

ESENER 2019

What does it tell us about safety and health in Europe's workplaces?



ESENER

Safety and health at work is everyone's concern. It's good for you. It's good for business.

CONTENTS

1 PAGE 5

What's worrying Europe's workplaces?

11 | Musculoskeletal disorders

13 | Psychosocial issues

2 PAGE 23

Digitalisation – an emerging safety and health issue

3 PAGE 31

Who knows most about safety and health in European workplaces?

4 PAGE 39

Why are workplaces managing safety and health? And why are they not?

5 PAGE 47

What are the difficulties when managing safety and health?

6 PAGE 53

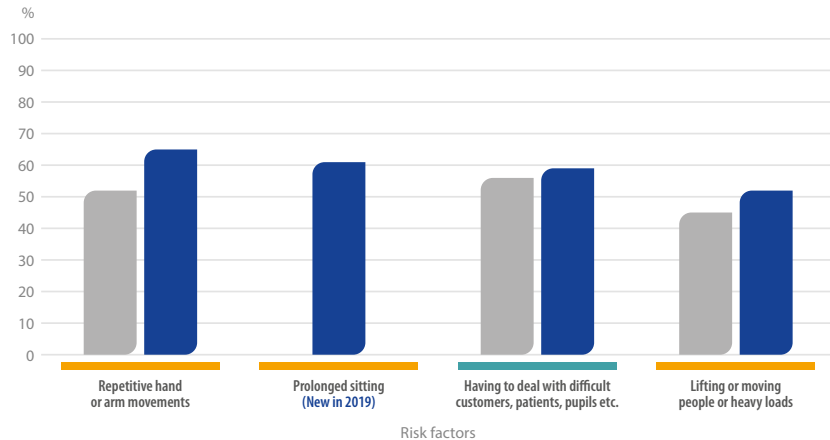
What about the workers?





What's
worrying
Europe's
workplaces?

Most frequently identified risk factors (percentage workplaces), 2014 and 2019



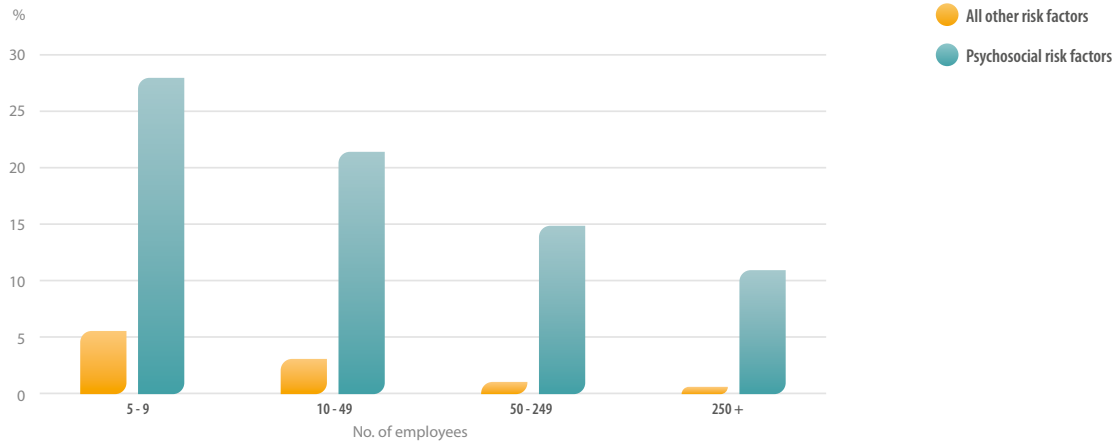
	2014 %	2019 %
Risk of accidents with machines or hand tools	48	48
Time pressure	43	45
Risk of accidents with vehicles in the course of work	46	44
Heat, cold or draught	36	37
Chemical or biological substances	36	36
Increased risk of slips, trips and falls	34	34
Tiring or painful positions	-	31
Loud noise	30	30
Long or irregular working hours	21	21
Poor communication or cooperation within the organisation	16	18

NB: The data are for all workplaces in the EU27_2020, from ESENER 2014 and ESENER 2019.

European workplaces are most concerned about musculoskeletal disorders and psychosocial risks

- European workplaces are most concerned about musculoskeletal disorders (MSDs) and psychosocial risks.
- Three of the four most frequently identified risk factors are MSD risks. They are reported frequently across most sectors.
- ‘Prolonged sitting’ is a new item in the ESENER 2019 (previously covered by ‘tiring or painful positions’). It is the second most frequently reported risk factor, indicating that awareness of sitting as a health risk factor is growing. By sector, it is most frequently reported in finance and insurance (93 % of workplaces in the sector in the EU27_2020), information and communication (92 %) and public administration (91 %).
- Psychosocial risk factors are most frequently reported in service sectors and therefore the third biggest concern overall, ‘having to deal with difficult customers, pupils, patients’, is particularly relevant. The country breakdown provides interesting information: ‘time pressure’ is the top risk factor in Finland, Sweden (74 % in both) and Denmark (73 %), and comes second in the Netherlands (64 %). Further analysis will be needed to show whether this high level of concern is due to the magnitude of the risk or the level of awareness among workplaces in those countries.
- Larger workplaces report the presence of all risk factors more frequently than smaller ones.

Workplaces reporting zero risks, by size (number of employees), 2019

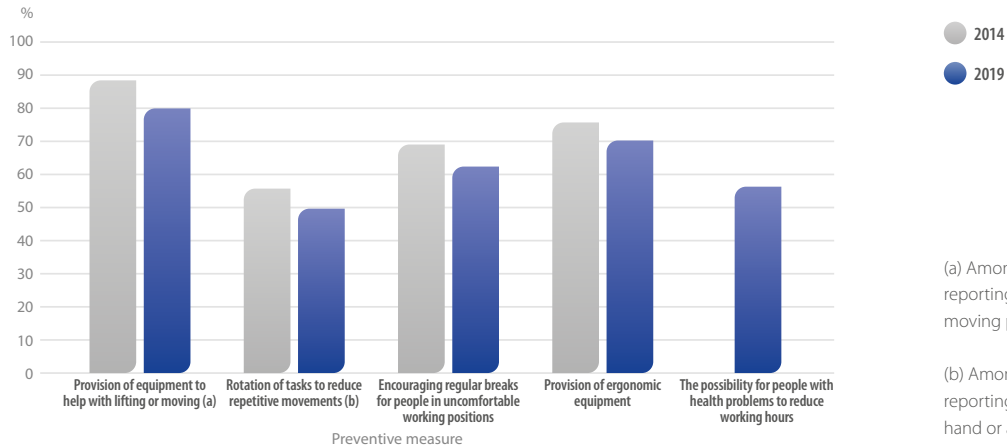


NB: The data are for all workplaces in the EU27_2020, from ESENER 2019.

A report of zero risks probably indicates a lack of awareness rather than a safe and healthy workplace

- The smaller the workplace, the more likely it is to report zero risk factors, particularly psychosocial risk factors. That does not mean that the risk factors are not there; it reflects the respondent's perception and it is likely that in many cases they are simply not aware of what represents a risk to the safety and health of workers. The issue is particularly worrying among the smallest workplaces.
- By country, the proportions of workplaces reporting no psychosocial risk factors are highest in Italy (50 %), Slovakia (44 %), Lithuania (37 %) and Bulgaria (36 %).
- On the other hand, and in line with the findings on 'time pressure' mentioned above, workplaces in Denmark (9 %), Sweden (10 %) and Finland (12 %) are less likely to report no psychosocial risk factors. Again, this could be due to higher risk prevalence or to higher awareness of psychosocial risks in the Nordic countries.
- Manufacturing (39 %) and agriculture (37 %) are the sectors with the highest proportions of workplaces reporting no psychosocial risk factors.

Workplaces reporting measures to prevent MSDs, 2014 and 2019



(a) Among those workplaces reporting the presence of lifting or moving people or heavy loads.

(b) Among those workplaces reporting the presence of repetitive hand or arm movements.

NB: The data are for all workplaces in the EU27_2020, from ESENER 2014 and ESENER 2019.

There has been a slight decrease in the proportion of workplaces reporting measures to prevent MSDs

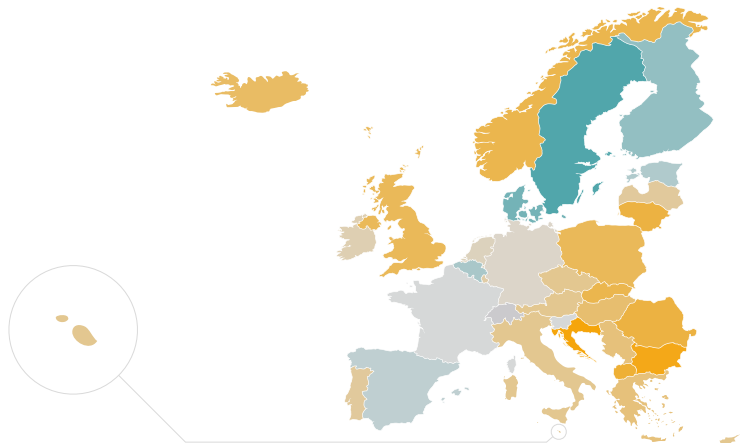
Work-related musculoskeletal disorders – what measures are in place?

- Given the high proportion of workplaces reporting MSDs as risk factors, it is only logical to look at the measures in place to prevent them.
- When comparing the findings of ESENER 2019 with those of the previous wave in 2014, the first striking thing is that there has been a slight decrease in the proportion of workplaces reporting the adoption of such measures.
- A new preventive measure was included in ESENER 2019, namely the possibility for people with health problems to reduce their working hours, which is reported by 54 % of surveyed workplaces in the EU27_2020.

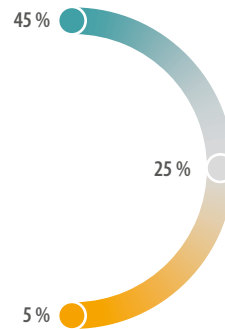
While the other four measures have a focus on MSDs, this new item is a broader preventive measure and, combined with the others, gives a clearer indication of the extent of the adoption of preventive measures aimed at fostering sustainable working lives.

- The picture by sector is very diverse. Human health and social work and other service activities rank highly when it comes to the possibility for people with health problems to reduce their working hours. Construction is one of the top sectors for the provision of equipment to help with lifting or moving and rotation of tasks to reduce repetitive movements.

Workplaces reporting psychosocial risks as more difficult to manage, by country, 2019



More difficult



EU27_2020 22%

NB: The data are for workplaces in all 33 countries that report the presence of at least one psychosocial risk factor, from ESENER 2019.

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The countries reporting these types of risks as more difficult to manage are the countries most engaged in tackling them

Stress and psychosocial risks

What's holding things back?

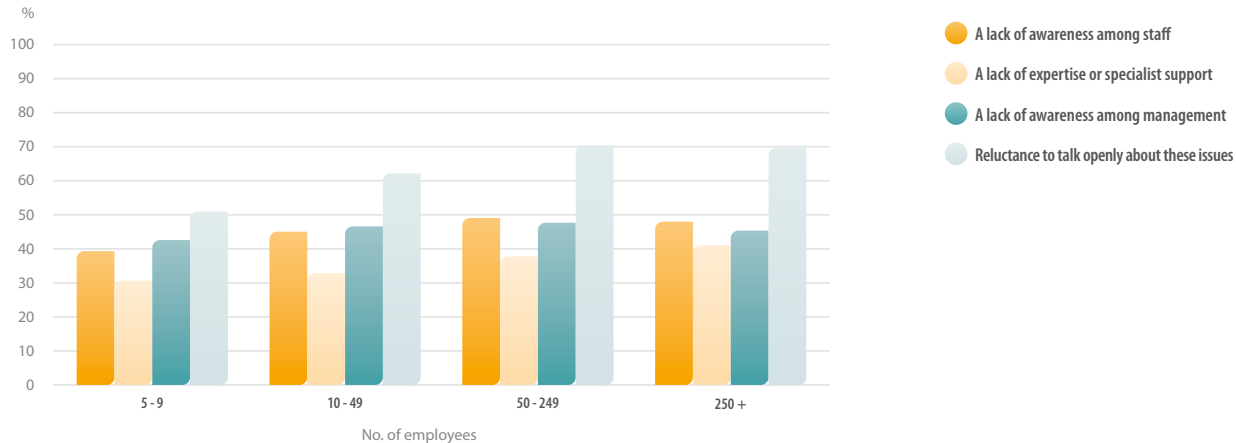
- The data suggest that awareness is still not high enough when it comes to psychosocial risks. Looking more deeply into the issue, ESENER 2019 asked those workplaces reporting the presence of psychosocial risks if they regarded them as more difficult to manage than other occupational safety and health (OSH) risks.
- The countries reporting that these types of risks are more difficult to manage are the countries most engaged in tackling them. They are the same countries in which respondents tend to report a higher presence of psychosocial risks and of measures and procedures to deal with them.



Findings suggest that awareness is still not high enough when it comes to psychosocial risks

- With regard to the size of the workplace, as business size grows, so does the proportion of respondents who perceive psychosocial risks as more difficult to manage than other OSH risks.
- And by sector, workplaces in the human health and social work sector and in education, precisely those that are most likely to report having in place procedures to prevent psychosocial risks, also tend to regard them as more difficult to manage. In contrast, workplaces in mining and quarrying and in accommodation and food service do not see psychosocial risks as particularly difficult to manage and rarely report having measures in place to prevent them.
- No firm conclusions on causal effects can be drawn from a cross-sectional survey such as ESENER, but these findings suggest that managing psychosocial risks is perceived as more difficult by those who are actually managing them.

Workplaces reporting factors that make psychosocial risks more difficult to manage, by size (number of employees)

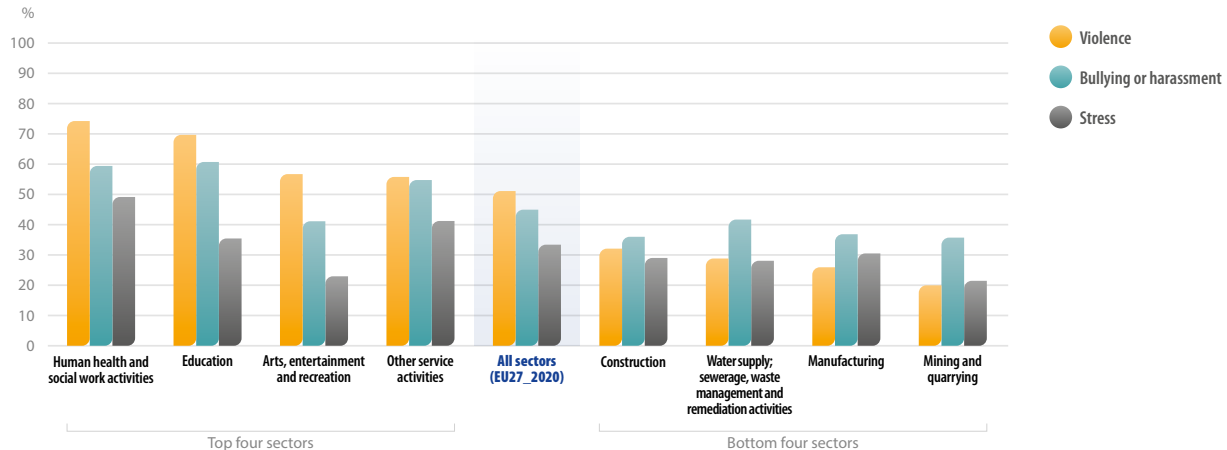


NB: The data are for workplaces in the EU27_2020 that report the presence of at least one psychosocial risk factor and that consider them to be more difficult to address than other risks, from ESENER 2019.

Reluctance to talk openly about the issues is clearly the main difficulty in dealing with psychosocial risks

- Reluctance to talk openly about the issues is clearly the main difficulty in dealing with psychosocial risks.
- Again, the findings by country reveal a few exceptions, and the most frequently reported difficulty in workplaces in Bulgaria, Croatia, Portugal and Romania is a lack of awareness among staff, whereas in Cyprus and Greece it is a lack of specialist support.
- By sector, reluctance to talk openly about the issues is identified least frequently by workplaces in education and in the human health and social work sector, although it is still the main difficulty.

Workplaces reporting having procedures in place to prevent psychosocial risks, by sector, 2019



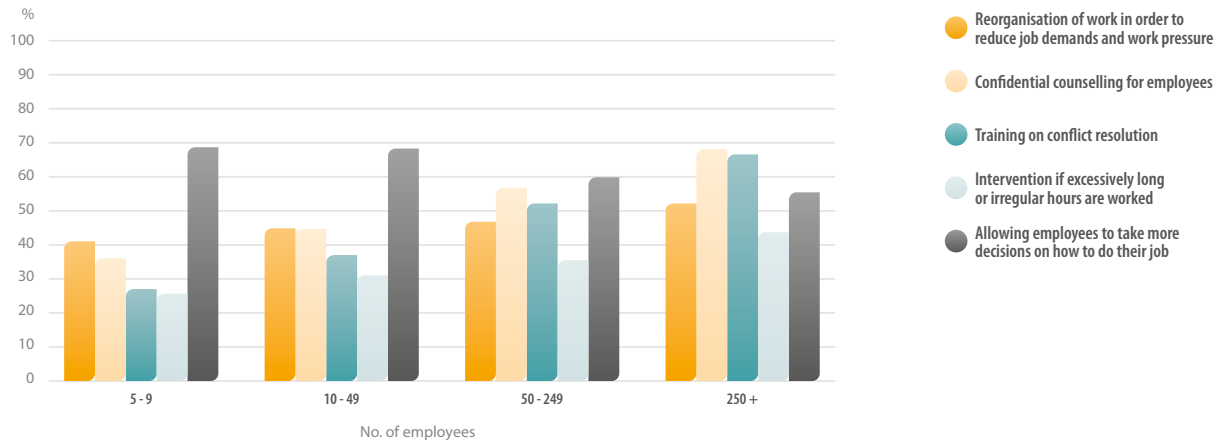
NB: The data are for all workplaces in the EU27_2020 employing 20 or more people, from ESENER 2019. Only those workplaces reporting 'having to deal with difficult customers, patients, pupils, etc.' as a risk factor were asked if they had in place procedures to prevent violence.

The human health and social work and education sectors are proactive in tackling psychosocial risks

What steps are being taken?

- ESENER 2019 asked workplaces employing 20 or more people if they had any action plans or procedures in place to deal with psychosocial risks. Most frequently reported procedures targeted violence; such procedures were in place in 51 % of workplaces that reported 'having to deal with difficult customers, patients, pupils, etc.' as a risk.
- Of course, the findings vary by sector, but workplaces in the human health and social work sector and in education stand out as the most proactive when it comes to having procedures in place to tackle psychosocial risks.
- By country, such procedures are most frequently reported by workplaces in Ireland and the Nordic countries.

Workplaces reporting measures to prevent psychosocial risks, by size (number of employees), 2019



NB: The data are for all workplaces in the EU27_2020, from ESENER 2019.

Only 29 % of companies report that they would intervene to stop employees working excessively long hours

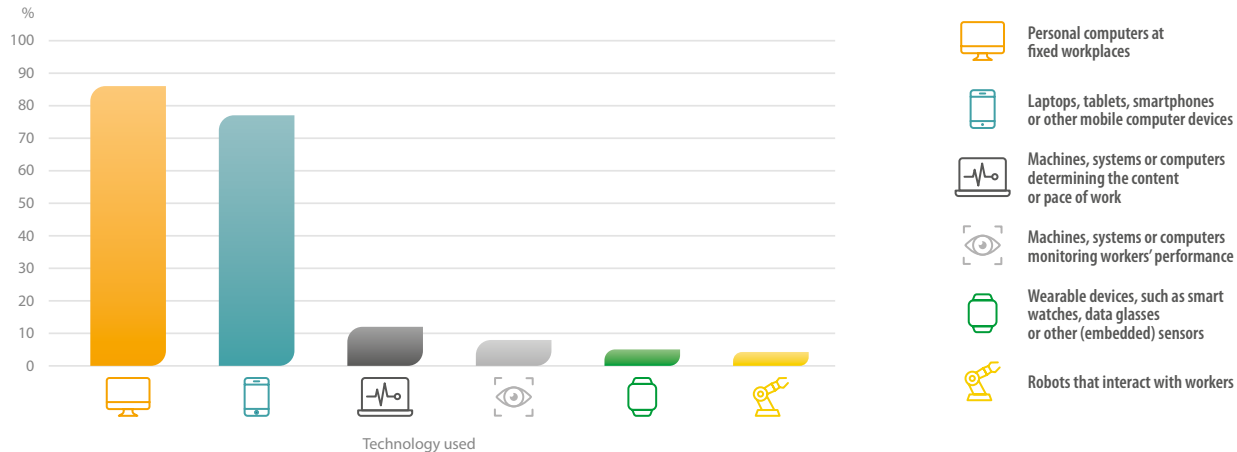
- Allowing employees discretion in how they do their job – a new item in ESENER 2019 – is the most frequently reported measure that workplaces use to try and prevent psychosocial risks, particularly among micro and small enterprises. Interestingly, of all the measures, this is the only one for which the proportion of workplaces reporting its use decreases as workplace size grows.
- By country, Finland (91 %), Malta (85 %) and Sweden (82 %) have the highest proportions of workplaces reporting such measures, while Italy (49 %), Czechia (54 %) and Slovakia (56 %) have the lowest.
- Across all size classes, the least frequently reported measure to prevent psychosocial risks is intervening if excessively long or irregular hours are worked (29 % of workplaces). The lowest proportions of workplaces reporting the use of this measure are in Slovakia (10 %), Poland (12 %) and Slovenia and Bulgaria (14 %), while the highest are in Germany (47 %) and Ireland (45 %).
- Workplaces in the human health and social work sector are most likely to have in place such measures, in contrast with electricity, gas, steam and air conditioning supply and agriculture, forestry and fishing.





Digitalisation –
an emerging
safety and
health issue

Workplaces where digital technologies are used, 2019

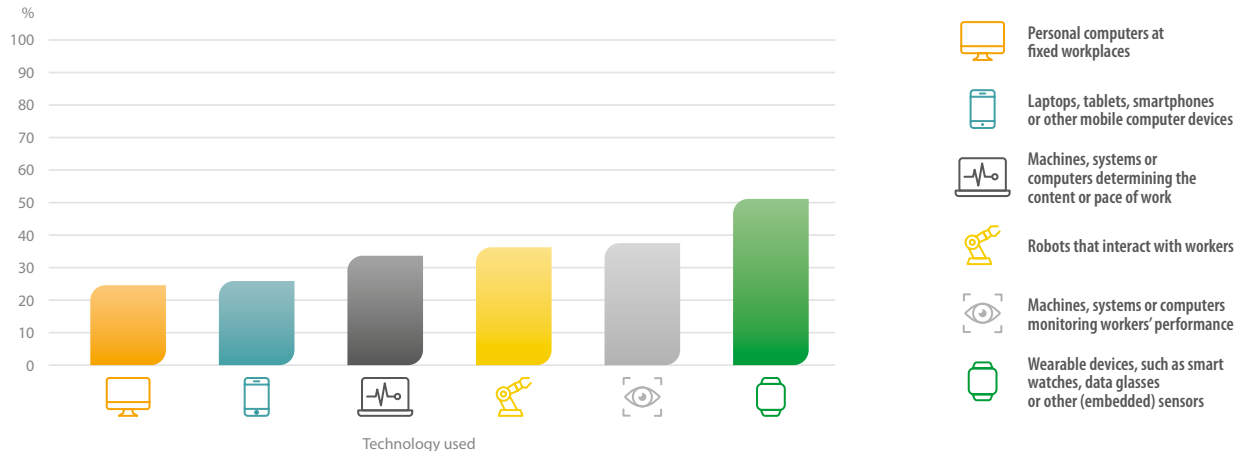


NB: The data are for all workplaces in the EU27_2020, from ESENER 2019.

Only 6 % of workplaces reported using none of the digital technologies mentioned in the questionnaire

- ESENER 2019 included a new section on the impact of digitalisation on the safety and health of workers. As expected, there is great diversity when it comes to the types of digital technologies reported by the respondents. PCs at fixed workplaces, and laptops, tablets, smartphones or other mobile devices are frequently reported across all sectors and size classes.
- Other (more sophisticated) technologies are more frequently reported by larger workplaces.
- Only 6 % of surveyed workplaces in the EU27_2020 reported using none of the digital technologies mentioned in the questionnaire.
- Is there any discussion about the potential impact of the use of such technologies on the safety and health of workers? Less than one in four workplaces (24 %) report having such discussions, with the highest proportions corresponding to Hungary (58 %) and Romania (42 %). By sector, this type of discussion was reported more frequently by workplaces in information and communication (31 %) and finance and insurance (31 %).

Workplaces reporting discussion by types of technology, 2019



NB: The data are for all workplaces in the EU27_2020 reporting the use of at least one type of digital technology, from ESENER 2019

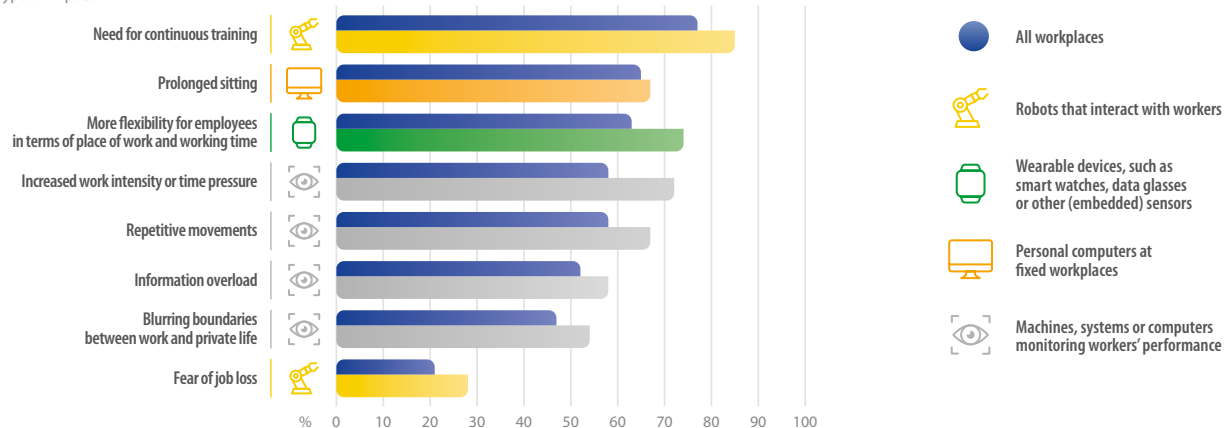
Increased work intensity
or time pressure was
particularly mentioned
by respondents
reporting the use of
workers' performance
monitoring
technologies

Discussion of potential impact of digital technology on OSH

- Discussing the potential impacts on OSH is most frequently reported among workplaces reporting the use of wearable devices (51 %) and machines, systems or computers monitoring workers' performance (38 %).
- And what are those possible impacts? The need for continuous training to keep skills up to date comes first. Reported by 77 % of surveyed workplaces in the EU27_2020, this is the top impact across all sectors, increasing with business size. The next biggest impacts are prolonged sitting (65 %) and more flexibility for employees in terms of place of work and working time (63 %).

Most frequently discussed impacts on safety and health by type of technology, 2019

Type of impact



NB: The data are for all workplaces in the EU27_2020 reporting (1) the use of at least one digital technology and (2) discussing their impact on the safety and health of their workers, from ESENER 2019.

Among workplaces where robots are used, 85% of them report the need for continuous training as an OSH impact of the use of their technology

- Prolonged sitting, the need to keep skills up to date and information overload are fairly commonly reported in relation to all types of technology, whereas increased work intensity or time pressure was mentioned particularly by respondents reporting the use of machines, systems or computers to monitor workers' performance.

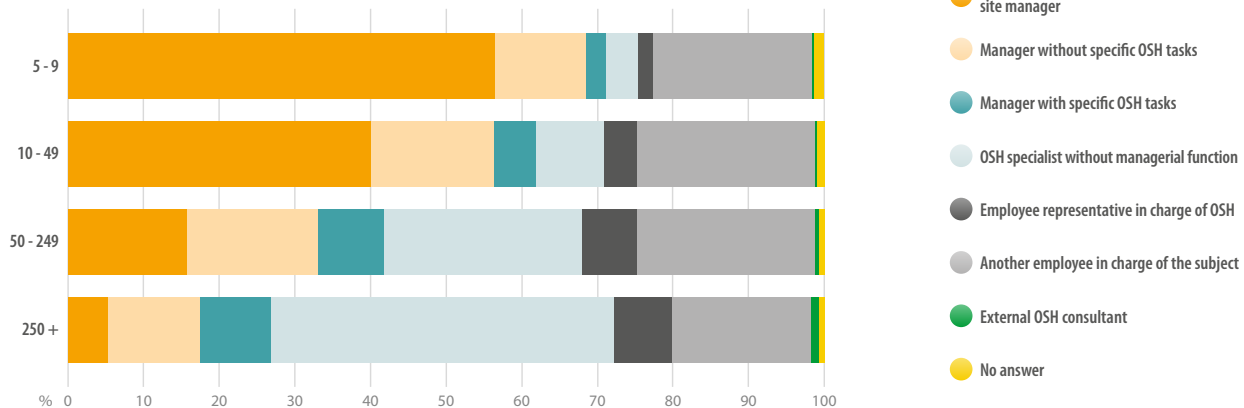




**Who knows most
about safety and
health in European
workplaces?**

Who knows most about OSH in workplaces, by workplace size (number of employees)

No. of employees

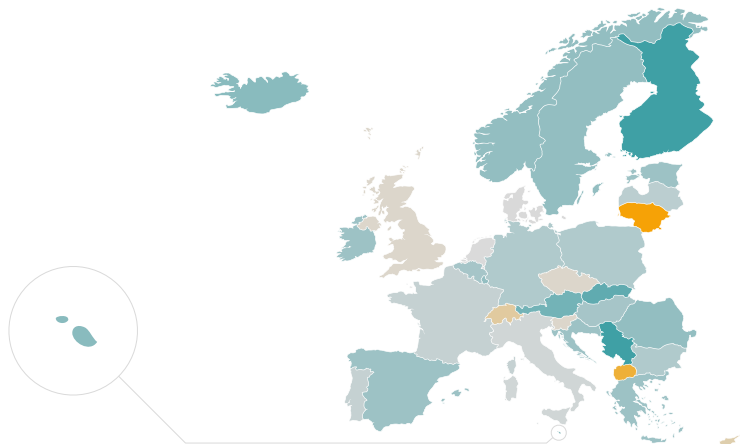


NB: The data are for all workplaces in the EU27_2020, from ESENER 2019.

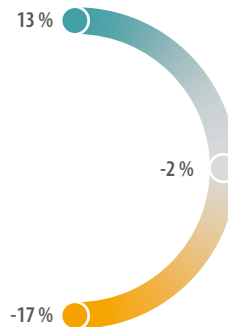
In the smallest workplaces it is usually the owner, managing director or site manager who takes care of OSH

- When looking at the management of OSH, it is important to find out about 'the person who knows best about OSH in the workplace'. This is the person who is interviewed for ESENER and the findings show clear (and logical) differences by workplace size.
- In the smallest workplaces it is usually the owner, managing director or site manager who takes care of OSH – as well as most other business functions. As workplace size increases, OSH tends to be transferred into the hands of someone in a more specialised role, such as a safety and health officer, as might be expected.
- 'Employee representatives in charge of OSH' are a small group but a very interesting one for what it can tell us about worker involvement in OSH and, in particular, how they are appointed (see page 60 for more information on health and safety representatives).
- It is revealing that almost one respondent in five – in all four size classes – described themselves as 'another employee in charge of OSH'. This is significant because it says something about the preventive culture in these workplaces, where there is no appointed OSH expert available to respond to the survey (and, probably, to deal with OSH on a day-to-day basis). It is worth emphasising that this is the case even in the largest workplaces.

Workplaces carrying out regular risk assessments, by country, 2014 and 2019 (change in percentage points)



Change



EU27_2020 1%

NB: The data are for all workplaces in all 33 countries covered by both ESENER 2014 and ESENER 2019.

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All enterprises should be able to carry out a basic risk assessment using only their own staff

Are workplaces carrying out risk assessments?

- Bearing in mind the information presented on the risk factors (page 6), it is important to establish the extent to which workplaces are carrying out risk assessments, the cornerstone of the European approach to OSH, as specified in the [EU Framework Directive on Safety and Health at Work \(Directive 89/391/EEC\)](#).
- In findings consistent with those from 2014, three quarters (75 %) of workplaces interviewed in the EU27_2020 for ESENER 2019 indicated that they carry out risk assessments regularly. As might be expected, there is a positive association with workplace size.



The ESENER findings on risk assessments, while not reporting on quality, give an indication about the preventive culture in European workplaces

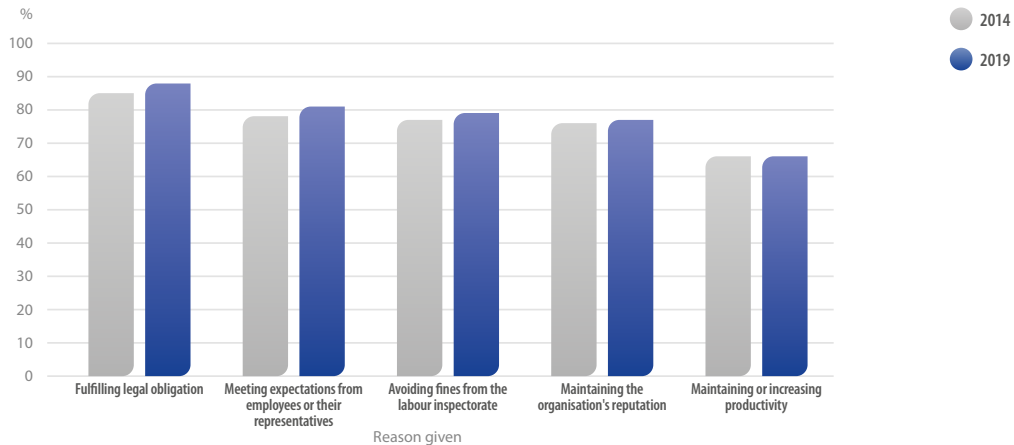
- As in the past, there are significant differences when it comes to the proportions of workplaces where risk assessments are conducted mainly by internal staff. The country ranking changes significantly, being topped by Sweden (85 % of workplaces, up from 66 % in 2014) and Denmark (80 %, up from 76 %). On the other hand, the lowest proportions are found in Slovenia (10 %), Spain (10 %) and Hungary (14 %).
- This does not tell us anything about the quality of these risk assessments; in some countries there may be a legal obligation to contract OSH services for such tasks. In principle, and assuming that those in charge of the work are in the best position to control the risks, all enterprises should be able to carry out a basic risk assessment using only their own staff.



4

Why are
workplaces
managing safety
and health? And
why are they not?

Reasons given by workplaces for addressing safety and health, 2014 and 2019



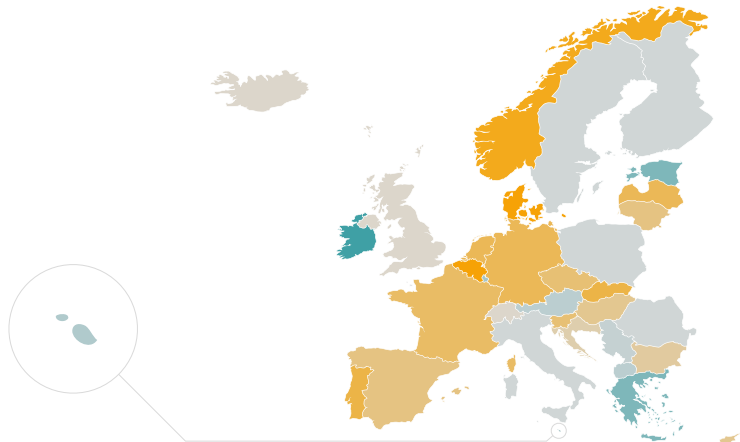
NB: The data are for all workplaces in the EU27_2020, from ESENER 2014 and ESENER 2019.

Almost 9 out of 10 workplaces in the EU cite fulfilling a legal obligation as a major motivation for managing safety and health

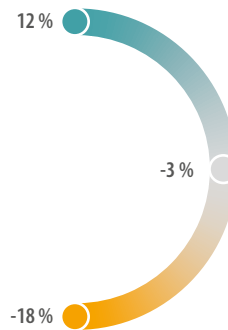
Why are workplaces managing safety and health?

- Moving on to the reasons that motivate workplaces to manage OSH, fulfilling a legal obligation is reported as a major reason by almost 9 out of 10 workplaces in the EU27_2020, slightly up from 85 % in 2014. There is a positive association with workplace size, whereas by country the shares range from 70 % of workplaces in Denmark to 97 % in Portugal.
- The second most important driver for action on OSH is 'meeting expectations from employees or their representatives'. This is very much in line with the ESENER 2019 result showing that 80 % of workplaces that carry out regular risk assessments report involving their employees in the design and implementation of measures following a risk assessment.
- While 'avoiding fines from the labour inspectorate' appears as an important motivator for managing OSH, it is interesting to interpret this finding in the context of the workplaces that report having had a visit from the labour inspectorate, as shown in page 42.

Workplaces reporting labour inspectorate visits, 2014-2019 (change in percentage points)



Change



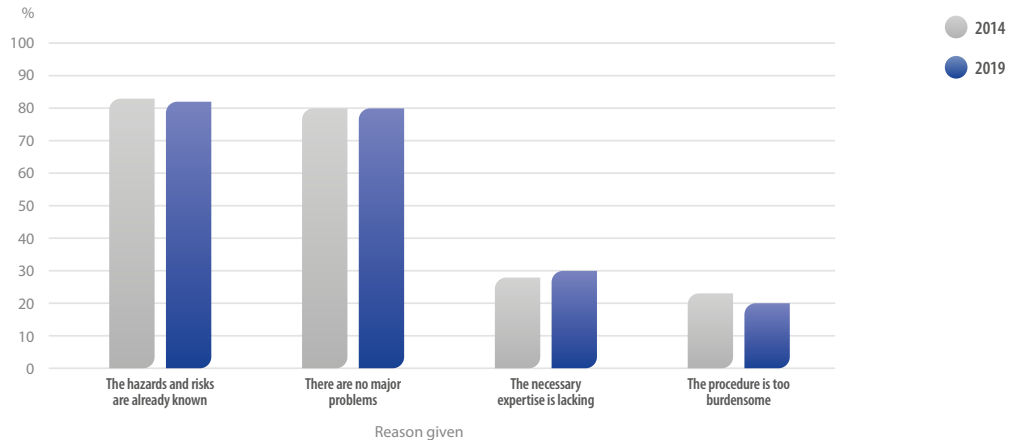
NB: The data are for all workplaces in all 33 countries, from ESENER 2014 and ESENER 2019.

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Between 2014 and 2019, the proportion of workplaces reporting a visit by the labour inspectorate in the past 3 years fell in almost all countries

- While avoiding fines from the labour inspectorate is an important motivator for managing OSH, since 2014 there has been a reduction in the proportion of workplaces that report having had a visit from the labour inspectorate in the 3 years prior to the survey: 41 % in 2019, down from 49 % in 2014.
- As a matter of fact five countries reported an upward trend: Ireland, Greece, Estonia, Luxembourg and Malta. The reductions were most significant in Belgium and Denmark. The drop is evident across all size classes and all sectors.
- Workplaces in mining and quarrying are most likely to report a visit by the labour inspectorate (67 %), in contrast with professional, scientific and technical activities (21 %) and financial and insurance activities (22 %).

Reasons given by workplaces as to why they do not carry out regular risk assessments, 2014 and 2019



NB: The data are for workplaces in the EU27_2020 that do not carry out risk assessments regularly, from ESENER 2014 and ESENER 2019.

Workplaces in the smallest size classes report less frequently than their larger counterparts that the risk assessments are too burdensome

No need for risk assessments? Why not?

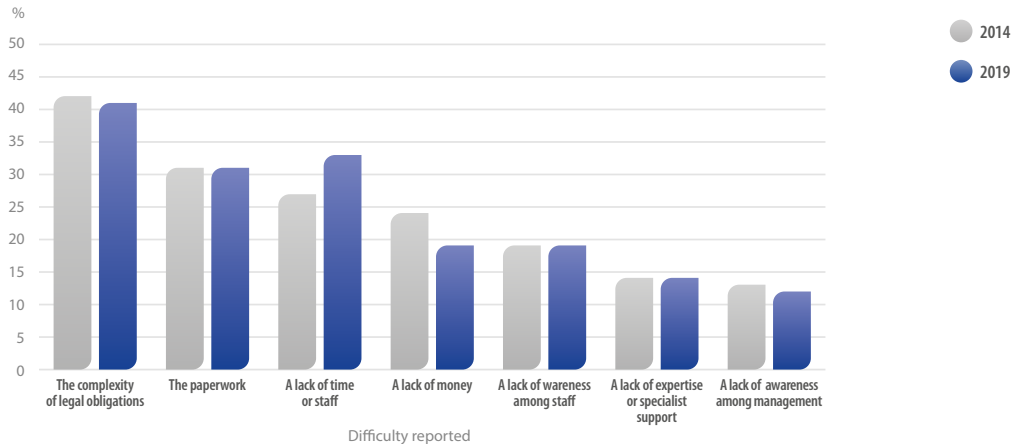
- Looking at those workplaces that do not carry out regular risk assessments, the main reasons given for not doing so are that the risk and hazards are already known (83 % of workplaces) and that there are no major problems (80 %), as was the case in 2014.
- These results represent 23 % of the surveyed workplaces, and they raise the question of whether these workplaces, particularly the smallest ones, have in reality fewer problems or whether they are simply less aware of workplace risks. This is very much in line with the issues relating to awareness (or lack thereof) of risk factors presented above.
- Interestingly, workplaces in the smallest size classes report less frequently than their larger counterparts that the procedure is too burdensome.
- The results are generally consistent across sectors, although workplaces in education, public administration and defence, compulsory social security, and arts, entertainment and recreation report more than others that the necessary expertise is lacking (almost 50 % of workplaces in each of the three sectors).





**What are
the difficulties
when managing
safety and health?**

Workplaces reporting major difficulties in addressing safety and health, 2014 and 2019



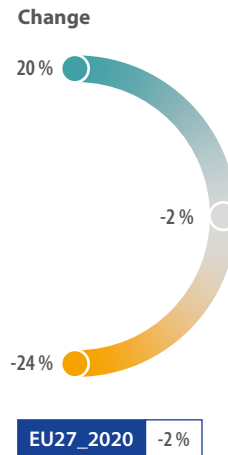
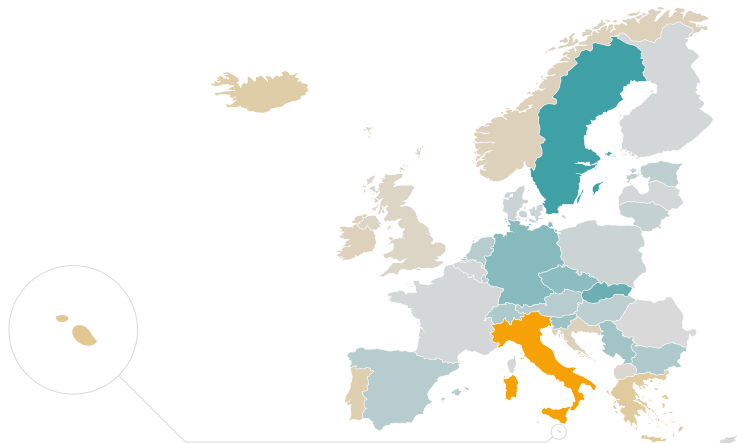
NB: The data are for workplaces in the EU27_2020 that do not carry out risk assessments regularly, from ESENER 2014 and ESENER 2019.

More than a third of workplaces report a lack of time or staff as a barrier to OSH management, reflecting a growing trend

What makes managing safety and health difficult?

- The complexity of legal obligations is still reported as a major difficulty in addressing OSH by 41 % of workplaces in the EU27_2020, slightly down from 42 % in 2014. But it is the country breakdown, once more, that provides particularly valuable information for the analysis.
 - There were no major differences by sector. becoming the second most frequently reported factor. This is the case in particular in workplaces in the Netherlands (39 %) and Luxembourg (36 %).
- While most factors report a slight drop in their respective shares, a lack of time or staff shows an increase from 27% to 33%,

Workplaces reporting the complexity of legal obligations as a major difficulty in addressing safety and health, by country, 2014-2019 (change in percentage points)



NB: The data are for all workplaces in all 33 countries covered by both ESENER 2014 and ESENER 2019.

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In Italy, there has been a remarkable reduction in the perception that complex legal requirements make OSH management difficult

- The findings by country show a heterogeneous picture of the perception of the complexity of legal obligation. And this is the case despite the common [EU Framework Directive on Safety and Health at Work \(Directive 89/391/EEC\)](#).
- While more than half of workplaces in Belgium and France regard legal obligations as a major difficulty in addressing safety and health, the proportions are substantially lower in Latvia, Lithuania and Finland.
- It is revealing to see the remarkable drop witnessed in Italy (down from 67 % of workplaces in 2014 to 43 % in 2019), which helps in interpreting this indicator. It may be that rather than measuring the

complexity of legal obligations per se, this question picks up on modifications and updates to the legislation, changes that may be perceived as difficult by the respondents as they adapt to the new requirements. In the case of Italy, the findings from 2014 probably picked up on the implementation of major revisions to the Italian legislation, which took effect from 2011.

- On the other hand, in Sweden there has been a significant increase that may be explained by the provisions on the organisational and social work environment ([AFS 2015:4](#)), which came into force on 31 March 2016. But it does require further analysis to confirm the cause(s) of the reported increase since 2014.

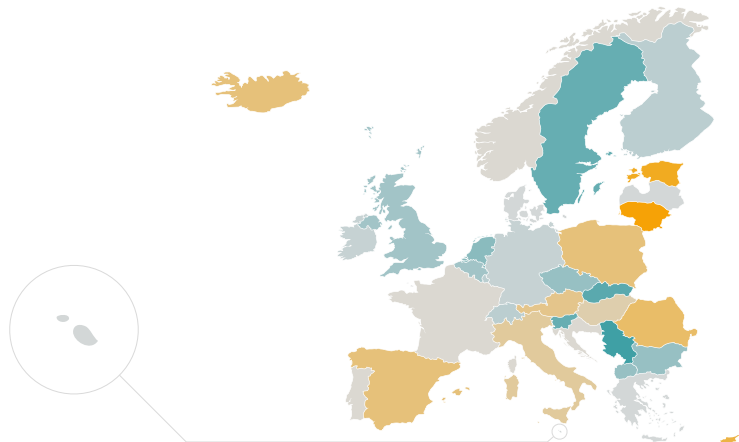




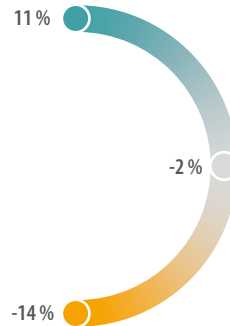
6

What about
the workers?

Workplaces involving workers in measures to address psychosocial risks, by country, 2014-2019 (change in percentage points)



Change



EU27_2020 -1%

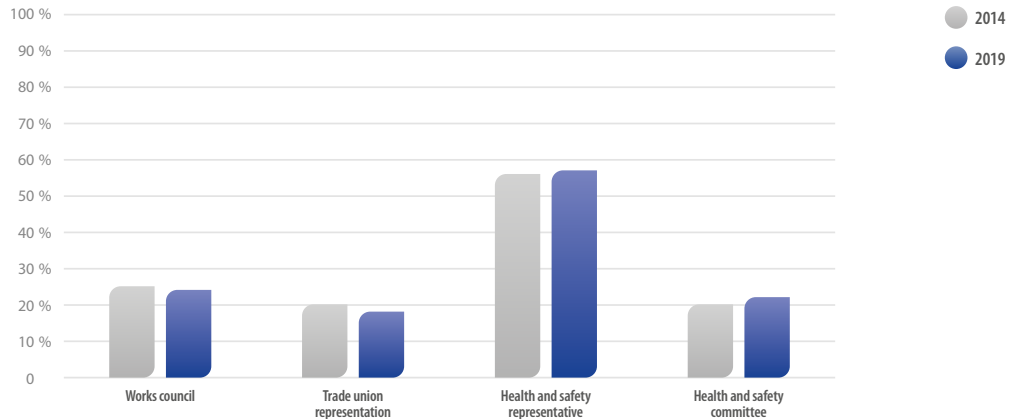
NB: The data are for all workplaces reporting use of measures to prevent psychosocial risks in the 3 years prior to the survey, in all 33 countries covered by both ESENER 2014 and ESENER 2019.

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Only 61 %
of workplaces
reported involving
workers in designing
measures to prevent
psychosocial risks

- As regards employee participation, and focusing on workplaces that reported using measures to prevent psychosocial risks in the 3 years prior to the survey, 61 % of respondents in the EU27_2020 indicate that employees had a role in the design and set up of such measures, slightly down from 63 % in 2014.
- Once more, these findings vary by country and even though there have been increases in several countries since 2014, others have witnessed clear drops over the past 5 years, such as Lithuania, Estonia, and Cyprus.
- Because of the nature of psychosocial risks, measures in this area should include direct worker involvement and an especially high degree of collaboration from all actors in the workplace, but the findings suggest that this is not consistently the case.
- Worker involvement is reported to be lowest in mining and quarrying (37 %) in contrast with human health and social work activities (77 %).

Percentages of workplaces reporting forms of employee representation, 2014 and 2019



NB: The data are for all workplaces in the EU27_2020, with workplace size depending on national thresholds for these forms of representation, from ESENER 2014 and ESENER 2019

By far the most commonly reported form of employee representation was the appointment of a health and safety representative

- A health and safety representative is clearly the most frequently reported form of employee representation, by 57 % of workplaces in the EU27_2020, slightly higher than in 2014.
- Electricity, gas, steam and air conditioning (71 %), education (67 %) and mining and quarrying (67 %) are the sectors most likely to report some form of employee representation.
- As expected, these findings are largely driven by workplace size.
- As shown in page 60, however, it is interesting to find out more about these health and safety representatives and, in particular, how they are appointed.

Percentages of workplaces with no form of employee representation, by country

COUNTRY	%
Portugal	68
Latvia	63
Poland	61
Greece	60
Belgium	57
France	56
Slovenia	52
Netherlands	51
Switzerland	50
Hungary	49
Cyprus	43
North Macedonia	43

COUNTRY	%
Spain	42
Malta	36
EU27_2020	36
Czechia	34
Serbia	34
Estonia	33
Croatia	33
Iceland	32
Luxembourg	28
Austria	27
Germany	26
Slovakia	26

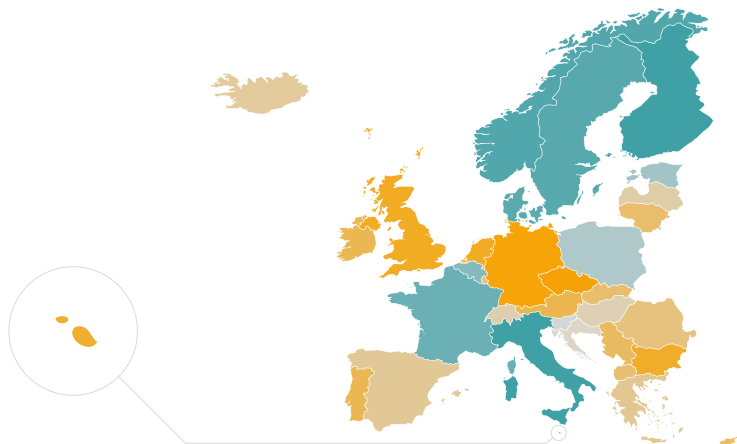
COUNTRY	%
Finland	25
Sweden	23
Denmark	22
Ireland	22
United Kingdom	22
Italy	16
Norway	14
Bulgaria	11
Lithuania	11
Romania	11

NB: The data are for all workplaces in all 33 countries, with workplace size depending on national thresholds for these forms of representation, from ESENER 2019.

More than a third of EU workplaces reported having no form of employee representation

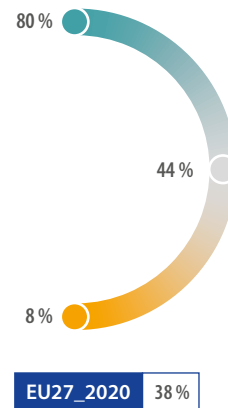
- Interestingly, more than a third of workplaces in the EU27_2020 (36 %) had none of these forms of employee representation, the proportions being highest in Portugal (68 %), Latvia (63 %) and Poland (61 %).
- By sector, having no form of employee representation is most frequently reported among workplaces in real estate activities (50 %), professional, scientific and technical activities (49 %) and accommodation and food service activities (48 %), as opposed to education (19 %).

Percentages of workplaces where health and safety representatives are elected by the employees, by country



NB: The data are for all workplaces in all 33 countries, with workplace size depending on national thresholds for these forms of representation, from ESENER 2019.

Elected by the employees



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In more than half of EU workplaces, the health and safety representative is selected by the employer

- As mentioned above, ESENER 2019 tried to find out more about health and safety representatives by asking workplaces about their appointment. The findings reveal a very diverse picture across countries, reflecting the different national frameworks.
- More than half (52 %) of workplaces in the EU27_2020 report having a health and safety representative selected by the employer, the highest proportions corresponding to Germany and Czechia (83 % of workplaces).
- Around a third of the surveyed workplaces (38 %) reported that their health and safety representatives are elected by the employees, the proportions being highest in Finland and Italy (80 %) and Sweden (75 %).
- It is important to bear these findings in mind in order to properly understand the nature of health and safety representatives, which differs significantly across countries; they are not always strictly speaking worker representatives chosen by their fellow workers.

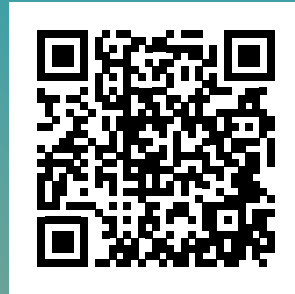
Survey methodology

ESENER 2019

- Fieldwork: spring and summer 2019 in workplaces with five or more employees from both private and public organisations across all activity sectors.
- 33 countries: 27 EU Member States, Iceland, North Macedonia, Norway, Serbia, Switzerland and the United Kingdom.
- 45 420 workplaces were surveyed – the respondent being ‘the person who knows best about health and safety in the establishment’.
- National reference samples boosted in three countries – funded by respective national authorities: Ireland (+ 1 250), Norway (+ 450) and Slovenia (+ 300).
- Data collected mainly through computer-assisted telephone interviewing (CATI).

Want to know more?

Read more and explore
the ESENER data at:
<https://esener.eu>



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