ESENER Questionnaire

European Survey of Enterprises on New and Emerging Risks 2009

Management (MM) Questionnaire

International Master Version for all 31 Countries covered by the ESENER 2009

Basic structure of MM-questionnaire

A. Contact phase ........................................................................................................................................................................3
B. Introductory questions (part of background information) ........................................................................................................15
C. General health and safety management in the establishment ......................................................................................................17
D. Health and safety risks in the establishment .................................................................................................................................25
E. Management of psychosocial risks in the establishment ..............................................................................................................26
F. Barriers for psychosocial risk management and existing support ..................................................................................................30
G. Formal employee representation in OSH issues ..............................................................................................................................32
H. Background information on the establishment ....................................................................................................................................35
J. Contact for the ER interview ..............................................................................................................................................................38
Annex 1: Country Codes ........................................................................................................................................................................44
Annex 2: Specific national terminology ................................................................................................................................................45
Annex 2.1.: National terms for “Works Council” ........................................................................................................................................45
Annex 2.2.: National terms for “(shopfloor) trade union representation” ................................................................................................46
Annex 2.3.: National terms for “Health and Safety Representative” ........................................................................................................48
Annex 2.4.: National terms for “Health and Safety Committee” ..........................................................................................................49
Annex 2.5.: National terms for “Labour Inspectorate” ......................................................................................................................................51
PLEASE NOTE:

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

*All answers which **must not be read out** are marked with two fences: ##.*

*If **multiple answers** are allowed, answers are numbered: _01), _02), _03) etc. Otherwise only one single answer is to be given.*

*Instructions to the interviewers are printed in boxes and in **italics**.*

*Instructions to the programmers are printed in italics.*

*Instructions to the translators are printed in **italics in green letters.***

*Not all questions have to be answered by each respondent. **Filters** are set out both after the answer categories (exit filters “go to”) and before the questions (entry filters). If there is no filter the question which immediately follows is to be asked.*

Internal hint:

Last update from 19/02/2009; all modifications in the final excel master of 2009/02/10 are integrated in this word version.
A. Contact phase

Note:
Questions in this section A can be adapted to the sample management system of the national institutes responsible for data-collection.

Programmer:
- Insert country code .......................................................... (country)
- Insert ID-number of the establishment (from sampling source)* ...................(idnum)
- Insert code for interview-type: 1 = MM, 2 = ER........................................ (int_type)
- Insert two-digit NACE-Code from sampling source**: ..................................(nace)

Programmer:
* Make sure that MM and ER-interview from the same establishment have identical ID-numbers!!

** The sector of activity will not be asked in the interview, but will be added from the information contained in the address source (NACE code)!!

MM001

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

For this interview I would like to talk to the most senior manager who coordinates safety and health activities in this establishment.

Interviewer: Stress as necessary:
- Emphasise again strict confidentiality of responses
- 20 to 25 minute interview
The survey is conducted on behalf of the European Agency for Safety and Health at Work. The Agency is an autonomous body of the European Union that provides information to improve health and safety at work.

The questions are about health and safety policies and practices in your establishment.

Good health and safety at work is an increasingly important issue and is a key factor in the success of the European economy. Participation in the survey will help to improve the information and assistance given to workplaces to improve the safety and health of workers.

The respondent is this person .................. ( ) go to FILT050

Respondent tries to put through to another person ( ) go to MM002

Refused ............................................ ( ) END (definitive non-response)

**MM002**

*Interviewer: Tick what applies.*

Telephone is answered by a new respondent ...... ( ) start with MM001 again

Line busy / not answered ........................................ ( ) END (try again later).

Back to original person or switchboard............. ( ) go to MM003
MM003

May I have this person’s full name and extension?

[Interviewer: If necessary:]  

I would like to talk to the most senior manager who coordinates safety and health activities in this establishment.

Mr ( ) .................................. Ms ( )  
Name: ____________________________________________________________  
Direct telephone number (including city code): ________________________________  

Information obtained ........................................... ( ) go to MM004  
Call the present number (switchboard) again later on ( ) go to MM004  
Refused .................................................. ( ) go to END (refused)  

MM004

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

Date:

Time:

Don't know / No answer ........................................ ( )  

MM005

Thank you for your help. Good bye.

[Interviewer: End call] .................................................. ( ) END (try again later).
Special Screening Questions (countries to be defined yet)

FILT050 (Filter before question MM050)
If country = countries to be finally confirmed yet: Go to MM050
If country = countries to be finally confirmed yet: Go to MM100

MM050 (=MM100 in countries without screener)
May I first of all check: Is the establishment at this address a single independent company or organization with no further branch-offices, production units or sales units elsewhere in (country)?
Or is it one of a number of establishments at different locations in (country) belonging to the same company or organization?

A single independent company or organization…………………….. (1) go to MM102
One of a number of different establishments…………………………. (2) go to MM102
## No answer………………………………………………………………… (3) go to MM102

*)Translator:
Insert country name in national language.
MM050a

How many employees does this company have in {country}* in total?

Please add up the number of employees of all local establishments.

_interviewer:

_read out categories and tick only one!

Count the number of persons. Each employee is counted as one person, regardless whether they’re working full-time or part-time (= headcount).

1 to 9 employees.................................................................( 1 ) END (out of scope)
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 ) END (out of scope)

*)_translator:

Insert country name in national language.
MM051

In this case we have to select one of the establishments for interview. This selection has to be made at random and has to follow statistical rules.

To this end I would like to know: How many different establishments – including the headquarters – with 10 or more employees does your company have in {country}?

[Interviewer: Enter "0" if none of the establishments has 10 or more employees.]

_ *)_ establishments with 10 or more employees ..................... go to FILT052

Respondent has to investigate information........( mm051na = 0 ) call again later

## No answer........................................ ( mm051na = 1 ) go to END (refused)

*) Programmer:

Store figure in variable mm051.

FILT052 (Filter before question MM052)

If mm051 = 0: go to END (out of scope)

If mm051 = 1: go to MM053a

If mm051 > 1: go to MM052
MM052

Would you please tell me how many of these establishments have ...

10 to 19 employees................................. \_mm052a\_
20 to 49 employees................................. \_mm052b\_
50 to 249 employees............................... \_mm052c\_
250 to 499 employees............................... \_mm052d\_
500 or more employees .............................. \_mm052e\_
Total.............................................. \_mm052f\_*\_

Respondent has to investigate information... ( mm052na = 0 ) call again later
No answer.......................................... ( mm052na = 1 ) go to END (refused)

*) Programmer:

Total (mm052f) has to be calculated automatically on the basis of the entries before.

Programmer:
Compare mm052f to figure indicated in MM051:
If mm052f not equal mm051 show the following text:
“Interviewer: The sum in MM052 is not the same as the total given in the previous question MM051. Please check and correct!”

SEL053 (Random selection before MM053)

Programmer:

Step 1: Check entries for the five size classes in MM052 and select one size class as follows:

a) If there are figures > 0 in one size class only: Select this size class and proceed with step 2.
b) Otherwise: select at random one of the size classes where figures > 0 are entered and proceed with step 2.
Step 2:

− Compute: $<\text{txt\_MM053}> = \text{label of the size class selected in step 1a or 1b (example: if the selected size class is “20 – 49 employees” then } <\text{txt\_MM053}> = \text{“20 – 49 employees”)}$.

− Compute: $<\text{fig\_MM053}> = \text{figure indicated in MM052 for the number of establishments in the size class selected in step 1a or 1b (example: if the selected size class is “20 – 49 employees” then } <\text{fig\_MM053}> = \text{mm052b)}$

Step 3:

− If the figure entered in MM052 for the size class selected in step 1a/b = 1 (i.e. if $<\text{fig\_MM053}> = 1$): Go to MM053b.

− If the figure entered in MM052 for the size class selected in step 1a/b > 1 (i.e. if $<\text{fig\_MM053}> > 1$): Go to MM053c.

Note:

MM053a, MM053b and MM053c are basically identical. Only the text of the question and – if applicable – the random selection mode vary depending on the answers given in MM051, MM052 or the outcome of SEL053 (cf. step 3 in SEL053 and instructions before each of the following questions).

Programmer:

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

**MM053a**

*In this case the right unit for the interview would be the establishment with 10 or more employees*

Would you please give me the telephone number of that establishment and – if possible – the name of the most senior manager who coordinates safety and health activities in that establishment.

Direct telephone number (including city code): __________________________

Name: __________________________
The respondent is this person.................................................. (1)  go to MM099
Information about new respondent obtained ............................. (2)  go to MM097
Call the present number (switchboard) again later on .......... (3)  go to MM096
Refused .............................................................................. (4)  go to END (refused)

Programmer:

MM053b is asked if there is only 1 establishment in the size class selected in SEL053, step 1a/b (i.e. if \(<fig_MM053> \) = 1).

MM053b
In this case the right unit for the interview would be the establishment with \(<txt_MM053>\).
Would you please give me the telephone number of that establishment and – if possible – the name of the most senior manager who coordinates health and safety activities in this establishment.

Direct telephone number (including city code): ______________________________
Name: _______________________________________________________________

The respondent is this person.................................................. (1)  go to MM099
Information about new respondent obtained ............................. (2)  go to MM097
Call the present number (switchboard) again later on .......... (3)  go to MM096
Refused .............................................................................. (4)  go to END (refused)
Programmer:

MM053c is asked if there is more than 1 establishment in the size class selected in SEL053, step 1a/b (i.e. if $<\text{fig-MM053}> > 1$).

MM053c
In this case I would like to conduct the interview for one of the establishments with $<\text{txt-MM053}>$.
For the random selection it would be helpful if you had a list of the $<\text{fig-MM053}>$ establishments with $<\text{txt-MM053}>$ in {country}.
Which of these establishments is located in a community the name of which starts with the letter "$<?>" or the letter which follows next in the alphabet.
Would you please give me the telephone number of that establishment and – if possible – the name of the most senior manager who coordinates health and safety activities in this establishment.

Interviewer:
If more than one establishment in this community:
And which of these establishments is located in a street the name of which starts with the letter "$<?>" or the letter which follows next in the alphabet?

Direct telephone number (including city code): ______________________________
Name: ______________________________
The respondent is this person ...................... ( 1 ) go to MM099
Information about new respondent obtained .................... ( 2 ) go to MM097
Call the present number (switchboard) again later on .......... ( 3 ) go to MM096
Refused ........................................................................ ( 4 ) go to END (refused)

*) Programmer:
Make a random selection of one letter between A and Z and show this letter here.

Note for the programmer:
You may use another way of random selection in SEL053 and/or MM053c if this should be more convenient for programming and handling in the interview. However, all changes of the procedure have to be agreed with TNS Infratest, Munich, beforehand.
Programmer:
MM096 is asked only if “Call the present number (switchboard) again later on” is ticked in MM053a, MM053b or MM053c.

MM096
Thank you very much. Good bye.

Interviewer / Programmer:
Quit interview and call again later at agreed time.
Start interview with MM053 then.

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

Programmer:
MM097 is asked only if “Information about new respondent obtained” is ticked in MM053a, MM053b or MM053c.

MM097 (equivalent to MM101 in countries without screener)
Is the selected establishment the headquarters or is it a subsidiary site?

Headquarters.................................................................................................................. (1)
Subsidiary site................................................................................................................ (2)
## No answer.................................................................................................................. (3)

MM098
Thank you very much.

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

Programmer:
Make sure that information collected so far is stored and will be available for second call and for final data file.
Programmer:
MM099 is asked only if “The respondent is this person” is ticked in MM053a, MM053b or MM053c.

**MM099 (equivalent to MM101 in countries without screener)**

Is the establishment at this address the headquarters or is it a subsidiary site?

- Headquarters ........................................................................................................ (1)  go to MM102
- Subsidiary site ........................................................................................................ (2)  go to MM102
- ## No answer ........................................................................................................... (3)  go to MM102
B. Introductory questions (part of background information)

[Asked to all]

MM100

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

A single independent company or organisation (1) go to MM102
One of a number of different establishments (2)
## No answer (3) go to MM102

* Translator: Insert appropriate country name

[If MM100 = 2]

MM101 (= ECS MM101)

Is it the headquarters or is it a subsidiary site?

Headquarters (1)
Subsidiary site (2)
## No answer (3)

[if MM050 or MM100 = 1]

MM102a

Approximately how many employees work at this establishment?<br><i><small>Please refer to the local site only.</small></i>

Interviewer:
Count the number of persons. Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount).

Codes: ‘99997’ = ‘refusal’; ‘99998’ = ‘don’t know’; ‘99999’ = ‘no answer’

Programmer:
If MM102a = 1 - 9 or MM10a >= 99997: go to END (out of scope)
[if MM050 or MM100 = 2 or 3]

**MM102b**

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

<table>
<thead>
<tr>
<th>Interviewer:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count the number of persons. Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount).</td>
</tr>
</tbody>
</table>

Codes: ‘99997’ = ‘refusal’; ‘99998’ = ‘don’t know’; ‘99999’ = ‘no answer’

**Programmer:**

If MM102b = 1 - 9 or MM102b >= 99997: go to END (out of scope)

[Asked to all]

**MM103 (= ECS MM104)**

Does this establishment belong to the public sector?

<table>
<thead>
<tr>
<th>Yes</th>
<th>(1)</th>
<th>go to MM150</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>(2)</td>
<td></td>
</tr>
<tr>
<td>## No answer</td>
<td>(3)</td>
<td></td>
</tr>
</tbody>
</table>

[if MM103 = 2 or 3]

**MM106**

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

<table>
<thead>
<tr>
<th>Before 1990</th>
<th>(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 1990 and 2005</td>
<td>(2)</td>
</tr>
<tr>
<td>After 2005</td>
<td>(3)</td>
</tr>
<tr>
<td>## No answer</td>
<td>(4)</td>
</tr>
</tbody>
</table>
C. General health and safety management in the establishment

[Asked to all]

MM150

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>01) An occupational health doctor</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>02) A safety expert</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>03) A psychologist</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>05) An ergonomics expert, dealing with the set up of the workstation</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>06) A general health and safety consultancy</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[Asked to all]

MM152

Does your establishment routinely analyse the causes of sickness absence?

Yes (1)
No (2)
## No answer (3)

[Asked to all]

MM153

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

Yes (1)
No (2)
## No answer (3)
[Asked to all]
MM154
Is the health of employees monitored through regular medical examinations?

Yes (1)  
No (2)  
## No answer (3)  

[Asked to all]
MM155
Is there a documented policy, established management system or action plan on health and safety in your establishment?

Yes (1)  
No (2) go to MM157  
## No answer (3) go to MM158  

[If MM155 = 1]  
MM156
In practice, how much of an impact does this policy, management system or action plan have on health and safety in your establishment? Does it have a large impact, some impact or practically no impact?

Large impact (1) go to MM158  
Some impact (2) go to MM158  
Practically no impact (3) go to MM158  
## No answer (4) go to MM158
[If MM155 = 2]  

**MM157**

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

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>01) We don’t see the benefit of such a policy, management system or action plan</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>02) We haven’t had time to develop any of these</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>03) We don’t have the expertise to develop these</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>04) In view of our health and safety risks this is not necessary</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>05) The necessary financial resources were not available</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[Asked to all]  

**MM158**

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

<table>
<thead>
<tr>
<th>Frequency</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regularly</td>
<td>(1)</td>
</tr>
<tr>
<td>Occasionally</td>
<td>(2)</td>
</tr>
<tr>
<td>Practically never</td>
<td>(3)</td>
</tr>
<tr>
<td>## No answer</td>
<td>(4)</td>
</tr>
</tbody>
</table>
[Asked to all]

**MM159**

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

Very high (1)  
Quite high (2)  
Quite low (3)  
Very low (4)  
## No answer (5)

[Asked to all]

**MM161**

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

Yes (1)  
No (2) go to MM169  
## No answer (3) go to MM170

[If MM161 = 1]

**MM162**

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

Conducted by own staff (1)  
Contracted to external providers (2)  
## Both about equally (3)  
## No answer (4)
[If MM161 = 1]

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>01</em> Following a change in the staffing, layout or organisation of work</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>02</em> At the request of employees, e.g. in case of complaints</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>03</em> At regular intervals, without any specific cause</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[If MM161 = 1]

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>01</em> Equipment and working environment</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>04</em> The way work is organised</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>05</em> Irregular or long working hours</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>06</em> Supervisor-employee relationships</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[If MM161 = 1]

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>01</em> Changes to equipment or working environment</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>04</em> Changes to the way work is organised</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>05</em> Changes to working time arrangements</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>06</em> Provision of training</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[If MM161 = 2]

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>01</em> The necessary expertise is lacking</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td><em>02</em> Risk assessments are too time consuming or expensive</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>
ESENER Questionnaire

_03) The legal obligations on risk assessment are too complex (1) (2) (3)
_05) It is not necessary, because we do not have any major problems (1) (2) (3)

Programmer: Items to be randomised

[Asked to all]

MM170

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

<table>
<thead>
<tr>
<th></th>
<th>Major</th>
<th>Minor</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>(1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>(2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>## No answer</td>
<td>(3)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* Translator: Please insert country-specific term from Annex 2.5

[Asked to all]

MM171

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

<table>
<thead>
<tr>
<th></th>
<th>Major</th>
<th>Minor</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>_01) Fulfilment of legal obligation</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>_02) Requests from employees or their representatives</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>_03) Staff retention and absence management</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>_04) Economic or performance-related reasons</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>_05) Requirements from clients or concern about the organisation’s reputation</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
<tr>
<td>_06) Pressure from the {labour inspectorate}*</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
<td>(4)</td>
</tr>
</tbody>
</table>

* Translator: Please insert country-specific term from Annex 2.5
### [Asked to all]

**MM172**

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

<table>
<thead>
<tr>
<th></th>
<th>Major</th>
<th>Minor</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>A lack of resources such as time, staff or money</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>02</td>
<td>A lack of awareness</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>03</td>
<td>A lack of expertise</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>04</td>
<td>A lack of technical support or guidance</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>05</td>
<td>The culture within the establishment</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>06</td>
<td>The sensitivity of the issue</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

### [Asked to all]

**MM173**

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

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Official institutes for health and safety at work</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>02</td>
<td>The European Agency for safety and health at work</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>03</td>
<td>In-house health and safety services</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>04</td>
<td>The {labour inspectorate}*</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>05</td>
<td>Employers’ organisations</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>06</td>
<td>Trade unions</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>07</td>
<td>Contracted health and safety experts</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>08</td>
<td>Insurance providers</td>
<td>(1)</td>
<td>(2)</td>
</tr>
</tbody>
</table>

**Translator: Please insert country-specific term from Annex 2.5**
Are you aware of the European Week for safety and health at work?

Yes (1)
No (2)
## No answer (3)
D. Health and safety risks in the establishment

[Asked to all]

**MM200**

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

<table>
<thead>
<tr>
<th>Major</th>
<th>Some</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>01) Dangerous substances (Interviewer: explain if necessary: e.g. dusts, chemical, biological or radioactive)</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>02) Accidents</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>03) Noise and vibration</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>04) Musculoskeletal disorders <em>such as</em> pain in the back, neck, arms or legs</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>05) Work-related stress</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>06) Violence or threat of violence</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>07) Bullying or harassment, i.e. abuse, humiliation or assault by colleagues or superiors</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[Asked to all]

**MM202**

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

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>01) Time pressure</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>02) Poor communication between management and employees</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>03) Poor co-operation amongst colleagues</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>04) Lack of employee control in organising their work</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>05) Job insecurity</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>06) Having to deal with difficult customers, patients, pupils etc.</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>07) Problems in supervisor – employee relationships</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>08) Long or irregular working hours</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>09) An unclear human resources policy</td>
<td>(1)</td>
<td>(2)</td>
</tr>
<tr>
<td>10) Discrimination (for example due to gender, age or ethnicity)</td>
<td>(1)</td>
<td>(2)</td>
</tr>
</tbody>
</table>
E. Management of psychosocial risks in the establishment

[Asked to all]

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

| Yes | 1 |
| No  | 2 |
| ## Work-related stress is not an issue in our establishment | 3 |
| ## No answer | 4 |

[Asked to all]

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

| Yes | 1 |
| No  | 2 |
| ## These problems are not an issue in our establishment | 3 |
| ## No answer | 4 |
[Asked to all]

MM252

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

Interviewer: Read out definition if necessary:

Work-related violence occurs when one or more workers or managers are threatened, assaulted or abused by clients, patients or pupils.

Yes (1)
No (2)

## Work-related violence is not an issue in our establishment (3)

## No answer (4)

[Asked to all]

MM253

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

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

_01) Changes to the way work is organised
_02) A redesign of the work area
_03) Confidential counselling for employees
_04) Set-up of a conflict resolution procedure
_05) Changes to working time arrangements
_06) Provision of training

Programmer: Items to be randomised!

[Asked to all]

MM256

Does your establishment take action if individual employees work excessively long or irregular hours?

Yes (1)
No (2)

## Long or irregular working hours are not an issue in our establishment (3)

## No answer (4)
**ESENER Questionnaire**

**[Asked to all]**

**MM259**

Do you inform employees about psychosocial risks and their effect on health and safety?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

**[Asked to all]**

**MM260**

Have they been informed about whom to address in case of work-related psychosocial problems?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

**[If (any of MM253_01 to MM253_06 = 1) or ((MM250 = 1) or (MM251 = 1) or (MM252 = 1) or (MM256 = 1) or (MM259 = 1) or (MM260 = 1)]**

**MM262**

Which of the following reasons prompted your establishment to deal with psychosocial risks?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>_01) Fulfilment of legal obligation</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_02) Requests from employees or their representatives</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_03) High absenteeism rates</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_04) A decline in productivity or in the quality of outputs</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_05) Requirements from clients or concern about the organisation’s reputation</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_06) Pressure from the labour inspectorate*</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

* Translator: Please insert country-specific term from Annex 2.5
[If (any of MM253_01 to MM253_06 = 1) or ((MM250 = 1) or (MM251 = 1) or (MM252 = 1) or
MM256 = 1) or (MM259 = 1) or (MM260 = 1)]

**MM263**

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

Very effective (1)
Quite effective (2)
Quite ineffective (3)
Very ineffective (4)
## No answer (5)

[If (any of MM253_01 to MM253_06 = 1) or ((MM250 = 1) or (MM251 = 1) or (MM252 = 1) or
MM256 = 1) or (MM259 = 1) or (MM260 = 1)]

**MM266**

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

Yes (1)
No (2)
## No answer (3)

[If (any of MM253_01 to MM253_06 = 1) or ((MM250 = 1) or (MM251 = 1) or (MM252 = 1) or
MM256 = 1) or (MM259 = 1) or (MM260 = 1)]

**MM267**

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

Yes (1)
No (2)
## No answer (3)
F. Barriers for psychosocial risk management and existing support

[Asked to all]

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

More difficult (1)
Less difficult (2) go to MM302
No difference (3) go to MM302
## No answer (4) go to MM302

[If MM300 = 1]

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

<table>
<thead>
<tr>
<th>Factor</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>A lack of resources such as time, staff or money</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>A lack of awareness</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>A lack of training and or expertise</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>A lack of technical support or guidance</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>The culture within the establishment</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>The sensitivity of the issue</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>

[Asked to all]

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

Yes (1) go to MM303a
No (2) go to MM303b
## No answer (3) go to MM303b

[If MM302 = 1]
MM303a
Would you need any additional information or support on this issue?

Yes (1) go to MM304a
No (2) go to MM350
## No answer (3) go to MM350

[If MM302 = 2 or 3]

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

Yes (1) go to MM304
No (2) go to MM350
## No answer (3) go to MM350

[If MM303a or MM303b = 1]

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Yes</th>
<th>No</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>_02) On how to deal with specific issues such as violence, harassment or stress</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_03) On how to include psychosocial risks in risk assessments</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>_04) On how to design and implement preventive measures</td>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
</tbody>
</table>
G. Formal employee representation in OSH issues

[Asked to all respondents];  
[asked in all countries except for CY, MT, SE]  
MM350  
Do you have a {works council}* in this establishment?  

Yes (1)  
No (2)  
## No answer (3)  

* Translator: Please insert country specific term from Annex 2.1

[Question to be asked to all respondents]  
[asked in all countries except for DE, AT and LU]  
MM351  
And is there a {shopfloor trade union representation}* in your establishment?  

Yes (1)  
No (2) go to ***  
## No answer (3) go to ***  

*** Exit filter MM351:  
If (MM351 = 2 or 3) and (MM350 = 1): go to MM353  
If (MM351 = 2 or 3) and (MM350 = 2 or 3): go to MM355  

* Translator: Please insert country specific term from Annex 2.2

[If MM350 = 1 or MM351 = 1]  
MM353  
In your discussions with the employee representation, are safety and health issues:  
Very important, quite important, quite unimportant or totally unimportant compared to other issues you discuss with them?  

Very important (1)  
Quite important (2)  
Quite unimportant (3)  
Totally unimportant (4)  
## No answer (5)
[If MM350 = 1 or MM351 = 1]

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

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

[Asked to all respondents]
[asked in all countries except for CH; specific version MM355NL asked in the Netherlands]

MM355
Does your establishment have an internal (health and safety representative)*?

[NL: If MM350 = 1]

MM355NL
Is there a member of the (health and safety representative)* in this establishment?

Yes (1)
No (2)
## No answer (3)

* Translator: Please insert country specific term from Annex 2.3
Is there a \{health and safety committee\}* in your establishment?

Yes \hspace{1cm} (1)

No \hspace{1cm} (2)

No answer \hspace{1cm} (3)

* Translator: Please insert country specific term from Annex 2.4
H. Background information on the establishment

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

[Asked to all]

MM400 (= ECS MM550)

About what proportion of your employees is female?

___ %

Codes: ‘997’ = ‘refusal’; ‘998’ = ‘don’t know’; ‘999’ = ‘no answer’

[if MM400 = 998 or 999]

MM400x

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>None at all</td>
<td>(1)</td>
</tr>
<tr>
<td>Less than 20%</td>
<td>(2)</td>
</tr>
<tr>
<td>20% to less than 40%</td>
<td>(3)</td>
</tr>
<tr>
<td>40% to less than 60%</td>
<td>(4)</td>
</tr>
<tr>
<td>60% to less than 80%</td>
<td>(5)</td>
</tr>
<tr>
<td>80% to less than 100%</td>
<td>(6)</td>
</tr>
<tr>
<td>All</td>
<td>(7)</td>
</tr>
<tr>
<td>## No answer</td>
<td>(8)</td>
</tr>
</tbody>
</table>
[Asked to all]

**MM401 (≡ ECS MM552)**

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

___ %

Codes: ‘997’ = ‘refusal’; ‘998’ = ‘don’t know’; ‘999’ = ‘no answer’

[if MM401 = 998 or 999]

**MM401x**

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

- 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 (8)

[Asked to all]

**MM402**

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

- Very high (1)
- Quite high (2)
- About average (3)
- Quite low (4)
- Very low (5)
- ## No answer (6)
[Asked to all]

**MM403** (= ECS MM500)

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 (6)

[Asked to all]

**MM405**

Approximately what proportion of your employees holds a nationality other than **(country’s)**?*

___ %

Codes: ‘997’ = ‘refusal’; ‘998’ = ‘don’t know’; ‘999’ = ‘no answer’

* Translator: Appropriate country name to be inserted

[if MM405 = 998 or 999]

**MM405x**

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

- 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 (8)
J. Contact for the ER interview

[only for countries where the Health and Safety Committee has a predefined spokesperson of the employee’s side]
[If MM358 = 1 and country = FR or LV]

MM500

For our research project it is very important to also have the view of the employee representative responsible for safety and health issues at this establishment.

Therefore I would also like to interview the {spokesperson of the employee representative side within the Health and Safety Committee}*. Would you please give me his or her full name and the extension?

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

## Information (name and/or telephone number) is given (1) go to MM507
## Don't know, but OK to interview employee representative (2) go to MM508
## Refused (3) go to MM506
## The respondent is this person (4) go to MM508

* Translator: Insert national term:

FR: Le secrétaire du CHSCT (= comité d’hygiène, de sécurité et des conditions de travail)

[only for countries for which there is a health and safety committee, but no predefined spokesperson of this committee]
[If MM358 = 1]
[asked in all countries except for: FR, LV, LU, SI]

MM501

For our research project it is very important to also have the view of the employee representative in charge of safety and health at this establishment.

Within the (Health and Safety committee)* you have in your establishment: Is there a spokesperson among the employee representatives side?

Yes (1) go to MM502
No (2) go to ***
## No answer (3) go to ***

* Translator: Please insert national term (see Annex 2.4)
*** Programmer: Exit filter if MM501 = 2 or 3:

If country = DE:
If (MM501 = 2 or 3) and MM350 = 1: go to MM503d
If (MM501 = 2 or 3) and MM350 = 2 or 3: go to MM503a

All other countries: if MM501 = 2 or 3: go to MM503a

[if MM501=1]

MM502

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

## Information (name and/or telephone number) is given (1) go to MM507
## Don't know, but OK to interview employee representative (2) go to MM508
## Refused (3) go to MM506
## The respondent is this person (4) go to MM508

If country = DE and (MM501 = 2 or 3 and MM350 = 2 or 3)
If country = SI: Ask MM503a if MM350 = 2 or 3 and MM355 = 2,3 and MM351 = 1
All other countries: if MM501 = 2 or 3

MM503a

In this case I would like to talk to the {health and safety representative}* in your {Health and Safety committee}**.

Int:

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

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

## Information (name and/or telephone number) is given (1) go to MM507
## Don't know, but OK to interview employee representative (2) go to MM508
## Refused (3) go to MM506
## The respondent is this person (4) go to MM508

* Translator: Insert national term according to Annex 2.3.
** Translator: Insert national term according to Annex 2.4.
If country = DE and (MM501 = 2 or 3 and MM350 = 1)
If country = NL and (MM355NL = 1 and MM358 = 2 or 3)
If country = SI: Ask MM503d if MM350 = 1

**MM503d**

*In this case I would like to talk to the member of the {works council}* responsible for health and safety issues.

**Int:**

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

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

## Information (name and/or telephone number) is given ( 1 ) go to MM507
## Don't know, but OK to interview employee representative ( 2 ) go to MM508
## Refused ( 3 ) go to MM506
## The respondent is this person ( 4 ) go to MM508

* Translator: Insert national term according to Annex 2.1.

**MM504**

* is asked wherever there is no Health and Safety Committee, but where there is a Health and Safety Representative. MM504 is asked in all countries except for CH and NL
SI: Ask if (MM350 = 2 or 3) and MM355 = 1
LU: Ask if MM355 = 1
[All other countries: if MM355 = 1 and (MM358 = 2 or 3)]

**MM504**

For our research project it is very important to also have the view of the employee representative responsible for safety and health issues at this establishment.

Therefore I would also like to interview the {Health and Safety representative}*.

**Int:**

*If there is more than one representative in this function: We would like to talk to the one who has the longest standing experience in this function.*
Would you please give me his or her full name and the extension?

## Information (name and/or telephone number) is given (1) go to MM507
## Don't know, but OK to interview employee representative (2) go to MM508
## Refused (3) go to MM506
## The respondent is this person (4) go to MM508

* Translator: Insert national term according to Annex 2.3.

[If any of MM500, MM502, MM503a/d,, MM504 = 3]

**MM506**

**Interviewer:**

*Try to motivate the respondent to agree in an interview with the employee representation.*

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

Respondent agrees (1) go to MM507

Respondent maintains refusal (2) go to MM508

Respondent agrees to ER interview, but can’t give address details of the ER (3) go to MM508

## The respondent is this person (4) go to MM508

[If any of MM500, MM502, MM503a/d,, MM504 or MM506 = 1]

**MM507**

Mr .................................... ( )
Ms: ..................................... ( )

Name: __________________________________________________________

Direct telephone number (including city code): ______________________

*Translator: Insert national term according to Annex 2.3.*
[Asked to all]

MM508

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

Yes, agrees................................................................. (1)
No, does not agree .......................................................... (2)
## No answer........................................................................ (3)

Thank you very much for your cooperation.

Interviewer:

Quit MM interview.

If applicable: Try to get ER interview and start with information stored in ER_resp respectively MM511 for establishing the contact with the proper ER respondent.

END of MM interview.
Programmer:
Code the following variable for transmission of required information on the address availability into the ER interview (you can also choose another way to assure that this information is correctly transferred to the start phase of the ER interview):

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

Programmer:
Information on the type of the ER respondent identified at the end of the MM interview is needed for the start phase of the ER interview. Therefore the following information has to be transferred to the ER interview:

If (MM500 = 1 or 2) or (MM500=3 and MM506 = 1 or 3)
compute **ER Resp_01** (Official employee spokesperson of H&S Committee (HSC))

If (MM502 = 1 or 2) or (MM502 = 3 and MM506 = 1 or 3)
compute **ER Resp_02** (Informal employee spokesperson of H&S Committee (HSC))

If (MM503a = 1 or 2) or (MM503a = 3 and MM506 = 1 or 3)
compute **ER Resp_03** (Health and Safety representative of the HSC)

If (MM503d = 1 or 2) or (MM503d = 3 and MM506 = 1 or 3)
compute **ER Resp_06** (Health and Safety representative of the works council)

If (MM504 = 1 or 2) or (MM504 = 3 and MM506 = 1 or 3):
compute **ER Resp_08** (The Health and Safety representative (where there is no HSC)
Annex 1: Country Codes

<table>
<thead>
<tr>
<th>Country</th>
<th>Code</th>
<th>Abbreviation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria</td>
<td>12</td>
<td>AT</td>
</tr>
<tr>
<td>Belgium</td>
<td>01</td>
<td>BE</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>31</td>
<td>BG</td>
</tr>
<tr>
<td>Croatia</td>
<td>46</td>
<td>HR</td>
</tr>
<tr>
<td>Cyprus</td>
<td>32</td>
<td>CY</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>33</td>
<td>CZ</td>
</tr>
<tr>
<td>Denmark</td>
<td>02</td>
<td>DK</td>
</tr>
<tr>
<td>Estonia</td>
<td>34</td>
<td>EE</td>
</tr>
<tr>
<td>Finland</td>
<td>06</td>
<td>FIN</td>
</tr>
<tr>
<td>France</td>
<td>07</td>
<td>FR</td>
</tr>
<tr>
<td>Germany</td>
<td>03</td>
<td>DE</td>
</tr>
<tr>
<td>Greece</td>
<td>04</td>
<td>EL</td>
</tr>
<tr>
<td>Hungary</td>
<td>35</td>
<td>HU</td>
</tr>
<tr>
<td>Ireland</td>
<td>08</td>
<td>IE</td>
</tr>
<tr>
<td>Italy</td>
<td>09</td>
<td>IT</td>
</tr>
<tr>
<td>Latvia</td>
<td>36</td>
<td>LV</td>
</tr>
<tr>
<td>Lithuania</td>
<td>37</td>
<td>LT</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>10</td>
<td>LU</td>
</tr>
<tr>
<td>Malta</td>
<td>38</td>
<td>MT</td>
</tr>
<tr>
<td>Netherlands</td>
<td>11</td>
<td>NL</td>
</tr>
<tr>
<td>Poland</td>
<td>39</td>
<td>PL</td>
</tr>
<tr>
<td>Portugal</td>
<td>13</td>
<td>PT</td>
</tr>
<tr>
<td>Romania</td>
<td>40</td>
<td>RO</td>
</tr>
<tr>
<td>Slovakia</td>
<td>41</td>
<td>SK</td>
</tr>
<tr>
<td>Slovenia</td>
<td>42</td>
<td>SI</td>
</tr>
<tr>
<td>Spain</td>
<td>05</td>
<td>ES</td>
</tr>
<tr>
<td>Sweden</td>
<td>14</td>
<td>SE</td>
</tr>
<tr>
<td>Turkey</td>
<td>43</td>
<td>TR</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>15</td>
<td>UK</td>
</tr>
</tbody>
</table>
Annex 2: Specific national terminology

Annex 2.1.: National terms for “Works Council”

AT: Betriebsrat bzw. Personalvertretung
BE: Ondernemingsraad or Bijzonder- or Basisonderhandelingscomité
    Comité d'Entreprise ou Comité de negociation particulier ou de base
BG: Представители за информиране и консултиране на работниците и служителите
CH: Arbeitnehmervertretung
[CY: not existent]
CZ: rada zaměstnanců
DE: Betriebs- bzw. Personalrat
DK: Samarbejdsudvalg or MED-udvalg
EE: Töötajate usaldusisik or Euroopa Töööukogu
EL: Συμβούλιο εργαζόμενων
ES: Delegado de Personal, Comité de Empresa o Junta de Personal
FI: YT-toimikunta
FR: délégué du personnel ou comité d’entreprise
HR: RADNIČKO VIJEĆE
HU: Územi megbízott or Územi tanács
IE: Statutory employee representative forum
IT: Rappresentanza Sindicale Unitaria o aziendali
LT: Darbo taryba
LU: Comité mixte de entreprise ou délégation du personnel
LV: Darbinieku pilnvarotais pārstāvis or Darba padome

[MT: not existent]

NL: Personeelvertegenwoordiging or Ondernemingsraad

NO: Betritsutvalg

PT: Comissão de Trabalhadores

PL: rady pracowników

RO: Reprezentanții salariaților

[SE: not existent]

SI: Delavski zaupnik or Svet delavcev

SK: Zamestnanecký dôverník or Zamestnanecká rada

TR: çalıșma konseyi

UK: joint consultative committee, employee forum or equivalent body

Annex 2.2.: National terms for “(shopfloor) trade union representation”

[AT: not existent]

BE: Syndicale Delegatie
    Délégation Syndicale

BG: Синдикална организация

CH: Gewerkschaftsvertretung/ Répresentation syndicale/ Rappresentanza sindacali

CY: Συνδικαλιστική Εκπροσώπηση

CZ: odborová organizace

[DE: not existent]

DK: Tillidsrepræsentant

EE: Ametiühing
EL: Επιχειρησιακό σώματείο
ES: delegación sindical
FI: Ammattiosasto
FR: délegation syndicale
HR: SINDIKAT
HU: Szakszervezet
IE: Workplace union representative
IT: Organizzazione sindicale
LT: Profesinė sąjunga
[LU: not existent]
LV: arodbiedrība
ML: recognised union representative
NL: Bedrijfsledengroep
NO: Tillitsvalgt
PT: Comissão sindical or intersindical
PL: zakladowa organizacja zwiazkowa
RO: Sindicat
SE: facklig förtroendeman
SI: Sindikalni zaupnik
SK: Základná organizácia odborového zväzu
TR: Sendika
UK: recognised shopfloor trade union representation
Annex 2.3.: National terms for “Health and Safety Representative”

AT: Sicherheitsvertrauensperson
BE: Délégué du personnel
Werknemersafgevaardigde
BG: Представители по безопасност и здраве
[CH: not existent]
CY: Αντιπρόσωποι ασφάλειας
CZ: Zástupci pro bezpečnost práce a ochrany zdraví
DE: Sicherheitsbeauftragtes
DK: Sikkerhedsrepræsentant
EE: Töökeskkonna volinik
EL: εκπρόσωποι υγιεινής και ασφάλειας
ES: Delegado de prevención
FI: Työsuojeluvaltuutettu
FR: Délégué du personnel chargé de l’hygiène, de la sécurité et des conditions de travail
HR: povjerenik radnika za zaštitu na radu
HU: Munkavédelmi képviselő
IE: Safety representative
IT: rappresentante del lavoratori per la sicurezza (RLS)
LT: Darbuotojų atstovas saugai ir sveikatai
LU: Délégué à la sécurité
LV: Uzticības persona
MT: Rappreżentanti tas-saħħa u s-sigurta’ fuq il-post tax-xoghol
NL: Personeelsvertegenwoordiger or member of the onderneemingsrad in charge of safety and health
Annex 2.4.: National terms for “Health and Safety Committee”

AT: Arbeitsschutzausschuss

BE: FR: Comité pour la prévention et la protection au travail ou Comité de concertation de base
NL: Comité voor Preventie en Bescherming op het Werk of Basisoverlegcomité

BG: Комитети по условия на труд

CH: German: Personalkommission
French: Commission du personnel
Italian: Commissione del personale

CY: Επιτροπή Ασφάλειας

CZ: Výbor BOZP

DE: Arbeitsschutzausschuss

DK: Sikkerhedsorganisation

EE: Töökeskkonna nõukogu

EL: Επιτροπή υγεινής και ασφάλειας

ES: Comité de seguridad y salud

FI: Työsuojelutoimikunta
ESENER Questionnaire

FR: Le comité d'hygiène, de sécurité et des conditions de travail (CHSCT)

HR: Odbor za zaštitu na radu

HU: Munkavédelmi bizottság

IE: Safety committee

IT: Comitato per la salute e la Sicurezza

LT: Darbuotojų saugos ir sveikatos komitetas

[LU: not existent]

LV: Uzticības personu komiteja

MT: Kumitat tas-sahha u s-sigurta` fuq il-post tax-xogħol

NL: Commissie voor Veiligheid, Gezondheid en Welzijn (VGW Commissie)

NO: Arbeidsmiljøutvalg (AMU)

PT: Comitês de segurança e de saúde

PL: Komisja BHP

RO: Comitetete pentru securitate și sănătate în muncă

SE: Arbetsmiljökommitté

[SI: not existent]

SK: Komisia bezpečnosti a ochrany zdravia

TR: iş sağlığı ve güvenliği kurulu

UK: Health and safety committee
Annex 2.5.: National terms for “Labour Inspectorate”

AT: Arbeitsinspektion

BE: Contrôle du bien-être au travail
Arbeidsinspecteur

BG: Инспекторат по труда

CH: Inspection du travail
Arbeitsinspektion
Ispezione del lavoro

CY: Τμήμα Επιθεώρησης Εργασίας

CZ: Inspektorát práce

DE: Gewerbeaufsicht

DK: Arbejdstilsynet

EE: Tööinspektsioon

EL: Σώματος Επιθεώρησης Εργασίας (Σ.ΕΠ.Ε)

ES: Inspectores de trabajo

FI: Työsuojelupiiri

FR: Inspection du travail

HR: Inspekcija rada

HU: Munkavédelmi Felügyelőség

IE: Health and safety authority

IT: Ispettori del lavoro

LT: Darbo inspekcija

LU: Inspection du travail

LV: Darba inspekcija

MT: Spettorat tax- xogħol

NL: Arbeidsinspectie
NO: Arbeidstilsynet
PT: Inspecção do trabalho
PL: Państwowa Inspekcja Pracy
RO: Inspectorat de Muncă
SE: Arbetsmiljöverket
SI: Inšpektorat za delo
SK: Inšpektorát Práce
TR: iş teşviki kurulu
UK: Health and safety inspector