

Based on the data from the Foundation's Third European Working Conditions survey (2000), secondary analysis relating to two specific sectors – road transport and hotel/restaurants – was carried out in 2002/3.

Fifteen national reports were produced in each sector covering the existing Member States, while a synthesis of the national findings was published in two consolidated reports:

- [EU hotel and restaurant sector: work and employment conditions](#)
- [EU road freight transport sector: work and employment conditions](#)

The reports assess the impact of trends such as globalisation, increased competition and developments in technology, and look at the role of social dialogue in the sectors. They also feature several examples of interesting and innovative practice at local and national level aimed at improving the quality of work for workers in the sectors.

NOTE: The national reports are provided for information purposes and have not been submitted to any editorial process.

Sector surveys on working conditions: road transport, and particularly freight transport in the Netherlands

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TNO Work & Employment

April 2003

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Executive summary

Sector characteristics

In the Netherlands the sector transport, storage and communication is a relatively large sector. In 2000 this sector contributed 7,3% to the National income. The sub sector freight transport by road contributed 23,4% to the sector income.

The total sector counts more than 28,000 companies, which is about 4% of the companies in the Netherlands. About 6,4% of all employees is working in the sector transport, storage and communication. This indicates that, overall, the companies in this sector are relatively large. On the other hand, the percentage of small companies (0-9 employees) is almost equal to the national average. On the freight transport by road the companies generally are private, whereas the companies in transport by road of persons a considerable amount of the companies is public.

About 20% of the new vacancies in 2001 remains unfilled, which is equal to the national figure on this. The growth in the sector, both economically as well as in terms of labour market, has been larger than the national average growth. Recent prospects are, however, much less optimistic on growth due to the economic recession.

The transportation sector as a whole can be characterized as having more male, more full time working and more low educated employees, less self employed (particularly in the sub sector of freight transport by road), and more indefinite contracts as compared to national statistics. Freight transport by road particularly is a (sub)sector with extremely few women, many full time working, low educated workers with indefinite contracts. The percentage of self-employed is comparable as the national average. Most employees in the sector work as driver.

The sector is comparable to the national statistics on age distribution, and the EU- and non-EU distribution among non-native employees. With respect to the latter, the figures available may be an underestimation since non-EU workers may be illegal, may not be able to read and/or talk proper Dutch, and may thus be more likely to drop out of statistics and not to respond to surveys and interviews.

The trend on employment conditions is that in this sector more women are participating as well (i.e. equal to national developments), and less low educated employees are participating. The latter trend is not a national trend (on national level there hardly is any change on this matter).

Quality of work and employment

The most important risk factors in the sub sector freight transport by road (compared with the national working situation) are:

- heavy physical workload,
- limited career opportunities,
- long working hours/ many overtime hours, and
- many conflicts with colleagues and/or chef

With respect to the payment system in the sub sector a lot of things are arranged in the collective agreement. However, not all companies comply with the collective agreement.

For example, there are companies in the sector that do not pay the wages on time, put employees too low on the scale, forget to pay extra for evening work, or don't pay enough for extra activities. It is said that it is because of the relatively low wages in the sector that the workers in the sector make such long hours. The European Working Time directive that is agreed upon will be introduced and will allow less working hours than presently is the case. Employers representatives expect problems with that.

When compared to national data on working conditions the most important risk groups in the sub sector freight transport by road (compared with the national working situation) are:

- Drivers: drivers report low autonomy and participation in their work, little opportunity to learn in and from work, many conflicts with colleagues and/or boss, and high physical workload. Also their average working week is long, and they make many overtime hours;
- Technical personnel: technical personnel reports a high work load, high physical work load, and at average a long working week. Also, they report significant more conflicts with their boss, although the difference with the national data is smaller as compared to the drivers;
- Warehouse workers: The warehouse workers report less opportunities to learn in and from their work, and a significantly higher physical work load than the average employee;
- Planners and management: they have a relatively high work load and they make long working hours.

Regarding the health of people employed in the sector it can be noticed that in the sector transport, storage and communication and in the sub sector freight transport by road the most important occupational disease/main cause of disability is musculoskeletal diseases, followed by psychological disorders. On the national level psychological disorders are most prevalent and incident, and the musculoskeletal diseases come second.

A specific risk factor in this sub sector is the risk of getting involved in a traffic accident. In the sector transport, storage and communication the percentage of people reporting one or more accidents is, however, comparable with the national percentage of 2,1%. The main causes of accidents in the sector are moving objects, fall (other), to be trapped by an object, twist/stumble and steady objects.

The absenteeism percentage in the sector and the sub sector is comparable to the national percentage of 6,1% (including pregnancy), which is rather low for a 'typical blue collar' sector.

Access to social protection

The access to social protection in case of sickness absence, disablement or unemployment is quite good for all employees. It are the self employed who are not so well protected. Self employed have access to national insurances, but have to additionally insure themselves against sickness absence, health care, disability and unemployment. Because of the high costs only a small percentage of the self employed indeed does insure oneself. When getting sick, disabled or unemployed, the self employed do have access to social benefits, but these are quite modest/low. They will have much less

benefits than employees who get additional benefits out of employed persons insurances when they become sick, disabled or unemployed. From the perspective of social protection the self employed can be considered a risk group.

Regulatory framework and good examples in the sector

The regulatory framework on quality of work and employment, and on social security is very extensive. Some of the acts and regulations that are important for the sub sector freight transport by road are the Working Conditions Act, the Working Hours Act, the Works Council Act, the Gatekeeper Improvement Act, legislation on the transport of dangerous substances, and legislation on road safety. The Labour Inspectorate is the organization that sees to it that companies comply with the legislation on occupational safety and health and has several means of enforcement.

The sub sector freight transport by road counts three employers organizations (Dutch Transport Operators Association, Royal Netherlands Transport Association and Vertical Transport Association) and two trade unions (Dutch Trade Union Federation and Christian Trade Union Federation). One of the activities of the employers organizations and trade unions is the collective bargaining. In the sector there are three collective agreements; (1) a general agreement about wage payment, job classification, holidays, etcetera, (2) an agreement on the funding of education and (personal) development in the sector, and (3) an agreement regulating the early retirement of employees in the sector. The trade unions see to it that companies comply to these collective agreements.

Furthermore, the employers organizations and trade unions have founded several foundations and organizations in which members of both parties take place. One of these foundations is the sector organization; the Occupational Health Intermediary for Road Transport. The main goal of this organization is to promote a good policy on working conditions and absenteeism. One of the main services of the Occupational Health Intermediary for Road Transport is a standard contract with one of two occupational health services. Furthermore, the sector organization arranges all kinds of activities in order to promote the quality of work in the sector, such as research projects on physical work load, stress campaigns, guidelines for postures while driving, prizes, and the foundation of a sub sector specific service for rehabilitation into work.

Some other foundations and organizations in the sub sector are:

1. Education and Development Fund (Stichting Opleiding en Ontwikkelingsfonds Beroepsgoederenvervoer; SOOB) which arranges the funding of education and (personal) development in the sector;
2. Foundation for Function Level Appraisal (Stichting Functiewaardering; FUWA) a foundation that determines the job load in the sector and the matching wages;
3. Foundation of Skill Training in Transport and Logistics (Vakopleiding Transport en Logistiek; VTL) which arranges the education and training of (future) employees in the sector, and promotes the sector (recruitment of employees);
4. Foundation for Voluntary Early Retirement (Stichting Vrijwillig Vervroegde Uittreding; SVVU) is responsible for the implementation of the collective agreement on early retirement of employees in the sector.

In the sub sector the main problems are the compliance with the Working Hours Act and the general collective agreement (wage payment, job classification, extra allowances, etcetera).

Another specific problem for the sector regarding education and training in the sector is the lack of a training/education culture in the sector.

Social dialogue

In general the cooperation between employers organizations and trade unions is good. They meet on a regular basis at negotiations for new collective agreements, and at the different sectoral foundations (such as the sector organization Occupational Health Intermediary for Road Transport, Foundation of Skill Training in Transport and Logistics, Foundation for Job Evaluation, and Education and Development Fund).

All parties are very proud about what they have reached in the sector; the sector has a very good social infrastructure which is rather unique in the Netherlands. This is why the sector has decided not to enter into a Covenant on Health and Safety at Work, which would mean that the government interferes with issues they, in their opinion have already arranged rather well themselves. Their sector organization, for instance, serves as an example of good practice for other sectors in the Netherlands.

The negotiations about the general collective agreements (wages, days off, etcetera) sometimes cause some rumour between employers organizations and trade unions, but in their own words 'that is part of the game'.

Introduction

The context of this document

In 2000, the European Foundation for the Improvement of Living and Working Conditions (EFILWC; further on to be referred at as ‘The Foundation’) carried out its third European Survey on Working Conditions and collected information on working conditions, health and well-being of the employed and self-employed in the fifteen EU member states. These three surveys (1990, 1995 and 2000), provided a general picture on the main characteristics of the economic sectors with regard to working conditions. This general picture is sufficient to set priorities, but not enough to understand the reasons underlying the situation described, and the policies, at various levels, undertaken to deal with such.

The Foundation asked TNO Work and Employment to report on the quality of work and employment in the sector ‘Road Transport’, and sub sector ‘Freight transport by road’ in the Netherlands. Other research institutes were asked to do the same for the situation in the other EU-countries.

The objective of the sector surveys on working conditions is to provide a cross-sectional overview of the working and employment conditions in this sector as an example of the European economy. This research project aims at collecting information on social dialogue in the transport sector as well.

The aim of this document

The aim of this national report on the sector road transport (and the sub sector ‘freight transport by road’) is to:

1. describe the socio-economic context of the (sub)sector in The Netherlands;
2. identify the structural characteristics and patterns of the sector with regard to labour market issues, working conditions and social dialogue in The Netherlands;
3. research on the employment status, conditions of work and conditions of employment in the (sub)sector in the Netherlands;
4. identify risks, risk factors and risk groups within the (sub)sector in the Netherlands;
5. identify legislative and regulatory measures related to working conditions in the (sub)sector in The Netherlands;
6. identify and analyse other initiatives in the Netherlands such as guidelines and code of conducts;
7. show how the social partners in the Netherlands are operating in the (sub)sector; identify and describe the contents of relevant collective agreements;
8. identify and describe the positive examples and good practices in the (sub)sector in the Netherlands aimed at improving working conditions and social dialogue;
9. identify and describe possible solutions to improve working conditions and social dialogue in the (sub)sector in The Netherlands;

10. identify and analyse potential barriers to the implementation of legislative, regulatory and ‘soft law’ measures to improve working conditions and social dialogue in the (sub)sector in The Netherlands.

The selected NACE codes

The transport sector is selected for this particular report, however, specifications will be made as to the ‘freight transport by road’ where possible. This restriction has been agreed upon for all partners working on the national reports and with the European Foundation. An overview of the total sector, and the sub sector chosen to mainly ponder upon in table 1.1. This review particularly refers to the NACE sector I.602 (road transport), and more specifically to I.6024 (i.e. freight transport by road).

Table 1.1: An overview of the NACE-coding by sector for the sector Transport (sector ‘I.60’)

Transport –sector I	
60	Land transport
601	Rail transport
602	Road transport
	6021 + 6022 + 6023 =
	transport of persons
	6024 = freight transport by road
	603 transport through pipes
61	Transport over water
611	Transport overseas
612	Inland navigation
62	Air transport
63	Service for transport = distribution
64	Post & telecommunication

Methodology and analyses

To construct the national report on the sector road transport (and the sub sector freight transport by road) for the Netherlands, a literature review as well as both quantitative and qualitative analyses have been performed.

Literature review:

A literature review has been conducted for the sector road transport using the following search items:

- working conditions, and/or
- employment status, and/or
- economic factors.

Quantitative analyses:

Major use has been made from the data base made available by the Central Bureau of Statistics (CBS) through internet (Statline). This data base includes the most recent data from all the surveys and other national data collected by the CBS, including data about

the labour market (employee level: EBB), as well as on work and health (POLS). Much of the sector specific information (e.g. folders, reports and data) has been provided by the interviewed key informers. Some of this material were sectoral statistics or specific research.

A problem to be encountered in the surveys from the Central Bureau of Statistics in The Netherlands is the fact that information on occupation (ISCO) is only available at a 1-digit level. This means that a break down of information from these surveys by occupation is not detailed enough.

Finally, trend information from one of the surveys from the Central Bureau of Statistics, The POLS (Permanent Onderzoek LeefSituatie; Continuous Survey of the Life situation) including the information on work and self-reported health, has been broken in 1994. Since the effect was not the same for all items, the information before and after 1994 can not be easily compared.

Qualitative analyses:

Additionally some interviews have been conducted with:

- two key informers of the largest employers organization in the sector freight transport by road (Transport & Logistiek Nederland);
- one key informer of the largest employees organization in the sector freight transport by road (FNV Bedrijvenbond);
- one key informer from the sector organization in the sector freight transport by road (BGZ Wegvervoer).

These key informers have been interviewed about:

- the national socio-economic context of the (sub)sector;
- structural characteristics and patterns of the (sub)sector with regard to labour market issues, working conditions, and the social dialogue;
- their view on risk factors, risk groups, and eventual differences of the (sub)sector as it functions in The Netherlands as compared to the rest of Europe;
- the presence or upcoming of legislative and other regulatory measures related to working conditions;
- the situation at the Covenants on Health and Safety at Work;
- if present, positive examples, good practices and solutions in the (sub)sector, aimed at improving working conditions and social dialogue;
- potential barriers to the implementation of legislative, regulatory and 'soft law' measures to improve working conditions and social dialogue in the (sub)sector.

The structure of this document

In this report we will first report on the sector characteristics, such as the economic and labour market situation and trends and changes in the sector road transport and the sub sector freight transport by road (Chapter 2). Next we will describe the quality of work and the outcomes (e.g. occupational risks, accidents, diseases, absenteeism and disability) in the (sub)sector as well as the access to social protection/security (Chapter 3). In Chapter 4 we will provide information about policies like collective agreements and other instruments regarding (the improvement of the) quality of work in the (sub)sector. In Chapter 5 the views of employers organization, employees organization and sector

organization on issues and challenges in the (sub)sector are presented. Also an overview is presented on consensus and dissent between the different parties. The final chapter (Chapter 6) contains information about the overall analyses for the sector, the discussion and the conclusions.

Sector Characteristics

In this chapter the main economic and labour market characteristics are discussed. For extra information about these subjects we refer to Appendix A.

Economic characteristics of the sector

In the year 2000 the sector transport, storage and communication contributed 7,3% (27,01 billion Euro) to the national income of the Netherlands (370 billion Euro). The sub sector freight transport by road contributed 23,4% (6,32 billion Euro) to the sector income (TLN, 2001).

In the period 1994-1999 the net turnover (excluding V.A.T.) in the sector road transport has grown with 37,5%. This is a stronger increase compared to the increase in the gross national product, which increased with 30% from 267.749 Euro in 1994 to 374.070 Euro in 1999 (see Table 2.1). In the sub sector freight transport by road the net turnover increased with 36,6%, and in the sub sector road transport of persons even with 45,5%. Overall the relative contribution of the sector road transport and the sub sector freight transport by road to the Gross National Product of the Netherlands has increased with only 0,1% over the period 1994-1999 (Statline, 2002).

Table 2.1: Turnover in Euro's (Table 2.1 in the Guidelines)

Turnover (Euro)	Sectoral			Gross National Product
	Transport of persons	Freight transport	Transport by Road	
1999	1.120 mln 301 mln ¹	9.046 mln	10.166 mln	374.070 mln
1994	770 mln 282 mln ¹	6.625 mln	7.395 mln	287.749 mln

¹ SBI'93/NACE code 6023, among which transport of persons within tourist sector

Source: Statline 2002

In 2001 the sector transport, storage and communication (total sector) counted 28.140 companies (see Table 2.2). This is 4,0% of the total number of companies in the Netherlands. The sub sectors freight transport by road and road transport of persons counted respectively 10.135 companies (1,4% of the companies in the Netherlands) and 4.000 companies (0,6% of the companies in the Netherlands).

Over the period 1993-2001 the number of companies on national level has increased with 17,3% (from 598.150 companies in 1993 to 701.795 companies in 2001). In the sector transport, storage and communication this percentage of increase in number of companies is even higher: 28,9%. In the sub sector freight transport by road the number of companies increased with 27,2%, and in the sub sector transport of persons even with 38,4%. This growth in companies, however, well reflects the general growth in companies in The Netherlands, and may reflect the growth in the economical benefits over that period.

Table 2.2: Number of companies (Table 2.2 in the Guidelines)

Number of companies	Sectoral			National (total)
	Transport of persons	Freight transport	Transport, storage and communication	
2001	4.000	10.135	28.140	701.795
1993	2.890	7.965	21.835	598.150

Source: Statline 2002

Compared with the national data the relative number of larger companies (companies with 10-49 employees and 50-100 employees) was higher in the sector transport, storage and communication, and especially in the sub sector freight transport by road. The percentage of companies with zero employees, however, is lower in the sector and especially in the sub sector freight transport by road (CBS Statline, 2002; see Annex A).

The number of bankruptcies in the sector transport, storage and communication was 254 in the year 2000. This is about 7% of the national number of bankruptcies in the same year, and about 0,8% of the companies in the transport sector (CBS Statline, 2002). In the sub sector freight transport by road the number of bankruptcies was 89; this is 2,5% of the national number of bankruptcies in the same year (TLN, 2001), and 0,9% of the companies in the freight sector. This is somewhat higher than the national average, there the risk of bankruptcies is about 0,5 (see Annex A). Relative to 1994, the transport sector does much better than in 1994. Over the period 1994-2000 there are some fluctuations in the number of bankruptcies in the sub sector freight transport by road. The number of bankruptcies was 124 in 1994. In 1995 the number of bankruptcies decreased to 89, and after that the number of bankruptcies increased to 113 companies in 1997. In 1998 and 1999 the number of bankruptcies in the sub sector decreased again to 66 in 1999. Finally, the number of bankruptcies increased to 89 in 2000. In general, however, the risk of getting bankrupt has decreased since 1994, both on the national level, as in the transport sector and also in the freight transport. This decline even seems to be somewhat larger in the transport and freight transport as compared to the national level (see Annex A). This is consistent with the general finding that the companies in the transport sector have been flourishing even more than those at the national level over the period of about 1993-2001.

The transport sector mainly is a private sector (see Annex A). This will be much less the case in transport of persons.

Labour market characteristics of the sector

In 2001 the number of working people in the Netherlands in the age category of 15-64 years who worked 12 hours a week or more was 7.064.000. Of these people 451.000 (6,4%) was working in the sector transport, storage and communication, 137.000 (1,9%) was working in the sub sector freight and other road transport, and 47.000 (0,7%) in the sub sector public transport (CBS Statline, 2002). In the sub sector freight transport by road there were 134.460 people employed on January 2002 (VTL, 2002). Since the

transport sector only contributes 4% of the *companies* in The Netherlands, and the freight transport only 1,4%, these figures support the notion noted earlier, that the companies with employees in this sector and sub sector are relatively large, despite the fact that about one third of the companies in the freight transport, and 41% in the whole transport sector are companies with zero (0) employees (see also Annex A). So next to a relative large number of companies that belong to the self employed, those companies with employees are often rather large.

Over the period 1996-2001 the number of people in the Netherlands in the age category of 15-64 years and work 12 hours a week or more has *increased* with 14,2% (from 6.187.000 in 1996 to 7.064.000 in 2001; see Annex A). In the same period the number of workers in the sector transport, storage and communication *decreased* with 12,9%, however the number of workers in the sub sector 'freight transport' *increased* with 7,1%, while the number of workers in the sub sector public transport remained the same (CBS Statline, 2002; see Annex A).

Gender

The sector transport, storage and communication typically is a male sector. About 75% of the people employed in the sector is male (see table 2.3). For the sub sector 'freight transport' this percentage is even higher: 87% (CBS Statline, 2002). This is particularly the case in the occupational groups of drivers and warehouse workers, where the percentage of women is extremely low: 2% and 7% respectively. The percentage of women working in middle management and other occupational groups is 18% and 24% (VTL, 2002). In the Dutch working population about 60% is male and 40% female (CBS Statline, 2002).

Table 2.3: Percentage and number of people employed according to gender (Table 2.8 in the Guidelines)

Gender	Sectoral						National (total) N(x1000)%	
	Public Transport N(x1000)%		Freight transport N(x1000)%		Transport, storage and communication N(x1000)%			
2001								
o Men	37	80,4	120	87,0	339	75,2	4215	59,7
o Women	9	19,6	18*	13,0	112	24,8	2848	40,3
1996								
o Men	46	85,2	112	88,2	309	78,0	3872	62,6
o Women	8	14,8	15	11,8	87	22,0	2315	37,4

Note: The figures in this table include the persons of the Dutch working population in the age category 15-64 years that work at least 12 hours a week

* This figure is from the year 2000 (figures for the year 2001 are not available when table is made)

Source: Statline 2002

The last couple of years (1996-2001) the percentage of women working on both national level, as well as on sector and sub sector level, has grown with a few percentages. To indicate, the number of women in the sub sector 'freight transport' has grown with 20%

from 15.000 women in 1996 to 18.000 women in 2001, whereas the number of men working in this sub sector has grown with only 7%, although they were of course much more in number (from 112.000 in 1996 to 120.000 in 2001).

Status of contracts

Another labour market characteristic for the sector transport, storage and communication is that in this sector the percentage of self-employed people is lower as compared to the national level, whereas the percentage of employees with an indefinite and flexible contract is higher as compared to the national percentages (see Table 2.4). In the sub sector 'freight transport' there are even more employees with a flexible contract as compared with the national data. There are, however, relatively less self-employed as with the national level, but more as compared to the transport sector.

Transportation of persons, on the other hand, has an extremely low percentage of employees with a flexible contract. This is because the majority of these latter companies are public service, and the public servant in general is 'an employee', relatively often with an indefinite contract.

Over the last few years (1996-2001) the relative number of both self-employed and employees with an indefinite contract has slightly decreased in the transport sector, although not on the national level. The percentage of employees with a flexible contract has increased in the sector transport and even more in the sub sector 'freight transport'. On the national level the trend tends to be the other way around: slightly *less* flexible employees, and more indefinite employees and self-employed (Statline, 2002).

Table 2.4: Status of contracts in percentage and number of people employed in the sector (Table 2.12 in the Guidelines)

Employment status/type of contract*	Sectoral						National (total)	
	Public Transport		Freight transport		Transport, storage and communication			
	N(x1000)	%	N(x1000)	%	N(x1000)	%	N(x1000)	%
2001								
self employed	-	-	13	9,5	23	5,1	774	11,0
among the employed:								
- Indefinite	45	93,8	108	78,8	385	85,4	5783	81,9
- Flexible	3	6,3	16	11,7	43	9,5	506	7,2
1996								
self employed	-	-	14	11,1	22	5,6	728	11,8
among the employed:								
- Indefinite	51	100,0	101	80,2	338	85,4	4920	79,5
- Flexible	-	-	11	8,7	36	9,1	538	8,7

Note: These figures include the persons of the Dutch working population in the age category 15-64 years that work at least 12 hours a week

Source: Statline 2002

The number of temporary workers (e.g. people contracted by an employment agency, freelancers, and people working in labour pools) in the sub sector freight transport by road was 8.000 in the period March/April 2002. This is 6% of the employment in the sector. Small companies have relatively more temporary workers (14%) compared with the middle and large companies (respectively 5% and 3%) (VTL, 2002).

Educational level

Compared with the national data there are relatively more people with a lower educational level in the sector transport, storage and communication, as well as relatively few people with a high educational level (see Table 2.5). The same goes for the sub sector 'freight transport'; here the differences with the national data are even stronger (VTL, 2002). Over the period 1996-2000 the educational level in the sub sector 'freight transport' has slightly increased (especially the relative number of people employed with intermediate vocational or intermediate/high general secondary education, and with high vocational education or a university degree). On the national level, the relative number of employed people with 0 years of education, and intermediate vocational or intermediate/high general secondary education has slightly increased. The changes at sector and national level are about the same in percentages.

Table 2.5: Percentage and number of people employed according to educational level
(Table 2.13 in the Guidelines)

Initial educational level*	Sectoral						National (total)	
	Public Transport		Freight transport		Transport, storage and communication			
	N(x1000)	%	N(x1000)	%	N(x1000)	%	N(x1000)	%
2000								
• 0 years	6	13,0	22	16,2	47	10,8	584	8,4
• Lower vocational/ general secondary education	12	26,1	57	41,9	125	28,7	1383	20,0
• Intermediate vocational/intermediate/high general secondary education	23	50,0	50	36,8	189	43,4	3.002	43,4
• High vocational/scientific education	5	10,9	7	5,1	74	17,0	1.943	28,1
1996								
• 0 years					46	11,6	476	7,7
• Lower vocational/ general secondary education					148	37,4	1.317	21,3
• Intermediate vocational/intermediate/high general secondary education					144	36,4	2.779	45,0
• High vocational/scientific education					58	14,6	1.603	26,0

Note: These figures include the persons of the Dutch working population in the age category 15-64 years that work at least 12 hours a week

Source: Statline 2002

Occupational groups

Most people in the sub sector freight transport by road work as a driver (71%), next to be working as administrative personnel (8%), and middle management (6%) (VTL, 2002; see Annex A).

Full/part time workers

The percentage of part-time workers (working 12-35 hours a week) in the sector transport, storage and communication is relatively low as compared to the national data (see Table 2.6). The sector transport, storage and communication and especially the sub sector 'freight transport by road' has relatively few part-time workers (18%).

Over the period 1996-2001 the percentage of part timers on the national level, in the sector transport, storage and communication and in the sub sector 'freight transport' has equally increased with 4 to 5%. In the sub sector public transport the percentage of part time workers has increased much more: 12,6% (from 11,3% in 1996 to 23,9% in 2001).

Table 2.6: Number and percentage of full/part time workers (Table 2.15 in the Guidelines)

Full/part-time	Sectoral							National (total)	
	Public transport		Freight transport		Transport, storage and communication				
	N(x1000) %		N(x1000) %		N(x1000) %		N(x1000) %		
2001									
• Full time ⁴	35	76,1	113	81,9	351	77,8	4757	67,3	
• Part time ⁵	11	23,9	25	18,1	100	22,2	2307	32,7	
1996									
• Full time ⁴	47	88,7	106	86,9	324	81,8	4448	71,9	
• Part time ⁵	6*	11,3	16*	13,1	72	18,2	1739	28,1	

Note: These figures in this table include the persons of the Dutch working population in the age category 15-64 years that work at least 12 hours a week

* This figure includes only employees working 20-34 hours a week (figures of employees working 12-19 hours a week are not available)

Source: Statline 2002

EU-, and non EU-status

In the transport sector, percentage of EU, Non-EU and the total number of foreign people has increased from 1988 to 1998 (see Annex A). In the transport sector about 1,4% was EU (non-Dutch), and 1,7% non-EU in 1998. This distribution is comparable to the distribution of EU and non-EU workers at the national level. The figures available regarding EU and non-EU status workers may be an underestimation since non-EU workers may be illegal, may not be able to read and talk proper Dutch, and may therefore be more likely to drop out of statistics or not to respond to surveys and interviews. From the interviews with people from the sector, it was the general impression that not so many foreigners work in the transport sector.

Vacancies

The number of new vacancies in the sector transport, storage and communication was 48.000 in the year 2001 (see Table 2.7). This is 5% of the 945.000 new vacancies in the Netherlands in the same period (CBS Statline, 2002). Within the sub sector freight transport by road the number of new vacancies was 2,8% of the national number. Within the sub sector transport this percentage is only 0,1%. On national level 197.100 of the 945.000 vacancies (=21%) remained unfilled. In the total sector this percentage is comparable, but in the sub sector freight transport by road this percentage is smaller (17%), whereas it is found to be higher in the sub sector public transport: 30%.

Table 2.7: Number and percentage of vacancies in the sector and at national level in 2001 (Table 2.16 in the Guidelines)

Vacancies, unemployment and second jobs	Sectoral			National (total)
	Public Transport	Freight transport	Transport, storage and communication	
	N	N	N	N
Vacancies new	1.000	26.000	48.000	945.000
Vacancies not filled	300	4.400	9.900	197.100
Vacancies filled	1.000	27.000	5.400	986.000

Source: Statline 2002

According to the data of the Foundation on Skill Training in Transport and Logistics (Vakopleiding Transport en Logistiek; VTL) on March 2002 the number of vacancies in the sub sector freight transport by road was 4.610 (3,4%). In December 2001 the percentage of vacancies in the Netherlands was 2,2%. This means that the percentage of vacancies in the sub sector freight transport by road is somewhat higher than the national percentage of vacancies.

Most of the 4.610 vacancies in the sub sector freight transport by road were vacancies for drivers (76%), followed by other personnel (14%), middle management (5%) and warehouse workers (5%).

Furthermore, the percentage of vacancies that is hard to fill according to representatives from the companies is 59% for drivers, 52% for warehouse workers, 47% for other occupational groups and 29% for the middle management (see Annex A). On the (average) national level 50% of the vacancies that the companies report are reported as hard to fill.

The absolute number of vacancies has grown over 1999-2001 from 3.330 vacancies in April 1999 to 4.930 vacancies on February 2001, and has increased even further to 4.610 vacancies in March 2002. Vacancies for drivers and middle management follow the sector's trend, but the vacancies for warehouse workers have shown a decrease over the last few years. The 'other occupational groups' show an increase in the percentage of vacancies over the last few years (VTL, 2002).

Personnel turnover

Personnel turnover, defined as the working people that were not working in this occupation last year, in the sub sector freight transport by road was 16% for drivers and middle management and 27% for warehouse workers (VTL, 2002; TLN, 2001). The main

reason to change the job were either the working conditions or the reward (see Annex A). To summarize personnel turnover over the period 1998-2001:

- the outflow increased, especially the outflow of warehouse workers;
- the through flow in the sector has increased across 1998-2000, but decreased in 2001 to a level that is comparable with the through flow in 1998. Through flow of middle management, and especially the warehouse workers increased;
- in general the personnel turnover in the sub sector increased;
- the increase in employment in the sub sector has become less strong, except for the middle management (VTL, 2002).

For more information about reasons for leaving the organization see the remarks/discussion at Table 2.16.

Background information on the regulatory framework governing the sector (hard and soft law)

See chapter 4, paragraph 4.1.

Trends and changes in the sector

Over the period 1994-1999 the sub sector freight transport by road has grown; the net turnover and number of companies increased. However, in 2000 there was hardly an increase in number of companies and in 2001 the number of companies even decreased. These developments are due to the current economic stagnation in the Netherlands. For the next two years companies are less optimistic about the expected business results. The percentage of companies that expect a positive business result in the next two years is 18%. In 2000 and 2001 these percentages were 34% and 42% respectively. The results in the sector freight transport by road are strongly connected with economic trends. When the economic situation is good the increase in employment in the sector is higher compared with the national increase, and vice versa (VTL, 2002).

The developments on the labour market are strongly related to the economic developments. The number of people working in the sub sector freight transport by road also has increased since 1993. The increase in employment in the sub sector has however grown less strong since 2001. This is especially the case with respect to the increase in employment amongst drivers and warehouse workers. For the next two years companies expect a less strong increase in the employment in the sector; companies expect that the employment in the sector will grow with only 1,6% (2.000 jobs) in 2002 and with 2,1% (2.700 jobs) in 2003. Small companies on the contrary expect a reduction in the employment in the sector with 1,5% in 2002 and 2003, while middle and large companies are more optimistic and expect the employment in the sector will grow with more than 2% in 2002 and 2003.

Overall analysis and conclusion

Economic characteristics

Within the sector transport, storage and communication the sub sector road transport is a relatively large sub sector. The sub sector freight transport by road:

- contributes 6,32 billion Euro (1,7%) to the national income;
- counts 10.135 companies (this is 1,4% of the companies in the Netherlands);
- has relatively more larger companies (companies with 10-49 employees and 50-100 employees) in comparison with the sector and the national data and relatively less companies with no employees;
- counts 89 bankruptcies (this is about 2,5% of the national bankruptcies).

Labour market characteristics

In the sub sector freight transport by road there are 134.460 people employed. This is about 2% of the national employment. When the sub sector is compared with the national data it can be noticed that the sub sector has the following characteristics:

- it is a typically male sector (especially in the occupational groups drivers and warehouse workers);
- there are relatively more employees with a flexible contract and relatively less self-employed or employees with an indefinite contract as compared to the national figures;
- the educational level is relatively low;
- most people employed in the sub sector work as driver;
- working part time is rare;
- the percentage of vacancies is higher as compared to the national percentage of vacancies;
- the percentage of personnel turnover is relatively high, especially for warehouse workers.

Trends and changes

Overall the sub sector freight transport by road has grown since the early 90's (the net turnover and number of companies increased), but the last few years the growth has stagnated and even declined. For the next two years the expectations of companies regarding the business result are less optimistic due to the economic stagnation in the Netherlands. The results in the sector freight transport by road are strongly connected with economic trends (see paragraph 2.4). The number of people working in the sub sector freight transport by road has increased since 1993. However, in 2001 the increase in employment in the sub sector has grown less strong in comparison to the previous years. For the next two years companies expect a less strong increase in employment. In small companies even a decrease is expected.

Quality of work and employment: Descriptive features

In this chapter the main aspects regarding quality of work and employment are discussed. For extra information about these subjects we refer to Appendix B.

Physical work environment

One of the risk factors in the sub sector freight transport by road is the physical work load (Table 3.1). Especially amongst drivers, warehouse workers and technical personnel the physical work load is high (De Croon, Blonk & Frings-Dresen, 2000). For drivers the physical work load is high because of the static working postures (they sit in their trucks for a large part of the working day) and the loading and unloading of the trucks (this is heavy work). The work of warehouse workers is heavy because of heavy lifting, and they often have to work in uncomfortable working postures. They also work with fork-lift trucks which increase the chance of accidents at the work place (interviews with key informers). No gender and age differences are found in the sub sector, although hardly any women work as drivers or warehouse worker (Houtman & De Vroome, 2002). Other aspects of the physical working conditions like noise, are not really to be reported as a specific risk factor in this sector (see Annex B).

Table 3.1: Ergonomic conditions (Table 3.1 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
strenuous working postures, heavy lifting/strenuous work, repetitive work, static working postures, working with equipment or machines that cause vibrations, sweating or heavy breathing because of work				
o total	0,28*	0,34*	0,28*	0,23
o male	0,28	0,34	0,29	0,25
o female	0,26	0,24	0,26	0,20
o age < 35 years	0,31	0,37	0,30*	0,26
o age 35-49 years	0,27	0,30	0,28	0,22
o age 50+ years	0,26	0,31	0,24*	0,19

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication

Note: The scale score varies from zero (most favourable score) to one (most unfavorable scale score).

The total sectoral score is compared with the total national score.

The file contains data from 11543 respondents from 15 years and older and working 12 hours/week or more. 701 (6%) of the 11543 respondents were working in the sector 'transport and communication'; 132 (1%) respondents were working in the sub sector 'road transport of persons' and 134 (1%) respondents in the sub sector 'freight transport by road'.

Source: Houtman & De Vroome, 2002

Work organization

In the transport sector, the work & time pressure is higher than at the national level. Although the work & time pressure in the sub sector freight transport is not significantly higher compared to the national data (see Table 3.2), the work & time pressure in specific occupational groups is relatively high (compared with the national data), particularly for middle management, planners and technical personnel (De Croon, Blonk & Frings-Dresen, 2000). Work pressure of planners is caused by high demands of customers regarding delivery times, shortage of well educated planners, shortage of drivers, disturbances during work (e.g. phone calls of customers and drivers), the diversity of tasks, the limited opening times of customers, the wishes of customers to have their goods delivered at a specific time, delays of drivers which disturb the planning, and fluctuation in work supply (De Croon, Blonk & Frings-Dresen, 2000). These demands are found to have been increasing over the last years.

Table 3.2 Work and time pressure (Table 3.6 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
Work/time pressure				
o total	0,41	0,36	0,43*	0,39
o male	0,39	0,39	0,42	0,40
o female	0,53	0,19	0,45	0,37
o age < 35 years	0,30*	0,39	0,44	0,37
o age 35-49 years	0,50*	0,35	0,46	0,42
o age 50+ years	0,40	0,28	0,33*	0,35

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication
see Note Table 3.1

Source: Houtman & De Vroome, 2002

Furthermore, during the interviews with key informers the drivers are often mentioned as a risk group, and one of the reasons to mention this group as risk group is the work pressure caused by the tight work delivery schedules (due to the strong competition between companies in the sub sector), just-in-time deliveries, traffic jams, waiting times during loading and unloading of the trucks, and the restricted delivery times in the city centers (trucks are allowed in the city centers to load and unload their goods only on specific hours during the day).

No gender and age differences were found on work pace in this sector (Houtman & De Vroome, 2002).

The ability to learn in and from the job or work in the sub sector freight transport by road is limited (Table 3.3), especially for drivers, administrative personnel and warehouse workers (De Croon, Blonk & Frings-Dresen, 2000). European data suggest that this has been worsening over the period 1995/6-2000.

No age and gender differences were found on 'ability to learn' in this sector (Houtman & De Vroome, 2002).

Table 3.3: Skilled work and ability to learn in and from the job/work (Table 3.7 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
Monotonous work, lack of creativity and initiative, personal development, fit between work and education/experience, promotion opportunities, opportunity to solve own problems	0,29*	0,25*	0,26*	0,18
o total	0,30	0,25	0,25	0,16
o male	0,29	0,18	0,29	0,21
o female	0,26	0,27	0,26	0,19
o age < 35 years	0,30	0,21	0,26	0,18
o age 35-49 years	0,33	0,27	0,27	0,17
o age 50+ years				

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication
see Note Table 3.1

Source: Houtman & De Vroome, 2002

Table 3.4: Control in and over work (Table 3.8 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
control over rhythm of work/work pace, control over organization and order of tasks and priorities, (lack of) opportunities to leave workstation, stop work, have brakes				
o total				
o male	0,50*	0,28	0,32*	0,24
o female	0,50	0,29*	0,32	0,20
o age < 35 years	0,47	0,05*	0,33	0,29
o age 35-49 years	0,40*	0,29	0,31	0,26
o age 50+ years	0,51	0,25	0,30	0,22
	0,59	0,31	0,41*	0,21
- the ability to influence the temperature at the workplace	x	x	x	x
- the ability to influence the ventilation at the workplace	x	x	x	x
o total				
o male	0,27*	0,24*	0,46*	0,51
o female	0,26	0,24	0,44*	0,51
o age < 35 years	0,29	0,19	0,52*	0,51
o age 35-49 years	0,32	0,25	0,49	0,55
o age 50+ years	0,24	0,23	0,43	0,49
	0,25	0,20	0,45	0,45

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication
see Note Table 3.1.

Source: Houtman & De Vroome, 2002

In the sub sector freight transport by road employees report comparable levels of autonomy and participation in comparison with national data, and are relatively more favourably positioned regarding the ability to influence the ventilation and temperature at the workplace (see Table 3.4).

Women in the sub sector have relatively more autonomy than men (Houtman & De Vroome, 2002). Probably this is due to the fact that most women work in administrative jobs. People working in administrative jobs report relatively more autonomy as compared to the average national figures (De Croon, Blonk & Frings-Dresen, 2000).

Furthermore, only drivers rate their autonomy and participation significantly lower as compared to national data. The influence of drivers on work pace and work load is restricted. Their work schedule is planned in advance. The opportunities to discuss problems in their work during regular meetings are restricted (De Croon, Blonk & Frings-Dresen, 2000).

Finally, workers in the sub sector freight transport by road report relatively more conflicts with colleagues and/or boss (Houtman & De Vroome, 2002; see Annex B). Compared with the national data drivers report significant more conflicts with boss/colleagues, and technical personnel report significant more conflicts with their boss, but not with their colleagues. However, the differences between drivers/technical personnel and the national data are small (De Croon, Blonk & Frings-Dresen, 2000).

Working time

The average work week (including overtime hours) in the sub sector freight transport by road is relatively long (48-57 hours/week). Exceptions are the administrative personnel (37 hours/week) and the warehouse workers (43 hours/week). Drivers and planners make long working hours because of the financial benefits (their income is high because of the overtime hours) and the work/time pressure (De Croon, Blonk & Frings-Dresen, 2000). The sub sector on freight transport makes more hours a week than the national average, and also than the transport sector average. The sector itself does also make longer hours than the national average (see also Annex B).

Table 3.5: Working hours in number and percentage of people employed in the sector (Table 3.12 in the Guidelines)

Working hours	Transport of persons ¹		Freight transport ²		Total sector ³		National	
	N	%	N	%	N	%	N	%
(estimate) on national threshold								
national threshold								
<20 hours		4		0*		6*		9
20-34 hours		16		6*		17*		23
35 hours or more		79*		94*		78*		68

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication

see Note Table 3.1

Source: Houtman & De Vroome, 2002

The average overtime hours per week in the sub sector are relatively high (2,1 hours/week on average) compared to the national data (0,3 hours/week at average; see Appendix B, Table B6). Almost half of the drivers (47%) regularly works more than 55 hours a week, and 24% sometimes works more than 55 hours a week. Amongst other employees in the sector these percentages are somewhat lower; 25% regularly works more than 50 hours a week and 19% sometimes works more than 50 hours a week (Intomart, 2002).

A specific risk factor for warehouse workers and planners is working in shifts. Warehouse workers usually work in 2 or 3 shifts (Interviews with key informers; De Croon, Blonk & Frings-Dresen, 2000).

Income levels and payment systems

According to the collective agreement of the largest employers organization; the Dutch Transport Operators Association (Transport en Logistiek Nederland; TLN):

- The wages (/rates for the job) in the sub sector freight transport by road vary from €7,44 per hour to €15,37 per hour. The average wage per hour in the sub sector public transport and road transport was €13,125 per hour in 2000. The average wage per hour in the Netherlands was higher, namely €15,67 per hour (Statline, 2002). There are six (rate for the) job scales. Within each scale it is possible to increase in salary each year (years of experience on the job), until the maximum salary within the scale is reached. The wages are paid every four weeks or every month.
- Employees of 21 years or younger get paid according to the juvenile wages. Their wage is established according to age and qualification for the job (valid certificate) and is a certain percentage (40% to 100%) of the mandatory minimum wage (which is €7,01 per hour for employees of 35 years and older).
- Overtime hours (excluding working hours on Saturday and Sunday) will be compensated for in spare time (days/hours off) or money (130% of the wage per hour). The overtime hours should be paid the first period following the period of overtime work. When working on Saturdays the wage per hour is 150% of the regular wage per hour. When working on Sundays or holidays the wage per hour is 200% of the regular wage per hour.
- Employees receive an extra allowance on top of their salary for working in shifts, making one night rides and working with substances that are bad for your health, and performing dirty/hazardous work.
- Employees receive compensation for travel expenses, accommodation expenses, availability expenses, extension of the ADR-certificate, and education/training.

Companies, however, do not always comply with the collective agreement. For example, some companies do not pay the wages on time, put employees too low on the salary scale, forget to pay extra or evening work, or don't pay enough for extra activities (Interviews with key informers; VTL, 2002; De Croon, Blonk & Frings-Dresen, 2000).

Outcomes

A risk factor in the sub sector freight transport by road is getting involved in a traffic accident. In 2000 1.160 people died and 11.507 people got wounded (hospitalized/admitted to hospital) because of traffic accidents. 168 people died in a traffic accident in which trucks were involved (14,5%), and 724 people got wounded in a traffic accident in which trucks were involved (6,3%) (TLN, 2001).

In the sector transport, storage and communication 2,3% of the people employed in the sector reported one or more accidents (see Table 3.6). Drivers reported 4,7% accidents at work (CBS, 2001). The main causes of accidents were moving objects, fall (other), to be trapped by an object, twist/stumble and steady objects (see Appendix B, Table B8). In the sub sector freight transport by road 43% of the employees reports regularly or sometimes (18% and 25% respectively) being exposed to dangerous situations, such as a slip, a fall, to be trapped, etcetera (Intomart, 2002; see also Annex B).

Table 3.6 Occupational accidents in the sector (Table 3.18 in the Guidelines)

Consequences	Number of accidents		% of workers		Incidence per 1000 workers	
	sector ¹	national	sector ¹	national	sector ¹	national
Occupational accidents	6.100 ²	120.000 ²	2,3 (1,3) ³	2,1 (1,2) ³	14 ²	17 ²

¹ SBI'93/NACE code I: Transport, storage and communication

³ Percentage of workers with one or more occupational accidents in the year before the interview and between brackets the average frequency of accidents among the workers who were involved in one or more occupational accidents; figures from the year 2000.

Sources: ² Stam & Bloemhoff, 2001; ³ Janssen, 2002

On *national* level the psychological health problems or disorders are the most important occupational disease and main cause of disability, and the musculoskeletal diseases are second in place. In the sector transport storage and communication as well as in the sub sector freight transport by road this is exactly the other way around: the main occupational diseases/main causes of disability in the sub sector are (1) diseases of the musculoskeletal system and (2) psychological disorders (see Table 3.7 and Table 3.8). A typical occupational disease among drivers is low back pain. However, because drivers don't easily talk about psychological problems, they may report low back pain while they are actually having psychological problems. Low back pain is easier to report and is more accepted as an occupational disease amongst drivers.

Table 3.7: Notified occupational diseases in 2000 (Table 3.21 in the Guidelines)

Main diseases	Number of diseases		% of workers	
	Sector ¹	national	Sector ¹	national
1. Diseases of the musculoskeletal system	218	3.116	48,6 (6,7)	51,4
2. Psychological disorders	164	1.484	36,5 (11,1)	24,5
3. Hard of hearing caused by work		857		14,1
4. Skin disorder		288		4,8
5. Lung and bronchial tubes conditions		104		1,7
total	449	6.063	100 (7,4)	100

¹ SBI'93/NACE code I: Transport, storage and communication

Source: NCvB, 2001.

Table 3.8: Diagnoses of those who receive disability benefits (new cases each year) in 2000 (Table 3.23 in the Guidelines)

Main causes and total of disabilities	% of workers per year			
	Total Sector ¹		National	
	N	%	N	%
1. Psychological disorder	448	25,4	35.800	35,7
2. Disease to the musculoskeletal system	624	35,4	25.675	25,6
3. Other	360	20,4	24.684	24,6
4. Injury	162	9,2	6.321	6,3
5. Cardiovascular disease	156	8,8	5.352	5,3
6. Pregnancy	11	0,6	2.007	2,0
7. Congenital conditions	3	0,2	354	0,4
Total	1.764	100	100.193	100
Number of people ensured for disability	135.596		6.811.194	
Influx percentage		1,3		1,5

¹ Other land or air freight transport (excluding transport by the Dutch Railway, KLM and mail-order companies)

² New disability pensions in 2000 according to sector and degree of disability

Source: Lisv, 2001

In 2001 the absenteeism percentage in the sector transport, storage and communication is comparable with the national absenteeism percentage. The absenteeism percentage (including pregnancy) was 5,8% in the sector and 6,1% for the Netherlands (Table 3.9). The figure for the transport sector is rather low for a typical 'blue collar' sector. In the sub sector freight transport by road the absenteeism percentage (including pregnancy) was also 6,1%. The average days of absence in the sub sector was 25,6 days, and the average absence rate/frequency of absence was 0,82. The majority of the reports of absence were for a period of 1-7 days (57,6%), almost one third of the absence rates (29,5%) was for a period of 8-42 days and 13,8% of the absence rates was for a period of 42 days (BGZ Wegvervoer, 2002).

Table 3.9 Sickness absenteeism in 2001 (Table 3.24 in the Guidelines)

Absence ²	Sector ¹		National	
	Incl - excl pregnancy leave		Incl - excl pregnancy leave	
Lost days (% of calendar days)	5,8	5,5	6,1	5,4
Frequency (rate of sickness spells)				
Average duration (total days absent)				
Costs of compensation (in Euros)				

¹ SBI'93/NACE code I: Transport, storage and communication

² These figures are based on private companies and do not include governmental institutions, personnel employed by households, international community organs, and companies and institutions that don't have any people employed according to the CBS register.

Source: Statline, 2002

Access to social protection¹

In the first part of this paragraph the Dutch social security system is briefly discussed. The social insurances apply to all Dutch sectors, they do not specifically apply to the Transport sector. In the second part of the paragraph legislation related to sickness, disability and unemployment is discussed in more detail.

Dutch social security system

The Dutch social security system can be divided into national insurances (Volksverzekeringen), employed person's insurances (Werknemers-verzekeringen) and welfare benefits (Sociale voorzieningen). The national insurance schemes apply to all Dutch residents (employees, the self-employed, persons not in employment) and cover old age, death, long-term invalidity, certain medical expenses and child benefit. In addition, by means of employed person's insurance schemes employees are additionally insured against unemployment, sickness, long-term disability and medical care. Finally, welfare benefits are social benefits that are not financed out of premiums, like the national and employed person's social insurances, but are fully financed by public funds. Furthermore, in the case of (entitlement to) welfare benefits it is a question of determining the applicant's need, while in the case of social insurance it is a question of paying a premium. Table 3.10 shows the main social security schemes applicable to Dutch residents.

¹ For this paragraph we have used information of the website of the Ministry of Social Affairs and Employment (www.szw.nl).

Table 3.10 Main social security schemes

Type	Act
Social insurance: national insurance (Volksverzekeringen)	AOW (Algemene ouderdomswet) = General Old Age Pensions Act ANW (Algemene nabestaandenwet) = Dependants Benefits Act AWBZ (Algemene wet bijzondere ziektekosten) = Exceptional Medical Expenses Compensation Act AKW (Algemene kinderbijslagwet) = General Child Benefits Act
Social insurance: employed person's insurance (Werknemersverzekeringen)	WW (Werkloosheidswet)= Unemployment Insurance Act ZW (Ziektewet) = Sickness Benefits Act (privatised into the WULBZ (Wet uitbreiding loondoorbetaling bij ziekte): Act Extending the Period of Continued Payment of Wages during Sickness) WAO (Wet op de arbeidsongeschiktheidsverzekering) = Disablement Benefits Act ZFW (Ziekenfondswet)= Health Insurance Act
Welfare benefits (Sociale voorzieningen)	ABW (Algemene bijstandswet) = National Assistance Act IOAW (Wet inkomensvoorziening oudere en gedeeltelijk arbeidsongeschikte werkloze werknemers) = Older and Partially Incapacitated Unemployed Workers' Income Support Act IOAZ (Wet inkomensvoorziening oudere en gedeeltelijk arbeidsongeschikte gewezen zelfstandigen) = Older and Partially Incapacitated Former Self-Employed Persons' Income Support Act WAJONG (Wet arbeidsongeschiktheidsvoorziening jong gehandicapten) = Disability Benefits Act for Early Handicapped/disabled Persons WAZ (Wet arbeidsongeschiktheidsverzekering zelfstandigen) = Disability Benefits Act for Self-employed Persons TW (Toeslagenwet) = Supplementary Benefits Act

Source: De Haan and Verboon, 2000 & Ministry of Social Affairs and Employment (www.szw.nl)

According to the Act Extending the Period of Continued Payment of Wages during Sickness the employer is obligated to pay 70% of the employee's salary (at least the minimum wage) for 52 weeks when an employee gets ill. In many collective agreements in the Netherlands the employers organizations and trade unions have agreed to supplement the salary of absent employees up to the full level of pay for a certain period of time, dependent on the length of the employment contract. When an employee gets ill during his/her probation period the supplementary payment stops after 2 weeks, when an employee gets ill after an employment period of one year or less it stops after 13 weeks. When an employee gets ill after an employment period of more than one year the supplementation period is 52 weeks.

When the sickness period is deliberately caused by the employee, when the employee hampers his own recovery, or when the employee refuses to accept an adjusted job at his own or another employer, the employer isn't obligated to pay the employee's salary. When sick employees do not have the right to 70% of their last wage paid by their employer (e.g. when employees get sick during probation time, have a fixed term contract, are contracted by an employment agency or are stand-by employee, unemployed, or they have a bankrupt employer) employees will receive a sickness benefit from the Employed Persons' Insurance Administration Agency (Uitvoeringsinstituut Werknemersverzekeringen, UWV). The employers can claim full wage payment of their sick employees from the Employed Persons' Insurance Administration Agency

when, for example, the employee is sick because of pregnancy or organ donation, or in case of an employee who was formerly disabled. Employers have a choice to (partly) insure themselves privately for these costs as a result of absent employees. The number of companies with such a private insurance is 1500 companies (with 20.000 employees/FTE) (BGZ Wegvervoer, 2002).

If the incapacity of an employee persists beyond the period of a year the employee may be entitled to a benefit under the provisions of the Disablement Benefits Act (Wet op de Arbeidsongeschiktheidsverzekering, WAO). According to this act employees under the age of 65 years who are still unable to work for 15% or more have a right to a disablement insurance benefit. The amount of the benefit and the duration of entitlement varies according to age, the level of pay formerly earned, and to degree of disablement. This degree of disablement is assessed by a job analyst (arbeidskundige) of the Employed Persons' Insurance Administration Agency (Uitvoeringsinstituut Werknemersverzekeringen, UWV). In the collective agreement employers organizations and trade unions have agreed to complete the benefit up to 70% of the last salary when fully disabled (>80% loss of working capacity). The completion will be paid by the industry-level pension fund of the sector (Bedrijfspensioenfonds). Employers are obligated to pay a general contribution which is used to pay employees who are disabled for more than 5 years. As shown in Table 3.8 in 2000 135.596 employees in the sector other land or air freight transport were insured against disablement.

When employees get unemployed they have the right to an unemployment benefit according to the Unemployment Act. The amount and length of period of the benefit depends on one's employment history, family income and one's own property. People are entitled to an unemployment benefit when they are younger than 65 years and the job loss is not due to one's own fault. When an employee has worked for at least 26 weeks during the 39 weeks preceding the day of unemployment, he or she receives a temporary unemployment benefit of 70% of the minimum wage during a maximum period of six months. When an employee has worked 52 days for four out of five years preceding the year of unemployment the benefit will be 70% of the last wage (up till a certain maximum) over a period based on the employment history, and after that period the employee receives a benefit of 70% of the minimum wage.

Self-employed can not make use of these 'employed person's insurances'. They have to insure themselves in case of sickness absence, disability or unemployment. These insurances are quite expensive, and a relatively small percentage of self-employed indeed are found to insure themselves. When self-employed get sick, disabled or unemployed, they can get some benefits from the national insurances, but this is not much. From the perspective of social protection, the self employed can be considered a risk group.

For more information about the social security in the Netherlands we refer to the TNO-report "Coordination between action and security" written by De Haan & Verboon in the year 2000 for European Foundation for the Improvement of Living and Working Conditions.

Overall analysis and conclusion

Risk factors

The most important risk factors for workers in the sub sector freight transport by road (compared to the national working population) are:

- heavy physical workload,
- limited career opportunities,
- long working hours/ many overtime hours, and
- many conflicts with colleagues and/or chef

Regarding the payment system in the sub sector, a lot of things are arranged in the collective agreement, thus covering employed workers. However, not all companies comply with the collective agreement. For example, there are companies in the sector that do not pay the wages on time, put employees too low on the wage scale, forget to pay extra for evening work, or don't pay enough for extra activities. The average wage per hour for the sub sector public transport and road transport is lower (€2,52 difference) as compared to the national average wage per hour.

Furthermore, the people employed in the sector have relatively good opportunities to influence the ventilation and temperature at the workplace are, and report few complaints regarding noise at the work place and their wages/rewards as compared to the national data (Houtman & De Vroome, 2002).

Outcomes

In the sector transport, storage and communication the percentage of people reporting one or more accidents is comparable with the national percentage of 2,1%. A specific risk in this sub sector freight transport is getting involved in a traffic accident. Of those workers who are driver 4,7% reports accidents at work.

The main causes of accidents in the sector were moving objects, fall (other), to be trapped by an object, twist/stumble and steady objects.

In the sector transport, storage and communication and in the sub sector freight transport by road the most important occupational disease/main cause of disability is musculoskeletal diseases, followed by psychological disorders. On the national level this is the other way around; psychological disorders is the most important occupational disease/main cause of disability, followed by the musculoskeletal diseases.

The absenteeism percentage in the sector and the sub sector is comparable with the national percentage of 6,1%.

Access to social protection

The social protection in the Netherlands is well regulated, particularly those of employed persons. The large majority of workers in the sector are employees. The most important acts in relation to social protection of employees are:

- The Act Extending the Period of Continued Payment of Wages during Sickness,
- The Disablement Benefits Act, and
- The Unemployment Act.

The self employed are much less well off when they become sick, disabled or unemployed.

Risk groups

The most important risk groups because of the exposure to bad working conditions in the sub sector freight transport by road (compared with the national working situation) are:

- Drivers: Drivers report low autonomy and participation in their work, little opportunity to learn in and from work, many conflicts with colleagues and/or boss, and high physical workload. Also their average working week is relatively long, and they make relatively many overtime hours;
- Technical personnel: Compared with the national data the technical personnel reports a higher work load, a higher physical work load, and a relatively long average working week. Also, they report significant more conflicts with their boss, although the difference with the national data is small;
- Warehouse workers: The warehouse workers report less opportunities to learn in and from their work, and a significantly higher physical work load;
- Planners and management: They have a relatively high work load and they make long working hours.

No specific risk groups were identified by gender or age (see Table 3.1).

Because of a relatively poor social protection, the self employed can be considered a risk group as well.

Quality of work and employment: Policies and instruments

In this chapter the main policies and instruments regarding quality of work and employment are discussed. For additional information about these subjects we refer to Appendix C.

Regulation, collective bargaining and case law

Regulation²

The most important regulations with respect to the quality of work in the sector are the Gatekeeper Improvement Act, the Working Hours Act, the Works Council Act, the Gate Keeper Act, legislation regarding the transport of dangerous substances, and legislation regarding safety on the road.

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 (to prevent diseases, absenteeism, working disabilities, and occupational diseases, and to improve the working conditions in the organization)
2. Analyse and Evaluate Risks in the organization 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. To call in the help of a certified Occupational Health and Safety Service (to help with some specific activities like the analysis and evaluation of risks, guidance of employees that are on sick leave, Periodic Occupational Health Examination, and pre-employment medical examination, and to keep consultations on working conditions)
7. In-house emergency and first-aid service, i.e. employees should be present with skills on first aid at work, to discuss and prevent fires, prevent en reduce accidents, alarm and evacuate people in case of emergency and cooperate with other assistance/aid organizations.

The Working Hours Act contains standard norms for the maximum length of a work day, a work week, over work, non working time, breaks, shift work, on-call work etcetera. If the employer and representatives of the employees wish to deviate from these standard norms, they are allowed to accept deviated (wider) norms in the collective agreement that better fit their situation. In the sector transport there are deviating norms for national and international drivers. These deviating norms for drivers, for example, are norms regarding the driving hours, while the standard norms are norms regarding working hours. Despite these deviating norms, drivers still violate these norms on working times. That is why the

² For this paragraph we have used information of the website of the Ministry of Social Affairs and Employment (www.szw.nl), the website www.poortwachter.net, and the information from the interviews with representatives of the employers organizations, trade unions and branch organization.

digital tachograph was introduced. It was hoped that by introducing the obligation to have such a device the driving hours could be better controlled. The digital apparatus is not very sensitive to fraud.

In the near future a European Working Hours Act will be introduced, which will mean a shorter working week for drivers. According to the key informers of the employers organization this new act might cause problems for employers in the sector, since they have to find more drivers to do the same amount of work. Also the planning of certain routes will be more difficult (because of the long distance of the destination and the shorter time for drivers to get there and back again in the same week). For the drivers this may also cause problems, because of a potential decrease in income (drivers have a high income because of their overtime hours) and being away from home for longer periods of time (because they can't make the ride within the same number of days anymore, but they need more days). The new act is also more rigid for having a break. The latter is not always the best for the health, safety and well-being of the drivers.

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 of the employer; and to make proposals about all kinds of social, organizational, financial and economical aspects of the organization and present these proposals to the employers. Furthermore, the employer is obligated to ask for the Works Council's approval on regulations regarding subjects like working times, holidays, working conditions, training/education of staff, and regulations regarding appointments, promotion and firing of personnel, and the Works Council has the right to be informed about the annual account, the annual social report and policy plans in order to fulfil their work.

The Gatekeeper Improvement Act³ is brought into effect per April 1st 2002. The main goal of this act is to get sick employees back to work within the 12 months preceding the right to a disablement insurance benefit.

According to the regulations regarding the transport of dangerous substances, drivers who transport dangerous substances should have a special certificate and should have received specific additional training once every five years.

To promote safety on the road the education program for future drivers has been made harder, and drivers are obligated to get a minimum of 5 days additional training every five years about safety on the road.

A potential problem with the extra training of drivers is the lack of a training/education culture in the sector. Drivers don't like the idea of getting back to school again.

The labour inspection sees to it that companies comply with the regulations on occupational health and safety. In order to do this it has several means of enforcement: the authority to stop work and work stoppage in case of danger, and to impose warrants/penalties/claims in case of not complying with the Working Conditions Act.

³ Official name: Amended eligibility for permanent invalidity benefit (restrictions) Act.

Collective bargaining⁴

There are three employers organizations in the sub sector freight transport by road (see also Annex C for specifics). The largest organization is the Dutch Transport Operators Association (Transport en Logistiek Nederland; TLN) and counts about 8.000 company members (about 80% of the employers in the freight transport is covered by them; see Annex C). This employers organization offers its members individual support and advise, and looks after the collective interests of the sector on national and EU level. The main (policy) goals of the Dutch Transport Operators Association are to enforce the position of the sector and to stimulate the permanent growth of the sector. All members receive the trade journal 'Transport en Logistiek' (Transport and Logistics), a magazine that provides information about all relevant aspects that improve the operational management, such as juridical businesses, social aspects, technique, logistic, environmental aspects, etcetera.

The Royal Dutch Transport Association (Koninklijk Nederlands Vervoer; KNV) counts 80 to 100 (company) members (about 1% coverage). This employers organization offers its members individual advise, and looks after the collective interests of the sector on national and EU level. The policy of the employers organization is aimed at changing processes in economical, social and environmental aspects. They lobby for the reduction of other than business traffic, the improvement of the infrastructure, and the development of modern systems for logistic services. The organization has its own weekly information bulletin with the latest information about politics, economy, law, social affairs, and international affairs relevant for transportation. Also they publish the magazine 'Transport Visie' six times a year.

The Society for Vertical Transport (Vereniging Verticaal Transport; VVT) counts about 190 company members exploiting 2325 cranes (see Annex C). This employers organization has a lot of double members with 'Transport en Logistiek Nederland'. The main goal of this organization is to unite vertical transport companies, to promote and improve the vertical transport, to look after the main interests of the vertical transport companies, and to stimulate contact between these companies. The organization for instance provides information, and develops several courses and educational programs for people working with cranes.

Furthermore, the sub sector freight transport by road counts two trade unions. The largest trade union is the Dutch Trade Union Federation (Federatie Nederlandse Vakbeweging; FNV Bondgenoten) and counts about 28.500 employee members, among which 95.000 drivers (hardly any warehouse workers; this is a coverage of about 21% of the workers in this sector; see Annex C). The Dutch Trade Union Federation (Federatie Nederlandse Vakbeweging; FNV Bondgenoten) offers its members to conclude a good collective agreement, free tips, help and advise about wages and working conditions, free courses and thematic information days, Free monthly is 'Bondgenoten Magazine', specific advise for women, immigrants and younger people, training, education and advise of works

⁴ For this paragraph we have used information of the websites of 'Transport en Logistiek Nederland' (www.tln.nl), 'Koninklijk Vervoer Nederland' (www.knv.nl), 'Vereniging Verticaal Transport' (www.vvt.nl), 'FNV Bondgenoten' (www.fnv.nl), 'CNV' (www.cnv.nl). Also we used the information from the interviews with representatives of the employers organizations, trade unions and branch organization and the collective agreement of 'Transport en Logistiek Nederland'.

councils, a membership card, discount on holidays, financial advice, career advice, wage payment during strikes, and juridical advice on work and income.

The Christian Trade Union Federation (Christelijk Nationaal Vakverbond; CNV) counts 8.000 to 8.500 employee members (about 6% coverage; see Annex C), and offers its members to look after their own interests, free legal assistance, advice in fiscal matters, courses, information, support of Works Councils, career orientation, insurance policies and holidays.

In the sub sector freight transport by road there are three collective agreements.

1. The first collective agreement is a general agreement that regulates the wages, job classification, overtime hours, working on Saturdays/Sundays/holidays, bonuses and compensations, payment of wages during absenteeism, holidays/vacation, reduction of working hours, education/(personal) development and occupational health. The agreement is concluded for the period of April 1st 2001 till April 1st 2003. There are two general collective agreements; the two employers organizations (the Dutch Transport Operators Association and Royal Dutch Transport Association) each have their own general collective agreement. There are, however, hardly any differences between both agreements; in the agreement of the Dutch Transport Operators Association the wages are a little higher, and in the agreement of Royal Dutch Transport Association the number of days off is somewhat higher. The trade unions have to see to it that companies comply with the collective agreement. Also the sector hires an accountant office to randomly check companies on their compliance with the collective agreement. Compliance with the collective agreement is an important issue in the sector. There are several companies that don't pay the wages on time, put employees too low on the scale, forget to pay extra for evening work, or don't pay enough for extra activities. This is an important reason for employees, especially for younger employees, to find another job.
2. The second collective agreement is an agreement on the funding of education and (personal) development in the sector. The goal of this agreement is to promote the professionalization in the sector. To reach this goal the Education and Development Fund (Stichting Opleiding en Ontwikkelingsfonds Beroepsgoederenvervoer; SOOB) is founded. The fund finances the costs of (1) information in the sector about working conditions, (2) education/(personal) development/training of employees and employers in the sector, (3) research on labor market and working conditions in the sector, (4) obtaining a driver's license for students (future employees in the sector), and other projects in the sector on working conditions and labour relations in the sector. Furthermore, the fund finances/subsidizes (1) the Foundation for Function Level Appraisal (Stichting Functiewaardering; FUWA), a foundation that determines the heaviness of the jobs in the sector and the matching wages, (2) the Occupational Health Intermediary for Road Transport (Stichting Bedrijfsgezondheidszorg Wegvervoer; BGZ Wegvervoer) and other foundations that arrange activities in the sector on occupational health, and (3) the Foundation of Skill Training in Transport and Logistics (Vakopleiding Transport en Logistiek; VTL) and other foundations that arrange the education and training of (future) employees in the sector, and promote the sector (recruitment of employees). Finally, the foundation finances the costs of

activities that promote/enforce the compliance with the regulations of the collective agreements.

3. The third collective agreement regulates the early retirement of employees in the sector. According to this agreement employees should be offered the possibility to have an early retirement. Employers and employees share the costs to finance this agreement. The Foundation for Voluntary Early Retirement (Stichting Vrijwillig Vervroegde Uittreding; SVVU) is responsible for the implementation of this agreement.

The funds and foundations described above are all set up by employers organizations in cooperation with the trade unions; in all foundations people employers organizations and trade unions are represented.

In the next chapter specific attention will be directed to the consensus and disagreements regarding work and employment among the social partners.

Occupational safety and health policies⁵

The sector organization Occupational Health Intermediary for Road Transport (BGZ Wegvervoer) counts 4.600 company members (this is about 38% to 45% of the employers) and 105.000 employee members (this is 78% of the employees in the sector). The main goal of the sector organization is to promote a good policy on working conditions and absenteeism.

The Occupational Health Intermediary for Road Transport is an intermediary organization between road transport firms and two national Occupational Health Services. It offers road transport firms a standard contract with one of four national Occupational Health Services for companies in the sub sector. This is a relevant service for companies, because according to the Working Conditions Act employers are obligated to contract an Occupational Health Service to help with Analyses and Evaluation of Risks, guidance of employees that are absent due to sickness, Periodic Occupational Health Examination, and (other) medical examinations, e.g. for appointment settings, and for consultation on working conditions.

This standard contract has some advantages:

- Every year the Occupational Health Intermediary for Road Transport negotiates with the four Occupational Health Services about the prizes/rates of the services offered by these services. Because the Occupational Health Intermediary for Road Transport negotiates for all companies that use the standard contract, this makes the Occupational Health Intermediary for Road Transport an important client for these occupational health services. This is why they can negotiate for favourable prices/rates.
- Each office of the Occupational Health Services has its own road transport team, with one or more company doctors, health and safety advisors, and other health and safety specialists (such as ergonomists, psychologist, etcetera) that is supported by a representative of the Occupational Health Intermediary for Road Transport. The members of the road transport team are educated about the sector by the Netherlands

⁵ For this paragraph we have used information of the website from BGZ Wegvervoer (www.bgz.nl), information from the interviews with representatives of the employers organizations, trade unions and branch organization.

School of Occupational Health (NSOH) and the Occupational Health Intermediary for Road Transport.

- Companies in the sub sector have to decide for themselves if they wish to use the standard contract of the Occupational Health Intermediary for Road Transport or not. At the moment about 5.000 companies in the sector with more than 100.000 employees use the standard contracts of Occupational Health Intermediary for Road Transport with one of the national Occupational Health Services.
- The percentage of companies in the sector that have used the following services of the Occupational Health Service in 2001:
 - Periodic Occupational Health Examination 81%;
 - Social medical guidance when employees become absent 59%;
 - Rehabilitation into work for employees who are ill for more than 3 months 43%;
 - pre-employment medical examination 35%;
 - Visit absent employees at home to check if they are they are at home and really ill 35%;
 - Execute or evaluate an Analysis and Evaluation of Risks 30%;
 - Advice on working conditions 22%;
 - Research at the workplace 21%;
 - Advice on absenteeism policy and health and safety policy 17%;
 - Education//training/courses for personnel 6% (Intomart, 2002).

According to the key informers of the trade unions and sector organization the performance of Occupational Health Services could be improved. The services sometimes are mainly focused on the guidance of sick employees and their role as advisor for the employer (regarding the quality of work) is limited. Probably this is due to the personnel turnover, reorganizations, staff shortages, etcetera. These developments have a negative influence on the quality of services of the Occupational Health Services. The same counts for the Employed Persons' Insurance Administration Agency. Their service also could be improved.

Company strategies, examples of good and bad practices⁶

Action programs and projects

In 2001 the Occupational Health Intermediary for Road Transport (BGZ Wegvervoer) organized a stress campaign with the aim to bring the subject *stress* under the attention of employers and employees and to make stress a subject of discussion. In the sectoral magazine 'Beter Op Weg' ('Get going even better') special attention was paid to this subject. Also six action posters were developed, on which different sources of stress were portrayed/illustrated and explained. Two posters were published in the sectoral magazine that was distributed under all companies and their employees. The other four posters were distributed among companies in freight transport. Furthermore this subject was brought under attention during the biggest yearly truck exhibitions: 'Bedrijfsauto RAI 2002'.

⁶ For this paragraph we have used information from the interviews with representatives of the employers organizations, trade unions and branch organization, as well as information from a brochure from BGZ Wegvervoer in which the activities of the branch organization over the period 2001-2002 are described.

Next the sector organization developed a 'Stress Meter' ('Stress measure') with which employees can measure their own stress level. This instrument is used in the stress training programs also developed by the sector organization in cooperation with a consultancy agency. The aim of this stress training is to prevent stress and to help people with stress related complaints. The training is offered to all members of the Occupational Health Intermediary for Road Transport. Because the sector freight transport by road is a typical male sector with a macho culture, people working in the sector find it rather difficult to discuss subjects such as stress.

There also has been a program to promote a healthier life style (more physical exercise, healthy food also during night work). The problem with such a program coming from the sector is that it interferes with people's personal life, which may make it harder to adopt. The general feeling that 'the employer(or organizations hired by the employer) should not interfere with the private life is in general quite strong in the Netherlands. This causes some ambiguity in promoting these programmes by the Occupational Health Intermediary for Road Transport.

Training and education programs and projects

In 2001 the Occupational Health Intermediary for Road Transport (BGZ Wegvervoer) organized a large number of meetings in transportation companies on which instructions on ergonomic sitting were presented and discussed. The aim of these instructions is to learn drivers how to take on a good driving position.

Research programs and projects

In 2001 research has been done on the physical work load in the distribution centres. The distribution centres have agreed in working together to solve the problems. In 2002 the effectiveness of the most important solutions will be measured.

A consultancy agency has conducted research on the physical work load in the distribution transport (in cooperation with some transport organizations, the Dutch Transport Operators Association, the Occupational Health Intermediary for Road Transport, and a large chain of supermarkets). This research resulted in some recommendations for solutions and improvements in the distribution sector. In 2002 the companies will start with the implementation of these improvements and solutions.

A research institute has conducted a four years research to improve the workplace. In 2001 they conducted research to the effects of the use of a moving cargo floor in trucks that facilitate the loading and unloading of trucks. It turned out that the use of this floor in the trucks had a positive effect on the work load, because it decreased the number of times employees had to bend over and had to pick up and put down loads, and because employees had to carry loads for a shorter length of time. Also they studied the health effects of using a board computer in trucks, and the factors of success and failure regarding working with a table jack. In 2002 the last phase of the research (interviews with 30 companies in the subsection) will be executed. The program should result in a checklist which companies can use to check if all the conditions necessary for a good implementation of workplace improvements have been fulfilled and if companies may expect some effects as a result of these improvements.

Funds, prizes and subsidies

The sub sector freight transport by road has its own retirement fund; The Foundation for Voluntary Early Retirement (Stichting Vrijwillig Vervroegde Uittreding; SVVU). At the moment there are some problems with the fund, because of the bad situation on the stock exchange.

Every year the Occupational Health Intermediary for Road Transport gives away a prize for the best 'transport company on quality of work' ("Arboprijs Wegvervoer") to some of their members (companies in the sector freight transport by road). This prize takes into account the quality of the companies' policy on working conditions, absenteeism and rehabilitation into work. The nominated companies are divided in three categories: companies with less than 15 workers, companies with 15 to 75 workers and companies with 75 or more workers. In each category the best company is selected and gets the prize.

Furthermore, in 2002 the Occupational Health Intermediary for Road Transport and the Dutch Transport Operators Association (the largest employers organization) for the first time gave away the prize "Kroon in het Transport" to the company in the sector with the best policy on rehabilitation (work)disabled people into work.

In 2000 the Ministry of Transport and Communications, together with 19 other organizations like the Occupational Health Intermediary for Road Transport, has signed a declaration of intent to promote the use of a blind angle mirror in the sector. The Ministry subsidizes the purchase of these blind angle mirrors, and tries to make the use of these mirrors obligatory on the national level, and supports this at the European level. In 2002 trucks in the transport sector were obligated to have such a blind angle mirror.

Other examples of good practice, instruments, or other action

The Occupational Health Intermediary for Road Transport has developed a quality mark for seats and cabins of trucks. The certification of seats and cabins is in the hands of TNO. The seats and cabins with a quality mark meet specific (legal) norms. The purchase of these seats and cabins are tax deductible.

For about 12 years the sub sector has contracted two organizations that provide treatment to employees who had traumatic experiences in the sector, for example drivers who were involved in road accidents. The organizations that are contracted by the sub sector are BOV/TLD en A&R

Also the sub sector freight transport by road has contracted an organization that treats workers in the sector with back pain. About 80% to 90% of the workers in the sector with back pain is able to rehabilitate into their own job thanks to the help of this treatment.

Finally, the employers organizations and trade unions are working together to start a rehabilitation service in the sub sector. This service will help employees to find another job outside their own company, when rehabilitation into work is no longer possible within their own company. This service should be operative at January 1st 2003. By that time employers also are responsible for the rehabilitation into work of employees from outside their own company (since April 1st 2002 employers were already responsible for the rehabilitation into work of employees within their own company). The rehabilitation service will be performed by people from the Occupational Health Intermediary for Road Transport and from the Common Personnel Service (Gemeenschappelijke Personeelsdienst Wegvervoer; GPDW). The activities of this service are to initiate pilot

projects, stimulate scholarships, and together with two national employment agencies organize employees with a fixed contract and on-call workers to be available in case of absenteeism or turnover problems. They also educate the unemployed, the work disabled or other specific groups to become a driver or other occupation relevant to the sector. A large part of the service has merged with the Foundation of Skill Training in Transport and Logistics (Vakopleiding Transport en Logistiek; VTL), and a small part of the service will form the new rehabilitation service together with some people of the Occupational Health Intermediary for Road Transport.

Overall analysis and conclusions

The regulatory framework on quality of work is very extensive. In this chapter some of the acts and regulations that are important for the sub sector freight transport by road are described, i.e. the Working Conditions Act, the Working Hours Act, the Works Council Act, the Gatekeeper Improvement Act, legislation on the transport of dangerous substances, legislation on safety on the road. The Labour Inspectorate is the organization that sees to it that companies comply with the legislation on occupational safety and health and has several means of enforcement. The employee working in the sector of transport appears to be well covered by several agreements among the social partners, and by the Occupational Health Intermediary for Road Transport.

The sub sector freight transport by road counts three employers organizations (the Dutch Transport Operators Association, Royal Dutch Transport Association, and Society for Vertical Transport) and two trade unions (the Dutch Trade Union Federation, and the Christian Trade Union Federation). One of the activities of the employers organizations and trade unions is the collective bargaining. In the sector there are three collective agreements; (1) a general agreement about wage payment, job classification, holidays, etcetera, (2) an agreement on the funding of education and (personal) development in the sector, and (3) an agreement regulating the early retirement of employees in the sector. The trade unions see to it that companies comply to these collective agreements.

Furthermore, the employers organizations and trade unions have founded several foundations and organizations in which members of both parties take place. One of these foundations is the sector organization: the Occupational Health Intermediary for Road Transport. The main goal of this organization is to promote a good policy on working conditions and absenteeism. One of the main services of the Occupational Health Intermediary for Road Transport is a standard contract with one of four Occupational Health Services. Furthermore, the sector organizations arrange all kinds of activities with the goal to promote the quality of work in the sector, such as research projects on physical work load, stress campaigns sitting instructions, prizes, and the foundation of a sub sector specific rehabilitation into work service.

Some other funds, foundations and organizations in the sub sector are:

1. Education and Development Fund (Stichting Opleiding en Ontwikkelingsfonds Beroepsgoederenvervoer; SOOB) which arranges the funding of education and (personal) development in the sector;
2. Foundation for Function Level Appraisal (Stichting Functiewaardering; FUWA) a foundation that determines the job load in the sector and the matching wages;

3. Foundation of Skill Training in Transport and Logistics (Vakopleiding Transport en Logistiek; VTL) which arranges the education and training of (future) employees in the sector, and promote the sector (recruitment of employees);
4. The Foundation for Voluntary Early Retirement (Stichting Vrijwillig Vervroegde Uittreding; SVVU) is responsible for the implementation of the collective agreement on early retirement of employees in the sector.

In the sub sector the main problems are the compliance with the Working Hours Act and the general collective agreement (wage payment, job classification, extra allowances, etcetera).

Another specific problem for the sector regarding education and training in the sector is the lack of a training/education culture in the sector.

A minority in the sector is self-employed, and much less support is available for them as compared to employees. Part of them have a sector organization of their own ('Private Drivers Union'). Much of the regulations and agreements in the sector, however, either do not concern them or it is unclear if and how these will affect them (e.g. New European Directive on Working Hours).

Views of different actors

Views of the employer organization

According to the key informers of the employers organization the Dutch Transport Operators Association (Transport & Logistiek Nederland; TLN) the cooperation with the trade unions works out rather well. They meet on a regular basis and they have founded quite a number of sector specific foundations and organizations, such as the Occupational Health Intermediary for Road Transport, the Foundation of Skill Training in Transport and Logistics, and the Foundation for Function Level Approval. They meet in all these joint organizations and foundations. Furthermore they meet during collective bargaining (there are three collective agreements for the sector). Because of the joint responsibility for all the sectorial foundations and organizations all feel they have to cooperate. In the view of the key informers of the employers organization this works perfectly.

View of the trade unions

The key informer of the Dutch Trade Union Federation (Federatie Nederlandse Vakbeweging; FNV Bondgenoten) is also optimistic about the cooperation with the employers organizations. Their relationship is very well. A lot of things are arranged in the joint foundations and organizations. The employees representative refers to the so-called 'polder model' to describe their cooperation with the employers organizations. This 'polder model' refers to the way to discuss among parties aiming at mutual participation, commitment and eventually consensus. This works out rather well (they achieve more) according to his opinion.

The collective bargaining sometimes causes some rumour, but 'that is part of the game'. He thinks that preliminary consultation about the collective agreement is important, to make clear what to talk about during the real collective bargaining. This prevents that parties surprise each other with new propositions, which result in mistrust and interrupt the collective bargaining to give the other parties some time to think about the new propositions.

View of the sector organization

According to the key informer of the sector organization the social partners (employers organizations and trade unions) were more in conflict with each other until seven or eight years ago. After that period this conflicting attitude changed into a more cooperative attitude. The representative also refers to the so-called 'polder model' to describe the current cooperation between the social partners.

Despite the conflicts in the past the social partners have reached a lot. They have reached to set up a good social infrastructure for the sector. In regard to this matter they seem to get along rather well. The more cooperative attitude of both parties has accelerated the achievements in the sector to date.

The representative of the sector organization is very proud of what they have reached in the sector regarding the social infrastructure and hopes the sector will maintain and improve this social infrastructure in the future.

A subject of **dissent** between employers organizations and trade unions is the driving and resting hours, although gradually there is some more consensus about this subject.

In general all parties agree that some problems in the sector should be tackled, such as the physical work load and the use of board computers (the latest still is a delicate subject in the European Union). Even organizing a stress campaign is accepted these days. Ten years back that would not be possible.

To bring a delicate problem in the sector under the attention of the parties the Occupational Health Intermediary for Road Transport always starts with research on this problem to prove that the problem really is a problem. After that it takes time and energy to gradually bring the subject under the attention of the sector and to make the problem discussable.

Finally, the Occupational Health Intermediary for Road Transport was founded in the late 80s. In the first period of their existence the companies in the transportation sector were not very pleased with their arrival, but this has changed over the years.

Overview of consensus and dissents

In general the cooperation between employers organizations and trade unions is good. They meet on a regular basis at negotiations for new collective agreements, and at the different sectoral foundations (such as the sector organization Occupational Health Intermediary for Road Transport, Foundation for Skill Training in Transport and Logistics, the Foundation for Function Level Appraisal, and the Foundation for Voluntary Early Retirement).

All parties are very proud about what they have reached in the sector; the sector has a very good social infrastructure which is rather unique in the Netherlands. This is why the sector has decided not to enter into a Covenants on Health and Safety at Work with the aim to reduce the exposure of workers to risky and unfavourable working conditions (This Covenant is an agreement stimulated by the Ministry of Social Affairs and Employment, also financially)⁷. The sector did not enter into a Covenant since the sector organizations don't want the government to interfere with issues they have already arranged rather well themselves. Their sector organization, for instance, serves as an example of good practice for other sectors in the Netherlands.

The negotiations about the general collective agreement (wages, days off, etcetera) sometimes cause some rumour between employers organizations and trade unions, but the social parties thus far managed to progress and keep talking.

⁷ Since the year 2000 the Ministry of Social Affairs and Employment in the Netherlands stimulates, also financially, Covenants on Health and Safety at Work which aim at reducing exposure of employees to risky and unfavourable working conditions. Within a process framework where a starting situation is formulated (mostly by way of both quantitative as well as qualitative research), goals are formulated for a period of 2-4 years, plans are made and carried out, and evaluated at the end, this Ministry stimulates social partners to decide within the specific contexts of the sector, to actively start primary and secondary prevention. The programs will be quite different for each sector. Social partners, on the other hand, are in many sectors acting quite actively to pull together initiatives and support drawing up the plans, support implementation actively in a highly sector specific way. These Covenants on Health and Safety at Work have, in some sectors, been started up quite late, or were delayed during the process (i.e. the case for the hotels & restaurants sector). None of the Covenants on Health and Safety at Work trajectories have reached the stage of evaluation yet.

Discussion and conclusions

The objective of this research project was to provide a general overview of the quality of work and employment in the road transport sector in The Netherlands. Specific attention should be given to the sub sector of freight transport by road. In this chapter the main conclusions of this study are discussed.

In the Netherlands the sector transport, storage and communication (NACE I; 6) is a relatively large sector. In 2000 this sector contributed 7,3% to the National income. The sub sector freight transport by road contributed 23,4% to the sector income.

The total sector counts more then 28.000 companies (4% of the companies in the Netherlands). About one third has no employees. This is less than the national average. This is consistent with the finding that the percentage of self-employed in the sector is relatively low in The Netherlands. Most workers in the sector are employed. The transport companies, and particularly the companies in the freight transport by road are relatively more medium-sized and large as compared to national figures.

About 6,4% of all employees is working in the sector transport, storage and communication. About 20% of the new vacancies in 2001 remains unfilled, which is equal to the national figure on this. The growth in the sector, both economically as well as in terms of labour market, has been larger than the national average rise, and bankruptcies have decreased. Recent prospects are, however, much less optimistic on growth due to the economic recession.

The transportation sector as a whole can be characterized as having more male, more full time working and more low educated employees, less self employed particularly in the sub sector of freight transport by road, and more indefinite contracts as compared to national statistics. Most employees in this sector are contracted as driver.

The sector is equal as compared to the national statistics on age distribution, and the EU- and non-EU distribution. The figures in non-EU available may be an underestimation since non-EU workers may be illegal, or may not be able to read and talk proper Dutch, and may therefore be more likely to drop out of statistics or not to respond to surveys and interviews.

The trend on employment conditions is that in this sector more women are participating, although in an equal proportion as compared to national developments. The average level of education in the sector is rising as well. This latter trend is not a national trend (on national level there hardly is any change in the educational level of the working population).

The most important risk factors in the sub sector freight transport by road (compared with the national working situation) are:

- heavy physical workload;
- limited career opportunities;
- long working hours/ many overtime hours, and
- many conflicts with colleagues and/or chef.

With respect to health outcomes, musculoskeletal problems are the main kind of problems, as well as the main reason why people become disabled for work. The absence and disability figures in the transport sector and sub sector is comparable with national figures (5,8% and 6,1% respectively), which is quite low for a 'blue collar' sector. A specific health risk in this sector is to get involved in a traffic accident.

The access to social protection in case of sickness absenteeism, disability and unemployment is quite good for employees in general, and also for employees in this sector. The thing is, however, that the benefits are related to a full time work week and not to the overtime hours. The benefits will therefore be less than the actual income of employees in the transport sector, since the actual pay per (normal) working week is not very high. The situation is, however, much worse for the self-employed. They have to insure themselves against income loss due to sickness absence, disability and unemployment. Because these insurances are quite expensive, many self-employed are not insured for this.

With respect to the payment system in the sub sector a lot of things are arranged in the collective agreement. However, not all companies comply with the collective agreement. For example, there are companies in the sector that do not pay the wages on time, put employees too low on the scale, forget to pay extra for evening work, or don't pay enough for extra activities.

The regulatory framework on quality of work is very extensive. Some of the acts and regulations that are important for the sub sector freight transport by road have been described, i.e. the Working Conditions Act, the Working Hours Act, the Works Council Act, the Gatekeeper Improvement Act, legislation on the transport of dangerous substances, legislation on safety on the road. The Labour Inspectorate is the organization that sees to it that companies comply with the legislation on occupational safety and health and has several means of enforcement. Much of this regulatory framework concerns employees, and much less the self-employed.

The sub sector freight transport by road counts three employers organizations (Dutch Transport Operators Association, Royal Dutch Transport Association and Society for Vertical Transport) and two trade unions (Dutch Trade Union Federation and Christian Trade Union Federation). One of the activities of the employers organizations and trade unions is the collective bargaining. In the sector there are three collective agreements; (1) a general agreement about wage payment, job classification, holidays, etcetera, (2) an agreement on the funding of education and (personal) development in the sector, and (3) an agreement regulating the early retirement of employees in the sector. The trade unions see to it that companies comply to these collective agreements.

Furthermore, the employers organizations and trade unions have founded several foundations and organizations in which members of both parties take place. One of these foundations is the sector organization; the Occupational Health Intermediary for Road Transport. The main goal of this organization is to promote a good policy on working conditions and absenteeism. One of the main services of the Occupational Health Intermediary for Road Transport is a standard contract with one of four occupational health services. Furthermore, the sector organizations arrange all kinds of activities with the goal to promote the quality of work in the sector, such as research projects on

physical work load, stress campaigns sitting instructions, prizes, and the foundation of a sub sector specific rehabilitation into work service.

Some other funds, foundations and organizations in the sub sector are:

1. Education and Development Fund (Stichting Opleiding en Ontwikkelingsfonds Beroepsgoederenvervoer; SOOB) which arranges the funding of education and (personal) development in the sector;
2. Foundation for Function Level Appraisal (Stichting Functiewaardering; FUWA) a foundation that determines the job load in the sector and the matching wages;
3. Foundation of Skill Training in Transport and Logistics (Vakopleiding Transport en Logistiek; VTL) which arranges the education and training of (future) employees in the sector, and promote the sector (recruitment of employees);
4. Foundation for the Voluntary Early Retirement (Stichting Vrijwillig Vervroegde Uittreding; SVVU) is responsible for the implementation of the collective agreement on early retirement of employees in the sector.

In the sub sector the main problems are the compliance with the Working Hours Act and the general collective agreement (wage payment, job classification, extra allowances, etcetera).

Another specific problem for the sector regarding education and training in the sector is the lack of a training/education culture in the sector.

In general the cooperation between employers organizations and trade unions is good. They meet on a regularly basis at negotiations for new collective agreements, and at the different sectoral foundations (such as the sector organization Occupational Health Intermediary for Road Transport, Foundation for Skill Training in Transport and Logistics, Foundation for Function Level Appraisal, and Foundation for Voluntary Early Retirement).

All parties are very proud about what they have reached in the sector; the sector has a very good social infrastructure which is rather unique in the Netherlands. This is why the sector has decided not to enter into a Covenants on Health and Safety at Work with the aim to reduce the exposure of employees to risky and unfavourable working conditions (an agreement stimulated by the Ministry of Social Affairs and Employment, also financially). The sector didn't want the government to interfere with issues they have already arranged rather well themselves. Their sector organization, for instance, serves as an example of good practice for other sectors in the Netherlands.

The negotiations about the general collective agreement (wages, days off, etcetera) sometimes cause some rumour between employers organizations and trade unions, but never resulted in a situation that they did not talk to one another anymore.

The main conclusions in this report are that particularly the dialogue between employers and employee (representatives) is quite good. This has resulted in a relatively good OSH situation for employees, and in some examples of good practice in freight transport companies in particular. It is a real test case to see if in times of economic recession this situation can be maintained.

Another upcoming problem is expected to be the implementation of the new European working time directive, which will result in less overtime work. This will be both a

problem for the employer who will have more problems in having the work done, because there is a shortage of good drivers, as well as for the employee who wants the overtime hours to compensate for a low income.

The self-employed, although a relative minority in this sector in The Netherlands, are worst off. It is not only clear if, and how this new working time directive also will apply to self-employed. They should be considered a risk group because of their limited access to social protection.

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Databases

CBS Statline

Labour force survey

Periodical research living conditions

Online statistics by the Central Bureau of Statistics, based on different databases

Enquête Beroepsbevolking; EBB

Periodiek Onderzoek Leefsituatie; POLS

Websites

www.szw.nl

www.poortwachter.net

www.tln.nl

www.knv.nl

www.vvt.nl

www.fnv.nl

www.cnv.nl

www.bgz.nl

Ministry of Social Affairs and Employment

Transport en Logistiek Nederland

Koninklijk Vervoer Nederland

Vereniging Verticaal Transport

FNV Bondgenoten

CNV

BGZ Wegvervoer

List of key informers

Sector Organization

BGZ Wegvervoer
(Occupational Health Intermediary for Road
Transport) Mr. A. Smit

Employers Organization

Transport & Logistiek Nederland
(Dutch Transport Operators Association) Mrs. S. Kraaijenoord
Mrs. H. Polee

Trade Union

FNV Bondgenoten
(Dutch Trade Union Federation) Mr. J. Heilig

A Annex A Sector characteristics

Economic characteristics

Number of companies

The number of companies in the sub sector are higher according to the data of TLN (2001) as compared to Statline (Central Bureau of Statistics). According to the data of TLN (2001) the number of companies in the sub sector freight transport by road has increased from 9.006 companies in 1993 to 12.242 in 2001. This is an increase of 35,9%. The growth was relatively strong in the period 1993-1999 (the yearly percentage of growth varied from 7% to 4% in this period). In 2000 there was hardly any increase in the number of companies (the number of companies increased with only 0,7%), and in 2001 there even was a decrease in number of companies with 0,6% (from 12.310 companies in 2000 to 12.242 companies in 2001).

Table A1: Percentage and number of companies according to company size in 2001 (Table 2.3 in the Guidelines)

Company size (number of employees)	Sectoral						National	
	Transport of persons ¹		Freight transport ²		Total sector ³			
	N	(%)	N	(%)	N	(%)	N	(%)
0 employees	1.765	44,8	3.360	33,5	11.535	41,5	338.320	48,2
0-9 employees	1.540	39,1	4.605	45,9	12.285	44,2	300.535	42,8
10-49 employees	535	13,6	1.795	17,9	3.445	12,4	49.140	7,0
50-100 employees	95	2,4	260	2,6	525	1,9	7.035	1,0
100+ employees	4	0,1	12	0,1	35	0,1	6.765	1,0
total	3.939	100,0	10.032	100,0	27.825	100,0	701.795	100,0

¹ SBI'93/NACE code 6021 (60211, 60212) 6022, 6023

² SBI'93/NACE code 6024 (60241, 60242)

³ SBI'93/NACE code I: Transport, storage and communication

Source: Statline, 2002

Remarks/discussion:

In the sub sector freight transport by road on January 1st 2002 about 30% of the companies had one license (companies with one truck of which the owner also is the driver, and companies with transport on the sideline, e.g. the transport of building material).

Over the period 1995-2000 the number of companies with one, 2-9, 10-49 and 50 or more licenses has increased. The last two years (2000 and 2001) the number of companies with one license has dropped, the number of small companies (2-9 licenses) and medium companies (10-49 licenses) seems to stabilize, and the number of large companies (50 or more licenses) still increased. The number of licenses is not the same as the number of people employed in the sector (VTL, 2002).

Table A2: Number and percentages of closings over the last 10 years (Table 2.5 in the Guidelines)

Closings (Euro)	Sectoral					National ² (total) N (%)	
	Sub sector 1		Sub sector 2		Total sector ¹		
	N	%	N	%	N (%)		
1996					800 3,4	13.000	3,2
1993					800 3,7	15.100	4,0

¹ SBI'93/NACE code I: Transport, storage and communication

² Excluding the following SBI'93/NACE codes: A: Agriculture, hunting and forestry; B: Fishing; E: Electricity, gas and water supply; J: Financial intermediation; K.70: Real estate activities; K.73: research and development; L: Public administration and defense; compulsory social security; M: Education; O.91: Activities of membership organizations n.e.c.; O.92: Recreational, cultural and sporting activities

% = Number of closings as a percentage of the total number of companies in the sector

Source: Statline, 2002

Remarks/discussion:

In the period 1993-1996 the sector transport, storage and communication the absolute number of closings is stable (800 closings), and the percentage of closings has dropped a little from 3,7% to 3,4%. In the Netherlands the absolute number of closings has dropped (from 15.100 to 13.000) as well as the percentage of closings (from 4,0% to 3,2%) (Statline, 2002).

Table A3: Number and percentages of bankruptcies over the last 10 years (Table 2.6 in the Guidelines)

Bankruptcies	Sectoral					National (total) N %	
	Freight transport ³		Land Transport ²		Total sector ¹		
	N	%	N	%	N %		
2000	89				254	3.579	
1999	66	0,9	133		227 0,8	3.238	0,5
1996	103		166		289	4.534	
1994	125	1,6	212		320 1,5	5.333	0,9

¹ SBI'93/NACE code I: Transport, storage and communication

² SBI'93/NACE code 60

Sources: ^{1,2} Statline, 2002; ³ Doppert, Ohm & Poppink, 2001

Table A4: Number and percentages by company status (public/private) (Table 2.7 in the Guidelines)

Company status ¹	Sectoral				National (total)	
	Land transport		Total sector		N	%
	N	%	N	%		
2002 ²						
1. Public Limited Company	15	0,10	60	0,21	1.055	0,04
2. Private Limited Company/LTD	4.795	32,02	9.275	31,71	176.070	14,24
3. Cooperative society	60	0,40	160	0,55	2.095	0,12
4. Foundation	20	0,13	255	0,87	21.630	0,71
5. Sole proprietorship	5.990	40,00	11.090	37,92	284.055	44,60
6. Nonstock corporation	0	0	0	0	7.185	0,01
7. Partnership	3.850	25,71	7.225	24,71	118.420	38,21
8. Government	5	0,03	30	0,10	1.680	0,00
9. Other	240	1,60	1.145	3,92	101.5257	2,07
Total	14.975	100,0	29.245	100,0	13.710	100,0
1994						
1. Public Limited Company	30	0,27	60	0,27	130.890	0,17
2. Private Limited Company/LTD	3.920	34,95	6.965	31,36	1.035	21,05
3. Cooperative society	330	2,94	450	2,03	128.445	0,33
4. Foundation	15	0,13	165	0,74	2.005	3,07
5. Sole proprietorship	3.775	33,66	8.140	36,65	18.705	39,05
6. Nonstock corporation	0	0	40	0,18	238.275	0,88
7. Partnership	2.985	26,62	5.550	24,99	5.375	13,67
8. Government	5	0,04	50	0,23	83.395	0,33
9. Other	155	1,38	790	3,56	2.005	21,45
Total	11.215	100,0	22.210	100,0	610.135	100,0

¹ Dutch terms (respectively): 1. Naamloos Vennootschap, 2. Besloten Vennootschap, 3. Cooperatieve vereniging, 4. Stichting, 5. Eenmanszaak, 6. Maatschap, 7. Vennootschap onder Firma, 8. Overheid, 9. Overig

² Temporary figures

Source: Statline, 2002

Labour market characteristics

People employed

In the sub sector freight transport by road there were 134.460 people employed on January 2002 and 130.390 on January 2001 (VTL, 2002).

Over the period 1986-2002 the share of the sector in the national employment has slowly increased from 1,4% to 1,8%. There was a strong decrease in the employment in the sector in the year 1993 (VTL, 2002).

Table A5: Percentage and number of people employed according to age (Table 2.9 in the Guidelines)

Age/seniority *	Sectoral						National (total)	
	Public Transport ¹		Freight transport ²		Total sector ³			
	N(x1000) %		N(x1000) %		N(x1000) %		N(x1000) %	
2001								
o 15-24 years	1*	2,1	18*	13,3	52	11,5	854	12,1
o 25-44 years	25*	52,1	74*	54,8	253	56,1	3973	56,2
o 45-64 years	22*	45,8	43*	31,9	146	32,4	2237	31,7
o 65 years or older	-	-	-	-	-	-	-	-
total	48		135		451		7064	
1996								
o 15-24 years	-	-	17	13,5	166	31,8	771	12,5
o 25-44 years	31	66,0	71	56,3	243	46,6	3673	59,4
o 45-64 years	16**	34,0	38	30,2	113	21,6	1742	28,2
o 65 years or older	-	-	-	-	-	-	-	-
total	48		126		552		6186	

Note: These figures include the persons of the Dutch working population in the age category 15-64 years that work at least 12 hours a week

* The figures refer to the year 2000 (figures for the year 2001 are not available)

** This age group only contains figures from the people in the age category 45-54 years (figures for the people in age category 55-64 years are not available).

¹ SBI'93/NACE codes 601, 6021

² SBI'93/NACE codes 6022, 6023, 6024, 603

³ SBI'93/NACE code I: Transport, storage and communication

Source: Statline, 2002

Remarks/discussion:

In 2001 the employees working in the sector public transport are relatively old compared to the figures for the Netherlands, the sector transport, storage and communication, and the sub sector freight transport by road (Statline, 2002).

When the figures of 2001 are compared with the figures of 1996 it can be noticed that on national level there are hardly any changes in the relative number of employees in the different age categories. The same goes for the sub sector freight transport by road. In the sector transport, storage and communication, however, the employees are relatively older in 2001 compared with 1996. The relative number of people in the youngest age category is lower in 2001 than it was in 1996, and the relative number of people in the two higher age categories (25-44 years and 45-64 years) is higher. In the sub sector public transport there are relatively more employees of 45-64 years and relatively less employees under the age of 45 years in 2001 compared with the figures of 1996 (Statline, 2002).

According to the VTL (2002) the people working in the sub sector freight transport by road are in general a little older compared with the total number of working people registered by the UWV. In the sub sector freight transport by road there are relatively less people in the ages categories <25 years and 25-35 years, and there are relatively more people in the older age groups, compared with the UWV-data.

Table A6: Percentage and number of employees by EU or non-EU status (Table 2.10 in the Guidelines)

EU versus non-EU	Sectoral			National (total)	
	Sub sector 1 N(x1000)%	Sub sector 2 N(x1000)%	Total sector ¹ N(x1000) %	N(x1000)	%
1998					
o EU			6 1,4	103	1,3
o Non-EU			7 1,7	121	1,6
o Total number of foreign people employed			13 3,1	224	2,9
o Total number of people employed (including those with a Dutch nationality)			425	7.743	
1993					
o EU			4 1,0	91	1,3
o Non-EU			6 1,5	128	1,8
o Total number of foreign people employed			10 2,5	219	3,2
o Total number of people employed (including those with a Dutch nationality)			401	6.940	
1988					
o EU			4 1,1	85	1,3
o Non-EU			6 1,6	91	1,4
o Total number of foreign people employed			10 2,7	176	2,8
o Total number of people employed (including those with a Dutch nationality)			370	6.334	

These figures contain all people employed with an other than Dutch nationality.

The number of Non EU people employed is the number of foreign people employed minus the number of EU people employed.

¹ SBI'93/NACE code I: Transport, storage and communication

Source: Statline, 2002

Educational level

The sub sector freight transport by road actively tries to promote the education and training in the sector to professionalize the sector and keep up its reputation. The sub sector has an own school (Vakopleiding Transport & Logistiek) and has an own fund (Education and Development Fund; Opleiding en Ontwikkelingsfonds Beroepsgoederenvervoer; SOOB) to stimulate the education and training in the sector. Also, there is a new law to promote the safety on the road, which has lead to a heavier

education program for starting drivers (sharper rules to get your driver's license). Further, all drivers have to follow 5 days of extra training/education every 5 years to keep up their knowledge and skills. In Europe the Dutch drivers have the best education and they are proud of it. The problem with educational and training programs in the sector is the lack of a educational and training culture in the sector. People working in the sector generally do not like to 'go back to school'.

Table A7: Percentage and number of people employed according to occupational group (Table 2.14 in the Guidelines)

Occupational group*	Sectoral				National (total)	
	Sub sector 1		Freight transport			
	N	%	N ¹	%	N	%
Transport						
1. driver			95.830	71		
2. courier			2.380	2		
3. middle management			7.820	6		
4. warehouse personnel			5.430	4		
5. managers			4,070	3		
6. garage personnel			2.710	2		
7. commercial fieldworker			630	0		
8. administrative personnel						
9. other...			10.430	8		
Total including dual functions			6.620	5		
Total excluding dual functions			135.920	101		
			134.460	100		

¹ Number of people employed working 12 or more hours a week

Source: VTL, 2002

Changes in occupations:

In the sub sector freight transport by road the logistic activities increase and the work in the sector does no longer only exists of the transport of goods from one point to another. Next to the loading and unloading of trucks the warehouse workers more often also have to assemble goods.

Full/part time workers

In 2002 the percentage employed with a small part time jobs (working less than 12 hours a week) in the sector freight transport by road is 4%. Reason for this low percentage of small part time jobs is the low percentage of drivers with a small part time job (2%). About 13% of the administrative personnel has a small part time job. This is comparable with the national percentage. About 11% of the warehouse workers has a small part time job (VTL, 2002).

Table A8: Number and percentage of vacancies, unemployed or having a second job, and personnel turnover in the sector and at national level in 2001 (Table 2.16 in the Guidelines)

Vacancies, unemployment and second jobs	Sectoral			National (total)	
	Public Transport ¹		Freight transport ²	Total sector ³	
	N	%		N	%
Vacancies new ⁴	1.000		26.000	48.000	
Vacancies not filled ⁴	300		4.400	9.900	
Vacancies filled ⁴	1.000		27.000	5.400	
Unemployed* ⁵				146.000	2,0
Having a second job					
Personnel turnover ⁵					
Drivers					
- Outflow			4,8		
- Inflow			7,1		
- Through flow			8,3		
- Turnover			16,0		
Warehouse personnel					
- Outflow			12,3		
- Inflow			16,0		
- Through flow			6,6		
- Turnover			27,0		
Middle management					
- Outflow			5,7		
- Inflow			4,8		
- Through flow			3,2		
- Turnover			16,3		

¹ SBI'93/NACE codes 601, 6021

² SBI'93/NACE codes 6022, 6023, 6024, 603

³ SBI'93/NACE code I: Transport, storage and communication

⁴ Jaarcijfers

⁵ Personnel turnover= the employed who were not working in the same occupational group last year

Sources: ⁴ Statline, 2002; ⁵ VTL, 2002

Remarks/discussion:

Extra information about vacancies and personnel turnover (VTL, 2002):

The number of vacancies in the sub sector freight transport by road was 4.610 in March 2002. The percentage of vacancies was 3,4%. The percentage of vacancies in the sub sector is relatively high compared with the national percentage of vacancies in December 2001 (2,25%). The absolute and relative number of vacancies (especially for drivers and 'other functions') is higher in small companies.

In March 2002 there were 3.510 vacancies for drivers, 640 vacancies for 'other functions', 250 vacancies for the middle management, and 210 vacancies for the warehouse workers. The percentage of vacancies at that time was 3,9% for warehouse workers, 3,7% for drivers, 3,2% for the middle management, and 2,5% for 'other functions'.

In the North-West and South of the Netherlands the percentage of vacancies was relatively high, respectively 3,8% and 3,7%. In the North-East and West of the Netherlands the percentages were respectively 3,4% and 3,0%.

About 59% of the vacancies for drivers are hard to fill. For the warehouse workers this percentage is 52%, for the 'other functions' 47% and for the middle management 29%. On national level the percentage of vacancies that are hard to fill is 50%. All sectors in the Netherlands are confronted with a personnel shortages (on the labour market), and all report having vacancies that are hard to fill.

The new personnel in 2001 that is attracted from outside the company:

- comes from another employer in the sector (58%);
- other (20%);
- comes from another employer outside the sector (14%);
- is having his/her first job (8%).

Most employees who left the company in 2001 are working at another employer in the sector, or at an employer outside the sector, or the destination is yet unknown.

Reasons for drivers to change jobs (% very important + % important):

- the working conditions (+/-75%);
- reward and type of road transport (both +/-70%);
- working times (+/-65%);
- about +/-50% fringe benefits;
- finding a job closer to home (+/-40%);
- new challenge (+/-35%);
- restricted career possibilities (+/-15%);
- following a training/education (+/-10%);
- other reasons: especially work climate and/or name/reputation of the company, no compliance with the collective agreements, not getting their wages on time and the equipment.

Reasons for warehouse workers to change jobs (% very important + % important):

- Reward (+/-55%);
- Working conditions (+/-50%);
- Working times (+/-50%);
- (+/-35%) fringe benefits;
- New challenge (+/-25%);
- To work closer to home (+/-25%);
- Career opportunities and following a training/education (both +/-20%);
- Type of road transport (+/-15%).

Reasons for middle management to change jobs (% very important + % important):

- Reward (+/-65%);
- New challenge and working conditions (both +/-60%);
- (+/-50%) fringe benefit;
- Working times (+/-50%);
- Following a training/education (+/-30%);
- Working closer to home (+/-25%);

- Type of road transport (+/-25%).

Trends/changes:

The absolute number of vacancies has grown in 1999-2001 from 3.330 vacancies in April 1999 to 4.930 vacancies on February 2001, but has increased to 4.610 vacancies in March 2002. The same story goes in regard with the percentage of vacancies; the percentage increase from 2,9% on April 1999 to 3,8% on February 2001 and dropped to 3,4% on March 2002 (VTL, 2002).

For drivers and the middle management the decrease follows after a period of increase, but for warehouse workers there is a decrease in percentage of vacancies over the last few years. The 'other occupational groups' show an increase in the percentage of vacancies over the last few years (VTL, 2002).

Over the period 1998-2001:

- The outflow increased, especially the outflow of warehouse workers;
- The trough flow in the sector has increased in 1998-2000, but decreased in 2001 to a level that is comparable with the through flow in 1998. Through flow of middle management, and especially the warehouse workers increased.
- In general the personnel turnover in the sub sector increased.

The increase in employment in the sub sector has become less strong, except for the middle management (VTL, 2002).

B Annex B: Quality of work and employment: Descriptive features

Quality of work and employment

Table B1: Ambient conditions (Table 3.1 in the Guidelines)

	Sectoral						National	
	Transport of persons ¹		Freight transport ²		Total sector ³			
	Score	N	Score	N	Score	N	Score	N
- noise (noisy environment/raise voice)	x		x		x		x	
o total	0,19	132	0,09*	134	0,20	701	0,18	11543
o male	0,18	115	0,09	128	0,20	541	0,21	6966
o female	0,21	18	0,00	6	0,22	160	0,13	4576
o age < 35 years	0,18	44	0,08	66	0,23	300	0,20	4949
o age 35-49 years	0,12	55	0,06	49	0,15*	282	0,17	4589
o age 50+ years	0,30*	34	0,19	18	0,29*	119	0,16	2004
- vibrations (hand-arm/whole body)								
- lightning (insufficient/blinding)								
- climate								
(cold/heat/fluctuation/.draught/vapor/dry air)								
- radiation (ionizing/non-ionizing)								
- substances/materials harmful to the skin								
- substances/materials harmful to the respiratory system								
- biological agents								
- carcinogenic substances/materials								
- reproductive toxic agents								
- neurotoxic agents								
- other chemicals and dust								

* p<0,05; total scores of the (sub)sectors 'Transport of persons', 'Freight transport by road' and 'Transport, storage and communication' are compared with the national/total scores; the score of a specific subgroup (e.g. age <35 years) is compared with the other subgroups (e.g. age 35+ years) within the specific (sub)sector

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication

Note: The scale score varies from zero (most favorable score) to one (most unfavorable scale score).

The total sectoral score is compared with the total national score, while the sectoral scores of the different subgroups (e.g. gender and age) are compared with the total sectoral score (excluding the specified subgroup), and the national scores of the different subgroups (e.g. gender and age) are compared with the total national score (excluding the specified subgroup).

The file contains data from 11543 respondents from 15 years and older and working 12 hours/week or more. 701 (6%) of the 11543 respondents were working in the sector 'transport and communication'; 132 (1%) respondents were working in the sub sector 'road transport of persons' and 134 (1%) respondents in the sub sector 'freight transport by road'.

The items that are included in the scale score are marked with an x.

Source: Houtman & De Vroome, 2002

Remarks:

Compared with the national data the employees working in the sub sector freight transport by road have relatively few complaints regarding noise and being forced to raise one's voice because of the noise at the work place (Houtman & De Vroome, 2002).

About 10% of the employees has to do with dangerous substances at work regularly, and 14% of the employees sometimes. This means 24% of the employees has to do with dangerous substances at work.

According to almost half of the employees (48%) employees always know exactly how to handle the dangerous substances. 15% of the employees does not agree with the statement that employees always know exactly how to handle the dangerous substances, and 37% of the employees has no opinion on this matter (Intomart, 2002).

Of the employees dealing with dangerous substances 50% always receives written or oral instructions about how to handle these substances, 17% of the employees sometimes receive these instructions, and one third of the employees does not receive these instructions.

Further, 82% of the employees has sufficient means for protection, such as protecting clothes, gloves, and gas masks, and 18% has insufficient means for protection (Intomart, 2002).

13% of the employees regularly works in dusty, smoky, or stinking rooms/workplaces, 17% of the employees sometimes and 71% never works in rooms/workplaces with dust, cigarette smoke or bad smell (Intomart, 2002).

Ergonomic conditions

The heaviness of the work in the sub sector freight transport by road has decreased over the last few years. In the sector they have developed a lot of tools (e.g. moving cargo floors in trucks, table jacks, instructions on how to lift heavy things) to decrease the physical work load of warehouse workers. Also the sector has done a lot to improve the seats and cabins of the drivers. Nevertheless these efforts did not result in less back troubles and less absenteeism. Probably the physical work gets less heavy, but employees now have to deal more with static working positions.

Safety conditions

18% of the employees has to deal with dangerous situations (such as slipping, falling, and getting jammed) during work regularly, and 25% sometimes has to deal with these situations (Intomart, 2002).

Table B2: Number and percentage of employees who have access to specific equipment/technology
(Table 3.4 in the Guidelines)

	Sectoral	National
Computers use	-	
Mobile telephone use/communication	96%	
Have an intranet at work	-	
Internet and E-mail	78%	
Homepage/website	28%	
.....		

Source: TLN, 2001

Trends/changes:

Over the period 1999-2001 the use of internet has grown from +/-43% in 1999 to almost 80% in 2001.

Pace of work/work intensity

Trends/changes: The work pressure in the sub sector freight transport by road has decreased over the period 1998-2002. In 1998 31% of the people employed in the sub sector reported working regularly under high time pressure, and in 2002 this percentage was 24% (Intomart, 2002). On national level the decrease in work pressure (regularly working under high time pressure) was less strong, namely from 33% in 1998 to 30% in 2001 (Statline, 2002).

Table B3: Relations with colleagues (Table 3.9 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
- teamwork				
- work in isolation				
- lack of support from colleagues				
- lack of possibility to transmit information between shifts				
- regular talks with colleagues				
- violence/harassment				
- sexual intimidation				
- gender discrimination				
- conflicts with boss/colleagues	x	x	x	x
o total	0,33	0,37*	0,29	0,24
o male	0,34	0,37	0,32*	0,26
o female	0,22	0,38	0,15*	0,22
o age < 35 years	0,51	0,38	0,34	0,29
o age 35-49 years	0,28	0,39	0,28	0,23
o age 50+ years	0,17	0,30	0,16*	0,16
- lack of good work climate	x	x	x	x
o total	0,17	0,22	0,19	0,18
o male	0,16	0,22	0,20	0,18
o female	0,26	0,18	0,18	0,17
o age < 35 years	0,22	0,19	0,18	0,15
o age 35-49 years	0,15	0,31	0,21	0,18
o age 50+ years	0,15	0,10	0,16	0,22

* p<0,05;

1 SBI'93/NACE code 6021, 6022, 6023

2 SBI'93/NACE code 6024

3 SBI'93/NACE code I: Transport, storage and communication

Note: The scale score varies from zero (most favorable score) to one (most unfavorable scale score).

The total sectoral score is compared with the total national score, while the sectoral scores of the different subgroups (e.g. gender and age) are compared with the total sectoral score (excluding the specified subgroup), and the national

scores of the different subgroups (e.g. gender and age) are compared with the total national score (excluding the specified subgroup).

The file contains data from 11543 respondents from 15 years and older and working 12 hours/week or more. 701 (6%) of the 11543 respondents were working in the sector 'transport and communication'; 132 (1%) respondents were working in the sub sector 'road transport of persons' and 134 (1%) respondents in the sub sector 'freight transport by road'. The items that are included in the scale score are marked with an x. Source: Houtman & De Vroome, 2002

Table B4: Relations with the management (Table 3.10 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
- lack of social support from supervisor				
- lack of consultation				
- regular talks with boss				
- violence/harassment				
- sexual intimidation				
- dissatisfaction with management				
o total	x	x	x	x
o male	0,04	0,07	0,09	0,09
o female	0,05	0,07	0,10	0,08
o age < 35 years	0,00	0,18	0,08	0,10
o age 35-49 years	0,05	0,09	0,11	0,11
o age 50+ years	0,05	0,08	0,10	0,09
	0,03	0,00	0,03*	0,04

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication

Note: The scale score varies from zero (most favorable score) to one (most unfavorable scale score).

The total sectoral score is compared with the total national score, while the sectoral scores of the different subgroups (e.g. gender and age) are compared with the total sectoral score (excluding the specified subgroup), and the national scores of the different subgroups (e.g. gender and age) are compared with the total national score (excluding the specified subgroup).

The file contains data from 11543 respondents from 15 years and older and working 12 hours/week or more. 701 (6%) of the 11543 respondents were working in the sector 'transport and communication'; 132 (1%) respondents were working in the sub sector 'road transport of persons' and 134 (1%) respondents in the sub sector 'freight transport by road'.

The items that are included in the scale score are marked with an x.

Source: Houtman & De Vroome, 2002

Remarks:

In the sub sector freight transport by road employees report comparable levels of dissatisfaction with management as in the national data.

Table B5: Relations with clients and the public (Table 3.11 in the Guidelines)

	Sectoral			National
	Transport of persons ¹	Freight transport ²	Total sector ³	
- violence/aggression/mobbing				
- sexual harassment	x	x	x	x
- discrimination due to gender and/or discrimination of colored people at work				
o total	0,18*	0,11	0,16*	0,12
o male	0,16	0,10	0,16	0,12
o female	0,32	0,33	0,17	0,11
o age < 35 years	0,22	0,11	0,17	0,13
o age 35-49 years	0,11	0,12	0,16	0,12
age 50+ years	0,23	0,07	0,15	0,08

* p<0,05;

¹ SBI'93/NACE code 6021, 6022, 6023

² SBI'93/NACE code 6024

³ SBI'93/NACE code I: Transport, storage and communication

Note: The scale score varies from zero (most favorable score) to one (most unfavorable scale score).

The total sectoral score is compared with the total national score, while the sectoral scores of the different subgroups (e.g. gender and age) are compared with the total sectoral score (excluding the specified subgroup), and the national scores of the different subgroups (e.g. gender and age) are compared with the total national score (excluding the specified subgroup).

The file contains data from 11543 respondents from 15 years and older and working 12 hours/week or more. 701 (6%) of the 11543 respondents were working in the sector 'transport and communication'; 132 (1%) respondents were working in the sub sector 'road transport of persons' and 134 (1%) respondents in the sub sector 'freight transport by road'.

The items that are included in the scale score are marked with an x.

Source: Houtman & De Vroome, 2002

Remarks:

In the sub sector freight transport by road employees report the same level of discrimination due to gender and/or colour, when compared to the national data.

Combined exposure

The work in the sub sector is characterized by a relatively heavy physical workload, limited career opportunities, and more conflict with colleagues and/or chef compared with the national working situation. However, the employees in the sector have relatively better possibilities to influence the ventilation and temperature at the workplace are, and report less complaints in regard with noise at the work place and their wages/rewards compared with the national data (Houtman & De Vroome, 2002).

Table B6: Working hours in number and percentage of people employed in the sector in 2000 (Table 3.13 in the Guidelines)

	Total sector ¹	National
- average working hours usually per week (contract) ²	33,8	30,8
- average hours overtime per week ³	2,1	0,3
- commuting times <i>excluded</i> from paid work (% employees)		
- sleeping times in the lorry (freight transport) excluded from paid work		
- delivery times (freight transport) excluded from paid work		

¹ SBI'93/NACE code I: Transport, storage and communication

² Average working hours per week excluding overtime

³ Average hours overtime per week is the average working hours including overtime minus the average working hours excluding overtime

Source: Statline, 2002

Remarks:

Almost half of the drivers (47%) regularly works more than 55 hours a week, and 24% sometimes works more than 55 hours a week. Amongst other employees in the sector these percentages are somewhat lower; 25% regularly works more than 50 hours a week and 19% sometimes works more than 50 hours a week (Intomart, 2002).

Table B7: Non-standard working hours/working patterns (Table 3.14 in the Guidelines)

	Sectoral ¹ %	National ² %
- shift work (% yes)	22	9
- shift work (1/2/3/4/5, please specify)		
- split shift (more than two hours in between two shifts on one day)		
- permanent night-work		
- weekend work	64	56
- permanent Sunday work		
- working hours earlier than 6.00 am		
- working times after 20.00 pm		
- irregular hours		
- completely unpredictable working hours		
- working evenings and nights	67	59

¹ SBI'93/NACE code I: Transport, storage and communication

² The working population of 15-64 years.

Source: Statline, 2002

Outcomes

Table B8: Main causes of accidents (Table 3.20 in the Guidelines)

Five main causes of accidents*	Number of accidents		% of workers ³	
	sector	national	sector	national
1. Moving objects	1 500	21 000	24	18
2. Fall other ²	1 100	9 500	19	8
3. Jamming/wedging object	860	12 000	14	11
4. To sprain/twist equal level	500	5 500	8	5
5. Stationary object	420	6 100	7	5

¹ SBI'93/NACE code I: Transport, storage and communication

² This excludes: to stumble equal level, to slip equal level, to sprain/twist equal level and a fall from the stairs or a ladder.

³ % of workers who report one or more occupational accidents.

Source: Stam & Bloemhoff, 2001

Remarks/discussion:

In the sector transport, storage and communication 2,3% of the people employed in the sector reported one or more accidents. The main causes of accidents were moving objects, fall (other), to get jammed or wedged by/in an object, twist/stumble and steady objects.

In the sub sector freight transport by road 43% of the employees reports regularly/sometimes (18%/25%) being exposed to dangerous situations, such as to slip, to fall, to be trapped, etcetera (Intomart, 2002).

Table B9: Morbidity in the sector (Table 3.22 in the Guidelines)

Five main types of illness* and total in sector	Number of illnesses		% of workers	
	sector	National	Sector ¹ (N=134)	National (N=11543)
1. Work related neck, shoulder, and arm complaints			34	28
2. Burnout			11	11
3. Serious feelings of fatigue			9	8
4. Chronic back troubles			3*	10
5. total				

¹ SBI'93/NACE code 6024

Source: Houtman & De Vroome, 2002

Sickness absenteeism

In 2001 the rate of absence in the sub sector freight transport by road was 6,1%, the average days of absence was 25,6 days, and the average absence rate/frequency of absence was 0,82. The majority of the reports of absence were for a period of 1-7 days

(57,6%), almost one third of the absence rates (29,5%) was for a period of 8-42 days and 13,8% of the absence rates was for a period of 42 days (BGZ, 2002).

C Annex C: Quality of work: Policies and instruments

Collective bargaining

Table C1: Membership of employers organizations in the sector and at the national level (Table 2.18 in the Guidelines)

Number and percentage of employers/organizations that are member of one of the employers organizations	Sectoral				National (total) N %	
	Sub sector 1 N %	Freight transport ¹ N %	Total sector N %			
Employers organization 1: Transport en Logistiek Nederland		8.000 65,3%-78,9%				
Employers organization 2: Koninklijk Nederlands Vervoer		80/ 100 0,7%-0,9%				
Employers organization 3: Vereniging Verticaal Transport (cranes)		190 1,6%-1,9%				
Total employers/organizations in 2001		10.135 ² -12.242 ³				

¹ SBI'93/NACE code 6024

Note: The percentages of employers/organizations that are member of one of the employers organizations are based = the number of employers/organizations that are member of one of the employers organizations (key informers, 2002) divided by the total employers/organizations in 2001 according to ²Statline (2002) and ³TLN (2001).

Source: Interview with key informers

Table C2: Number and percentage of employees who are member of one of the trade unions in the sector and at the national level (Table 2.19 in the Guidelines)

Number and percentage of employees who are member of one if a trade union	Sectoral				National (total)* N %	
	Sub sector 1 N %	Freight transport ² N %	Total sector N %			
Trade union 1: FNV Vervoer		28.000 20,8%				
Trade union 2: CNV Bedrijvenbond		8.000/ 8.500 6,1%				
Total number of employees in 2001		134.460	31			24

* The working population of 15-64 years.

Source: Interviews with key informers