer (SPONTANEOUS)	6	

EB620.3 MM403 MODIFY

MM405 Approximately what proportion of your employees holds a nationality other than

[If "None" please code '000' - If "No answer" please code '999' - If "Don't know" please code

(770-772) %

EB620.3 MM405 MODIFY

ASK MM405X IF MM405=998, 999

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

[Read out]

	(773)	
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 MM405x MODIFY

J. CONTACT FOR ER INTERVIEW

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

MM500

(794)

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

EB620.3 MM500 MODIFY

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

MM501 For our research project it is very important to also have the view of the employee TT

[Do not read out - Tick what applies] TT

	(795)	
Yes	1	RT
No	2	RT
Refused (SPONTANEOUS)	3	TT

EB620.3 MM501 MODIFY

ASK MM502 IF MM501=1 TT

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

[Do not read out - Tick what applies] TT

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

EB620.3 MM502 MODIFY

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

MM503a In this case I would like to talk to the (health and safety representative)\* in your (Health and TT

[Do not read out - Tick what applies] - If there is more than one employee representative in TT

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

EB620.3 MM503a MODIFY

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

	1
	2
	3
The respondent is this person	4

EB620.3 MM500 MODIFY

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

[Do not read out - Tick what applies]

	(795)
Yes	1
No	2
Refused (SPONTANEOUS)	3

EB620.3 MM501 MODIFY

ASK MM502 IF MM501=1

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

[Do not read out - Tick what applies]

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

EB620.3 MM502 MODIFY

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

MM503a In this case I would like to talk to the health and safety representative in your Health and

[Do not read out - Tick what applies] - If there is more than one employee representative in

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

EB620.3 MM503a MODIFY

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

<b>MM503d</b>	In this case I would like to talk to the member of the {works council}* responsible for health	NTL	<b>MM503d</b>		
[Do not read out - Tick what applies] - If there is more than one employee representative in			[Do not read out - Tick what applies] - If there is more than one representative in this function:		
(798)			(798)		
Information (name and/ or telephone number) is given (SPONTANEOUS)	1	NTL	Information (name and/ or telephone number) is given (SPONTANEOUS)	1	
Don't know, but OK to interview employee representative	2	NTL	Don't know, but OK to interview employee representative	2	
Refused (SPONTANEOUS)	3	NTL	Refused (SPONTANEOUS)	3	
The respondent is this person	4	NTL	The respondent is this person	4	
EB620.3 MM503d MODIFY			EB620.3 MM503d MODIFY		
ASK MM504 IF (MM355=1 AND MM358=2,3) - DO NOT ASK MM504 IN CH			ASK MM504 IF (MM355=1 AND MM358=2,3) - DO NOT ASK MM504 IN CH		
<b>MM504</b>	For our research project it is very important to also have the view of the employee	TT	<b>MM504</b>	For our research project it is very important to also have the view of the employee	
[Do not read out - Tick what applies] - If there is more than one representative in this function:			[Do not read out - Tick what applies] - If there is more than one representative in this function:		
(799)			(799)		
Information (name and/ or telephone number) is given (SPONTANEOUS)	1	TT	Information (name and/ or telephone number) is given (SPONTANEOUS)	1	
Don't know, but OK to interview employee representative	2	TT	Don't know, but OK to interview employee representative	2	
Refused (SPONTANEOUS)	3	TT	Refused (SPONTANEOUS)	3	
The respondent is this person	4	TT	The respondent is this person	4	
EB620.3 MM504 MODIFY			EB620.3 MM504 MODIFY		
ASK MM506 If any of MM500, MM502, MM503a/d, MM504 = 3			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			[Try to motivate the respondent to agree in an interview with the employee representation and		
<b>MM506</b>	For this project it is very important to get the views of both sides, management and employee	TT	<b>MM506</b>	For this project it is very important to get the views of both sides, management and employee	
[Tick what applies]			[Tick what applies]		
(800)			(800)		
Respondent agrees	1	TT	Respondent agrees	1	
Respondent maintains refusal	2	TT	Respondent maintains refusal	2	
Respondent agrees to ER interview, but can't give address details of the ER	3	TT	Respondent agrees to ER interview, but can't give address details of the ER	3	
The respondent is this person	4	TT	The respondent is this person	4	
EB620.3 MM506 MODIFY			EB620.3 MM506 MODIFY		
ASK MM507 If any of (MM500, MM502, MM503a/d MM504 or MM506 = 1)			ASK MM507 If any of (MM500, MM502, MM503a/d MM504 or MM506 = 1)		
<b>MM507H</b>	Please choose the correct option	TT	<b>MM507H</b>	Please choose the correct option	
[Tick what applies]			[Tick what applies]		
(801)			(801)		
Mrs	1	TT	Mrs	1	
Mr	2	TT	Mr	2	

EB620.3 MM507H MODIFY

MM507N Full name of the person TT

[Do not ask - Write down] TT

1 40 (802,803-842)

--

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 RT

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

EB620.3 MM507H MODIFY

MM507N Full name of the person

[Do not ask - Write down]

1 40 (802,803-842)

--

EB620.3 MM507N

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

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

1 20 (843,844-863)

--

EB620.3 MM507T

ASK ALL

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

[Tick what applies]

	(864)	
Yes, agrees	1	
No, does not agree	2	





2. ER	TT
A. CONTACT PHASE ER	TT
survey_ER Survey Number	TT
[Do not ask - Please code 5395] (921-924) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
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] (925-926) <input type="text"/> <input type="text"/>	
EB620.3 country_ER	
Intnum_ER Interview number	RT
(927-932) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.4 Intnum_ER NEW	
date_ER Date of ER interview	TT
[Do not ask] (933-934)                      (935-936) <input type="text"/> <input type="text"/> day <input type="text"/> <input type="text"/> month                      TT	
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] (937-944) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.3 idnum_ER	

2. ER	
A. CONTACT PHASE ER	
survey_ER Survey Number	
[Do not ask - Please code 5395] (921-924) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.3 survey_ER	
country_ER Country Code	
[Do not ask - Please use the code allowed to your country in the instructions using 2 digits] (925-926) <input type="text"/> <input type="text"/>	
EB620.3 country_ER	
Intnum_ER Interview number	
(927-932) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
EB620.4 Intnum_ER NEW	
date_ER Date of ER interview	
[Do not ask] (933-934)                      (935-936) <input type="text"/> <input type="text"/> day <input type="text"/> <input type="text"/> month	
EB620.3 date_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] (937-944) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
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		TT
---	--	----

(946-951)						
<table><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						

EB620.3 nace_ER
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region_ER	Code for region	TT
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[Do not ask - Please send us your codebook]		TT
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(952-953)		
<table><tr><td></td><td></td></tr></table>		

EB620.3 region_ER
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Information on the type of the ER respondent identified at the end of the MM interview is	TT
---	----

ER_RES_P_ER	ER_RESP	TT
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[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

int_typ_ER	Type of interview	
------------	-------------------	--

[Do not ask]		
--------------	--	--

	(945)	
MM	1	
ER	2	

EB620.3 int_typ_ER
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nace_ER	NACE-Code from sampling source	
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[Do not ask - The sector of activity will not be asked in the interview, but will be added from		
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(946-951)						
<table><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						

EB620.3 nace_ER
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region_ER	Code for region	
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[Do not ask - Please send us your codebook]		
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(952-953)		
<table><tr><td></td><td></td></tr></table>		

EB620.3 region_ER
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Information on the type of the ER respondent identified at the end of the MM interview is	
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ER_RES_P_ER	ER_RESP	
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[Do not ask - To be coded by the DP]		
--------------------------------------	--	--

	(954-968)	
ER_Resp_2_ER	2,	
ER_Resp_3_ER	3,	
ER_Resp_8_ER	8,	

ER_Resp_14_ER	14,	TT
ER_Resp_15_ER	15,	TT

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	TT
------------	--	----

[Tick what applies]

	(969)	
ER_info_1 (address details are given) : If any of MM500, MM502,	1	TT
ER_info_2 (interview can be carried out, but address details have to be	2	TT

EB620.3 ER\_INFO\_ER MODIFY

txt_ER001b	Substitution strings for the ER001b	TT
------------	-------------------------------------	----

[Do not ask]

	(970-971)	
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	1	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	2	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	3	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	4	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	5	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	6	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	7	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	8	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	9	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	10	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	11	TT
b) Good morning / afternoon, my name is ... from <INSTITUTE> in	12	TT

EB620.3 txt\_ER001b MODIFY

txt_ER003	Substitution strings for the ER003	TT
-----------	------------------------------------	----

[Do not ask]

	(972-973)	
I would like to talk to the <txt_ER003_ER_resp_01> in your establishment.	1	TT
I would like to talk to the <txt_ER003_ER_resp_02> in your establishment.	2	TT
I would like to talk to the <txt_ER003_ER_resp_03> in your establishment.	3	TT
I would like to talk to the <txt_ER003_ER_resp_04> in your establishment.	4	TT
I would like to talk to the <txt_ER003_ER_resp_05> in your establishment.	5	TT
I would like to talk to the <txt_ER003_ER_resp_06> in your establishment.	6	TT
I would like to talk to the <txt_ER003_ER_resp_07> in your establishment.	7	TT


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	TT
------------	--	----

[Tick what applies]

	(969)	
ER_info_1 (address details are given) : If any of MM500, MM502,	1	
ER_info_2 (interview can be carried out, but address details have to be	2	

EB620.3 ER\_INFO\_ER MODIFY

txt_ER001b	Substitution strings for the ER001b	
------------	-------------------------------------	--

[Do not ask]

	(970-971)	
b) Good morning / afternoon, my name is ... from MISCO International in	2	
b) Good morning / afternoon, my name is ... from MISCO International in	3	
b) Good morning / afternoon, my name is ... from MISCO International in	8	

EB620.3 txt\_ER001b MODIFY

txt_ER003	Substitution strings for the ER003	
-----------	------------------------------------	--

[Do not ask]

	(972-973)	
I would like to talk to the spokesperson of the employees side within the	2	
I would like to talk to a Health and Safety representative within the Health	3	

I would like to talk to the <txt_ER003_ER_resp_08> in your establishment.	8	TT
I would like to talk to the <txt_ER003_ER_resp_09> in your	9	TT
I would like to talk to the <txt_ER003_ER_resp_10> in your establishment.	10	TT
I would like to talk to the <txt_ER003_ER_resp_11> in your	11	TT
I would like to talk to the <txt_ER003_ER_resp_12> in your	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 TT

ER001a a) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are TT

[Tick what applies] TT

	(974)	
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 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 TT

ER001b <txt\_ER001b> TT

[Tick what applies] TT

	(975)	
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 TT

ER002 Interviewer has been put through to another person TT

[Tick what applies] TT

	(976)	
Telephone is answered by a new respondent	1	TT

I would like to talk to the Health and Safety Representative in your	8	

EB620.3 txt\_ER003 MODIFY

ASK ER001a IF ER\_INFO=1

Interviewer: Add if necessary: - 1) We have interviewed the manager responsible for

ER001a a) Good morning / afternoon, my name is ... from <INSTITUTE> in <LOCATION>. We are

[Tick what applies]

	(974)	
The respondent is this person	1	
Respondent tries to put through to another person	2	
Refused	3	

EB620.3 ER001a MODIFY

ASK ER001b IF ER\_INFO=2

Interviewer: If more than one person eligible: Ask for the person representing the largest

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

If there is more than one employee representative in this function: We would like to talk to the

ER001b <txt\_ER001b>

[Tick what applies]

	(975)	
The respondent is this person	1	
Respondent tries to put through to another person	2	
Refused	3	

EB620.3 ER001b MODIFY

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

ER002 Interviewer has been put through to another person

[Tick what applies]

	(976)	
Telephone is answered by a new respondent	1	

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 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 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)

Line busy / not answered	2	
Back to original person or switchboard	3	

EB620.3 ER002

IF ER002=1 THEN START WITH ER001 AGAIN - IF ER002=2 THEN STOP INTERVIEW

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

If there is more than one employee representative in this function: We would like to talk to the

ER003Q <txt\_ER003>

[Tick what applies]

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

EB620.3 ER003Q MODIFY

IF ER003Q=3 THEN STOP INTERVIEW

ER003H Please choose the correct option

[Do not ask - Tick what applies]

	(978)	
Mrs	1	
Mr	2	

EB620.3 ER003H MODIFY

ER003N Full name of the person asked in ER003

[Do not ask - Write down]

1 40 (979,980-1019)

EB620.3 ER003N

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)

--

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' 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 RT

ER102 Is there a permanent committee or working group consisting of members of the management TT

(1069)

Yes 1 RT

No 2 RT

DK/ NA (SPONTANEOUS) 3 TT

EB620.3 ER102 MODIFY

ASK ALL RT

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

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

1 20 (1020,1021-1040)

--

EB620.3 ER003T

ASK ER004 IF ER003Q=1,2

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

[Please code 'ddmm' and then 'hhmm' - If "No answer" or "Don't know" please code '0000'

(1041-1044) (1045-1048)

Date Hour

EB620.3 ER004

Thank you for your help. Good bye.

B. THE ROLE OF ER IN OSH MANAGEMENT

ASK ALL

ER102 Is there a permanent committee or working group consisting of members of the management

(1069)

Yes 1

No 2

DK/ NA (SPONTANEOUS) 3

EB620.3 ER102 MODIFY

ASK ER103 IF ER102=1

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

EB620.3 ER103b MODIFY

ER107 How often do controversies related to safety and health arise between the management and TT		
(1071)		
Often	1	RT
Sometimes	2	RT
Practically never	3	TT
DK/ NA (SPONTANEOUS)	4	TT

EB620.3 ER107 MODIFY

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

ASK ALL RT

ER150 Do you as the employee representative for safety and health usually get sufficient time off TT		
(1092)		
Yes	1	RT
No	2	RT
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 TT				
--	--	--	--	--

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

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

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

EB620.3 ER103b MODIFY

ER107 How often do controversies related to safety and health arise between the management and TT		
(1071)		
Often	1	
Sometimes	2	
Practically never	3	
DK/ NA (SPONTANEOUS)	4	

EB620.3 ER107 MODIFY

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

ASK ALL

ER150 Do you as the employee representative for safety and health usually get sufficient time off TT		
(1092)		
Yes	1	
No	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 ER150 MODIFY

ER153 In contacting employees for issues related to safety and health: Do you face any of the TT				
--	--	--	--	--

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

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

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	RT
No	2	RT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER155 MODIFY

ASK ALL RT

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

	[Read out]	Yes	No	DK/NA	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 TT

	[Read out]	Yes	No	DK/NA	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,	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]	(1109)	
Training is sufficient	1	TT

EB620.3 ER154

ASK MM155 IF MM154=1

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

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

EB620.3 ER155 MODIFY

ASK ALL

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

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

EB620.3 ER156 MODIFY

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

	[Read out]	Yes	No	DK/NA	
(1102)	1	Fire safety	1	2	3
(1103)	2	Prevention of accidents	1	2	3
(1104)	3	Chemical, biological, radiation or dust hazards	1	2	3
(1105)	4	Ergonomics	1	2	3
(1106)	5	Violence, bullying or harassment	1	2	3
(1107)	6	Work-related stress	1	2	3
(1108)	7	Discrimination (for example due to age, gender,	1	2	3

EB620.3 ER159 MODIFY

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

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

[Read out]	(1109)	
Training is sufficient	1	



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	TT
(1110)	1 Fire safety	1	2	3	TT
(1111)	2 Prevention of accidents	1	2	3	TT
(1112)	3 Chemical or biological, radiation 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,	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	TT
(1117)	1 Fire safety	1	2	3	TT
(1118)	2 Prevention of accidents	1	2	3	TT
(1119)	3 Chemical or biological, radiation or dust hazards	1	2	3	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,	1	2	3	TT

EB620.3 ER161b MODIFY

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

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

	[Read out]	Yes	No	DK/NA	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	1	2	3	TT
(1127)	4 Difficulties to get the financial resources for the	1	2	3	TT

More training would be desirable	2
DK/ NA (SPONTANEOUS)	3

EB620.3 ER160 MODIFY

ASK ER161a IF ER160=2

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

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

EB620.3 ER161a MODIFY

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

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

	[Read out]	Yes	No	DK/NA
(1117)	1 Fire safety	1	2	3
(1118)	2 Prevention of accidents	1	2	3
(1119)	3 Chemical or biological, radiation or dust hazards	1	2	3
(1120)	4 Ergonomics	1	2	3
(1121)	5 Violence, bullying or harassment	1	2	3
(1122)	6 Work-related stress	1	2	3
(1123)	7 Discrimination (for example due to age, gender,	1	2	3

EB620.3 ER161b MODIFY

ASK ER162 IF ER160=2 OR IF NONE OF ER159\_01 TO ER159\_07=1

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

	[Read out]	Yes	No	DK/NA
(1124)	1 Difficulties to get time off for such training	1	2	3
(1125)	2 Lack of information about available courses	1	2	3
(1126)	3 Available courses are not appropriate for our	1	2	3
(1127)	4 Difficulties to get the financial resources for the	1	2	3

EB620.3 ER162 MODIFY

D. GENERAL HEALTH AND SAFETY MANAGEMENT TT

ASK ALL RT

ER200 Is there a documented policy, established management system or action plan on health and

(1148)

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

EB620.3 ER200 MODIFY

ASK ER202 IF ER200=1 TT

ER202 In practice, how much of an impact does this policy, management system or action plan have TT

[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 TT

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

(1150)	1	Our management does not see the benefit of such a	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	1	2	3	TT
--------	---	--	---	---	---	----

EB620.3 ER203 MODIFY

ASK ALL RT

ER205 Are employees in this establishment regularly informed about safety and health at the

(1153)

Yes	1	RT
No	2	RT
DK/ NA (SPONTANEOUS)	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

(1148)

Yes	1
No	2
DK/ NA (SPONTANEOUS)	3

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

[Read out]

(1149)

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

EB620.3 ER202 MODIFY

ASK ER203 IF ER200=2

ER203 Are there any particular reasons for not having developed such a policy, management system

	[Read out] - Items to be randomised	Yes	No	DK/NA
--	-------------------------------------	-----	----	-------

(1150)	1	Our management does not see the benefit of such a	1	2	3
--------	---	---	---	---	---

(1151)	2	The expertise to develop these is not available	1	2	3
--------	---	---	---	---	---

(1152)	3	In view of our health and safety risks this is not	1	2	3
--------	---	--	---	---	---

EB620.3 ER203 MODIFY

ASK ALL

ER205 Are employees in this establishment regularly informed about safety and health at the

(1153)

Yes	1
No	2
DK/ NA (SPONTANEOUS)	3

EB620.3 ER205 MODIFY

ER207	Are workplaces in the establishment regularly checked for safety and health as part of a risk	TT
	(1154)	
	Yes	1 RT
	No	2 RT
	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	TT
	(1155)	
	Yes	1 RT
	No	2 RT
	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-	TT
	(1156)	
	Yes	1 RT
	No	2 RT
	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	TT
	[Read out]	TT
	(1157)	
	Yes	1 RT
	No	2 RT
	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	TT
	[Read out - Items to be randomised]	Yes No DK/NA TT

EB620.3 ER205 MODIFY

ER207	Are workplaces in the establishment regularly checked for safety and health as part of a risk	TT
	(1154)	
	Yes	1
	No	2
	DK/ NA (SPONTANEOUS)	3

EB620.3 ER207 MODIFY

ASK ER209 AND ER210 IF ER207=1

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

EB620.3 ER209 MODIFY

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

EB620.3 ER210 MODIFY

ASK ER211 IF ER210=1 or 3

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

EB620.3 ER211 MODIFY

ASK ER213 IF ER207=2

ER213	Are there any particular reasons why these checks are not regularly carried out? Please tell	TT
	[Read out - Items to be randomised]	Yes No DK/NA

(1158)	1	The necessary expertise is lacking	1	2	3	TT
(1159)	2	Risk assessments are regarded as too time	1	2	3	TT
(1160)	3	The legal obligations on risk assessment are too	1	2	3	TT
(1161)	4	It is not necessary because we do not have any	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 TT

[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 TT

[Read out]	Agree	Neither	Disagree	DK/NA	TT
------------	-------	---------	----------	-------	----

(1163)	1	Health and safety is an integral part of	1	2	3	4	TT
(1164)	2	Our management is open to the	1	2	3	4	TT
(1165)	3	Our management gives proper	1	2	3	4	TT

EB620.3 ER215 MODIFY

E. OCCUPATIONAL HEALTH AND SAFETY AND PSYCHOSOCIAL RISKS

ASK ALL

ER250 For each of the following issues, please tell me whether it is of major concern, some concern TT

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

(1186)	1	Dangerous substances (Int. hint: e.g.	1	2	3	4	TT
(1187)	2	Accidents	1	2	3	4	TT
(1188)	3	Noise and vibration	1	2	3	4	TT
(1189)	4	Musculoskeletal disorders such as pain	1	2	3	4	TT
(1190)	5	Work-related stress	1	2	3	4	TT
(1191)	6	Violence or threat of violence	1	2	3	4	TT
(1192)	7	Bullying or harassment, i.e. abuse,	1	2	3	4	TT

(1158)	1	The necessary expertise is lacking	1	2	3	
(1159)	2	Risk assessments are regarded as too time	1	2	3	
(1160)	3	The legal obligations on risk assessment are too	1	2	3	
(1161)	4	It is not necessary because we do not have any	1	2	3	

EB620.3 ER213 MODIFY

ASK ALL

ER214 Overall, how would you rate the degree of involvement of the line managers and supervisors

[Read out]

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

EB620.3 ER214 MODIFY

ER215 Please tell me for each of the following statements whether you agree, neither agree nor

[Read out]	Agree	Neither	Disagree	DK/NA
------------	-------	---------	----------	-------

(1163)	1	Health and safety is an integral part of	1	2	3	4	
(1164)	2	Our management is open to the	1	2	3	4	
(1165)	3	Our management gives proper	1	2	3	4	

EB620.3 ER215 MODIFY

E. OCCUPATIONAL HEALTH AND SAFETY AND PSYCHOSOCIAL RISKS

ASK ALL

ER250 For each of the following issues, please tell me whether it is of major concern, some concern

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

(1186)	1	Dangerous substances (Int. hint: e.g.	1	2	3	4	
(1187)	2	Accidents	1	2	3	4	
(1188)	3	Noise and vibration	1	2	3	4	
(1189)	4	Musculoskeletal disorders such as pain	1	2	3	4	
(1190)	5	Work-related stress	1	2	3	4	
(1191)	6	Violence or threat of violence	1	2	3	4	
(1192)	7	Bullying or harassment, i.e. abuse,	1	2	3	4	

## EB620.3 ER250 MODIFY

ER252 Several factors can contribute to stress, violence and harassment at work; they concern the TT

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

## EB620.3 ER252 MODIFY

## F. PSYCHOSOCIAL RISK MANAGEMENT TT

ASK ALL RT

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

	[Read out - : Items ER300_01 to ER300_06 to be	Yes	No	DK/NA	TT
(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 TT

	[Read out]	Very	Quite	Quite	Very	DK/NA	TT
(1229)	1 (ONLY IF ER300_01=1)	1	2	3	4	5	TT
(1230)	2 (ONLY IF ER300_02=1) A	1	2	3	4	5	TT
(1231)	3 (ONLY IF ER300_03=1)	1	2	3	4	5	TT
(1232)	4 (ONLY IF ER300_04=1) Set-	1	2	3	4	5	TT
(1233)	5 (ONLY IF ER300_05=1)	1	2	3	4	5	TT
(1234)	6 (ONLY IF ER300_06=1)	1	2	3	4	5	TT

## EB620.3 ER250 MODIFY

ER252 Several factors can contribute to stress, violence and harassment at work; they concern the

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

## EB620.3 ER252 MODIFY

## F. PSYCHOSOCIAL RISK MANAGEMENT

ASK ALL

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

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

## EB620.3 ER300 MODIFY

ER301 Please tell me for each of the measures you named whether it has been very effective, quite

	[Read out]	Very	Quite	Quite	Very	DK/NA
(1229)	1 (ONLY IF ER300_01=1)	1	2	3	4	5
(1230)	2 (ONLY IF ER300_02=1) A	1	2	3	4	5
(1231)	3 (ONLY IF ER300_03=1)	1	2	3	4	5
(1232)	4 (ONLY IF ER300_04=1) Set-	1	2	3	4	5
(1233)	5 (ONLY IF ER300_05=1)	1	2	3	4	5
(1234)	6 (ONLY IF ER300_06=1)	1	2	3	4	5

EB620.3 ER301 MODIFY

ASK ALL RT

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

	(1235)	
Yes	1	RT
No	2	RT
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 TT

Interviewer: Read out definition if necessary: Work-related stress is experienced when the TT

	(1236)	
Yes	1	RT
No	2	RT
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 TT

	(1237)	
Yes	1	RT
No	2	RT
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 TT

Interviewer: Read out definition if necessary: Work-related violence occurs when one or more TT

	(1238)	
Yes	1	RT
No	2	RT
DK/ NA (SPONTANEOUS)	3	TT

EB620.3 ER310 MODIFY

G. DRIVERS AND BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT TT

ASK ALL RT

EB620.3 ER301 MODIFY

ASK ALL

ER303 Does your establishment inform the employees about psychosocial risks and their effect on

	(1235)	
Yes	1	
No	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 ER303 MODIFY

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

Interviewer: Read out definition if necessary: Work-related stress is experienced when the

	(1236)	
Yes	1	
No	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 ER308 MODIFY

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

Interviewer: Read out definition if necessary: Bullying or harassment occurs when one or more

	(1237)	
Yes	1	
No	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 ER309 MODIFY

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

Interviewer: Read out definition if necessary: Work-related violence occurs when one or more

	(1238)	
Yes	1	
No	2	
DK/ NA (SPONTANEOUS)	3	

EB620.3 ER310 MODIFY

G. DRIVERS AND BARRIERS FOR PSYCHOSOCIAL RISK MANAGEMENT

ASK ALL

ER400	Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is	TT
	(1259)	
	More difficult	1 RT
	Less difficult	2 TT
	No difference	3 TT
	DK/ NA (SPONTANEOUS)	4 TT
	EB620.3 ER400 MODIFY	
ER402	How willing is your management to introduce measures for tackling psychosocial risks? Is it	TT
	(1260)	
	Very willing	1 TT
	Quite willing	2 TT
	Quite unwilling	3 TT
	Very unwilling	4 TT
	DK/ NA (SPONTANEOUS)	5 TT
	EB620.3 ER402 MODIFY	
ER403	Do you consider the measures your establishment has taken for managing psychosocial risks	TT
	(1261)	
	Yes	1 RT
	No	2 RT
	DK/ NA (SPONTANEOUS)	3 TT
	EB620.3 ER403	
	Thank you very much for your cooperation	TT
	END OF THE INTERVIEW	TT

ER400	Compared to other safety and health issues: Is it more difficult to tackle psychosocial risks, is	TT
	(1259)	
	More difficult	1
	Less difficult	2
	No difference	3
	DK/ NA (SPONTANEOUS)	4
	EB620.3 ER400 MODIFY	
ER402	How willing is your management to introduce measures for tackling psychosocial risks? Is it	TT
	(1260)	
	Very willing	1
	Quite willing	2
	Quite unwilling	3
	Very unwilling	4
	DK/ NA (SPONTANEOUS)	5
	EB620.3 ER402 MODIFY	
ER403	Do you consider the measures your establishment has taken for managing psychosocial risks	TT
	(1261)	
	Yes	1
	No	2
	DK/ NA (SPONTANEOUS)	3
	EB620.3 ER403	
	Thank you very much for your cooperation	
	END OF THE INTERVIEW	