Workshop III

CB implementation: communication, training and education
Key Questions

• How do SME accept current CB tools to fulfil their legal duties in occupational safety and health?

• How can CB be part of training courses and university education?

• What are the best ways and target groups to promote CB?
Operational analysis of Stoffenmanager
Henri Heussen, Arbo Unie, NL

Stoffenmanager: how (well) is it used?
– is the tool understandable and of practical value for the users?
– is there a match between the tool and the users?
– a quality check at user level i.e. at the individual workplace.

Results:
– wide variation in user characteristics: job-title, experts & non-experts,
  size of companies: ~50% work at SMEs, 14% at small companies
  • Discussion on adding a focus in Insurance Agencies in user survey
  • 5 times more Safety Engineers than Industrial Hygienists, most ‘educated’ users
– all modules are used: module “risk assessment inhalation” = 73%
  • Need to increase the communication of available tools and their use
– users rate modules between “neutral” and “satisfied”
– reason not using a module: not aware of possibilities - *communication*
CB training for OSH professionals
Annette Wilmes, BAuA, DE

• Teaching unit for safety specialists and their trainers.
• Short Presentations in insurance and other institutions.
  – Off-the-job training: they learn *what to do*, but need ‘*when to use it*’
  – *They need the toolbox, multidisciplinary as well as easy to complex*
• CB Tools essential for safety specialists – EMKG wheel & card
  – Easy, systematic approach - Outcomes important for use
• Training of safety specialists and promotion at trade fairs.
  – Feedback: online availability for storing and access of data
• Training presentation and examples for EMKG applications on our website. Need understanding of EMKG for questions.
• 2014: EMKG 3.0 & a new train-the-trainer concept.
  – Integration of a tool for explosion risks
Our aim is to provide support in addressing challenges regarding:

1. Ensuring/improving efficient use of chemicals
   * If you control chemicals, you save money (…also reduce exposures)

2. Managing the risks to the environment, health and safety
   * Need environmental CB to protect public in long term

3. Considering reduction of production costs
   * Control hazards: Health, Physical, Environmental

4. Integrating new concepts like Non-product output (NPOs), Control banding and Work Safety into existing management structures, particularly of SME: Mosquito consultants!

5. Helping companies to meet social and environmental standards: Outcome of using CB to teach assessment needs

6. Facilitating the ISO certification process for companies
Lessons learned from 10 years of Stoffenmanager

• Human behaviour is an implicit (even not always explicit) essential element of occupational hygiene practice
  • How do prove ill-health from exposures is important to the worker?
• You have to do more then just providing a tool on the internet
  • You must ‘hook’ the worker to make it part of their awareness
• Can not copy the process of implementation from one company to another
  – Tailor-made, Safety culture, Good news: general principles!!

Development & technical evaluation of CB tools is not enough
  Need to reach workers & experts simply: Twitter: tweet issues to experts

General principles:
  Personalisation of the hazards and risks
  Risk communication: using a CB tool is by itself a personalisation step
  Social media strengthen this personalisation process
  Also: Visualisation techniques (PIMEX)

Future: VEM and interactive paper? (CGS, MSDS)
CB in tertiary education (I)
Paul Swuste, Delft University of Technology, NL

• Should CB be part of all academic training programs?
  YES – long term goal (‘no’ too hard to say at this workshop)
  – Advantages: Uses existing knowledge directly to control
  – Limitations: Design-to-control, limited scenarios to exposure realm

• Should CB be limited to design & OSH programs?
  – Need to grab management influence and build into teaching methods
  – Need to move CB as close as possible to the decision makers

• How to incorporate CB in already overcrowded programs?
  – If you move CB into curriculum, something needs to move out
  – Basis of risk assessment leading into exposure assessment
  – Foundation of occupational risk management and OHSMS teaching
CB in tertiary education (II)
Tobias Keller, University of Wuppertal

**Education**

**Currently**
- CB Basics integrated in Bachelor Education
  - Taught as methods & concepts for Assessment and Protection Measures
- Advanced CB Basics in Master Education
  - Management of Hazardous Substances
  - Methods & legal basics, product safety (REACH, GHS, CSR), occupational safety (SDS, CB tools, EMKG)

**Future**
- Basics and Advanced Basics combined in Bachelor Education
  * Taught within the Occupational Safety

**Dissertation**
- Developing and applying the Control Banding Approach to mechanical Hazards
  * Banding in mechanical hazards remains a challenge to solve
Trend to multiple jobs, how to assess exposures and protect workers

Move from industry to services
  - Statistics insufficient (e.g., EU accidents data do not cover education and health services)

Increasing number of female workers & insufficient knowledge

Increasing number of migrant workers & insufficient knowledge

* Survey: Dangerous substances very high for worker concerns
* Emerging risks lead to need for CB to control dangerous substances
  - Maintenance jobs require customized CB approaches & CGSs
* Support for risk management methods and funds for development
  - Generic workplace risk assessment tool
    [http://www.oiraproject.eu/]

Dr. Elke Schneider
EU-OSHA
How do SME accept current CB tools to fulfill their legal duties in occupational safety and health?

- Which methods are available to SMEs in chemical risk management?
  - COSHH Essentials, Stoffenmanager, EMKG, GIZ CMG + specific tools (nano, sectors)

- Which methods are the most business-wise solutions? Ones that are used.

- Are CB tools a business-wise solution? Which circumstances?
  - Sector-specific survey by Stoffenmanager indicates it is, mostly for use by OSH experts (incl. H&S representatives and technicians)

- If they accept CB tools, which steps will users have to take to successfully complete a risk assessment and implement the right control measures?
  - It is not the risk assessment, but implementation is based on discussing benefits vs. costs (compare results to existing controls, plan, do, check, act + verify)

- Is there a common road to success? Communicate, train on use, implement, control

- And if there is, which hurdles do they have to overcome? Convince of benefits

- How do they do this? user must understand regulatory needs and alternatives vs. cost

- What are the success and failure factors? discuss 'how' to implement
CB implementation in SME

success factors
• management committed
• CB for dummies
• tailored guidance
• simplicity
• using success examples
• implement
• demonstrate compliance
• trained CB users

failure factors
• cost of implementation
• cost of risk assessment
• lack of mosquitoes
• not realizing options
• competing agendas
• ensuring quality results
• lacking trust in CB
• not enough time
How can CB be part of training courses and university education?

– For training courses, what is the best way to train workers?
  • How to use CB tools, but also understanding the implementation.
  • Personalizing risk: participatory in solutions, not in blaming them

– What is the best way to train the trainers?
  • Online, Trade shows, Classroom, Workplace, Hands on

– University education, best way to integrate CB into curriculum?
  • With risk assessment, then occupational risk management & OHSMS

– Types of topics covered for undergraduate & masters courses?
  • Curriculum removed to replace with CB? Tiered approach, integration
  • Practical aspect? Role of consultant, selling H&S, convincing mgt
  • Basics of CB, use of tools, hands-on, tool development, & business
CB training and education

Workers:

- Concept of chemical, physical, bio hazards
- hazards x exposure = risk
- CB tools & online hazard info
- Learn to identify, own their own safety & solutions, right to know

Trainers:

Need an overview of all CB tools, how they work, strengths & limitations, educational methods, aspects of implementation. The need to check and verify control
What are the best ways and target groups to promote CB?

- Experiences with tool development & inclusion/consultation of stakeholders
  - Surveys vary from COSHH & Stoffenmanager, both stakeholder & worker input process

- What are your CB experiences? Limitations, advantages, feedback?
  - Not a panacea, but best with limited information. Limited with quantitative regulations.

- Where does CB work best? What are the lessons learned?
  - Best with no alternative (depending on country), best with train-the-trainers and the users

- How could current tools be improved? Ideas abound, money is what is lacking.

- Experiences: development, awareness-raising, promotion, dissemination?
  - EMKG promotion is a lesson for us all, still need “mosquito consultants” to keep the buzz

- How to ensure participation (+ workers) and continuous improvement?
  - Begin tools based on worker/stakeholder needs, teach at the worker level for growth

- How to ensure feedback of users? Limited to 25% at best, otherwise whips & chains

- How to communicate tool limitations and where it doesn’t work at all?
  - Lead with limitations, acknowledge weaknesses, but without expertise it is better than nothing
CB promotion

target groups: multilingual tools, multidisciplinary toolboxes
All enterprises, stakeholders, managers, informal economy, insurance companies, consultants, trade sector unions, inspectors, assurance managers, auditors, safety engineers, occupational physicians, ergonomists.....
instruments / media: CB glossary & dictionary
Online CB tool access, computer and smart phone 'apps', easy-to-use tools (e.g. EMKG wheel), social media, online examples, success stories, lessons learned
feedback: Availability of tools & types of tools, their use, but Need money, mosquito consultants, social networks, &???