

	Denmark	Austria (2005)
number of employees	2,5 m	2,6 m
number of enterprises	289,000 (excluded nuclear, radiation, off shore)	233,048 (excluded railways, self employed, agriculture)
number of inspectors	430	310 (241 male, 69 female)
inspector/employees	1/5900	1/8600
occupational accidents	45,000	103,029
fatal accidents	55	124
acknowledged occupational diseases	1,400	1,146

National Annual reports - 2004	AT	DK	UK	FI	LV	NL	PL	S
number of inspectors	308	430	1,576	389	109	337	883	402
Ratio inspectors/ employees	1/ 8,600	1/ 5,900	1/ 9,450	1/ 6,080	1/ 9,560	1/ 23,000	1/ 16,650	1/ 9,400
% time spent on premises (per inspector per year)	20 (2005)	18 <i>1,5 hrs per screening</i>	n.a.	n.a. <i>2,5 hrs per inspection</i>	59	20	80	15
Number of visits	100,524	n.a.	242,068	20,400	9,759	53,259	105,109	32,542
Number of improvement notices issued	22,132	16,972	6,798	n.a.	4,308	10,400	502,226	12,052
Number of cases presented to the public prosecutor	320	490	982	276	53	642	799	228

## Labour Inspection in Austria

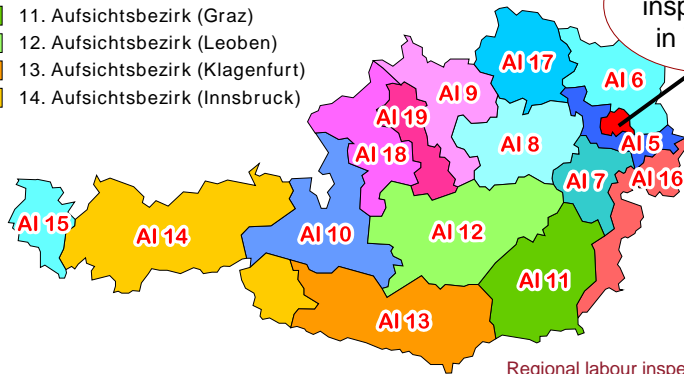


- 19 regional labour inspectorates
- 1 labour inspectorate for construction works
- 1 Central Labour Inspectorate with five units
- 476 employees, out of which **310** in the year 2006 work in field service (241 male, 69 female)
- Federal Ministry of Economics and Labour  
(since 2000, before Ministry of Labour, Health and Social Affairs)

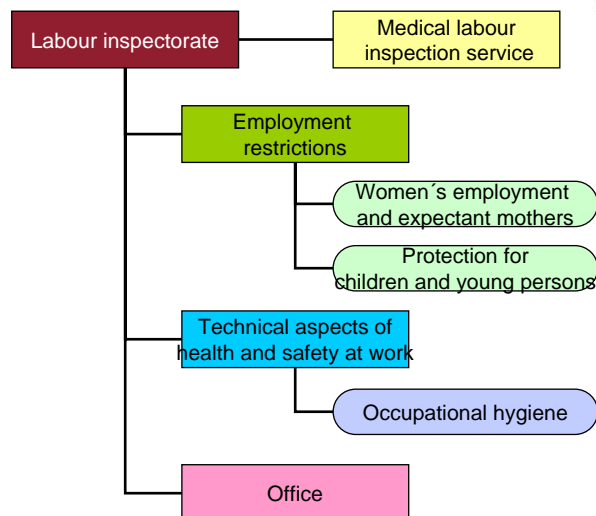


## Labour inspection districts

- |                                   |                                   |
|-----------------------------------|-----------------------------------|
| 5. Aufsichtsbezirk (Wien)         | 15. Aufsichtsbezirk (Bregenz)     |
| 6. Aufsichtsbezirk (Wien)         | 16. Aufsichtsbezirk (Eisenstadt)  |
| 7. Aufsichtsbezirk (Wr. Neustadt) | 17. Aufsichtsbezirk (Krems)       |
| 8. Aufsichtsbezirk (St. Pölten)   | 18. Aufsichtsbezirk (Vöcklabruck) |
| 9. Aufsichtsbezirk (Linz)         | 19. Aufsichtsbezirk (Wels)        |
| 10. Aufsichtsbezirk (Salzburg)    | und Bauarbeiten                   |
| 11. Aufsichtsbezirk (Graz)        |                                   |
| 12. Aufsichtsbezirk (Leoben)      |                                   |
| 13. Aufsichtsbezirk (Klagenfurt)  |                                   |
| 14. Aufsichtsbezirk (Innsbruck)   |                                   |



## Organization of a labour inspectorate



## Statistics 2005

Source: Activity reports on labour inspection

	2005
Staff	310
Number of Inspections	97,333
Number of Advicing Activities in enterprises	24,247
Number of administrative fines proposed	1,955
Number of improvement notices issued	22,229
Number of enterprises with transgressions	23,053

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## Working Environment in Austria

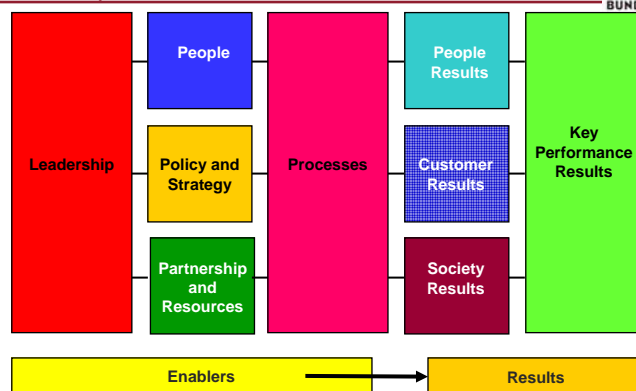
	2000	2005
number of accidents	110,429	103,029 ↓
number of fatal accidents	135	124 ↓
number of acknowledged occupational diseases	1,136	1,146 ↑
number of reported occupational diseases	2,170	1,786 ↓

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## The Quality Management Projekt

- **Start 2000:** development and introduction of the quality system
- **Model: EFQM** (European Foundation for Quality Management)
- **Strategic objectives:** increase of
  - Customer focus
  - Effectiveness of core services
  - Efficiency of internal procedures
  - Staff skills
- **Philosophy:**
  - the quality principle becomes a value held by all staff
  - a handbook gives practical advice in daily work

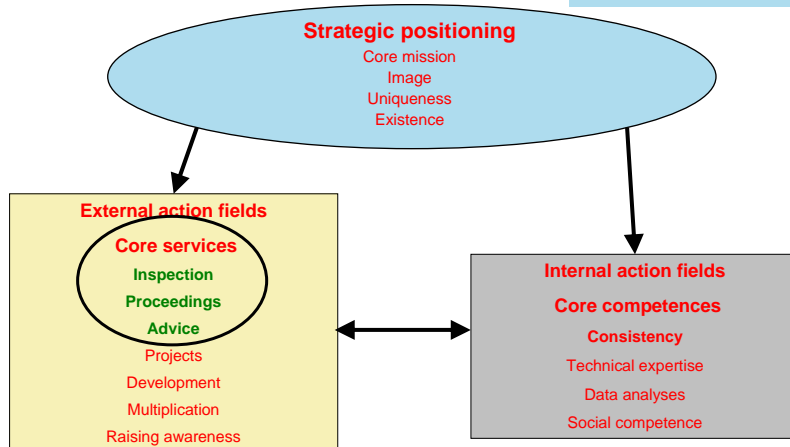
## The EFQM model – Nine criteria (action fields)



The individual enabler and result dimensions include questions allowing organisations to assess all areas and processes.

## Occupational Safety and Health Framework Strategy

### Structure of the strategy



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## Three Main Core Services of the LI

- **Inspection**
  - visits generally are unannounced, but if necessary they are announced **e.g.** system control or a special operational procedure
  - no target time for the inspection but average time for carrying out an inspection in an enterprise with most hazardous working environment is approximately **4 to 6 hrs**
- **Participation in administrative proceedings**

LI is not the competent authority (local administrative body), only party in such administrative proceedings
- **Provision of advice in all issues of OSH,**

free of charge,  
outdoors or indoors,  
target groups - employers, employees, works councils, safety experts, occupational physicians, architects, planners („consultation days“)

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### ▪ **Proactive**

- without any external reason

### ▪ **Reactive**

- with external reason
  - As a result of a complaint e.g. deficiency, shortage
  - As a result of an external inquiry or invitation on request
  - An instruction received by the central labour inspectorate e.g. national campaigns on construction sites, **bakery campaign....**
  - investigations of received notices e.g. accidents, occupational diseases, pregnancy

## Health And Safety in Bakeries

An Austrian Labour Inspectorate Campaign

To Reduce Exposure To Flour Dust In Bakeries, **2000 – 2005**

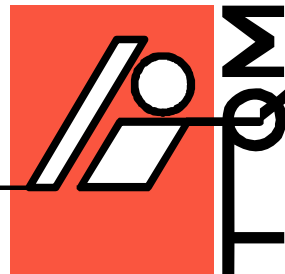


## The Results

- Increased level of knowledge and awareness amongst employers and employees
- Classes now established in technical colleges
- ca. 25% of firms have dust extraction systems
- Flour sprinkling and dusting with a flour bag are now a thing of the past
- The campaign has stimulated many ideas and much creativity in the firms
- A lasting reduction in exposure to flour dust has been achieved in many bakeries
- good cooperation and coordination with employers organisations and SME

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Results of the Quality Process



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# Inspection indicators

**Objective:** Raising the protection level in dangerous companies.  
Maintaining the protection level in other companies.

Percentage of inspections performed in line with the hazard (red/yellow/green and construction sites)

Percentage of companies with above average hazards (red) already inspected

Percentage of construction sites inspected (in relation to the construction sites notified)

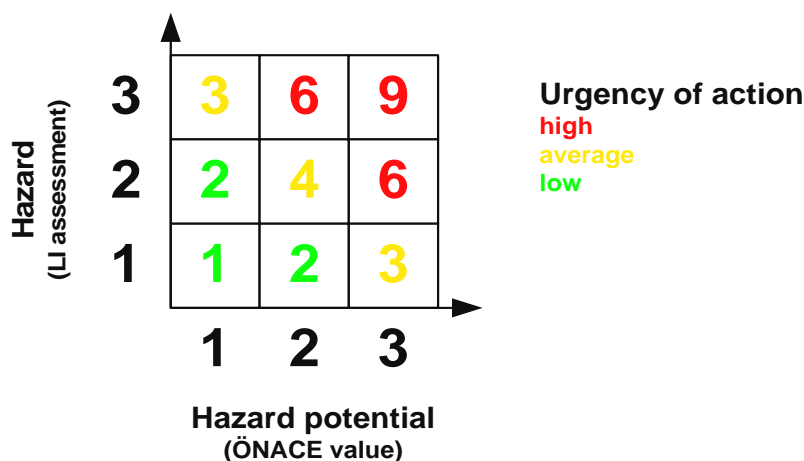
Percentage of deficiencies found to be remedied during follow-up inspections within three years (in relation to the deficiencies identified)

Average time required for supplying inspection results

Time spent (recorded by product)

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## Selection of companies for routine inspections



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- **Annual work plan** (german: Jahresarbeitsplan, JAP): a catalogue of thematic priorities for action for 2006
- **Work agreement:** concrete qualitative and quantitative plan for the implementation of the annual work plan in a specific labour inspectorate
- **Monitoring:** continuous collection of data to evaluate the implementation level and impact of the annual work plan

- **Catalogue of priority areas in the year 2006**
  - health and safety of workers in old people's home,
  - work accidents of temporary workers,
  - implementation of the ordinance dealing with explosion protection
  - young workers - instruction, training
  - systematic inspection

## Lessons learned

It is important

- that the entire organisation embraces **quality** as a **value**
- that a comprehensive concept is laid down that all staff members can apply in their fields of work
- that **the personnel** in the entire organisation **accepts and actively participates** in the project
- to offer **opportunities for change** to everybody wanting to improve something
- **not to look for scapegoats**, but for improvement potentials,
- to see **mistakes** as an **opportunity to learn**
- to involve **staff representatives** in decision-making and in all process steps right from the start
- **to concentrate all the activities on the core services of the organisation.**

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## Co-operation in Austria

### OCCUPATIONAL SAFETY and HEALTH - COMMITTEE

- chaired by the Central Labour Inspectorate
  - established by law
  - advises the Minister of Economics and Labour in main topics
  - once or twice a year
- ☛ *exchange experience, data and facts regarding the prevention of occupational accidents and occupational diseases, the outcome of the advisory work of the preventive services in SME, the technical development and special topics such as the “Austrian Guidelines for Health and Safety Management Systems” (published in 2004)*

## Co-operation in Austria

- The members of the OSH Committee are:
  - the central labour-inspection (CEO and members of technical and medical departments) is chairing the meetings
  - the Federal Chamber of Labour
  - the Austrian Trade Unions
  - the Federal Chamber of Economics
  - the Federation of Austria`s Industry
  - the Chamber of engineers
  - the Chamber of physicians
  - the Federal Provinces
  - The General Accident Insurance Company which is as special self-governed body.

## Co-operation in Austria

### PERIODIC MEETINGS

regional Labour Inspectorates and regional Social Partners meet twice a year

### PERIODIC CONFERENCES

chaired by the Central Labour Inspectorate

- DIRECTORS of the regional Labour Inspectorates  
(attended by Social Partners)
- occupational health doctors and occupational hygiene specialists of the Labour Inspectorates
- specialised labour inspectors for the protection of PREGNANT workers  
(attended by Social Partners)
- specialised labour inspectors for the protection of YOUNG people at work  
(attended by Social Partners)

