European Agency for Safety and Health at Work

EUROPEAN RISK OBSERVATORY REPORT

EN

ISSN 1831-9343

Osh in figures: Annex to Report: Occupational Safety and Health in the road transport sector: An overview

National Report: The Netherlands

TE-RO-10-001-EN-N

European Agency for Safety and Health at Work

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This document is an annex to the Agency's Report "OSH in figures - Occupational safety and health in the transport sector – an overview" – The Netherlands

You can find the full report –in English only- on the Agency's website:
http://osha.europa.eu/en/publications/reports/transport-sector_TERO10001ENC/view

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Cataloguing data can be found on the cover of this publication.

Luxembourg: Publications Office of the European Union, 2011

ISBN -13: 978-92-9191-303-9

doi:10.2802/2218

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1 Source description

1.1 Statistical sources

Title	1. European Union Labour Force Survey
Acronym	LFS
Institution	Eurostat, Statistical Office of the European Communities
Country	EU
Periodicity	1983-2007
Type	Household Survey
URL	Figures available on: epp.**eurostat**.ec.europa.eu/ The European Union labour force survey Methods and definitions – 2001 http://www.mmo.gr/pdf/library/Data issues/KS_BF_03_002___N_EN.pdf
Coverage	**GEOGRAPHICAL COVERAGE** The EU-LFS covers all the territories of the Member States of the European Union, the EFTA countries, as well as Bulgaria and Romania. In case of Cyprus, however, the data only refer to the territory under the control of the Government of the Republic of Cyprus. **INDUSTRIAL AND OCCUPATIONAL COVERAGE** The EU-LFS covers all industries and occupations. **POPULATION COVERAGE** The EU-LFS covers the total population usually residing in Member States, except persons living in collective or institutional households. While demographic data are gathered for all age groups, questions relating to labour market status are restricted to persons in the age group 15 years or older except for Spain, the United Kingdom and Iceland where this age limit is 16 years. In Denmark, Estonia, Latvia, Hungary, Finland, Sweden, Iceland and Norway questions on the labour market characteristics are also restricted to those younger than 75 years of age. In the EFTA countries, Iceland, Norway and Switzerland, population data are not provided for the age-groups outside the scope of labour market questions. **TOPICAL COVERAGE** The EU-LFS is organised in thirteen modules, covering demographic background, labour status, employment characteristics of the main job, hours worked, employment characteristics of the second job, time-related underemployment, search for employment, education and training, previous work experience of persons not in employment, situation one year before the survey, main labour status, income and technical items relating to the interview.
Content	The European Union Labour Force Survey (EU-LFS) provides population estimates for the main labour market characteristics, such as employment, unemployment, inactivity, hours of work, occupation, economic activity and much else as well as important socio-demographic characteristics, such as sex, age, education, households and regions of residence. The division of the population into employed persons, unemployed persons and inactive persons follows the ILO definition. Other concepts also follow broadly the recommendations of ILO.

Country/ region	The Netherlands
Title	**Netherlands Working Conditions Survey (Nationale Enquête Arbeidsomstandigheden)**
Acronym	NEA
Institution	TNO Work and Employment (in cooperation with the Ministry of Social Affairs and Employment and Statistics Netherlands
Country	The Netherlands
Periodicity	The survey started in 2003 and was originally scheduled for every second year, but will become an annual survey in 2006.
Type	Employee Survey Method: PAPI (postal questionnaire); respondents can choose to respond by CAWI (web interviewing)
Demographic group	Representative sample of the Dutch labour force (15–64 years), excluding self-employed. The net response was about 10,000 employees in 2003 and about 23,000 employees in 2005.
Objectives	Objective is to get a picture of the working conditions of a large representative sample of employees. The Ministry of Social Affairs and Employment uses the data to monitor the working conditions in the Netherlands. In addition, the data are used to carry out sector or profession-oriented benchmarking studies, and to analyze special topics in the field of work, working conditions, work relations, personnel management, work and health, etc.

Title	TNO Arbeidssituatie Survey
Acronym	TAS
Institution	TNO Work and Employment (in cooperation with the Ministry of Social Affairs and Employment and Statistics Netherlands
Country	The Netherlands
Periodicity	The survey started in 2000 and was originally scheduled for every second year. Last survey was in 2004.
Type	Employee Survey Method: PAPI (postal questionnaire); in 2002 and 2004 respondents could choose to respond by CAWI (web interviewing)
Demographic group	Representative sample of the Dutch labour force (15–64 years), including self-employed. The net response was over 4.000 employees in 2000, over 3.500 employees in 2002 and over 4.500 employees in 2004.
Objectives	The objective is to get a picture of the working conditions of a large representative sample of employees. The Ministry of Social Affairs and Employment uses the data to monitor the working conditions in the Netherlands.

Title	TNO Arbeidssituatie Survey
	In addition, the data are used to carry out sector or profession-oriented benchmarking studies, and to analyze special topics in the field of work, working conditions, work relations, personnel management, work and health, etc.

Title	Permanent Quality of Life Survey (Permanent Onderzoek Leefsituatie)
Acronym	POLS
Institution	Central Bureau of Statistics (CBS)
Country	The Netherlands
Periodicity	Every third year from 1977–1989; Annual since 1989 trend break in 1994; Continuous data collection (whole year) since 1997. Questions on working conditions no longer included (since 2003, 2004)
Type	Household survey Method: The POLS is a face-to-face interview. However, the questions on health are presented on paper, and the interviewees are asked to send them back after completion. This may result in additional non-response for these questions.
URL	http://statline.cbs.nl Or a data file to be bought from the CBS which enables secondary analyses
Demographic group	This survey consists of a core interview that is administered to – depending on the year – between 40,000 and 90,000 people who have a registered address in the Netherlands. Some of the respondents also receive work and health questions, submitted to approximately 18,500 workers with a response of approximately 10,000 people each year (about 60% response rate on average). Workers aged 18–64 years number about 4,500, a representative sample of the Dutch workforce.
Objectives	Continually gathering high quality and coherent data regarding the living conditions of the Dutch population.
Content	The POLS provides information on living conditions. It also provides information regarding health, the use of medical services, lifestyle, participation in national preventive health programs of the Dutch population. For workers the questions regarding health are supplemented with questions regarding quality of work to get a clear picture of the experienced working conditions.

1.2 Analytical sources

Country	Europe
Title	**EU road freight transport sector: Work and employment conditions**
Editor	European Foundation for the Improvement of Working and Living Conditions
Country	EU
Time	2004
URL	http://www.eurofound.europa.eu/publications/htmlfiles/ef03102.htm
Summary	This report provides a snapshot of working conditions in the EU road freight transport sector, the trends and developments shaping the industry and the issues of concern. Based on analyses from the 15 Member States, the aim of this consolidated report is to analyse the work and employment conditions in the sector and to highlight major trends and changes in this area. Creating more and better jobs, while enhancing competitiveness is one of the major challenges facing the road freight transport sector. This report serves as a useful benchmark from which policymakers can shape a better, safer and more competitive future for the sector.
TOC	**Foreword** **Introduction** **1 — Sector characteristics** **2 — Quality of work and health** **3 — Quality of work and employment** **4 — Social dialogue and view of different actors** **5 — Trends and changes** **Bibliography**
Information regarding the topic	The aim of this consolidated report on the European road transport sector and sub-sector 'freight transport by road' is to: ▪ describe the socio-economic context; ▪ identify the structural characteristics and patterns with regard to labour market issues, working conditions and social dialogue; ▪ research the employment status, and conditions of work and employment; ▪ identify risks, risk factors and risk groups; ▪ outline legislative and regulatory measures related to working conditions; ▪ analyse other initiatives such as guidelines and codes of conduct; ▪ show how the social partners are operating; identify and describe the content of relevant collective agreements; ▪ describe positive examples and good practices aimed at improving working conditions and social dialogue; ▪ examine possible solutions to improve working conditions and social dialogue; ▪ analyse potential barriers to the implementation of legislative, regulatory and 'soft law' measures to improve working conditions and social dialogue.

2 Summary

Contextual features

- In the total working population as well as in transport, employment has increased from 1995 to 2006. Within transport, most workers work in land transport and transport via pipelines, followed by air transport and transport over water. Male employment in transport is around four times higher than female employment.
- Most male and female workers work in land transport or transport via pipeline, followed by air transport. Compared to male workers in transport, the number of female workers in air transport is relatively high.
- Similarly to the total working population, most workers in transport are in the age group 25-49 years. However, in transport there is a higher share of workers in the age group 50-64. By gender, the proportion of ageing workers in transport is higher among men than women.
- Workers in transport are relatively less often self-employed than the national average. The percentage of temporary workers has increased from 2005 to 2006 in transport, whereas in the total working population it has remained relatively stable. The number of part-time workers has increased in the same period of time, both in the total working population and in transport. The number of part-time workers is highest in land transport.

Physical work factors

- Compared to the national average, exposure to vibration is relatively high among workers in transport. Between 2005 and 2006 work with vibrating equipment has decreased both in the total working population and in transport. The use of fork-lift trucks or other shaking vehicles has gone down in the total working population, but increased in transport.
- Both transport and the total working population report a reduction in work in all kinds of painful positions between 2005 and 2006, except for work in the same position for a sustained period of time, which increased in transport. The number of workers that report having to carry heavy loads is relatively high in transport compared to the total population.
- In transport the percentage of workers being exposed to noise is relatively high compared to the total working population, whereas the share of workers using hearing protection is relatively low. Exposure to noise is highest in air transport.
- Inhalation of vapours and fumes has decreased between 2005 and 2006 in the total working population as well as in transport. The percentage of workers reporting inhalation of exhaust fumes is substantially higher in transport.
- Transport workers seem to be relatively more often exposed to dangerous substances than the total working population. Exposure to dangerous substances has increased between 2005 and 2006 for the working population as well as for workers in transport. Handling different kinds of dangerous substances is relatively less common among workers in transport than in the total working population, although transport over water reports relatively high shares of workers being exposed to cleaning products and disinfectants.

Work organisation

- Transport workers more often report working under time pressure, having to hurry, having trouble with work pressure and wanting to slow down at work, compared to the total working population. On the other hand, these workers less often report having to work extra hard to get something finished and having backlogs at work.
- Workers in transport report having little job control compared to the total working population. Job control seems to have remained relatively stable in the total working population between 2005 and 2006, whereas in transport it seems to have decreased somewhat in the same period of time. The variety in work has decreased in the total working population, whereas in land transport there has been an increase between 2000 and 2004.

- The share of workers that report having taken an internal/external course in the last two years is relatively low in transport compared to the total working population. In the total working population the percentage of workers reporting to have taken an internal course is higher than those who have taken an external course. The opposite holds in land transport.
- Transport sector reports more working hours per week, more overtime work and more shift, night and weekend work than the total working population. Between 2005 and 2006, the number of weekly working hours has remained relatively stable in the total working population, while in transport it has somewhat increased. The number of overtime work has increased in both transport and the total working population.

Psychosocial factors

- In transport over water the reported pressure of work and stress decreased from 2005 to 2006, while in air transport pressure of work increased.
- The percentages of workers reporting exposure to internal and external violence have decreased between 2005 and 2006, both in the total working population and, particularly, in transport.
- Sexual harassment has remained relatively stable in the total working population, whereas in transport it has increased. Intimidation is more often reported in transport than in the total working population, while there are no substantial differences between the total and transport regarding different kinds of discrimination.

Work-related health disorders

- The percentage of workers suffering from an occupational accident is higher in transport than in the total working population. This share has remained relatively stable in the total working population, whereas it has increased in transport. The percentage of workers reporting psychological damage caused by the accident is higher in transport. Occupational accidents happen more often among male workers and young workers in the 15-24 age group.
- The percentage of workers reporting RSI-complaints has decreased slightly between 2005 and 2006 both in transport and in the total working population. However, air transport has reported an increase in the same period of time.
- In transport as well as in the total working population problems with back and neck, with hands or arms and migraine or headache are most often reported. In transport the percentages of workers reporting problems with legs and feet, with back and neck, with heart and vessel diseases and with diabetes are relatively high compared to the total working population.
- The percentage of workers reporting psychological complaints as the cause of their last absence is higher in transport than in the total working population. Meanwhile the share of workers reporting fatigue and concentration problems as the cause of their last absence is lower in transport.
- The prevalence of bullying and the share of workers that report absence due to aggression and violence are substantially higher in transport than in the total working population. The respective percentages have gone down in both between 2005 and 2006, but the decrease has been substantially higher in transport.
- Flue/cold is the most common cause of absence, followed by back problems, other complaints and stomach problems. In transport the percentage of workers reporting back problems, neck and shoulder problems and psychological complaints as the cause of their last absence is relatively high compared to the total working population.
- The percentage of workers reporting work to be the cause leading to absence of work is relatively high in transport compared to the total working population. The respective shares have remained relatively stable.

3 Statistical and analytical data collection on Transport

3.1 Contextual features

The transport sector in this template refers to the following NACE codes.

NACE 60: Land transport; transport via pipelines

601 Rail transport

602 Road transport

6021 + 6022 + 6023 = Transport of persons

6024 = Freight transport by road

603 Transport through pipes

NACE 61: Transport over water

611 Transport overseas

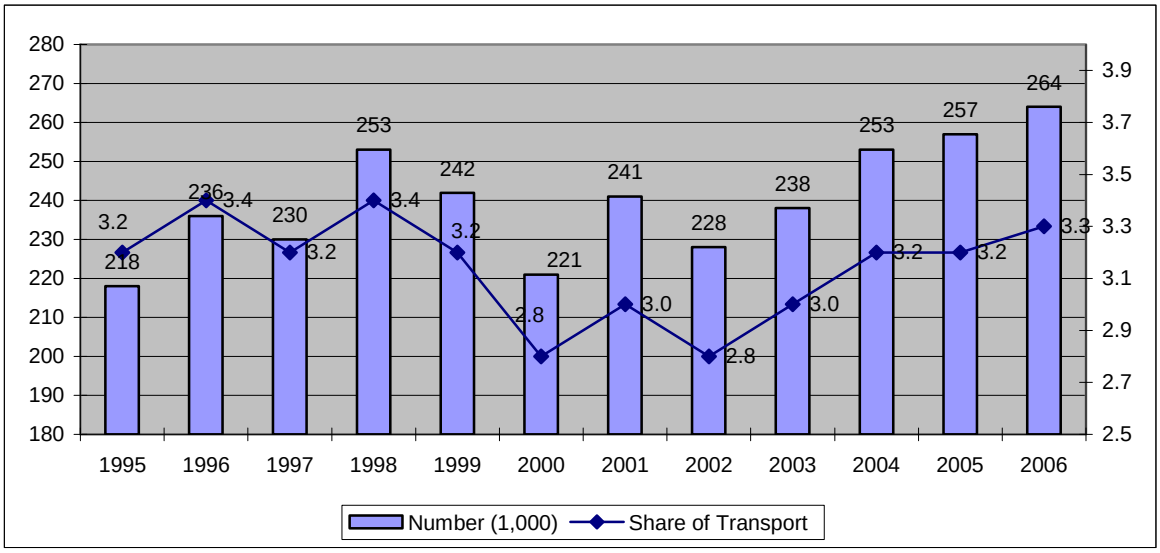
612 Inland navigation

NACE 62: Air transport

3.1.1 General prevalence – Employment

In 2006, 264,000 workers were employed in transport in The Netherlands, making up 3.3% of the total workforce. Overall employment in the country has grown from 6,727,600 in 1995 to 8,076,400 in 2006. In transport too there has been an increase in the same period of time, from 218,000 to 264,000, although growth has not been steady.

Figure 1: Employment in transport (NACE 60, 61 and 62), 15-64 years, number (1,000) and share in total employment (%)[1], 1995-2006



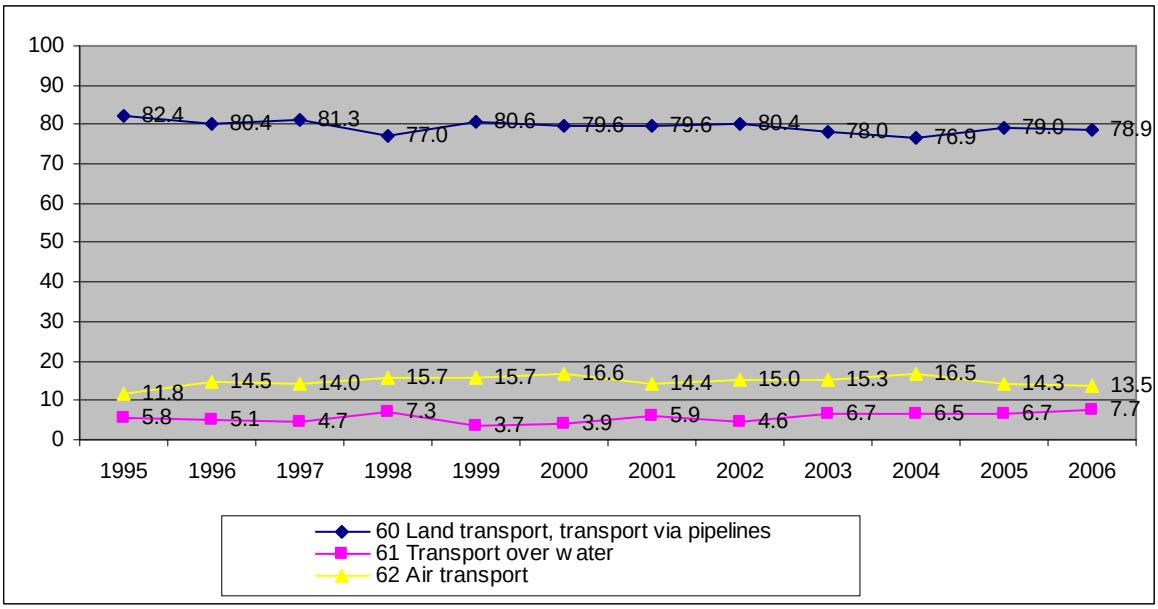
Source: LFS 1995-2006

As shown in the figure, most transport workers are employed in land transport and transport via pipelines (78.9% in 2006), followed by air transport (13.5%) and transport over water (7.7%). In all

[1] Transport / Total *100

subsectors the number of employed workers has fluctuated somewhat over the years. In transport over water the number of workers has increased from 5,800 in 1995 to 7,700 in 2006. Also in air transport employment has gone up from 11,800 in 1995 to 13,500 in 2006.

Figure 2: Percentage distribution of employment (15-64 years) by transport sub sector, 1995-2006.

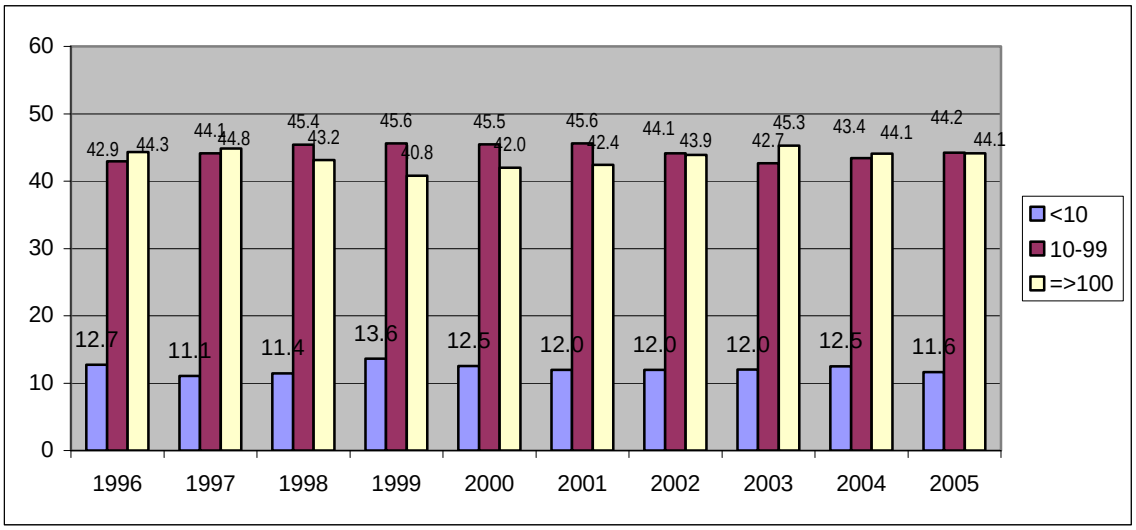


Source: LFS 1995-2006

3.1.2 Size of the enterprises

As shown in the figure, most workers in land transport work for enterprises with 10-99 or over 100 employees. Workers working for enterprises with less than 10 employees are relatively less common. The percentage share of workers in land transport working for enterprises with over 10 employees has increased slightly from 87.2% in 1996 to 88.3% in 2005. In absolute numbers, the figures for those working for enterprises with more than 10 employees have gone up while the number of those working for enterprises with less than 10 employees in land transport has remained stable around the 21,000 mark throughout the whole period under consideration.

Figure 3: Percentage distribution of employment in land transport, by enterprise size class, 1996-2005.



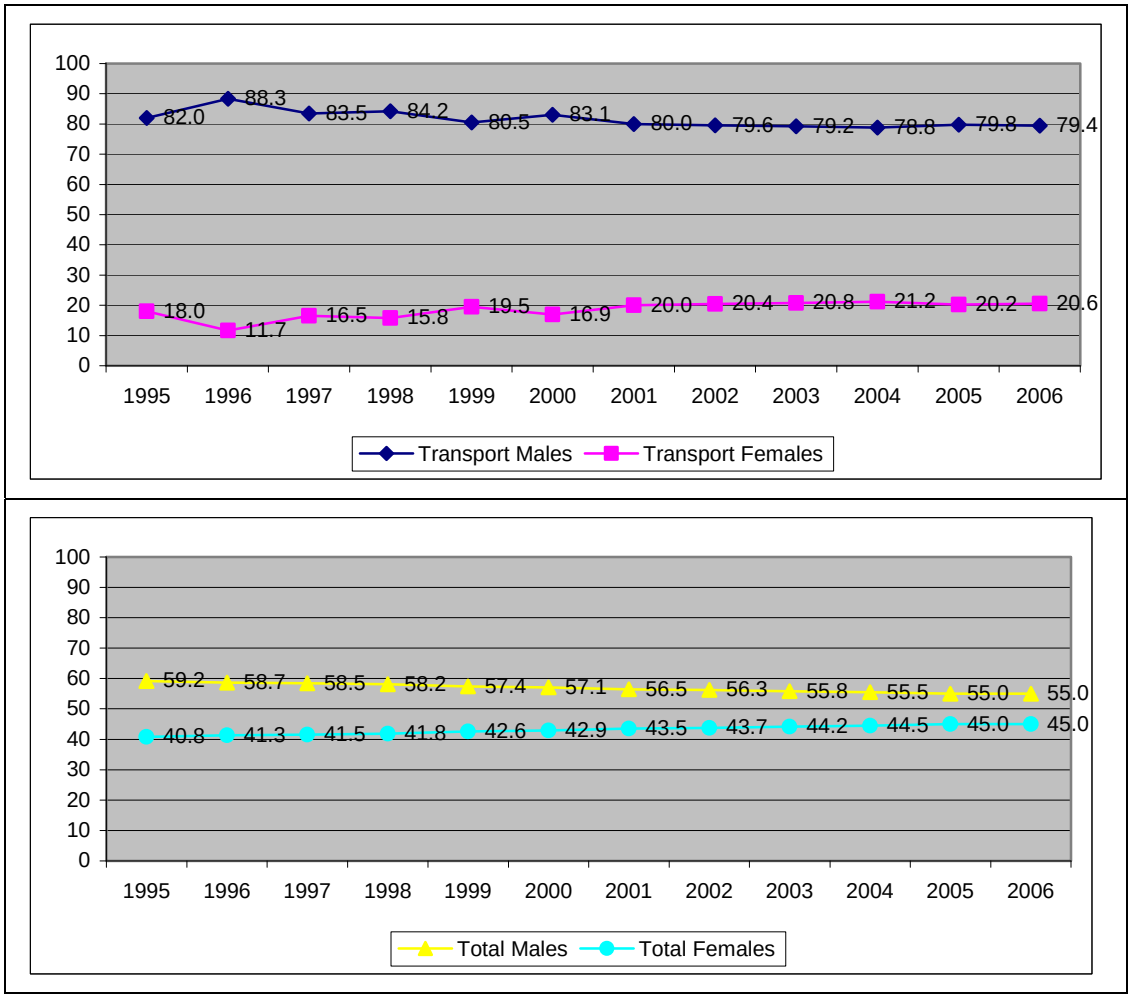
Source: CBS 1996-2005

3.1.3 Distribution by gender

The number of workers in transport has increased between 1995 and 2006. In 1995, 182,400 male and 40,000 female workers were employed in the transport sector, whereas by 2006 there were 209,600 male and 54,500 female workers in transport. When it comes to relative weights, the gender distribution has remained similar, with 79.4% of the workforce composed by men and the remaining 20.6% being made up by women.

For the total working population similar employment increases have been recorded but there is a greater gender balance. In this sense, men represented 55% of overall employment in The Netherlands in 2006 while the share of women was 45%.

Figure 4: Percentage distribution of employment (15-64 years) by gender, transport and total, 1995-2006



Source: LFS 1995-2006

As shown in the table most male transport workers work in land transport or transport via pipelines, followed by air transport sector. The number of male workers in transport over water is lower. In all transport sectors the number of male workers has increased from 1995 to 2006 but in transport over water and air transport it has fluctuated over time.

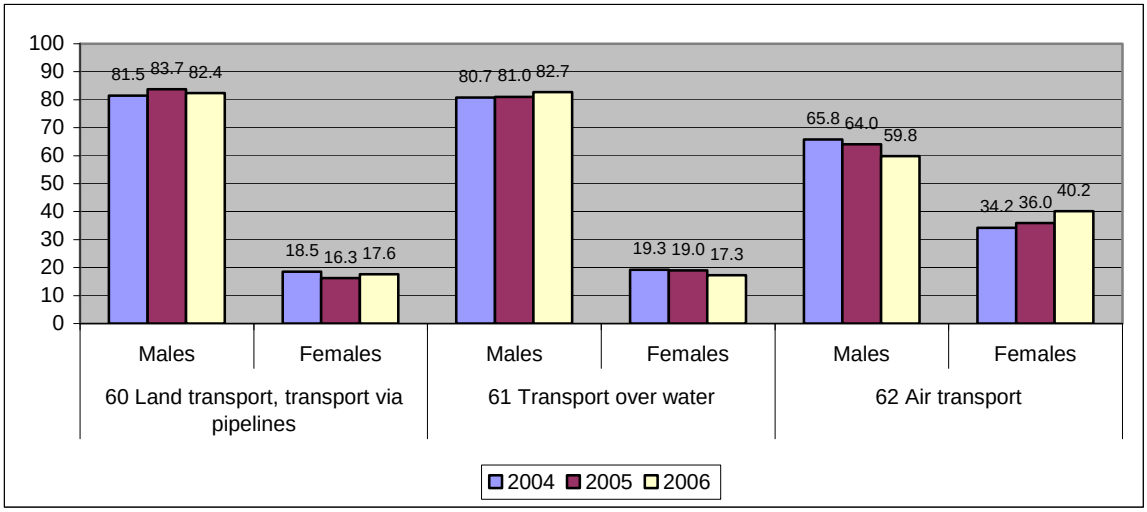
Similarly to male workers in transport, most female workers are employed in land transport or transport via pipeline, followed by air transport sector. In relative terms, the higher presence of female work is found in air transport. In all transport sectors the number of female workers has increased from 1995 to 2006. In transport over water and air transport there have been some fluctuations over the years.

Table 1: Employment by gender (1,000), 15-64 years, in transport subsectors, 1995-2006.

Year	Males			Females		
	60 Land transport, transport via pipelines	61 Transport over water	62 Air transport	60 Land transport, transport via pipelines	61 Transport over water	62 Air transport
1995	155,2	10,8	16,3	24,4	1,8	9,5
1996	163,4	9,5	22,6	25,8	2,4	11,7
1997	160,4	9,1	22,1	26,1	1,7	10,2
1998	168,7	14,4	29,1	25,2	4,1	10,6
1999	163,8	7,2	23,3	31,0	1,6	14,7
2000	146,0	6,8	27,0	29,6	1,8	9,6
2001	160,5	12,5	20,1	31,3	1,8	14,7
2002	151,4	8,6	21,6	31,9	2,0	12,6
2003	154,5	15,3	21,8	31,5	2,9	14,7
2004	158,7	13,4	27,5	36,1	3,2	14,3
2005	170,2	12,8	23,5	33,1	3,0	13,2
2006	171,6	16,7	21,3	36,7	3,5	14,3

Source: LFS 1995-2006

Figure 5: Percentage distribution of employment by gender and transport sub sector, 15-64 years, 2004-2006



Source: LFS 1995-2006

3.1.4 Distribution by age

Similarly to the total working population, most workers in transport are in the 25-49 age group. Compared to the national average, in transport there is a higher share of workers in the 50-64 age

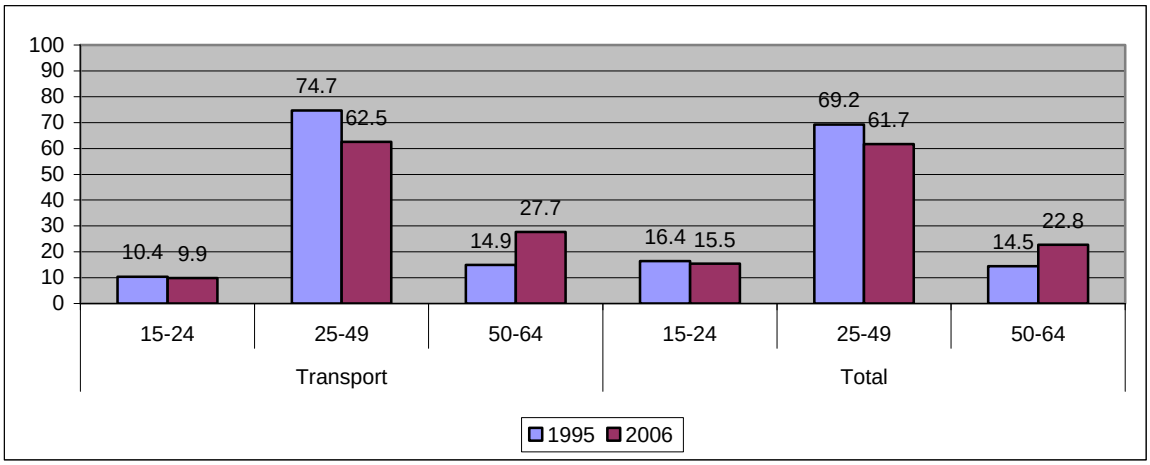
group. The number of ageing workers in transport has more than doubled from 32,500 in 1995 to 73,000 in 2006. A similar trend can is observed in the total working population.

Table 2: Employment by age (1,000), transport and total, 1995-2006

Year	Transport (60 + 61 + 62)			Total		
(1000)	15-24	25-49	50-64	15-24	25-49	50-64
1995	22,6	163,1	32,5	1100,8	4652,7	974,1
1996	24,7	-	32,9	1063,6	4785,3	1024,8
1997	21,4	172,4	35,7	1096,1	4902,0	1127,9
1998	20,6	185,0	46,4	1137,4	4965,0	1244,7
1999	22,1	180,2	39,2	1173,1	5051,6	1326,9
2000	24,6	156,0	40,1	1272,4	5110,5	1423,7
2001	31,0	152,7	57,1	1324,1	5159,4	1512,4
2002	22,3	158,8	52,6	1334,0	5145,6	1612,3
2003	29,0	160,4	49,1	1320,0	5088,4	1643,6
2004	29,1	164,6	59,5	1280,5	5036,1	1687,6
2005	26,6	163,6	67,2	1263,5	4992,5	1757,3
2006	26,1	164,9	73,0	1253,5	4985,1	1837,8

Source: LFS 1995-2006

Figure 6: Percentage distribution of employment by age, transport and total, 1995 and 2006



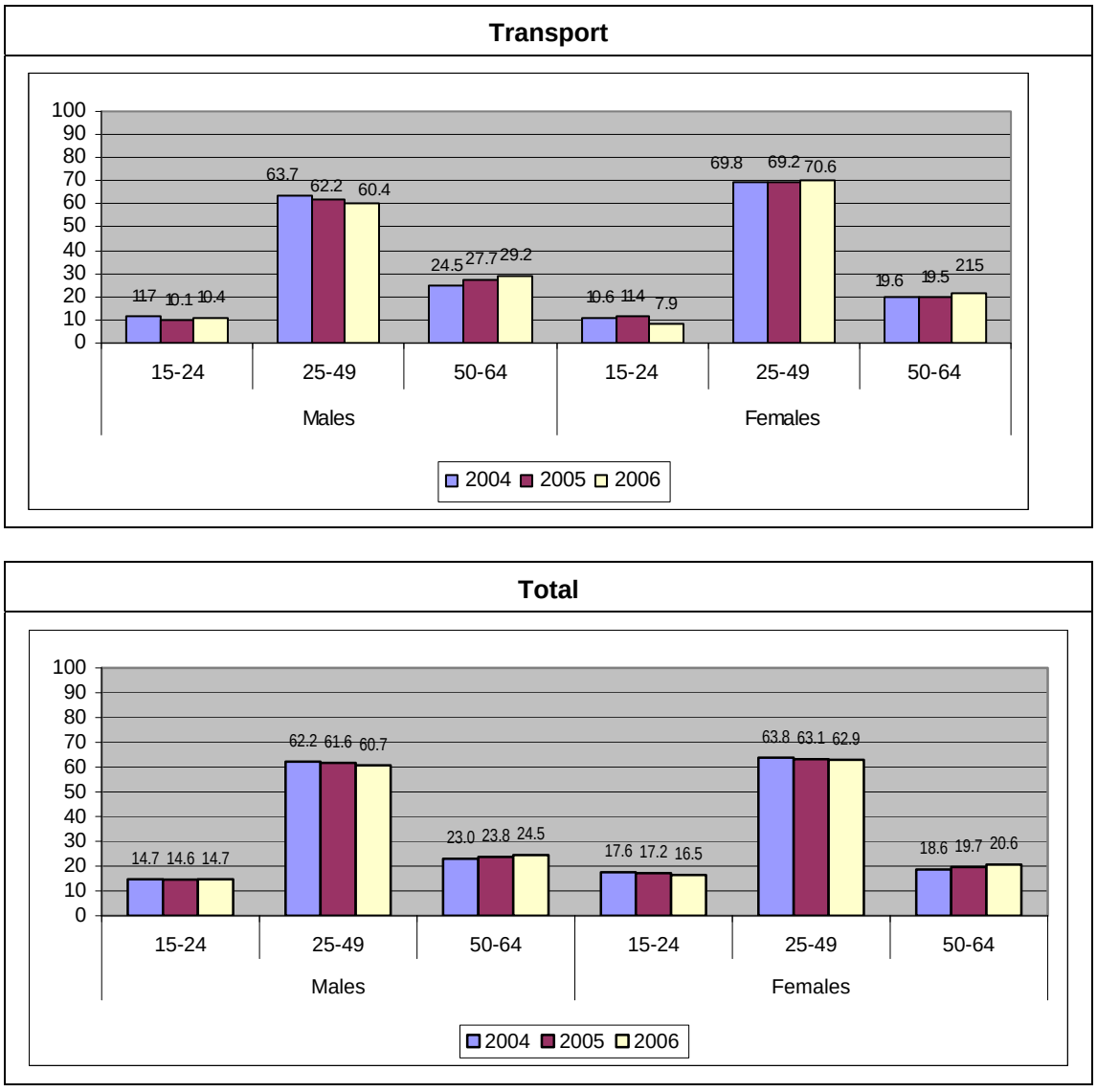
Source: LFS 1995-2006

As shown in the graph, and similarly to the total working population, most male and female workers in transport are in the 25-49 age group. In any case, the number of young and ageing male workers in transport has increased between 1995 and 2006, while the number of workers in the age group 25 to 49 years has decreased somewhat in the same period of time. Among male workers in transport, the number of ageing workers (50-64 years) is relatively high compared to the number of young workers (15-24 years). In 2006, almost one in three men in transport (29.2%) was aged 50 to 64, while the share of those aged 15 to 24 was 10.4%. Female workers in transport too reported a

higher share of the 50-64 age group than the 15-24 age group in 2006: 21.5% and 7.9%, respectively.

In the total working population, the number of workers has increased in all age groups in this period of time, both among men and women. As in transport, the highest shares in both genders are made up by those in the 25-49 age group, but women again report a slightly greater balance between young and ageing workers. In 2006, 16.5% of women in the overall working population were aged 15-24 while 20.6% were in the 50-64 age group. As opposed to this, the share of young workers in the total male working population was 14.7% in 2006, while those aged 50 to 64 made up 24.5% of the total.

Figure 7: Percentage distribution of employment by age and gender, transport and total, 2004-2006.



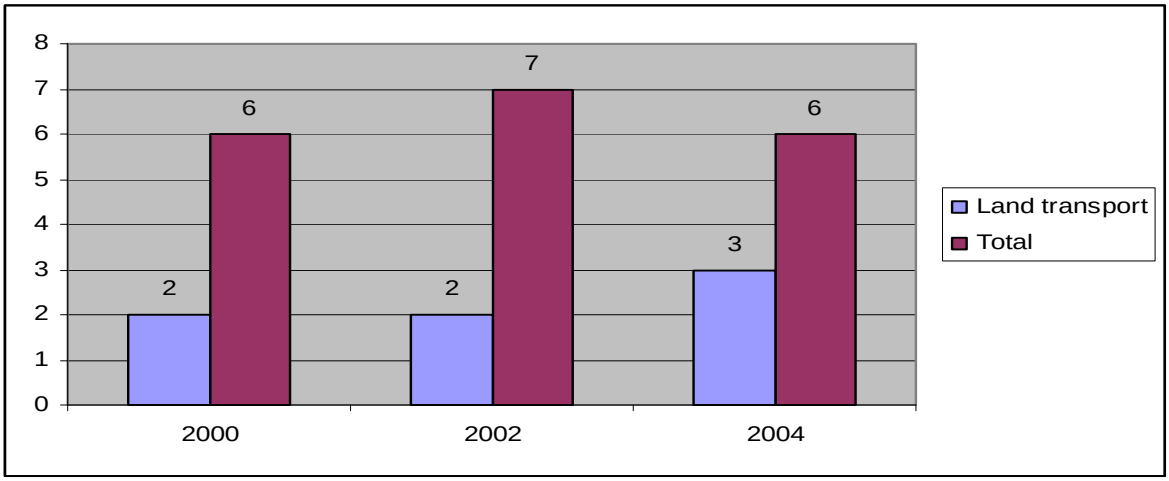
Source: LFS 2004-2006

3.1.5 Distribution by employment status

3.1.5.1 Self-employment

As shown below, around 6% of workers were self-employed in the total working population in 2004, a percentage that has remained relatively stable since 2000. In land transport the percentage of self-employed workers is lower: around 3% in 2004, slightly over the 2% reported in 2000 and 2002.

Figure 8: Percentage share of self-employment, land transport and total, 2000, 2002 and 2004.



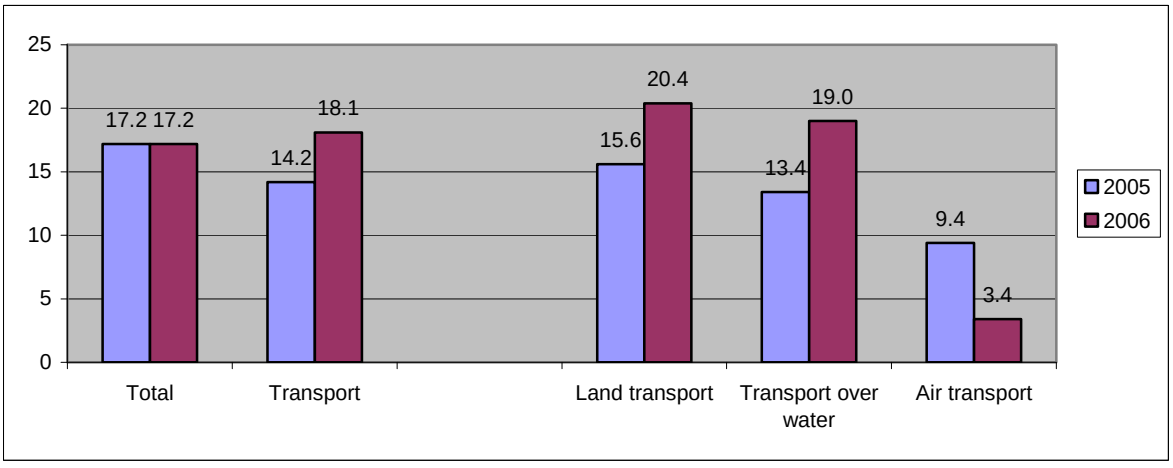
Source: TAS 2000, 2002 and 2005

3.1.5.2 Temporary employment

The figure shows the percentage of temporary employment in the total working population and in transport. Both in 2005 and 2006, 17.2% of the total working population in The Netherlands reported to be temporarily employed. In transport this percentage has increased from 14.2% in 2005 to 18.1% in 2006.

By subsector, the percentage of temporary employment is highest in land transport (20.4% in 2006) and in transport over water (19% in 2006). In both sectors the percentage of temporary employment has increased from 2005 to 2006. In air transport the share of temporary employment is lower and it has actually gone down in the same period of time.

Figure 9: Percentage share of temporary employment, total, transport and transport subsectors, 2005-2006



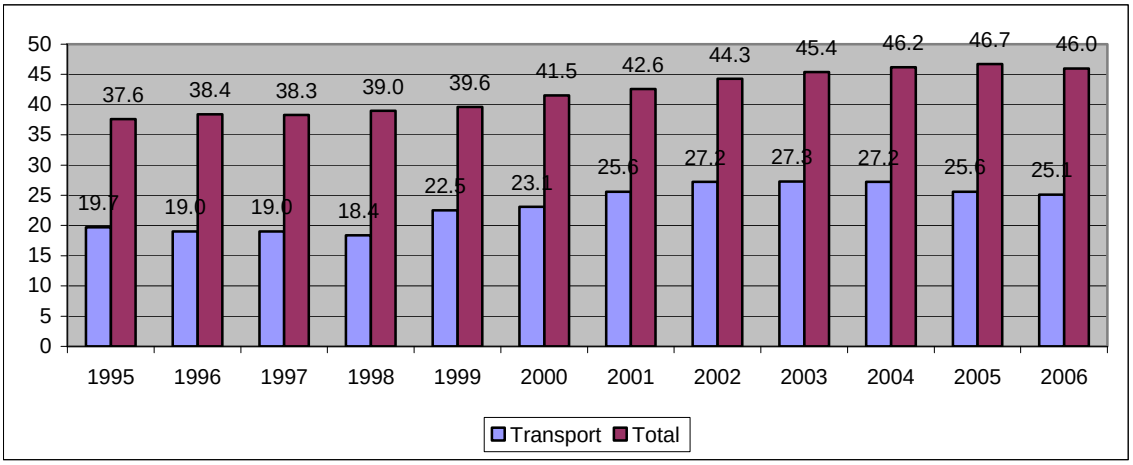
Source: NEA 2005 + 2006

3.1.5.3 Part-time work

The number of workers in part-time employment has increased between 1995 and 2006, both in the total working population and in transport. In 1995, 42,900 workers in transport were employed part-time and 2,527,300 in the total working population, while in 2006 the corresponding figures in part-time employment were 66,300 workers in transport and 3,740,700 in the total working population. The percentage of part-time workers in transport as a proportion of the total part-time workers in the overall population has remained relatively stable around the 1.8% mark over the years.

The graph below reveals that the percentage of part-time workers is lower in transport than in the total workforce. In 2006 about a quarter of all workers (25.1%) in transport were in part-time, whereas in the total workforce the share of part-time employment was 46%.

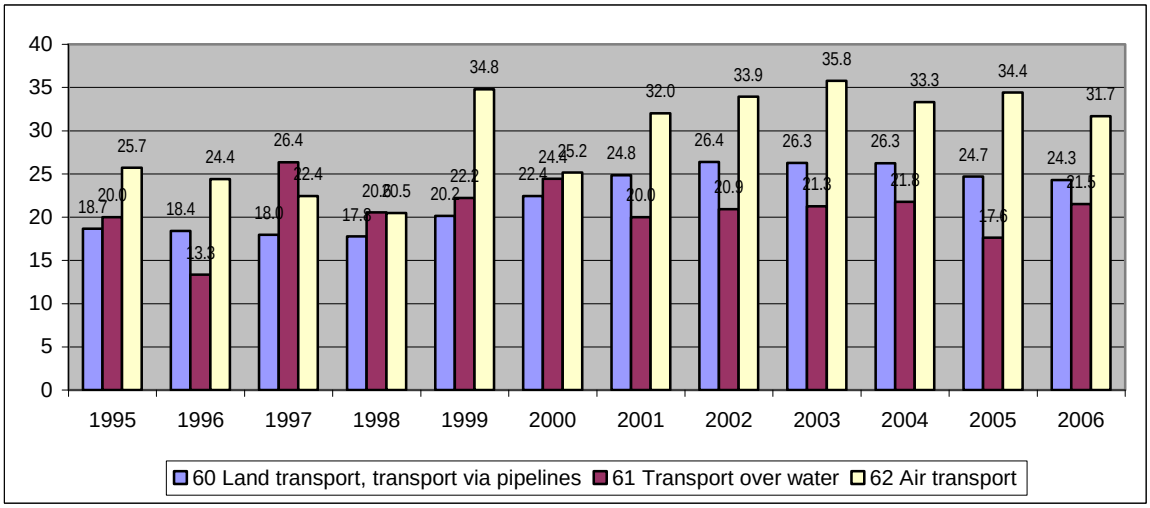
Figure 10: Percentage share of part-time employment in transport and the total, 1995-2006.



Source: LFS 1995-2006

The absolute number of part-time workers has gone up between 1995 and 2006 in all transport subsectors. Regarding relative weights, the highest share of part-time work is found in air transport, where almost one in three workers (31.7%) were working part-time in 2006. In land transport there was a 24.3% share of part-time employment while in transport over water it was 21.5%.

Figure 11: Percentage share of part-time employment in transport subsectors, 1995-2006.



Source: LFS 1995-2006

3.2 Exposure to risks

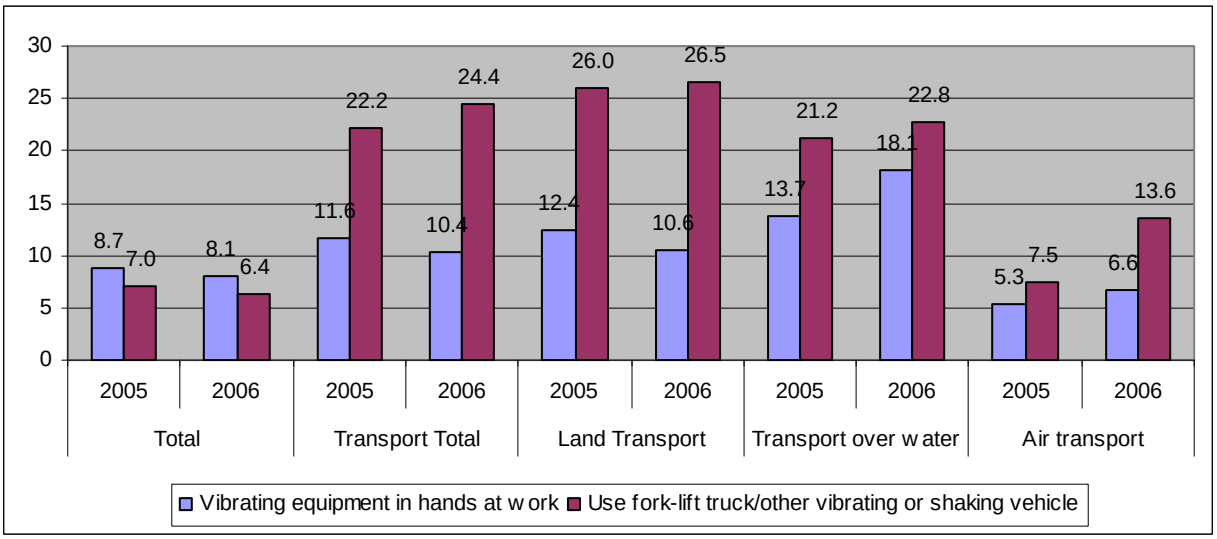
3.2.1 Physical work factors

3.2.1.1 Exposure to vibrations

Exposure to vibration -working with vibrating equipment as well as using fork-lift trucks or other shaking vehicles- is relatively high among workers in transport compared to the total working population. Within transport, exposure to vibration is relatively highest in transport over water and land transport. The number of workers in the total working population that report working with vibrating equipment in their hands has not changed much from 8.7% in 2005 to 8.1% 2006. A similar pattern can be viewed in transport -from 11.6% in 2005 to 10.4% in 2006-, although this pattern differs between the different transport sectors. Whereas in land transport the percentage has decreased somewhat (from 12.4% to 10.6%), in transport over water and air transport there has been an increase in the same period of time: from 13.7% to 18.1% in transport over water and from 5.3% to 6.6% in air transport.

The number of workers in the total working population that report using a fork-lift truck or other vibrating vehicle has decreased from 7% in 2005 to 6.4% in 2006, while in transport there has been a reported increase from 22.2% to 24.4%. The highest growth has been reported in air transport: from 7.5% to 13.6%.

Figure 12: Percentage share of workers exposed to vibration (regularly/ very often), in transport and total, 2005-2006.



Source: NEA

3.2.1.2 Painful positions

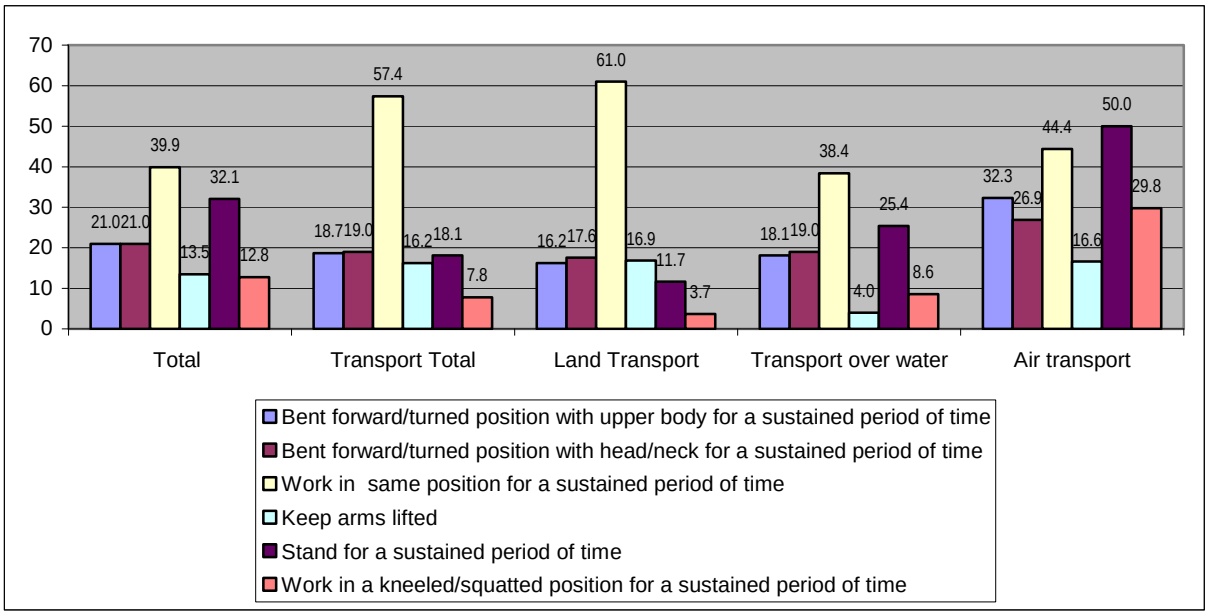
In 2006 almost 40% of all workers (15-64 years) regularly or very often had to **work in the same position** for a sustained period of time. In transport the percentages are higher and have increased from 55.9% in 2005 to 57.4% in 2006. Within transport, the highest share is found in land transport: 61% in 2006. In transport over water this percentage has decreased substantially from 49.4% in 2005 to 38.4% in 2006, while in air transport there has been a substantial increase from 37.7% to 44.4% in the same period of time.

Over one third of all employees (32.1%) report having to **stand for a sustained period of time**. As it may be expected, the percentages are somewhat lower in transport: 18.1% in 2006. By subsector, the highest shares are found in air transport, with a significant increase from 36.5% in 2005 to 50% in 2006.

Almost a quarter of all workers (21%) report having to **work bent forward or turned with their upper body or head and neck** for a sustained period of time. The percentages in transport are a bit lower except for air transport, which again reports the highest shares: 32.3% bent forward/turned position with upper body and 26.9% bent forward/turned position with head/neck.

The share of workers that report having to **keep their arms lifted or working in a kneeled or squatted position** for a sustained period of time also has decreased in the same period: from 14.3% to 13.5% and from 13.2% to 12.8%, respectively. In transport the percentage of workers that report having to keep their arms lifted is higher than the total (16.2%) and it is highest among workers in land transport: 16.9%. Meanwhile, the share of transport workers working in a kneeled or squatted position for a sustained period of time is lower than the national average, except for air transport, where it has more than doubled from 13.2% in 2005 to 29.8% in 2006.

Figure 13: Percentage share of workers exposed to painful positions (regularly/ very often), in transport and total, 2006.



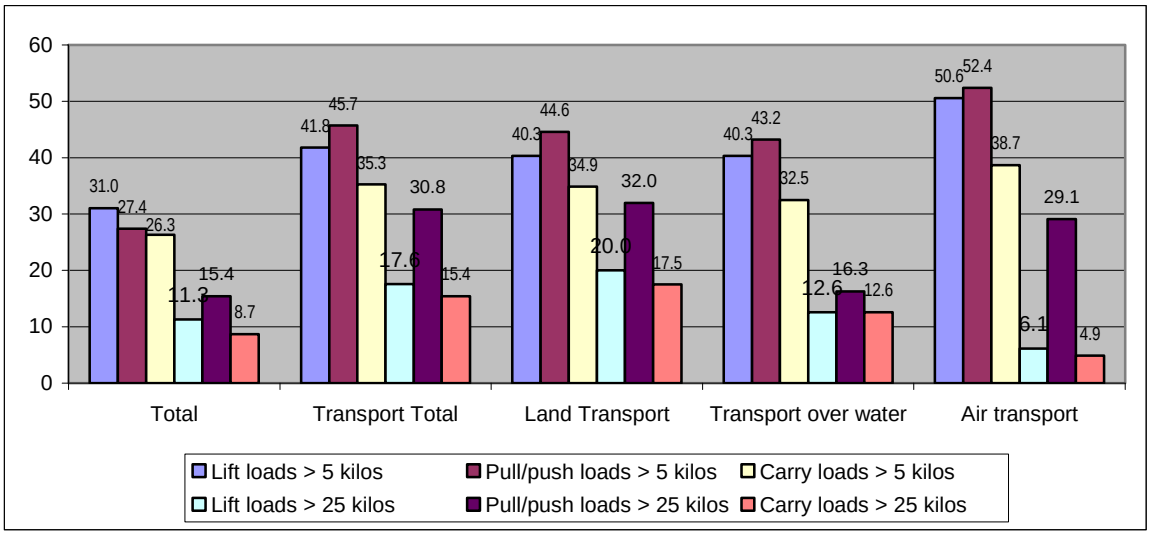
Source: TNO

3.2.1.3 Heavy loads

Overall, the share of workers that report having to lift, pull/push or carry heavy loads is relatively higher in transport than in the total workforce. Around one third of the total working population reports having to lift (31%), pull/push (27.4%) or carry loads (26.3%) of more than 5 kilograms and these percentages have slightly decreased from 2005 to 2006. In transport these percentages are relatively higher and they have increased in the same period of time. Especially workers in land transport and in transport over water report having to lift, pull/push of carry loads of more than 5 kilograms relatively often. In air transport there has been a major increase in the share of workers that report having to lift or pull/push loads of more than 5 kilograms from over 30% in 2005 to over 50% in 2006.

Lifting, pushing/pulling or carrying loads of more than 25 kilograms occurs less often, both in the total workforce as in transport. Again, the percentages are higher in transport than in the total workforce, particularly in land transport.

Figure 14: Percentage share of workers and heavy loads (regularly/ very often), in transport and total, 2006.



Source: NEA

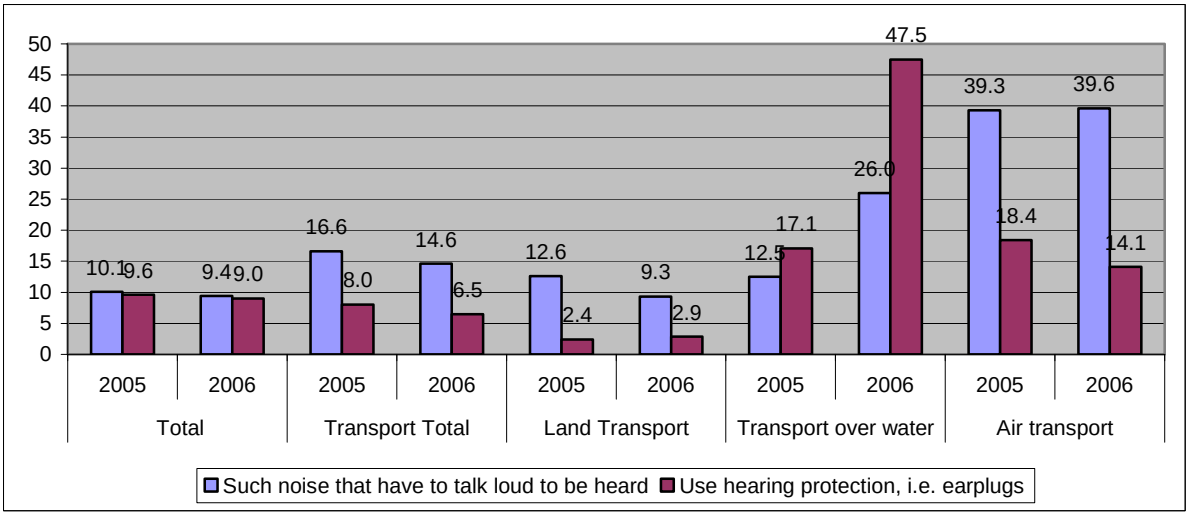
3.2.1.4 Exposure to noise

In 2006 9.4% of the total working population reported having to talk loud to make themselves heard due to noise at their workplace and 9% reported using hearing protection. Both percentages have remained relatively stable between 2005 and 2006.

The percentage of transport workers that report having to talk loud to make themselves heard is higher than in the total workforce: 14.6% in 2006. Within transport this percentage is highest in air transport (39.6%) while in transport over water the share has increased notably from 12.5% in 2005 to 26% in 2006.

As opposed to this, the share of workers that report using hearing protection is lower among transport workers, being particularly low in land transport (2.9% in 2006). It is higher than the national average though in transport over water (47.5% in 2006) and air transport (14.1% in 2006). More specifically, in transport over water there has been a substantial increase in the share of workers using hearing protection, from 17.1% in 2005 to 47.5% in 2006.

Figure 15: Percentage share of workers exposed to noise (regularly), in transport and total, 2005-2006

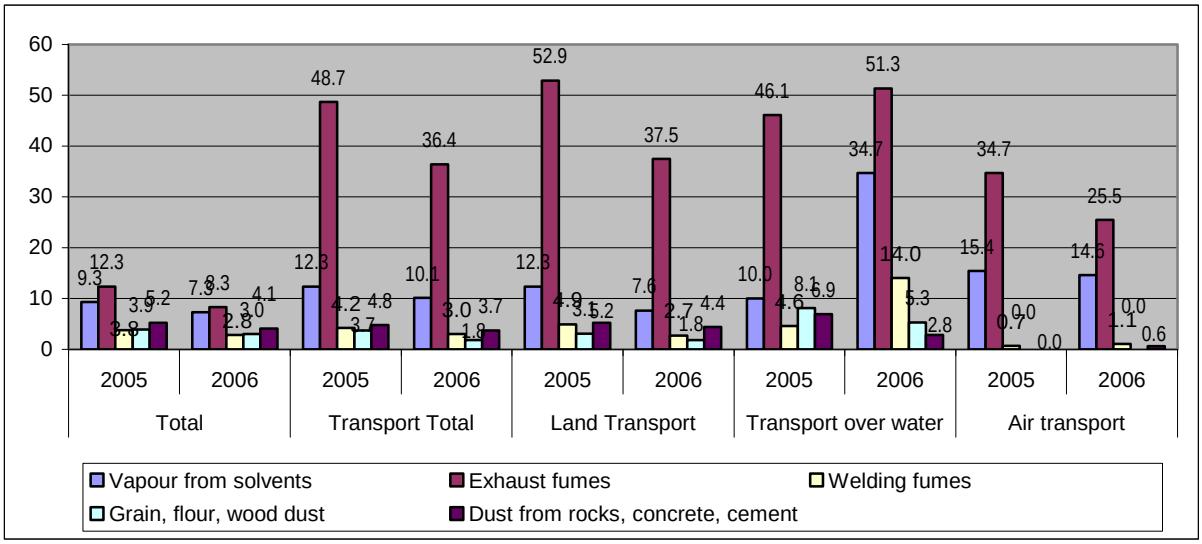


Source: NEA

3.2.1.5 Inhalation of vapours, fumes

Exhaust fumes are the most frequently inhaled vapours/fumes both in transport and the total working population, followed by vapour from solvents. Both percentages are higher in transport (36.4% and 10.1%, respectively, in 2006) than in the total working population (8.3% and 7.3%, respectively, in 2006). Overall there has been a decrease between 2005 and 2006 in the inhalation of different kinds of vapour and fumes, both in the total working population and in transport, except for transport over water, where there has been an increase in the share of workers reporting inhalation of vapours from solvents (10% to 34.7%), exhaust fumes (46.1% to 51.3%) and welding fumes (4.6% to 14%).

Figure 16: Percentage share of workers reporting inhalation of vapour and fumes (once a week/daily), in transport and total, 2005-2006.

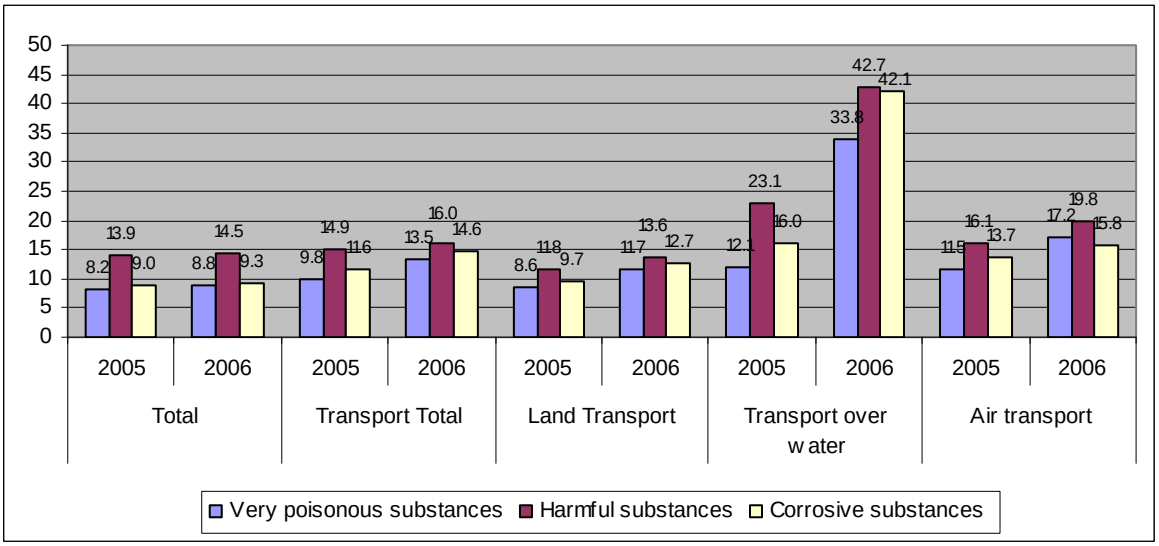


Source: NEA

3.2.1.6 Handling dangerous substances

Regarding dangerous substances, the most frequently reported ones are handling of harmful substances (16% in transport in 2006), followed by corrosive substances (14.6%) and very poisonous substances (13.5%). Workers in transport are relatively more often handling dangerous substances than the total working population. Handling dangerous substances has increased between 2005 and 2006 both in the total and in transport, the biggest increase being recorded in transport over water, where the share of workers handling dangerous substances has more than doubled.

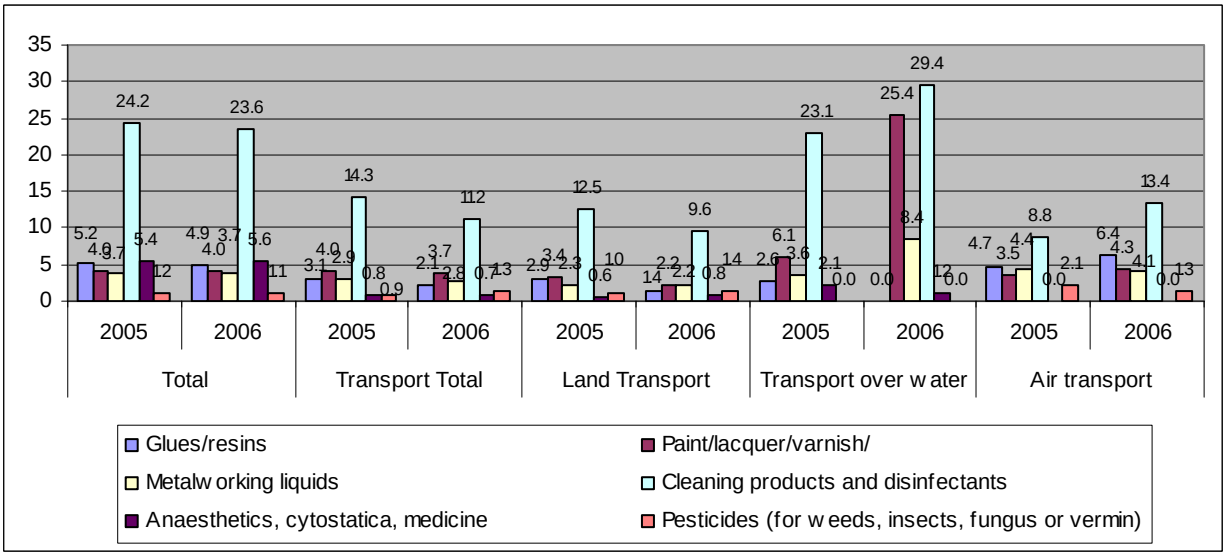
Figure 17: Percentage share of workers handling dangerous substances (once a week/daily), in transport and total, 2005-2006.



Source: TNO 2005 and 2006

In 2006, almost one quarter of the total working population reported being exposed to cleaning products and disinfectants. Exposure to glues, paint, metalworking liquids, anaesthetics and pesticides is relatively less common. In general, exposure to different kinds of dangerous substances is relatively less common among workers in transport than in the total working population, although transport over water reports relatively high shares of workers being exposed to cleaning products and disinfectants (29.4%) compared to the other transport sectors. In this sector the share of workers being exposed to paint has increased substantially from 6.1% in 2005 to 25.4% in 2006.

Figure 18: Percentage share of workers reporting skin exposure to dangerous substances (once a week/daily), in transport and total, 2005-2006.



Source: NEA

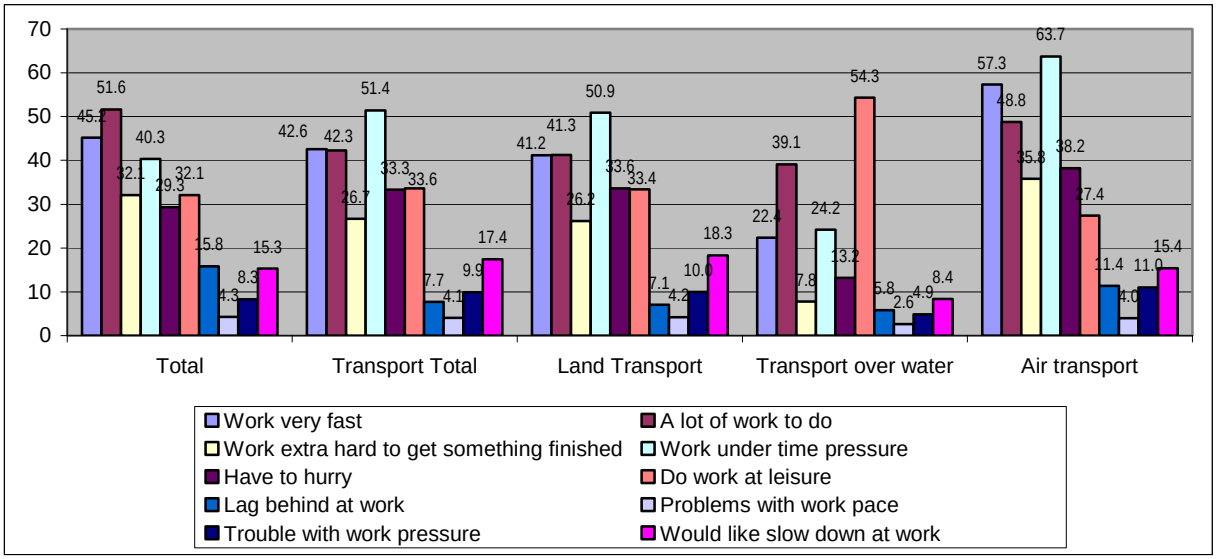
3.2.2 Work organisation

3.2.2.1 Pace of work

In 2006 around half of all workers (51.6%) reported having a lot of work to do often/always and over one third of all workers reported having to work very fast (45.2%), having to work extra hard (32.1%) and working under time pressure (40.3%). Around 15% of workers reported lagging behind at work. Transport workers reported higher than average work under time pressure -especially in land (50.9%) and air transport (63.7%)-, having to hurry (33.3%), having trouble with work pressure (9.9%) and wanting to slow down at work (17.4%).

On the other hand, transport workers reported lower than average extra hard work to get something finished (26.7%) and lagging behind at work (7.7%).

Figure 19: Pace of work: percentage share of workers (often/always), transport and total, 2006.

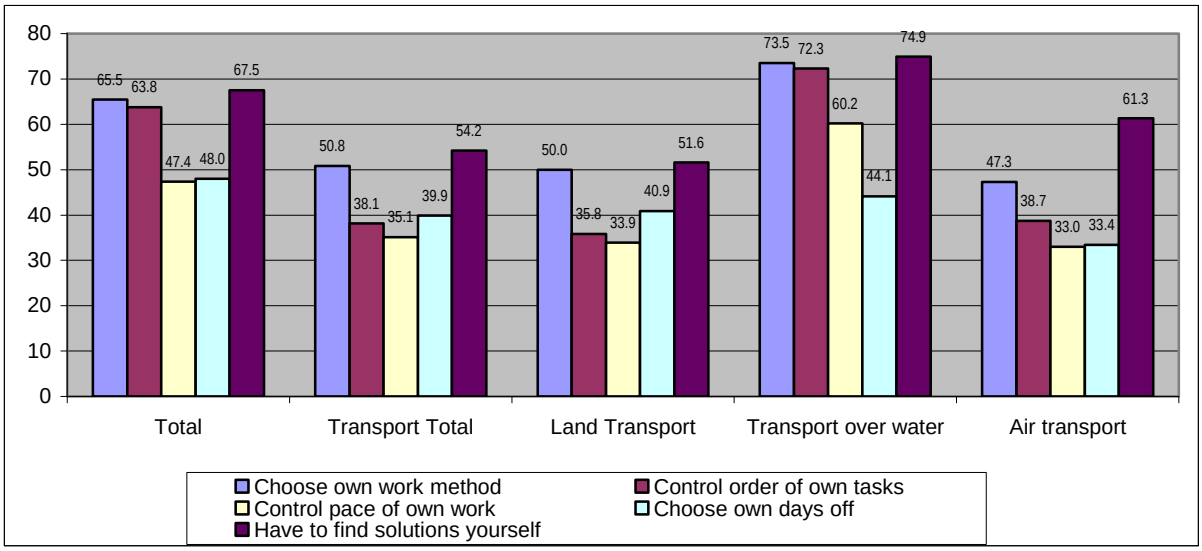


Source: NEA

3.2.2.2 Job control

Overall, workers in transport report having lower job control than the Dutch average worker. For instance, in 2006 50.8% of workers in transport reported often/always being able to choose their own work method as opposed to 65.5% in the total working population. However, workers in transport over water reported having relatively more job control than in other transport sectors. For instance, while in 2006 35.1% of transport workers were able to control the pace of their work, in transport over water this share was 60.2%. Job control seems to have remained relatively stable in the total working population but in transport it appears to have decreased somewhat between 2005 and 2006. In air transport a substantial decrease has taken place in the share of workers reporting being able to control the order of their tasks: from 51.9% in 2005 to 38.7% in 2006.

Figure 20: Job control: percentage share of workers (often/always), transport and total, 2006.

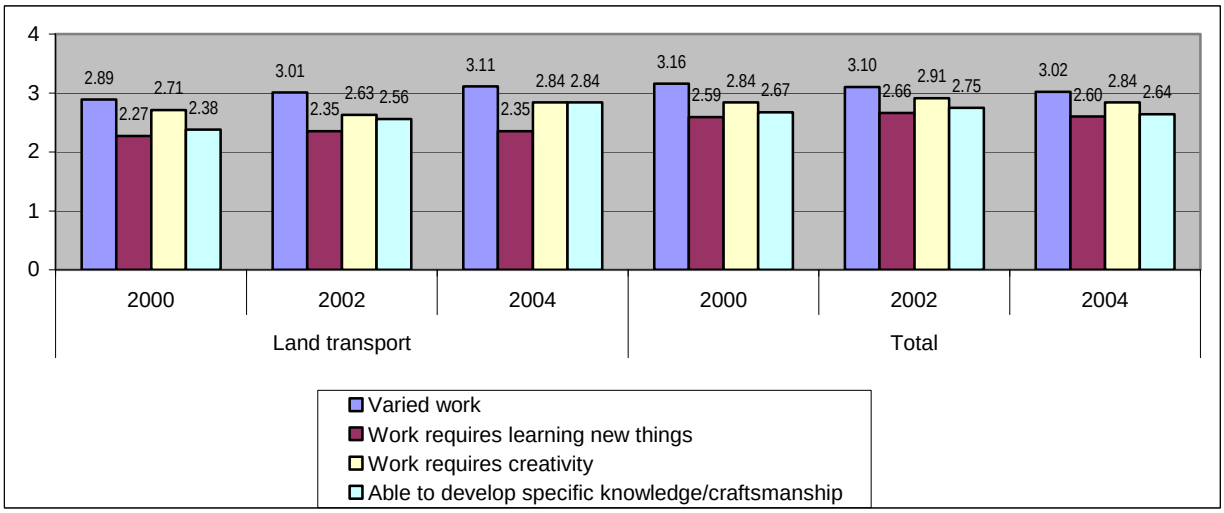


Source: NEA 2006

3.2.2.3 Job content

Variety in work appears to have decreased slightly in the total working population, whereas in land transport there has been an increase from 2000 to 2004. In land transport work requires creativity or learning new things less often than the average, but the chances for workers to develop specific knowledge or craftsmanship have increased in land transport since 2000 and in 2004 were greater than in the total working population.

Figure 21: Job content in transport and total (1=never; 4=always), 2000, 2002 and 2004.



Source: TAS

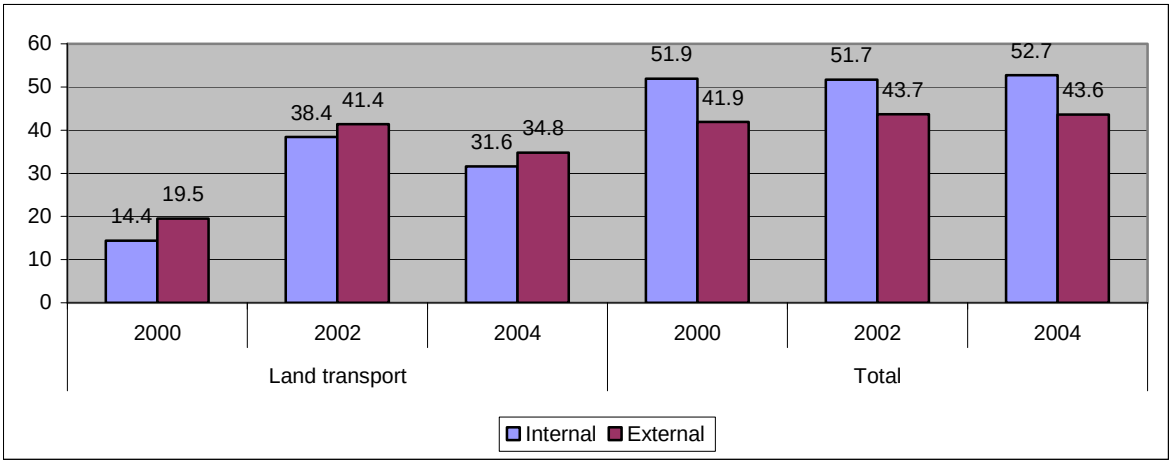
3.2.2.4 Skills, training, information

The percentage of workers in land transport reporting having taken an internal or external course in the last two years is lower than the national average. Both shares –internal and external training- were particularly low in land transport in 2000: 14.4% and 19.5%, compared to the total working

population (51.9% and 41.9%, respectively), but they both more than doubled between 2000 and 2002 in land transport and remained relatively stable in the total working population.

Between 2002 and 2004 these percentages decreased somewhat in land transport, while they remained relatively stable in the total working population. It is interesting to note that while in the total working population there is a higher share of workers reporting to have taken an internal course than an external one, in transport it is slightly more common for workers to report having taken an external course.

Figure 22: Percentage share of workers reporting training in the last two years, transport and total, 2000, 2002 and 2004



Source: TAS 2000, 2002 and 2004

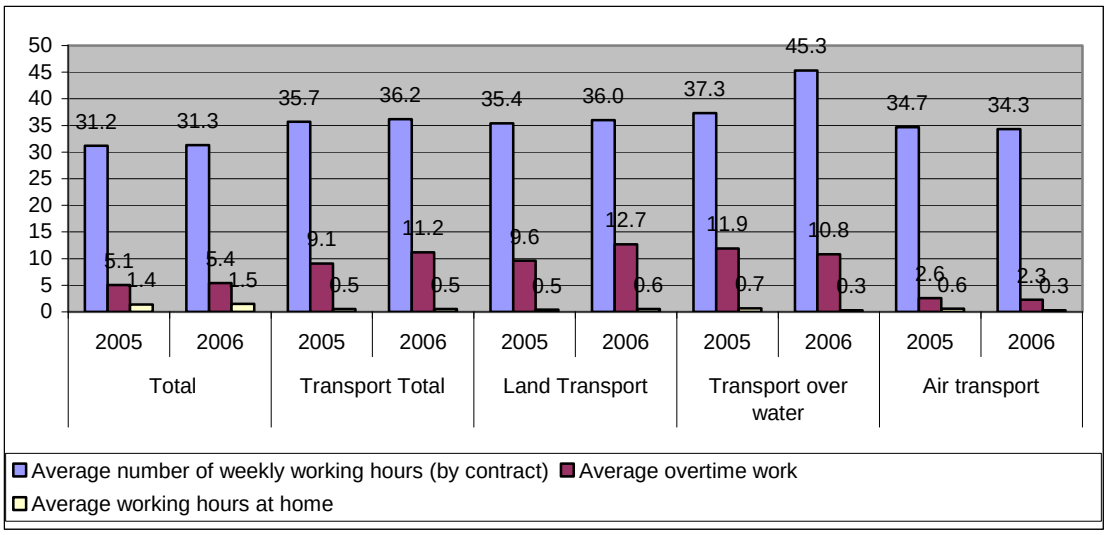
3.2.3 Working time

3.2.3.1 Working hours

The average number of weekly working hours for the total working population was 31.3 in 2006, while transport workers reported a higher number: 36.2. Between 2005 and 2006 the number of weekly working hours has remained relatively stable in the total working population, while in transport it has increased somewhat, particularly in transport over water: from 37.3 hours in 2005 to 45.3 hours in 2006.

The average number of overtime hours too is higher in transport than in total workforce: 11.2 and 5.4 weekly hours, respectively, in 2006. Overtime work has increased in both the total and transport between 2005 and 2006, but the growth has been bigger in transport, particularly in land transport: from 9.6 to 12.7 weekly hours. Finally, workers in transport report fewer hours working at home than the total working population, as it may be expected.

Figure 23: Average weekly working hours in transport and total, 2005 and 2006.

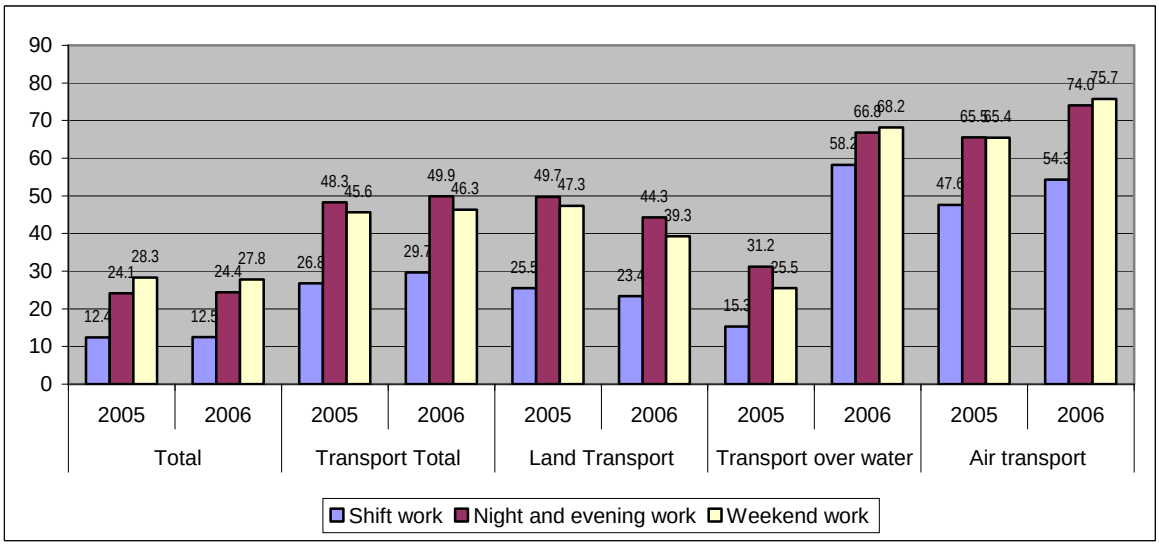


Source: NEA

3.2.3.2 Working time patters

In 2006 27.7% of the total working population reported regularly working on weekends. This share is substantially higher in transport (46.3%), particularly in air transport (75.7%) and transport over water (68.2%). The share of workers reporting regularly working at nights and evenings is also substantially higher in transport (49.9% in 2006) than in the total (24.4%). Again transport over water and air transport reported the highest percentages of night and evening work: 66.8% and 74%, respectively. Shift work too seems to occur more often among transport workers (29.7% in 2006) than the total (12.5%). And again, shift work is more frequent in transport over water (58.2% in 2006) and air transport (54.3%) than in land transport (23.4%). In transport over water shift work, night and evening work and weekend work seem to have increased remarkably between 2005 and 2006.

Figure 24: Working time patterns in transport and total (% regularly), 2005 and 2006.



Source: NEA

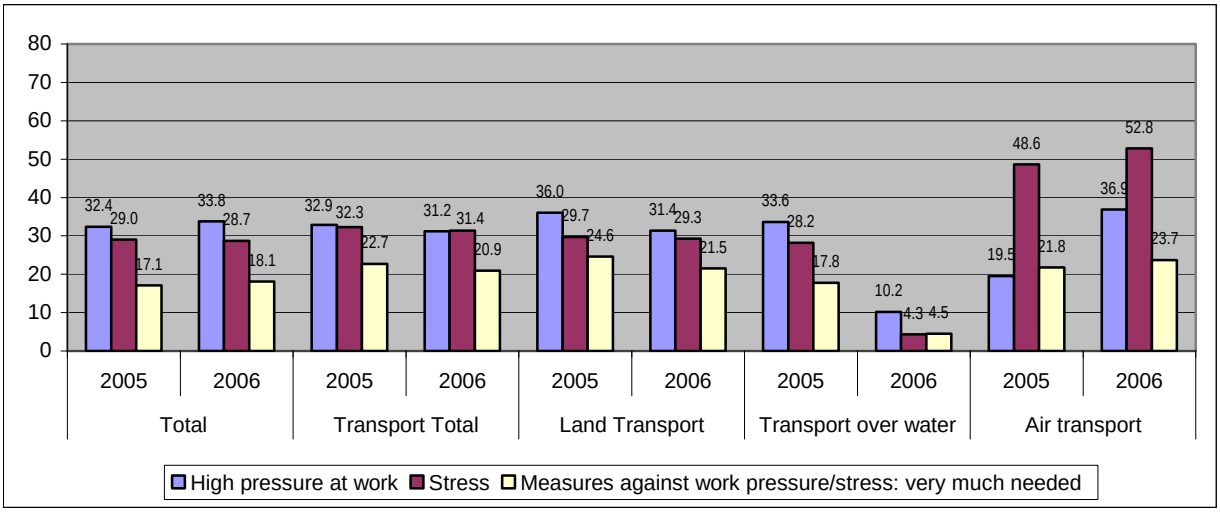
3.2.4 Psychosocial factors

3.2.4.1 Stress

Around one third of the working population (33.8%) reported feeling pressure at work in 2006, a very similar rate to that in transport (31.2%). It is worth stressing though the remarkable drop witnessed in transport over water between 2005 (33.6%) and 2006 (10.2%). As far as stress is concerned, the share of workers reporting to be affected in transport (31.4%) was slightly higher than the national average (28.7%) in 2006, again with the exception of transport over water: 4.3%.

There are no big differences either when it comes to the perceived need to take measures against working pressure and stress, as about one fifth of workers felt such measures were 'very much' needed: 18.1% in the total and 20.9% in transport, in 2006. Once more, the lowest share corresponds to transport over water: 4.5%.

Figure 25: Work pressure in transport and total (% regularly), 2005 and 2006.



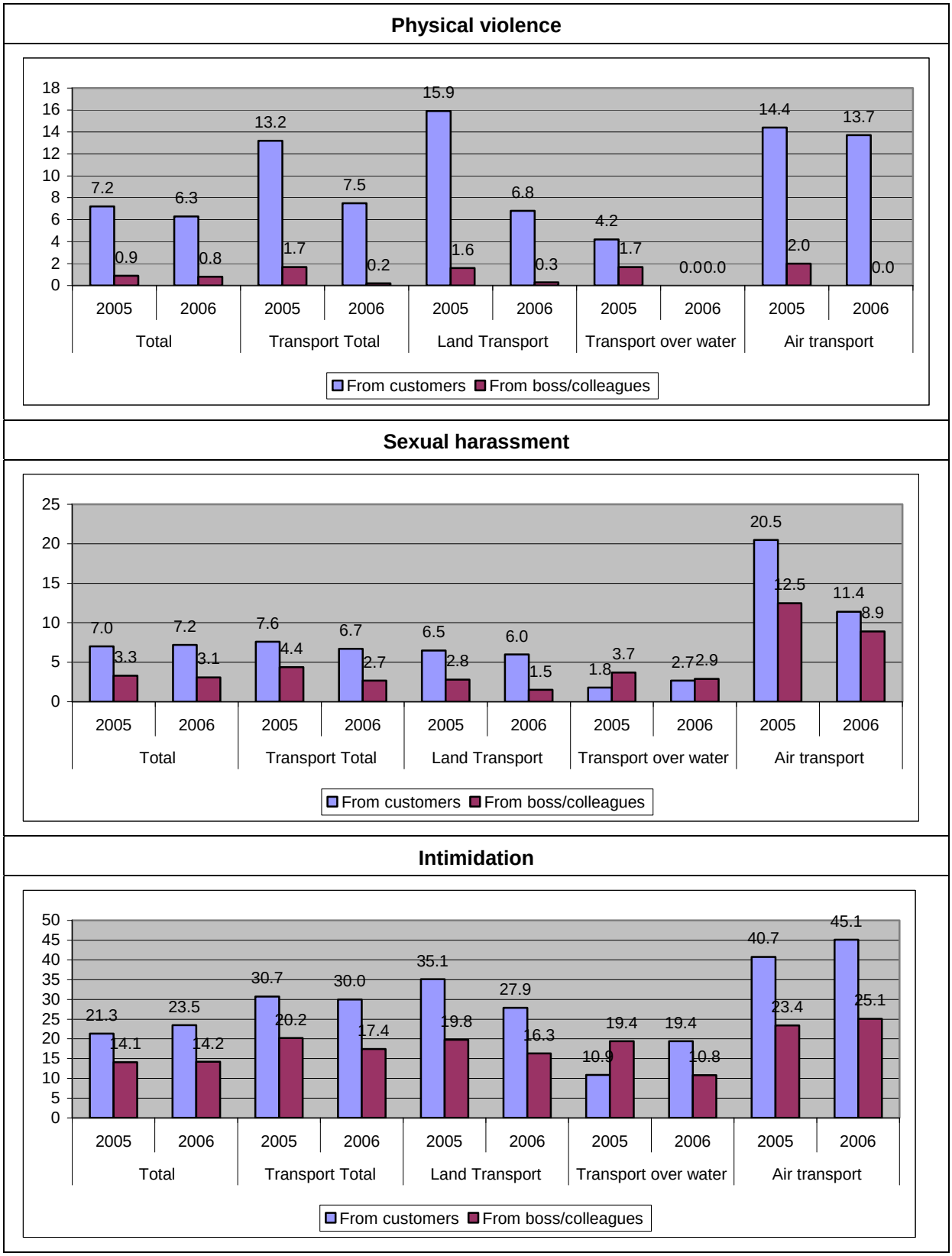
Source: NEA

3.2.4.2 Violence, sexual harassment and intimidation

The percentage of workers reporting being exposed to physical violence seems to have decreased somewhat between 2005 and 2006. In 2006 6.3% of the total working population reported having been exposed to physical violence from customers, while 0.8% reported exposure to physical violence from the boss/colleagues. In transport the share of workers reporting external (from customers) physical violence decreased from 13.2% in 2005 to 7.5% in 2006 while the percentage of workers being exposed to internal physical violence also decreased from 1.7% in 2005 to 0.2% in 2006.

The highest percentage of workers reporting external physical violence is found in air (13.7% in 2006) and land (6.8%) transport, even though the latter reports a reduction from 15.9% in 2005.

Figure 26: Percentage share of workers reporting physical violence, sexual harassment and discrimination (% occasionally-very often), in transport and total, 2005 and 2006.



Source: NEA

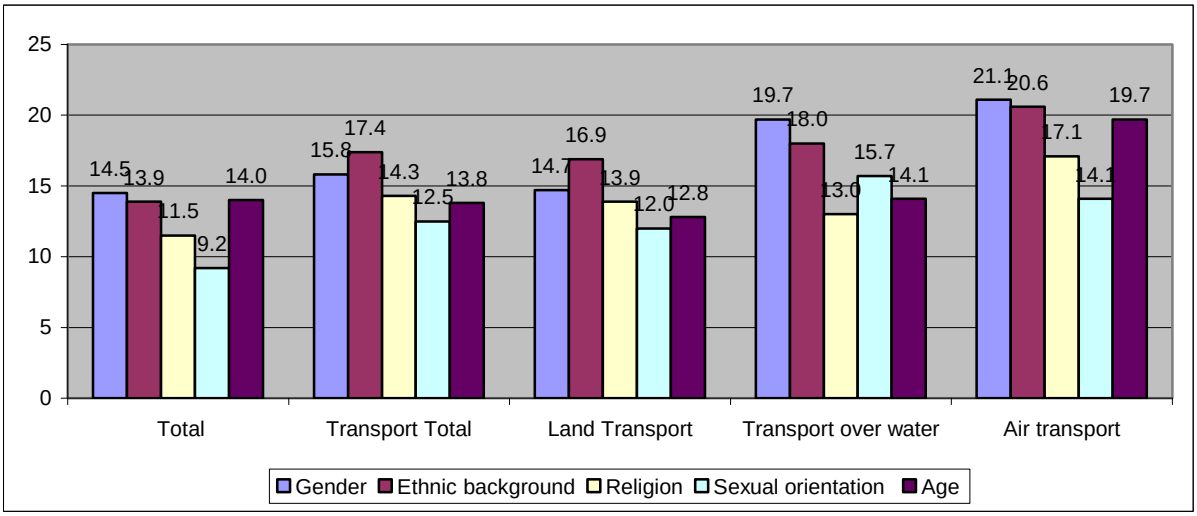
As far as sexual harassment is concerned, in 2006 7.2% of the total working population reported having been exposed to sexual harassment by customers and 3.1% by their boss or colleagues. These shares have remained relatively stable between 2005 and 2006. In transport the corresponding percentages were somewhat higher in 2005 but they decreased to 6.7% (from customers) and 2.7% (from boss/colleagues= in 2006. Air transport reports the highest percentage of workers who have been exposed to sexual harassment while transport over water reports the lowest figures.

Finally, concerning intimidation, in 2006 23.5% of the working population reported having been exposed to intimidation from customers, while 14.2% reported intimidation from boss/colleagues. The corresponding shares of workers being exposed to intimidation from customers or colleagues in transport in the same year are somewhat higher: 30% and 17.4%, respectively. Both kinds of intimidation most often occur in air transport. Between 2005 and 2006 the percentage of workers reporting intimidation from customers or colleagues has decreased in land transport, whereas in transport over water and air transport an increase in intimidation by customers has been reported.

3.2.4.3 Discrimination

Around 15% of workers in the total working population reported discrimination at work (regularly/sometimes) linked to gender, ethnic background and age, while more than 11% and 9% reported discrimination due to religion and sexual orientation, respectively. In this respect there are no major differences between the total working population and transport. Discrimination due to gender (21.1% in 2006), ethnic background (20.6%) and age (19.7%) occur most often in air transport. In transport there has been an increase in discrimination due to ethnic background between 2005 and 2006 while in transport over water there has been an increase in discrimination due to gender, ethnic background and religion.

Figure 27: Percentage share of workers reporting discrimination (% regularly-sometimes), 2005 and 2006.



Source: NEA

3.3 Health outcomes

3.3.1 Occupational accidents

3.3.1.1 General

Around 3% of the total working population reported suffering from an occupational accident in 2006, a very similar share to the 2005 one. In transport the percentage of workers reporting an occupational accident is substantially higher, but decreased from 8.5% in 2005 to 6.5% in 2006. Workers in land transport reported the highest percentage of occupational accidents (7% in 2006), followed by workers in transport over water (5.6%). The lowest share corresponds to air transport workers, although there has been an increase from 1.7% in 2005 to 3.9% in 2006.

In the total working population around two thirds of the times the damage caused by an occupational accident is physical (69.9% in 2006), 23.8% of the accidents caused psychological damage and 6.3% led to both, physical and psychological damage. In transport the percentage of psychological damage due to occupational accidents is somewhat higher: 28.9% in 2006.

Table 3: Occupational accidents (%) in transport and total, 2005 and 2006.

	Total		Transport Total	
	2005	2006	2005	2006
Occupational accident with physical or psychological damage resulting in absence	3.3	3.1	8.5	6.5
What kind of damage?				
1 Physical damage	68.0	69.9	55.2	66.6
2 Psychological damage	24.1	23.8	28.9	28.9
3 Both	7.9	6.3	15.8	4.5

Source: NEA

3.3.1.2 By gender

Both in the total and in transport there are lower shares of female workers suffering from occupational accidents. In 2006, 3.9% of male workers in the total working population reported suffering from an occupational accident as opposed to 2% among female workers, while in transport 7.5% of men reported occupational accidents, as opposed to 2.3% among women. The percentages of workers of both genders suffering from an occupational accident both in the total and in transport have gone down between 2005 and 2006.

Table 4: Occupational accidents (%) by gender in the transport sector, 2005 and 2006.

	Transport				Total			
	2005		2006		2005		2006	
	male	female	male	female	male	female	male	female
Occupational accident resulting in absence	9.9	3.3	7.5	2.3	4.1	1.9	3.9	2.0

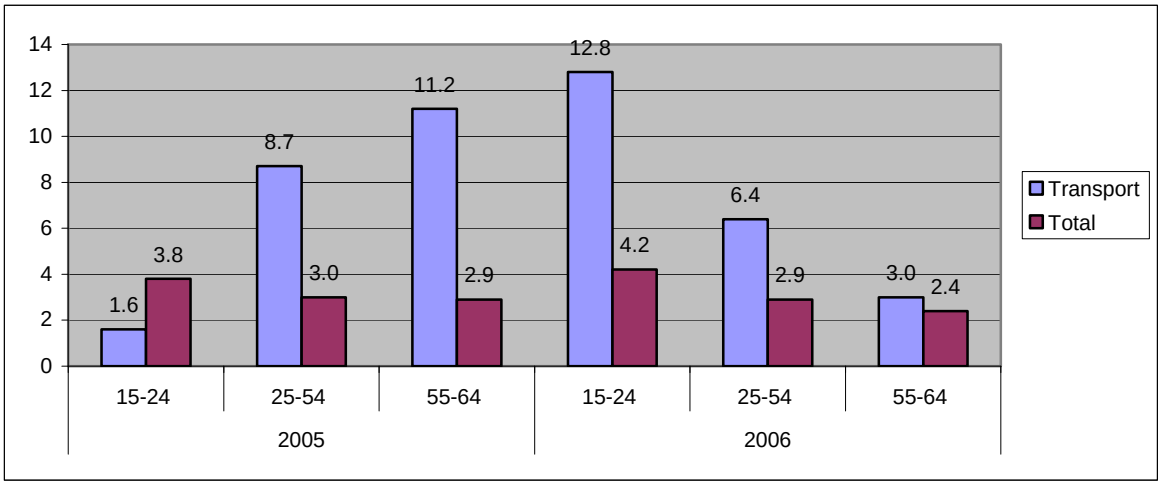
Source: NEA

3.3.1.3 By age

In the total working population the share of occupational accidents among workers in the 55-64 age group has slightly decreased from 2.9% in 2005 to 2.4% in 2006, whereas for the 15-24 age group it has increased somewhat from 3.8% to 4.2%.

In transport the percentage of occupational accidents in 2005 was highest among the older workers (11.2%) and lowest among young workers (1.6%), but these percentages changed significantly in 2006 and, similarly to the total working population, young workers (15-24 years) reported the highest share of occupational accidents: 12.8%.

Figure 28: Percentage share of workers suffering from an occupational accident, by age, transport and total, 2005 and 2006.



Source: NEA

3.3.2 Health problems

3.3.2.1 Musculoskeletal disorders

In 2006 over a quarter of workers reported high scores on a RSI-complaints scale, both in the total working population and in transport: 26.2% and 26.1%, respectively. In land transport and transport over water sector these percentages have decreased between 2005 and 2006: from 29.5% to 25.7% in land transport and from 26.3% to 19.3% in transport over water. Meanwhile, in air transport the percentage of high scores on the RSI-scale increased from 23% in 2005 to 30.9% in 2006.

Table 5: RSI complaints in transport and total, 2005 and 2006.

	Total		Transport Total		Land Transport		Transport over water		Air transport	
	2005	2006	2005	2006	2005	2006	2005	2006	2005	2006
RSI-complaints scale [8 or more points (high risk) out of 36] %	27.0	26.2	27.6	26.1	29.2	25.7	26.3	19.3	23.0	30.9

Source: NEA

3.3.2.2 Chronic diseases

Over two thirds (64.3%) of workers in the total working population reported having no chronic disease, disorder or handicap in 2006. Among transport workers the percentage is somewhat lower, namely 60.2%. The lowest share of workers reporting no chronic disease, disorder or handicap is found in transport over land (59%) while the highest corresponds to transport over water (71.1%).

Overall, the chronic diseases, disorders or handicaps that are most often reported are back and neck problems (10.9%), problems with hands or arms (6.1%), migraine or headache (5.3%), asthma (5.3%) and problems with legs or feet (4.9%). These are also the most common among workers in transport, which reports higher than average shares of workers with legs and feet problems (7%), back and neck problems (13.2%), heart and circulatory diseases (5.3%) and diabetes (3.6%).

Heart/vessel diseases and diabetes are more common among workers in land transport than in transport over water and air transport. In air transport sector the percentage of workers reporting problems with legs and feet (8.2%) is lower than in transport over water (3.4%) and land transport (7%). In transport over water the shares of workers reporting asthma has increased substantially, from 1.8% in 2005 to 9% in 2006.

Table 6: Percentage share of workers reporting chronic diseases, disorders or handicaps, in transport and total, 2006.

	Total	Transport Total	Land Transport	Transport over water	Air transport
No	64.3	60.2	59.0	71.1	63.7
Arms/hands (including arthritis, rheumatism, RSI)	6.1	6.1	6..1	0.0	7.8
Legs/feet (including arthritis, rheumatism, RSI)	4.9	7.0	7.0	3.4	8.2
Back/neck (including arthritis, rheumatism, RSI)	10.9	13.2	13.4	9.9	12.9
Migraine/headache	5.3	6.2	6.6	2.2	4.8
Heart/vessel disease	2.9	5.2	6.1	3.3	0.9
Asthma, bronchitis, emfyseem	5.3	5.1	5.3	9.0	3.1
Stomach/abdominal disorders	3.4	3.3	3.6	0.0	2.7
Diabetes	1.9	3.6	4.4	0.0	0.0
Serious skin diseases	0.9	1.7	1.9	0.0	0.9
Psychological complaints/disorders	2.4	1.2	1.4	0.0	0.7
Hearing problems	2.1	2.3	2.6	4.6	0.0
Epilepsy	0.4	0.4	0.3	0.0	1.1
Life threatening diseases (e.g. cancer, AIDS)	0.6	0.5	0.6	0.0	0.0
Eye sight	1.9	2.6	2.2	3.2	4.5
Other	6.1	5.4	5.4	2.7	6.0

Source: NEA

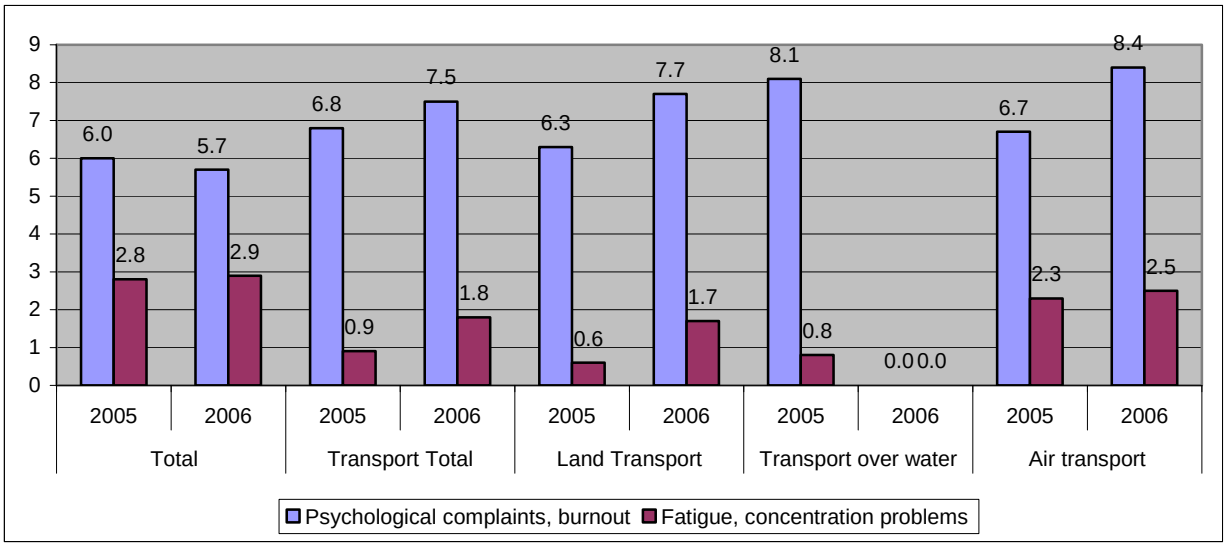
3.3.2.3 Stress-related health problems

The percentage of workers reporting that their last absence from work was caused by psychological complaints is somewhat higher in transport (7.5% in 2006) than in the total (5.7% in 2006).

Interestingly, whereas in the total the percentage of workers reporting their last absence to be caused by psychological complaints decreased from 6% in 2005 to 5.7% in 2006, in transport this percentage increased in the same period of time from 6.8% to 7.5%.

When it comes to fatigue and concentration problems, the share of workers who report them as the cause of their last absence is lower in transport (1.8%) than in the total (2.9%). This share has remained relatively stable in the total while it has increased in transport, from 0.9% in 2005 to 1.8% in 2006. Except from transport over water, both complaints have increased their shares across all transport sectors between 2005 and 2006. Overall, the percentage of workers reporting their last absence to be caused by fatigue is highest in air transport.

Figure 29: Percentage share of workers reporting psychological complaint/ burnout and fatigue/concentration problems in transport and total, 2005 and 2006



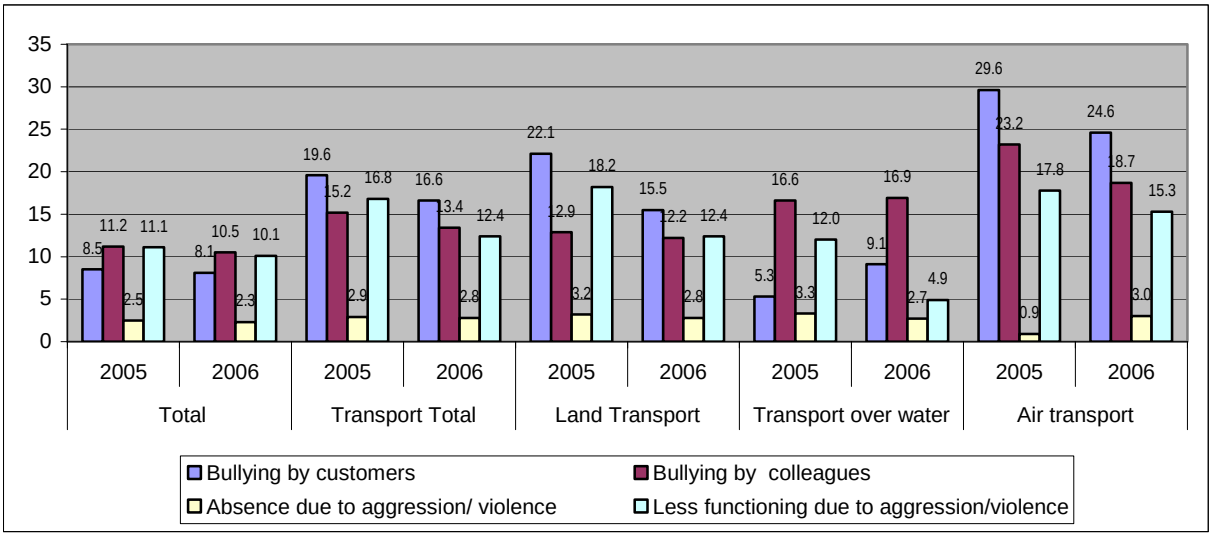
Source: NEA

3.3.2.4 Violence and bullying

The prevalence of bullying is higher in transport than in the total working population. Whereas 8.1% of the total working population reported having been bullied by customers and 10.5% by colleagues in 2006, in transport the shares were 16.6% and 13.4%, respectively. The shares of workers reporting being bullied have decreased both in the total and in transport between 2005 and 2006, but the reduction was higher in transport. In transport over water the percentage of workers reporting bullying by customers is significantly lower than in the other transport sectors, while air transport reports the highest shares of bullying, both by customers and colleagues.

The percentage of workers reporting absence due to aggression and violence is also slightly higher in transport (2.8% in 2006) than in the total (2.3%). In air transport this percentage has increased substantially from 0.9% in 2005 to 3% in 2006. The percentage of workers reporting less functioning due to aggression is also higher in transport (12.4% in 2006) than in the total (10.1%). Overall this percentage has decreased between 2005 and 2006, particularly in transport over water.

Figure 30: Percentage share of workers reporting bullying (occasionally/very often) and consequences of violence (in last 12 months), in transport and total, 2005 and 2006.



Source: NEA

3.3.2.5 Other

In 2006 over one third of workers (34.6%) reported flu/cold as the cause for their last absence, followed by back problems (11.5%), stomach problems (9.9%) and other complaints (8.6%). In transport, the percentage of workers reporting back problems (16.7%), neck and shoulder problems (9.3%) and psychological complaints (7.5%) as the cause for their last absence is higher than in the Dutch national average. Flu/cold is the most common problem in all transport sectors, except in transport over water, where back problems are the main cause (33.5%) for the last absence at work. In land transport, following flu/cold and back problems, neck and shoulder (11.5%), stomach problems (8.1%), psychological complaints (7.7%) and hip, leg and knee complaints (6.5%) are most commonly mentioned. In air transport almost half of workers (45.4%) point out at flu/cold as the cause of their last absence from work, followed by psychological complaints (8.4%).

Table 7: Percentage distribution of workers by complaints that caused absence from work, in transport and total, 2006.

	Total	Transport Total	Land Transport	Transport over water	Air transport
1 Back	11.5	16.7	18.2	33.5	7.2
2 Neck, shoulder, arms, wrist, hands	7.6	9.3	11.5	0.0	3.2
3 Hips, leg, knee, feet	5.5	5.7	6.5	7.8	2.2
4 Vascular disease	1.5	2.1	2.1	0.0	2.6
5 Psychological complaints, burnout	5.7	7.5	7.7	0.0	8.4
6 Fatigue, concentration problems	2.9	1.8	1.7	0.0	2.5
7 Conflicts at work	0.8	0.0	0.0	0.0	0.0
8 Respiratory complaints	3.1	1.6	1.5	0.0	2.7

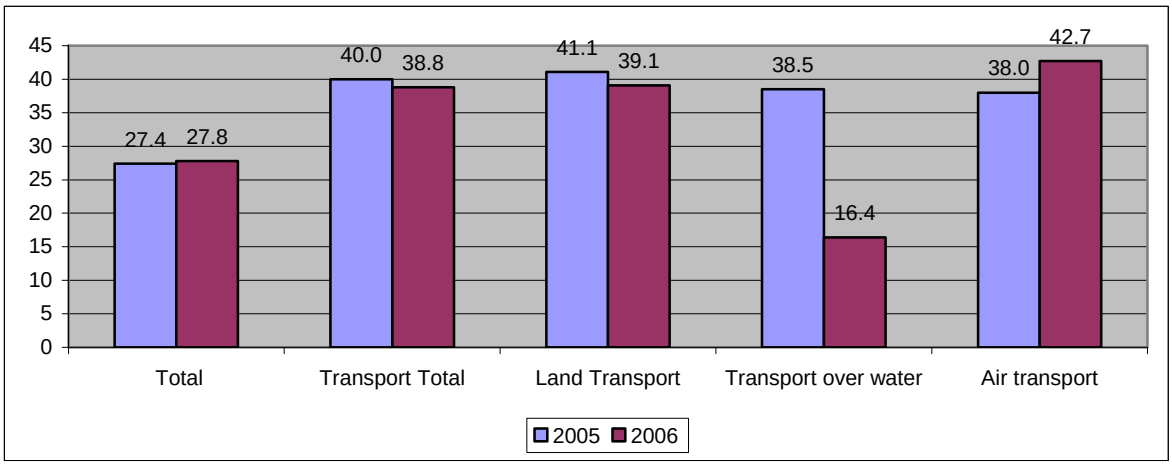
	Total	Transport Total	Land Transport	Transport over water	Air transport
9 Stomach	9.9	8.1	8.1	15.1	6.4
10 Skin	0.6	1.0	1.3	0.0	0.0
11 Ears or eyes	1.1	1.9	1.1	0.0	5.4
12 Flue or cold	34.6	32.6	29.5	28.4	45.4
13 Headache	4.9	4.7	5.3	0.0	3.4
14 Complaints due to pregnancy	1.4	0.5	0.0	0.0	2.4
15 Other complaints	8.6	6.4	5.5	15.1	8.0
16 n/a	0.4	00	0.0	0.0	0.0

Source: NEA

3.3.3 Work-related absenteeism

The percentage of workers reporting that the complaints leading to absenteeism were caused by their work is relatively higher in transport (38.8% in 2006) than in the total (27.8%). These percentages have remained relatively stable both in transport and in the total, although in transport over water this share decreased substantially from 38.5% in 2005 to 16.4% in 2006.

Figure 31: Percentage share of workers who feel that work mainly or partly caused the complaints leading to absenteeism, transport and total, 2005 and 2006.



Source: NEA

3.4 Legislation and policies

3.4.1 Legislation

The most important regulations on the quality of work in the sector are **the Working Conditions Act** (Occupational Health and Safety Act/ Arbeidsomstandighedenwet), the **Working Hours Act**, (Arbeidstijdenwet) and the **Works Council Act** (Wet op de ondernemingsraden).

The **Working Conditions Act** describes what employers have to do to create the most favourable working conditions for their employees. According to this act employers should:

1. Pursue a Health and Safety Policy, with the aim to prevent diseases, absenteeism, working disabilities and occupational diseases, and to improve working conditions in the organisation.
2. Analyse and Evaluate Risks in the organisation to improve their Working Conditions Policy.
3. Inform and advise employees about safety and health.
4. Report occupational accidents and diseases to the Labour Inspection.
5. Cooperate with employees (e.g. Works Council, direct employee consultation on work).
6. Call for assistance by one or more expert employees, whether or not organised in a service, or by one or more services consisting of other experts, or by a combination of expert employees and other expert persons or services to help with some specific activities such as the analysis and evaluation of risks, guidance of employees that are on sick leave, periodic occupational health examination, pre-employment medical examination and to keep consultations on working conditions.
7. In-house emergency and first-aid service, i.e. employees should be trained on first aid at work, to discuss and prevent fires, prevent and reduce accidents, alarm and evacuate people in case of emergency and cooperate with other assistance/aid organisations.

The Working Conditions Act describes the main features for health and safety policy. It also consists of the Working Conditions Decree -which includes regulations for a good health and safety policy-, the health and safety scheme –describing regulations for specific subjects- and the health and safety policy rules, which include the guidelines to implement the act.

In 2007 a reformed Working Conditions Act came into force, where social partners are given greater responsibility in the implementation of health and safety at work and the number of rules and regulations is cut, by distinguishing between objectives and means. The government is to take responsibility for the objectives, with the Labour Inspectorate monitoring compliance and employers and employees becoming jointly responsible for the methods used to achieve the objectives. Employees and employers will jointly determine how to attain the objectives set by government.

These methods will be established in a 'working conditions catalogue' describing the methods and means recognised by employer and employee representatives. From this selection, a choice can be made as to how to achieve the objectives. The catalogue, which may be formulated at sector level, may include descriptions of best practices as well as techniques and it is not meant to be exhaustive or restrictive. For example, a Health & Safety catalogue may contain measures that have contributed in the past to a safe and healthy working climate, norms resulting from (scientific) research, best practices (practical solutions that have proven their worth), standardisation, sector guidelines, agreements, handbooks or current health and safety policy regulations. The Health & Safety Inspectorate checks whether companies are complying with the statutory regulations of the catalogue.

As soon as a tested Health & Safety catalogue has been drawn up, it is used as a framework of reference for the inspection. The responsibility for compiling and publishing the Health & Safety catalogues is borne by the employers and employees (or associations of employers and employees, for example, in a particular sector or industry). Health & Safety catalogues are tested to guarantee that they have been realized properly and that they are adequate. More specifically, the following is tested:

- Does the catalogue include a description of the field of activity (sector / group of companies) for which it is intended?
- Do the people who compiled the catalogue represent the employers and employees in this field of activity?
- Is the catalogue available and familiar to (all) employers and employees?

- If employers and employees follow the stipulations in the catalogue, will they be complying with the target regulations? This point is tested by means of a quick scan: is the catalogue understandable, logical and compliant with the law?

Catalogues that pass this test - after they have been incorporated into a policy regulation - constitute a framework of reference for the enforcement activities of the Health & Safety Inspectorate.

The aim of the **Working Hours Act** (WHA) is to promote the workers' health, safety and well-being.

The law is also intended to enable people to more effectively combine work and other tasks, such as care and education. The rules apply to everybody carrying out work in a relationship of authority and it is not necessary to have a formal employment contract. The act does not apply for self-employed workers, except those cases where there are risks for third parties, such as in traffic. In this case the minimum hours of rest must be observed. The rules apply to all employees in the Netherlands, even foreign nationals. Work and rest hours also apply to those working for Dutch employers abroad on a vessel, an airplane or on road transport (lorry or coach), or on a mining installation on the Dutch part of the continental shelf.

The law sets minimum standards for the length of compulsory rest periods and breaks, and maximum standards for, among other things, working hours and the number of night shifts an employee may be required to work. The law also contains specific provisions regarding child labour and work performed by women before and after childbirth. The WHA provides for a standard arrangement and a consultative arrangement. The terms of the consultative arrangement are somewhat broader, but may be applied only in the context of collective bargaining between employers and employees. In 2007 a reformed Working Hours Act came into force by which employers and employees are given more possibilities to make arrangements about working and rest hours.

Finally, according to the **Works Council Act,** a Works Council is compulsory in companies with 50 employees or more. The Works Council has the authority to make an appeal to plans from employers and to make proposals about all kinds of social, organisational, financial and economical aspects of the organisation and present these proposals to the employers. Furthermore, employers are to request the Works Council's approval on regulations regarding subjects like working times, holidays, working conditions, training/education of staff, staff appointments, promotion and dismissals. In order to fulfil its work, the Works Council also has the right to be informed about the annual accounts, the annual social report and the policy plans.

Employees in paid employment are covered by the **Dutch employee insurance schemes** too. The most important ones are:

- **Payment during sickness**: employers have to pay 70% of the employee's salary for a maximum of two years after an employee is absent due to sickness (at least the minimum wage during the first year). In most collective agreements employers' organisations and trade unions agree to supplement the salary of absent employees up to the full level of pay for a certain period of time, depending on the length of the employment contract. When an employee reports absent due to sickness after an employment period of one year or less, the payment stops after 13 weeks. When absent employees do not have the right to 70% of their last wage paid by their employer (e.g. during probation time, fixed term contract, contracted by an employment agency) employees receive a sickness benefit from the Employed Person's Insurance Administration Agency (Uitvoeringsinstituut Werknemersverzekeringen, UWV).
- **Work and Income according to Labour Capacity Act (WIA)**: if the incapacity of an employee persists beyond the period of two years they are entitled to benefits under the WIA, provided they are at least 35% occupationally disabled. Those still able to work partially receive a supplement to their wage but those fully and permanently occupationally disabled

receive occupational disability benefit. For this, they have to be at least 80% occupationally disabled with no prospect or only a small chance of recovery, and then they become eligible for benefit on the basis of the Income Provision Scheme for People Fully Occupationally Disabled (IVA) of 75% of the daily wage (maximum daily wage € 174,64). Those who are between 35% and 80% occupationally disabled are entitled to benefit on the basis of the Return to Work Scheme for the Partially Disabled (WGA).

- **Unemployment**: unemployment benefits (WW) insures employees and civil servants who become unemployed against the financial consequences of unemployment. In order to become eligible for WW benefit workers must at least:
    - be below the age of 65;
    - lose at least five working hours per week (or for those working less than ten hours per week, at least half the working hours);
    - no longer be entitled to wages for these lost working hours;
    - be available for work;
    - not be on Sickness benefit, WAO benefit upon full occupational disability or IVA benefit;
    - not be in receipt of WGA benefit (unless they had a job in addition to the WGA benefit and lost that job);
    - meet the requirement of '26 out of 36 weeks': they must have been employed for at least 26 weeks in the 36 weeks before the first day of unemployment. Weeks during which work was carried out as a self-employed do not count and neither do weeks which have already been incorporated with regard to a previous benefit.

The amount and duration of the benefits depend on the employment history. Unemployment benefit is always temporary and the self-employed are responsible for the insurance against these risks themselves.

The Flexibility and Security Act that was implemented in 1999 is of specific interest for transport. The act made "fixed" employment more flexible and increased the security of flexible employees. For example, under provisions of the new act, companies can use temporary employment contracts more often than in the past. Furthermore, agreements between employees and temporary employment agencies are considered as employment contracts. In addition to this, a series of consecutive temporary employment contracts will, under certain conditions, lead to a permanent employment contract. Another effect of the act is that on-call workers/minimum-term workers may claim a minimum of three hours' pay each time they are called to work regardless of whether three hours are actually worked or not.

Sources: www.internationalezaken.szw.nl

3.4.2 Authorities responsible for facilitating and monitoring policies

The **Health and Safety Inspectorate** enforces a number of laws aimed at determining the quality of working conditions. The monitoring of compliance within companies takes place via active inspections, which are generally prepared for nationally on a project basis at the initiative of the Health and Safety Inspectorate itself. The Health and Safety Inspectorate also carries out reactive inspections in response to complaints, accidents and applications for licences. The company inspections, which in principle are carried out throughout a particular sector of industry, are primarily geared to problems known to exist within the sector in question in terms of compliance with the legislation. In carrying out inspections and controls the Health and Safety Inspectorate applies a set of instruments involving repressive elements (such as shutting down the business, issuing a

warning, imposing certain demands, imposing an administrative penalty or writing up an official report) and preventive elements (such as issuing information at company level and providing information at a sector level).

Since 2007, when the reformed Working Conditions Act came into force, the new working conditions catalogues form an important framework of reference with respect to enforcement.

Occupational Health and Safety Services are private companies that provide employers with expert assistance in improving working conditions in the company.

Sources:

http://internationalezaken.szw.nl

http://www.arbo.nl/content/network/szw/docs/arbeidsinspectie/enforcement_policy.pdf

http://arbo.nieuwestijl.nl

3.4.3 Specific regulation and policies

Specific regulations on road safety and transporting dangerous substances

Most EU countries have legislation on road safety. In the Netherlands, there are night and weekend driving bans for trucks which exceed a certain tonnage. Drivers who transport perishable goods may be excluded from these weekend bans. These bans aim to regulate resting times for the drivers during the weekend, and also to reduce traffic density at the weekend when non-professional drivers tend to go for a drive. Lower traffic density will therefore ensure greater road safety.

EU countries generally have specific regulations on transporting dangerous substances. In the Netherlands, drivers of dangerous substances must have certification and 'refresher' training every five years. Most provisions on driving dangerous substances do not focus on the drivers specifically but have an indirect impact on the working conditions of the drivers and other workers concerned. A recent Dutch study (Jettinghoff, Houtman and Evers, 2003) shows that drivers of dangerous substances violate legislation -on e.g. working, driving and resting times- less frequently, which hints that they are more aware of their responsibility for the safety of themselves and others on the road.

As mentioned above, in the Netherlands, the Works Council Act gives the Works Council the right to be informed about certain issues and to make an appeal against employers' plans if necessary, particularly with regard to work, safety and health.

Source:

Houtman ILD, Bossche S van den, Klein Hesselink J, Berg R van den, Heuvel F van den. Eu road freight transport sector: Work and employment conditions. Dublin: European Foundation for the Improvement of Living and Working Conditions, 2004.

Road transport working time directives

The Directive 2002/15/EC concerning the organisation of the working time of people carrying out mobile road transport activities was adopted on 11 March 2002. It lays down a maximum weekly working time of 48 hours (on average) over a four month reference period, which European Member States may extend to six months. It also sets a maximum weekly limit of 60 hours in any one week. In terms of night work, it sets a limit of 10 hours in any 24-hour period; night work is defined as any work performed during night time, a period of at least four hours between 00.00 hours and 07.00 hours as defined in national law. On 23 March 2005 this Directive came into force for mobile workers, a term which in practice covers mainly drivers, but also tour guides, trainees and apprentices. With this, the Directive aims to improve road safety, prevent the distortion of competition and guarantee the safety and health of mobile workers. Self-employed are included

within the scope of Regulation 3820/85 with regard to driving times and rest periods, but are excluded temporarily from the scope of Directive 2002/15/EC (and Directive 93/104/EC).

The transposition of the Directive into national legislation has led to a debate in a majority of the countries, with a varying degree of intensity in the debate and involvement of social partners among the Member States. The main issues concerned the definitions of working time and periods of availability, the possible impact on the sector and problems with enforcement. Enforcement is perceived as difficult due to the vagueness of the definitions, which leave room for interpretation, the translation of these definitions into company administration and the lack of enforcement capacity (not enough inspectors).

The existing situation in The Netherlands as to the *implementation* of the directive into national policy and practice is presented next:

Derogations by means of collective agreements and/or social dialogue:

1. Two derogation possibilities of Art. 4:

a. in collective agreement derogation of reference period (26 weeks instead of 4 months);

b. in collective agreement **and** with individual consent derogation of 48 hours cf Art. 22 of rl 2203/88/EG (mean of 55 hours over a period of 26 weeks);

2. One derogation possibility of Art. 7:

a. in collective agreement derogation of 10 hours (instead of 12 hours).

Payment for night work as mentioned in the collective agreement (% of salary):

1. Extra allowances in the case of night shifts during the week (in the weekend the extra allowance is 50% on Saturday and 100% on Sunday):

• between 18.00-24.00 hrs: 30% per hour;

• between 00.00-06.00 hrs: 40% per hour;

• between 06.00-07.00 hrs: 30% per hour;

• in the two shift system with a night shift that starts at/after 22.00 hrs or ends after 02.00 hrs: 10% of the job rate.

Since 1 January 2006 a compensation of 2.19€ per hour is paid for one day night rides between 20.00-04.00 hrs. When the allowance for one day night ride coincides with the allowance for regular shift work in accordance with Article 36 only the allowance for regular shift work will be paid.

Maximum average weekly working time limit:

1. 60 hours, if no more than an average of 48 hours per week over a period of 16 weeks;

2. 60 hours, if no more than an average of 48 hours per week over a period of 26 weeks (if agreed upon in the collective labour agreement);

3. 60 hours, if no more than an average of 55 hours over a period of 26 weeks (if agreed upon in the collective labour agreement and with individual agreement).

Reference period for the maximum average weekly working time:

Two possibilities:

1. 16 weeks;

2. 26 weeks (if agreed upon in the collective labour agreement)

Limit of working hours at night

Two possibilities:

1. 10 hours

2. 12 hours (if agreed upon in the collective labour agreement)

Additional limitations with regard to working hours mentioned in national legislation (e.g. per day or special groups):

Work in night shift (i.e., between 00.00-06.00 hrs): either a maximum of 26 times per 13 weeks or a maximum of 12 hours every 2 weeks between 00.00-06.00 hrs. If agreed upon in the collective labour agreement: either a maximum of 35 times per 13 weeks or a maximum of 20 hours per 2 weeks between 00.00-06.00 hrs.

Limit taken up in the national collective agreement:

There are various collective labour agreements in road transport. Any agreement over night time shifts they may contain will stay within the national legislative norms.

System of penalties:

Violation of the guidelines for resting time, driving time, driving time pauses (according to regulation (EEG) nr. 3820/85), weekly working time in light transport (according to regulation 2003/88/EG) as well as the regulations 2002/15/EG are subject to penalties. Violations with serious consequences for health may be prosecuted.

Source:

Goudswaard, A., Kuipers, B., Schoenmaker, N., Houtman, I., Jettinghof, K., Ruijs, A., Savenije. W. Osinga, D., Koomen. M., (2006) Road Transport Working Time Directive Self-employed and Night Time Provisions. TNO Work and Employment.

3.4.4 Best practices

In the Netherlands, there is a national award each year for the organisation that excels in its quality of work and employment. An independent jury awards this prize, ‘Kroon op het werk’ (Crown or ‘the Favourite’ at work). In 2002, the award went to the Occupational Health Intermediary for Road Freight Transport for their excellent work as an intermediary between employers and employees, and particularly as a help to transport organisations in facilitating and optimising the quality of the OSH service provided to employers and employees. It is highly regarded to win this award and it generates positive publicity for the organisations themselves as well as the sectors in which they work. The Occupational Health Intermediary for Road Freight Transport itself also gives an annual award recognizing the best transport company for quality of work.

Source:

Houtman ILD, Bossche S van den, Klein Hesselink J, Berg R van den, Heuvel F van den. Eu road freight transport sector: Work and employment conditions. Dublin: European Foundation for the Improvement of Living and Working Conditions, 2004.