

2nd European Survey of Enterprises on New and Emerging Risks

ESENER-2

Final Master Questionnaire

Master Version for the

Main Survey

Country: United Kingdom

Language version: English2

June 2014

Basic structure of the questionnaire

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PLEASE NOTE:

Questions which are to be read out are printed in **bold face**.

All answers that must not actively be read out are marked with two fences: ##. These items are to be offered only if it becomes clear that the respondent's answer would not fit well into the answer options that are provided.

If multiple answers are allowed, answer items are lead by numbers: _01), _02), _03) etc. otherwise only one single answer is to be given.

Instructions to the interviewers are printed in boxes and italics.

Instructions to the programmers are printed in italics.

Not all questions have to be answered by each respondent. Filters are set out before the questions (entry filters). They are in [red font and square brackets]. If there is no filter the question which immediately follows is to be asked.

Hints for the programmer and filtering instructions were not translated into national languages because the questionnaire was programmed centrally. The chapter headings were also not translated because they were not part of the programmed script, but are introduced on this paper version for an easier orientation.

ESENER-2 Master Questionnaire

A. Contact phase

[To all respondents in first contact (with the telephone number indicated in the address register)]

Q001

Good morning / afternoon. My name is ... from <TNS-BMRB> in <Hull>. We are conducting the European survey on health and safety. For our interview I would like to speak with the person who knows best about health and safety in this establishment.

[If number of employees < 50 (all sectors)]

Often this person is the managing director or site manager.

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

Often this person is the technical director or personnel manager.

[If number of employees ≥ 50 and NACE 2-digit = 45 thru 96]

Often this person is the personnel manager.

Interviewer: Stress as necessary:

- *The survey is conducted on behalf of the Health and Safety Executive and the European Agency for Safety and Health at Work. The Agency is an autonomous body of the European Union that provides information to improve health and safety at work.*
- *The questions are about health and safety policies and practices in your establishment.*
- *Good health and safety at work is an important issue and is a key factor in the success of the European economy. Participation in the survey will provide important information about how health and safety is organised and managed at the workplace which will enable us to identify areas where better support to workplaces on health and safety is needed. This contributes to improving safety measures and health protection of employees.*
- *Results will be used to support workplaces and to improve legislation.*
- *Details are available online at the esener.eu website. First results will be published there at the beginning of 2015.*

The respondent is this person

(1) go to Q004a

Appointment for later call

(2) take up time for recall**

Respondent puts through to another person

(3) go to Q003

Respondent names another person to call

(4) take up name & tel.**

Refused

(5) END1

motivation letter

(9) take up Email

** then go to END2

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[If second interview within a multi-site organisation in a screening country]

Q002

Good morning/afternoon. My name is ... from <TNS-BMRB> in <Hull>. We are conducting the second European survey on health and safety at work, the results of which will enable the identification of areas where better support to workplaces on health and safety is needed. We have already conducted an interview with your head office and would like to speak with someone in your local branch regarding the same subject. Are you the person who is responsible for health and safety at this establishment?

Interviewer: (add if being asked about the first interview): The first interview was conducted with the person responsible for health and safety at the head office of this company or organisation.

- | | |
|---|-----------------------------|
| Respondent is this person | (1) go to Q004b |
| Respondent puts through to another person | (2) go to Q002 again |
| Respondent names another person to call | (3) take up name & tel.** |
| Refused | (4) END1 |
| motivation letter | (9) take up Email |

*** then go to END2*

[If new contact with a person named in previous call(s)]

Q003

Good morning/afternoon. My name is ... from <TNS-BMRB> in <Hull>. We are conducting the second European survey on health and safety at work. For this interview I would like to speak with the person who knows best about health and safety in this establishment. Are you this person?

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

*** then go to END2*

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[If Q001 or Q003 = 1]

Q004a

The survey is being carried out in cooperation with the European Agency for Safety and Health at Work and TNS Infratest in Munich. In the United Kingdom the survey is co-sponsored by the Health and Safety Executive. Participation is of course voluntary.

Interviewer: Your workplace has been selected at random to represent workplaces within your industry sector. To obtain representative results, however, it is important that as many of the selected establishments as possible take part.

All data will be treated as totally confidential and the results will be totally anonymous. Would you be so kind as to participate in this interview?

- | | | |
|--|-------|---------------------------|
| OK to conduct interview right now | (1) | go to FILT050 |
| Appointment for a later call | (2) | take up time for recall** |
| Refused because health and safety is managed at the headquarters of the organisation, not at the local level | (3) | go to Q005 |
| Refused because health and safety services are outsourced to a service provider | (4) | go to Q006 |
| Does generally not participate in telephone interviews | (5) | go to Q007 |
| Refusal for other reasons | (6) | END1 |
| motivation letter | (9) | take up Email |

**Optional text element*

*** then go to END2*

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[If Q002 = 1, i.e. if second interview within a multi-site organisation in screening country]

Q004b

The survey is conducted in cooperation with the European Agency for Safety and Health at Work and TNS Infratest in Munich. Participation is of course voluntary.

Interviewer: To obtain representative results, however, it is important that as many of the selected establishments as possible take part.

All data will be treated with absolute confidentiality and the results will be totally anonymous. Would you be so kind as to participate in this interview?

- | | | |
|--|-------|---------------------------|
| OK to conduct interview right now | (1) | go to FILT050 |
| Appointment for a later call | (2) | take up time for recall** |
| Refused because health and safety is managed at the headquarters of the organisation, not at the local level | (3) | go to Q005 |
| Refused because health and safety services are outsourced to a service provider | (4) | go to Q006 |
| Does generally not participate in telephone interviews | (5) | go to Q007 |
| Refusal for other reasons | (6) | END1 |
| motivation letter | (9) | take up Email |

**Optional text element*

*** then go to END2*

[If Q004a or b = 3]

Q005

Even if health and safety activities are mainly dealt with at your head office, there should normally be somebody at the local level who has some information about this subject. The questions are of a general nature and do not require specialised knowledge on the topic. May I speak with the person who is best informed regarding the subject at this site?

- | | | |
|--|-------|---------------------------|
| Respondent is this person and OK to continue | (1) | go to Q050/Q100 |
| Appointment for a later call | (2) | take up time for recall** |
| Respondent puts through to another person | (3) | go to Q003 again |
| Respondent names another person to call | (4) | take up name and tel.** |
| Refusal maintained | (5) | END1 |

*** then go to END2*

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[If Q004a or b = 4]

Q006

Even if health and safety issues are mainly dealt with by an external service provider, there should normally be somebody at the local establishment who has some information about this subject. This is normally the managing director or another executive who is in contact with the external service provider.

- | | | |
|--|-------|---------------------------|
| Respondent is this person and OK to continue | (1) | go to Q050/Q100 |
| Appointment for a later call | (2) | take up time for recall** |
| Respondent puts through to another person | (3) | go to Q003 again |
| Respondent names another person to call | (4) | take up name and tel.** |
| Refusal maintained | (5) | END1 |

** then go to END2

[If Q004a or b = 5]

Q007

You mention how you generally don't participate in telephone interviews. Would you be willing to complete the questionnaire in an online version instead?

- | | | |
|-----------|-------|------------|
| Yes | (1) | go to Q008 |
| No | (2) | go to END1 |
| No answer | (9) | go to END1 |

[If Q007 = 1]

Q008

Would you please be so kind as to give me your email address so that we can send you the online version of the questionnaire?

Email address: _____

- | | | |
|---------|-------|------------|
| Refused | (9) | go to END1 |
|---------|-------|------------|

END1

Thank you for your time, nevertheless. Goodbye.

Interviewer:: End call () END (no further call; record non-response reason).

END2

Thank you for your help. Goodbye.

Interviewer:: End call () END (try again later, start with Q001).

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Special Screening Questions (asked in some countries only)

FILT050 (Filter before question Q050)

If country = AL, AT, BE, BG, CY, CZ, EE, EL, HR, HU, IS, LT, LV, ME, MK, MT, PT, RO, RS, SI, SK, TR, and first interview in multi-site organisation:

Go to Q050

If country = AL, AT, BE, BG, CY, CZ, EE, EL, HR, HU, IS, LT, LV, ME, MK, MT, PT, RO, RS, SI, SK, TR, and second interview in multi-site organisation (i.e. if Q002 was asked):

Go to Q100

If country = CH, DE, DK, ES, FI, FR, IE, IT, LU, NL, NO, PL, SE, UK:

Go to Q100

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B. Introductory questions (part of background information)

[Asked to all]

Q100

May I first of all check: What is your function in this establishment?

Are you...

INT: Multiple answers possible

- _1) The owner or a partner of this firm (1)
- _2) The managing director, site or branch manager (1)
- _3) Another manager (1)
- _4) The health and safety officer (1)
- _5) An employee representative in charge of health and safety or (1)
- _6) Another employee in charge of the subject (1)
- _7) ## An external health and safety consultant (1)
- 9) ## No answer (1)

[If Q100_3, _4 or _5 or _6= 1]

Q101

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

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

[Asked to all respondents in non-screening countries]

Q102

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

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

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[If Q102 = 2 (non-screening countries only)]

Q103a

Is this the headquarters or is it a subsidiary site?

- Headquarters (1)
- Subsidiary site (2)
- ## No answer (9)

[If Q050 = 2 (screening countries only)]

Q103b

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

- Headquarters (1)
- Subsidiary site (2)
- ## No answer (9)

[Asked to all]

Q104

Approximately how many people work at this establishment during a normal week, regardless of whether they are physically present or carry out their work outside of the premises?

[if Q050 or Q102 = 1]

Please include directly employed persons as well as temporary agency workers, subcontractors and self-employed people. An estimate is sufficient.

[if Q050 or Q102 = 2, 8 or 9]

Please include directly employed persons as well as temporary agency workers, subcontractors and self-employed people, but refer to the local site only. An estimate is sufficient.

Interviewer: add if necessary: Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount).

No answer

(99999)

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[Asked to all]

Q105

And roughly how many of these people are directly employed by your establishment?

Interviewer: add if necessary: By directly employed people we mean those who are on the payroll of your organisation.

_____ Number of directly employed people in the establishment

→ Filter to END if <5 employees or if "No answer"

All of them (programmer: insert figure from Q104)

No answer (99999) → END

[Asked if figure given in Q105 is larger than figure given in Q104]

Q105_check

The number of directly employed people you just indicated is larger than the total number of people working in the establishment as indicated in the previous question. Are you sure that this is correct or do you want to correct any of these two figures?

The given figures are both correct (1)

Respondent wants to correct figure for total number (Q104) (2)

Respondent wants to correct figure for directly employed people (Q105) (3)

Respondent wants to correct both figures (4)

No answer (9)

Q106_txt:

All the following questions refer to all people working at this establishment in a normal week, i.e. including temporary agency workers, subcontractors and self-employed people working at your premises. From now on, we will refer to all of these groups together as "employees".

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[Asked to all]

Q107

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

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q110

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

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

[Asked to all]

Q111

Do any of the employees work from home on a regular basis, for example one day per week?

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all, except for Hungary and Turkey, and in Montenegro if sector information available from the address]

Q112

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

Yes	(1)
No	(2)
## No answer	(9)

**Text for the respective NACE sector at the 2-digit level inserted here from official translations of the NACE codification.*

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[If Q112 = 2 or 9]

Q113

Could you please describe briefly the main activity of this establishment?

No answer (9)

[Asked to all]

Q114

Does this establishment belong to the public sector?

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

Yes (1)

No (2)

No answer (9)

[Asked if Q114 = 2 or 9]

Q115

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

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

Year: (allow values from 1500 to 2014)

Don't know (9998)

No answer (9999)

[Asked if Q115 = 9998]

Q115x

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

Before 1990 (1)

1990 to 2005 (2)

2006 to 2010 or (3)

After 2010 (4)

No answer (9)

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C. Day-to-day health and safety management Part I: Available expertise and general policy

The next questions are about how health and safety is organised at your establishment.

[Asked to all]

Q150

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

	Yes	No	No answer
_1) An occupational health doctor	(1)	(2)	(9)
_2) A psychologist	(1)	(2)	(9)
_3) An expert dealing with the ergonomic design and set-up of workplaces	(1)	(2)	(9)
_4) A generalist on health and safety	(1)	(2)	(9)
_5) An expert on accident prevention	(1)	(2)	(9)

[Asked to all]

Q155

Is a document that explains responsibilities and procedures on health and safety available to the people working in the establishment?

Yes	(1)
No	(2)
## Yes, but only to some types of employees	(3)
## No answer	(9)

[Asked to all]

Q156

Is there a specific budget set each year for health and safety measures and equipment in your establishment?

Yes	(1)
No	(2)
## No answer	(9)

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[Asked to all]

Q157

Does your establishment arrange regular medical examinations to monitor the health of employees?

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q158

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

	Yes	No	No answer
_1) Raising awareness about healthy eating	(1)	(2)	(9)
_2) Raising awareness on the prevention of addiction, e.g. to smoking, alcohol or other drugs	(1)	(2)	(9)
_3) Promotion of sports activities out of working hours	(1)	(2)	(9)
_4) Promotion of back exercises, stretching or other physical exercise at work	(1)	(2)	(9)

[Asked to all]

Q160

Are sickness absences routinely analysed with a view to improving the working conditions?

Yes	(1)
No	(2)
## No answer	(9)

[If q105 >49 and <99999]

Q161

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

Interviewer: add if necessary: If the establishment has not had any returners from long-term sickness absence so far, we want to know whether or not a procedure has been set up for such cases.

Yes	(1)
No	(2)
## No answer	(9)

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[If q105 >19 and <99999]

Q162

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

- Regularly (1)
- Occasionally (2)
- Practically never (3)
- ## Not applicable (4)
- ## No answer (9)

[If q105 >19 and <99999]

Q163

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

- Yes (1)
- No (2)
- ## Just some of them (3)
- ## No answer (9)

[if (Q100_3, Q100_4, Q100_5, Q100_6 or Q100_9 = 1) and Q100_1,Q100_2≠1]

Q164a

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

[if Q100_1 or Q100_2 = 1]

Q164b

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

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

[Asked to all]

Q165

Has your establishment been visited by the {{Health and Safety Executive or the local authority}} in the last 3 years in order to check health and safety conditions?

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

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[Asked to all, size depending on national thresholds for these bodies]

Q166

Which of the following forms of employee representation do you have in this establishment?

	Yes	No	No answer
_1) {{A joint consultative committee, employee forum or equivalent body}}	(1)	(2)	(9)
_2) {{A recognised trade union representation}}	(1)	(2)	(9)
_3) {{A health and safety representative or representative of employee safety}}	(1)	(2)	(9)
_4) {{A health and safety committee}}	(1)	(2)	(9)

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D. (Traditional and new) health and safety risks in the establishment

[Asked to all]

Q200

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

	Yes	No	No answer
_1) Tiring or painful positions, including sitting for long periods	(1)	(2)	(9)
_2) Lifting or moving people or heavy loads	(1)	(2)	(9)
_3) Loud noise	(1)	(2)	(9)
_4) Repetitive hand or arm movements	(1)	(2)	(9)
_5) Heat, cold or draught	(1)	(2)	(9)
_6) Risk of accidents with machines or hand tools	(1)	(2)	(9)
_7) Risk of accidents with vehicles in the course of work but not on the way to and from work	(1)	(2)	(9)
_8) Chemical or biological substances in the form of liquids, fumes or dust	(1)	(2)	(9)
_9) Increased risk of slips, trips and falls	(1)	(2)	(9)

[Asked to all]

Q201

Besides these risks, there may also be health risks resulting from the way work is organised, from social relations at work or from the economic situation. Please tell me for each of the following risks whether or not it is present in the establishment?

	Yes	No	No answer
_1) Time pressure	(1)	(2)	(9)
_2) Poor communication or cooperation within the organisation	(1)	(2)	(9)
_3) Employees' lack of influence over their work pace or work processes	(1)	(2)	(9)
_4) Job insecurity	(1)	(2)	(9)
_5) Having to deal with difficult customers, patients, pupils, etc.	(1)	(2)	(9)
_6) Long or irregular working hours	(1)	(2)	(9)
_7) Discrimination, for example due to gender, age or ethnicity	(1)	(2)	(9)

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[Asked if any of Q200_1 to 9 = 1 or any of Q201_1 to _7 = 1]; only items ticked with "yes" in Q200 (for items 1 to 9) respectively Q201 (for items 10 to 16) are shown

Q202

For which of the risks - if any - is your establishment lacking information or adequate preventive tools [to deal with them effectively]?

Interviewer: Multiple answers possible

- _1) Tiring or painful positions, including sitting for long periods (1)
- _2) Lifting or moving people or heavy loads (1)
- _3) Loud noise (1)
- _4) Repetitive hand or arm movements (1)
- _5) Heat, cold or draught (1)
- _6) Risk of accidents with machines or hand tools (1)
- _7) Risk of accidents with vehicles in the course of work (1)
- _8) Chemical or biological substances (1)
- _9) Increased risk of slips, trips and falls (1)
- _10) Time pressure (1)
- _11) Poor communication or cooperation within the organisation (1)
- _12) Employees' lack of influence over their work pace or work processes (1)
- _13) Job insecurity (1)
- _14) Having to deal with difficult customers, patients, pupils, etc.. (1)
- _15) Long or irregular working hours (1)
- _16) Discrimination, for example due to gender, age or ethnicity (1)
- _17) ## None of these (1)
- _99) ## No answer (1)

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E. Day-to-day OSH management Part II: Risk Assessments

[Asked to all]

Q250

Does your establishment regularly carry out workplace risk assessments?

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

Yes	(1)
No	(2)
## No answer	(9)

[if Q250 = 1]

Q251

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

Conducted mainly by internal staff	(1)
Contracted mainly to external providers	(2)
## Both about equally	(3)
## No answer	(9)

[if Q250 = 1]

Q252

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

	Yes	No	No answer
_1) The safety of machines, equipment and installations	(1)	(2)	(9)
_2) If Q200_8 = 1 Dangerous chemical or biological substances	(1)	(2)	(9)
_3) Work postures, physical working demands and repetitive movements	(1)	(2)	(9)
_4) Exposure to noise, vibrations, heat or cold	(1)	(2)	(9)
_5) Supervisor-employee relationships	(1)	(2)	(9)
_6) Organisational aspects such as work schedules, breaks or work shifts	(1)	(2)	(9)

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[If Q250 = 1 and Q111 = 1]

Q253a

Do risk assessments cover workplaces at home?

- | | |
|----------------------|-------|
| Yes | (1) |
| No | (2) |
| ## Only some of them | (3) |
| ## No answer | (9) |

[If Q250 = 1 and Q104 > Q105 and Q104 < 99999]

Q253b

Do risk assessments cover only people directly employed by your establishment or do they also cover other types of workers at your establishment?

- | | |
|---|-------|
| Only directly employed people are covered | (1) |
| Other types of workers are also covered | (2) |
| ## Only some types of other workers are covered | (3) |
| ## No answer | (9) |

[if Q250 = 1]

Q254

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

Year: _____ *[allow values from 1970 to 2014]*

- | | |
|---------------|----------|
| ## Don't know | (9998) |
| ## No answer | (9999) |

[if Q254 = 1970 to 2014 or 9998]

Q255

Has it been documented in written form?

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

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[if Q254 = 1970 to 2014 or 9998]

Q256

Who has been provided with the findings of the workplace risk assessment?

	Yes	No	No answer
_1) The management	(1)	(2)	(9)
_2) [If Q166_3 = 1]: {{The health and safety representatives}}	(1)	(2)	(9)
_3) [If Q166_1 = 1]: {{The joint consultative committee, employee forum or equivalent body}}	(1)	(2)	(9)
_4) [If Q166_2 = 1]: {{The recognised trade union representation}}	(1)	(2)	(9)
_5) The employees themselves	(1)	(2)	(9)

[If Q250=1]

Q258b

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

Yes	(1)
No	(2)
## That depends on the type of measures	(4)
## No answer	(9)

[if Q250 = 1]

Q259

In your establishment, is the risk assessment procedure seen as a useful way of managing health and safety?

Yes	(1)
No	(2)
## There are conflicting views about this	(3)
## No answer	(9)

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[If Q250 = 2]

Q261

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

	Yes	No	No answer
_1) the hazards and risks are already known anyway	(1)	(2)	(9)
_2) there are no major problems	(1)	(2)	(9)
_3) the procedure is too burdensome	(1)	(2)	(9)
_4) the necessary expertise is lacking	(1)	(2)	(9)

[If Q250 = 2]

Q262

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

Yes	(1)
No	(2)
## No answer	(9)

[If Q262 = 1]

Q263

What do these other checks consist of? Is that....

	Yes	No	No answer
_1) checking that emergency routes are kept free	(1)	(2)	(9)
_2) visual checks on whether employees stick to safety rules	(1)	(2)	(9)
_3) regular, but undocumented workplace inspections	(1)	(2)	(9)

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[Asked to all]

Q264

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

	Major reason	Minor reason	Not a reason	No answer
_1) Fulfilling a legal obligation	(1)	(2)	(3)	(9)
_2) Meeting expectations from employees or their representatives	(1)	(2)	(3)	(9)
_4) Maintaining or increasing productivity	(1)	(2)	(3)	(9)
_5) Maintaining the organisation's reputation	(1)	(2)	(3)	(9)
_6) Avoiding fines and sanctions from the {{Health and Safety Executive or the local authority}}	(1)	(2)	(3)	(9)

[Asked to all]

Q265

What are the main difficulties in addressing health and safety in your establishment? Please tell me for each of the following options whether it is a major difficulty, a minor difficulty, or not a difficulty at all.

	Major reason	Minor reason	Not a reason	No answer
_1) A lack of time or staff	(1)	(2)	(3)	(9)
_2) A lack of money	(1)	(2)	(3)	(9)
_3) A lack of awareness among staff	(1)	(2)	(3)	(9)
_4) A lack of awareness among management	(1)	(2)	(3)	(9)
_5) A lack of expertise or specialist support	(1)	(2)	(3)	(9)
_6) The paperwork	(1)	(2)	(3)	(9)
_7) The complexity of legal obligations	(1)	(2)	(3)	(9)

ESENER-2 Master Questionnaire

F. New risks: Psychosocial risks and Musculo-skeletal disorders

The following questions are about psychosocial risks at the workplace, such as those resulting from the way work is organised, from social relations at work or from the economic situation.

[If q104 >19 and <99999]

Q300

Does your establishment have an action plan to prevent work-related stress?

Interviewer: add if necessary: Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them. If stress is not considered prevalent in the establishment, we would nevertheless like to know whether procedures are in place in case it does become an issue.

Yes	(1)
No	(2)
## No answer	(9)

[If q104 >19 and <99999]

Q301

Is there a procedure in place to deal with possible cases of bullying or harassment? Bullying or harassment occurs when employees or managers are abused, humiliated or assaulted by colleagues or superiors.

Interviewer: add if necessary: If bullying or harassment are not considered prevalent in the establishment, we would nevertheless like to know whether procedures are in place in case they do become an issue.

Yes	(1)
No	(2)
## No answer	(9)

ESENER-2 Master Questionnaire

[If q104 >19 and <99999 and Q201_5 = 1]

Q302

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

Interviewer: add if necessary: If such threats, abuse or assaults are not prevalent in the establishment, we would nevertheless like to know whether procedures are in place in case they do become an issue.

Yes	(1)
No	(2)
## No answer	(9)

[Asked to all]

Q303

In the last 3 years, has your establishment used any of the following measures to prevent psychosocial risks?

Interviewer: add if necessary: With psychosocial risks we mean health risks such as work-related stress, bullying, harassment or violence at the workplace.

	Yes	No	No answer
_1) Reorganisation of work in order to reduce job demands and work pressure	(1)	(2)	(9)
_2) Confidential counselling for employees	(1)	(2)	(9)
_3) Set-up of a conflict resolution procedure	(1)	(2)	(9)
_4) Intervention if excessively long or irregular hours are worked	(1)	(2)	(9)

[If any of Q303_1 to Q303_4 = 1]

Q304

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

Yes	(1)
No	(2)
## Partly	(8)
## No answer	(9)

ESENER-2 Master Questionnaire

[If any of Q303_1 to Q303_4 = 1]

Q305

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

Yes	(1)
No	(2)
## No answer	(9)

[If at least one of Q201_1 to Q201_7 = 1]

Q306a

Considering the situation in your establishment: Do any of the following factors make addressing psychosocial risks more difficult than addressing other health risks?

	Yes	No	No answer
_3) A lack of awareness among staff	(1)	(2)	(9)
_4) A lack of awareness among management	(1)	(2)	(9)
_5) A lack of expertise or specialist support	(1)	(2)	(9)
_6) Reluctance to talk openly about these issues	(1)	(2)	(9)

[Asked to all]

Q307

Do you have sufficient information on how to include psychosocial risks in risk assessments?

Yes	(1)
No	(2)
## No answer	(9)

ESENER-2 Master Questionnaire

[Asked to all]

Q308

Now turning to musculoskeletal problems such as pain in the back, neck, arms, hands or legs, are any of the following preventive measures in place in your establishment?

	Yes	No	No answer
_1) [if Q200_2 = 1]: Equipment to help with the lifting or moving of loads or other physically heavy work	(1)	(2)	(9)
_2) [if Q200_4 = 1]: Rotation of tasks to reduce repetitive movements or physical strain	(1)	(2)	(9)
_3) Encouraging regular breaks for people in uncomfortable or static postures including prolonged sitting	(1)	(2)	(9)
_4) Provision of ergonomic equipment, such as specific chairs or desks	(1)	(2)	(9)

ESENER-2 Master Questionnaire

G. Employee participation in OSH issues

[If any of Q166_1 to Q166_4 = 1]

Q350

How often is health and safety discussed between employee representatives and the management? Do such discussions take place regularly, only when particular health and safety issues arise or not at all?

- | | |
|---|-------|
| Regularly | (1) |
| Only when particular issues arise | (2) |
| Not at all | (3) |
| ## Does not apply (there are no employee representatives) | (7) |
| ## No answer | (9) |

[If Q350 = 1 or 2]

Q351

And how often do controversies related to health and safety arise? Is this often, sometimes or practically never the case?

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

[If Q351 = 1 or 2]

Q352

And what are the main areas of controversy?

- | | Yes | No | No
answer |
|---|-------|-------|--------------|
| _1) Investment in equipment | (1) | (2) | (9) |
| _2) Provision of training for employee representatives | (1) | (2) | (9) |
| _3) Provision of training for employees | (1) | (2) | (9) |
| _4) What measures need to be taken | (1) | (2) | (9) |
| _5) The degree of involvement of employees or their representatives | (1) | (2) | (9) |

ESENER-2 Master Questionnaire

[If Q166_3 = 1]

Q354

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

- | | |
|-------------------------------|-------|
| Yes | (1) |
| No | (2) |
| ## Yes, but only some of them | (3) |
| ## No answer | (9) |

[If Q166_3 = 1]

Q356

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

[Asked to all others, i.e. if Q166_3 = 2 or 9 or missing]

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

	Yes	No	No answer
_1) The proper use and adjustment of their working equipment and furniture	(1)	(2)	(9)
_2) If Q200_8 = 1: The use of dangerous substances	(1)	(2)	(9)
_3) How to prevent psychosocial risks such as stress or bullying	(1)	(2)	(9)
_4) If Q200_2 = 1: How to lift and move people or heavy loads	(1)	(2)	(9)
_5) Emergency procedures	(1)	(2)	(9)

[If Q107 = 1]

Q357

Is any of this training also provided in different languages?

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

ESENER-2 Master Questionnaire

[Asked to all]

Q358

Are health and safety issues regularly discussed in staff or team meetings?

- | | |
|-----------------------------|-------|
| Yes | (1) |
| No | (2) |
| ## In some departments only | (3) |
| ## No answer | (9) |

ESENER-2 Master Questionnaire

H. Sources of support

[Asked to all]

Q400

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

	Yes	No	No answer
_1) Employers' organisations	(1)	(2)	(9)
_2) Trade unions	(1)	(2)	(9)
_3) Insurance providers	(1)	(2)	(9)
_5) {{Health and Safety Executive or the local authority}}	(1)	(2)	(9)
_6) Other official institutes for health and safety at work	(1)	(2)	(9)

[Asked to all]

Q401

Are you aware of the Healthy Workplaces Campaigns run by the European Agency for Safety and Health at Work?

Yes	(1)
No	(2)
## No answer	(9)

ESENER-2 Master Questionnaire

I. Final background questions

[Asked to all]

Q450

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

- | | |
|---------------|-------|
| Very high | (1) |
| Quite high | (2) |
| About average | (3) |
| Quite low | (4) |
| Very low | (5) |
| ## No answer | (9) |

[Asked to all]

Q451

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

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

[If Q451 = 3, 4 or 5]

Q452

Has the economic situation over the last three years resulted in a reduction of the resources available for health and safety at your establishment?

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

ESENER-2 Master Questionnaire

[Asked to all]

Q453

May we or the European Agency for Safety and Health at Work contact you again later if we should have any additional questions for a follow-up study based on your answers in this survey?

- Yes, agrees (1)
No, does not agree (2)
No answer (9)

[If Q453 = 1]

Q454

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

Full name: _____ (1)

Email address: _____ (2)

Direct phone number: _____ (3)

Refuses to provide this information (9)

[Read out to all]

Thank you very much for your cooperation.

END of the interview.