



Healthy Workplaces Campaign 2023-25

Safe and healthy work in the digital age

Ensuring effective prevention in the digital world of work

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Nicosia, 23 October 2023



About EU-OSHA (European Agency for Safety and Health at Work)

- A body of the EU
- Established in 1996 in Bilbao, Spain
- EU-OSHA is committed to making Europe a safer, healthier and more productive place to work, by promoting a culture of risk prevention to improve working conditions in Europe.
- Tripartite Board bringing together:
 - governments, employers' and workers' organisations
 - the European Commission



What we do and do not do

✓ **Collect, analyse and disseminate information**



- ~~Make legislation~~
- ~~Inspect workplaces~~
- ~~Enforce the law~~



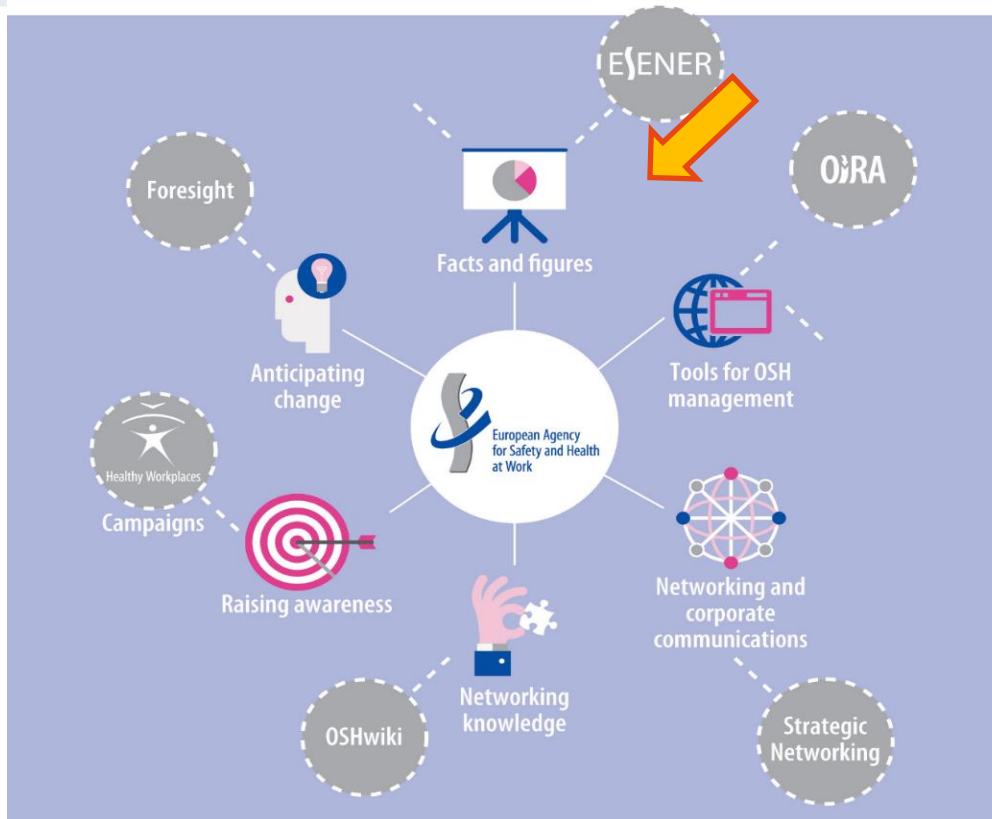
EU-OSHA Priority areas and activities

Multi-annual Strategic Programme 2014-2020



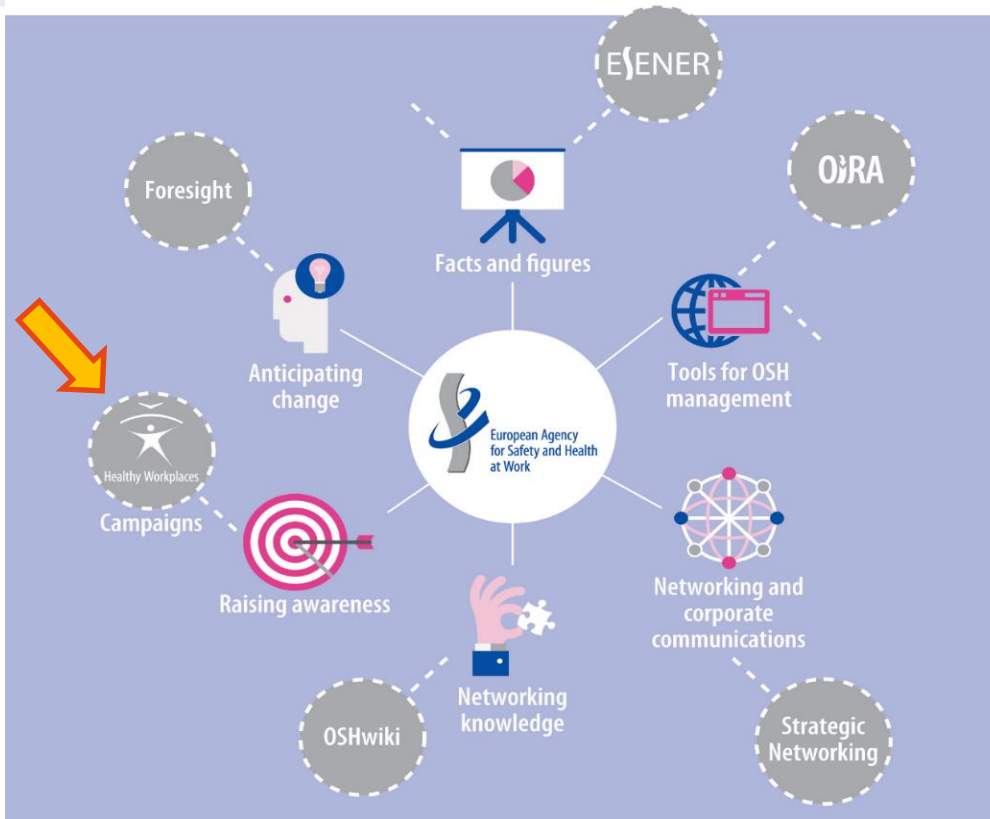
EU-OSHA Priority areas and activities

Multi-annual Strategic Programme 2014-2020



EU-OSHA Priority areas and activities

Multi-annual Strategic Programme 2014-2020



Europe's Green and Digital Transition



DIGITALEUROPE EVENT

Uniting the twin transitions: There is no Green Deal without digital

EU-OSHA and Digitalisation: from Foresight priority setting - OSH overview - to the HWC Campaign

Foresight and OSH overview Digitalisation and OSH (2021-2023):

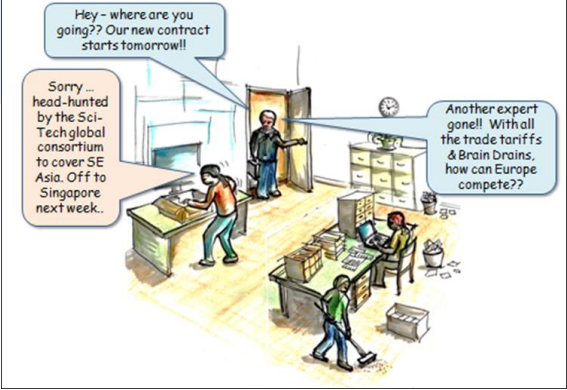
<https://osha.europa.eu/en/themes/digitalisation-work>



Campaign Safe and healthy work (2023- 2025):

www.healthy-workplaces.eu

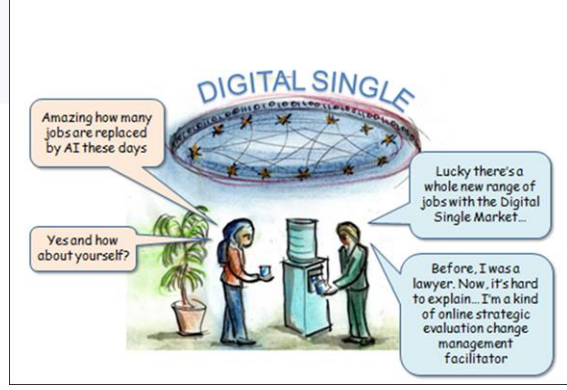
BRAIN DRAIN



Governance & public attitudes

High/Supportive

DIGITAL SINGLE MARKET



Economic growth & technology innovation

Low

Scenario 1 Evolution

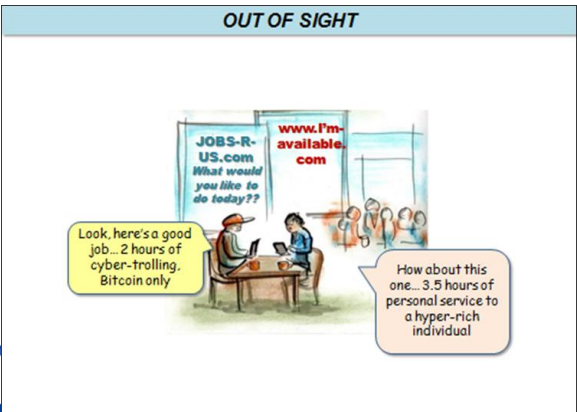
Scenario 2 Transformation

Scenario 4 Fragmentation

Scenario 3 Exploitation

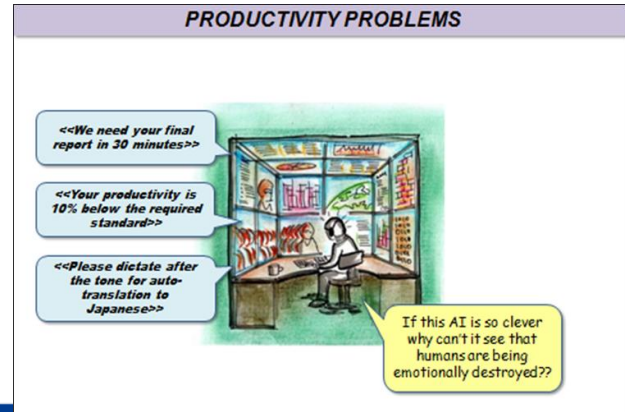
High

OUT OF SIGHT



Low/Resistive

PRODUCTIVITY PROBLEMS



<https://healthy-workplaces.eu>

DIGITAL SINGLE MARKET

Amazing how many jobs are replaced by AI these days

Yes and how about yourself?

Lucky there's a whole new range of jobs with the Digital Single Market...

Before, I was a lawyer.
Now, it's hard to explain...
I'm a kind of online strategic evaluation change management facilitator



PRODUCTIVITY PROBLEMS

<<We need your final report in 30 minutes>>

<<Your productivity is 10% below the required standard>>

<<Please dictate after the tone for auto-translation to Japanese>>



If this AI is so clever why can't it see that humans are being emotionally destroyed??

EU-OSHA's foresight: OSH aspects common to all scenarios

- Changing work patterns,
- Loss of and changes to jobs
- Increasing numbers of self-employed and online platform workers
- Change to employer/employee relationship
- Increasing use of wearable ICT and smart PPE
- Ergonomic risks by online work
- Automation, robotics, AI and new HMIs will remove people from dangerous environments
- Work related stress

The difference is the **pace of change**, how widespread or fragmented this is across sectors and how well these changes are managed.

From foresight findings to research priority setting:



Project 1: Advanced robotics & AI-based systems for the automation of tasks and OSH

- *Automation of physical and cognitive tasks, changed job contents and designs, and impact on OSH*

Project 2: New forms of worker management through AI-based systems and OSH

- *Algorithmic management, people analytics, gamification*

Project 3: OSH and digital platform work

- *In-depth description of policies/initiatives*
- *4 case examples: Parcel delivery; Handy work; Remote programmers; Online content reviewers*

Project 4: Digital systems for the monitoring and improvement of OSH

- *Wearables - smart glasses, watches, smart PPEs, drones*

Project 5: Telework and remote work and OSH

***Input for the Healthy Workplaces Campaign
2023 - 2025***



From foresigh findings to research priority setting **and awareness raising campaign**



Healthy Workplaces Campaign 2023-25 SAFE AND HEALTHY WORK IN THE DIGITAL AGE



Safety and health at work is everyone's concern. It's good for you. It's good for business.

Priority areas



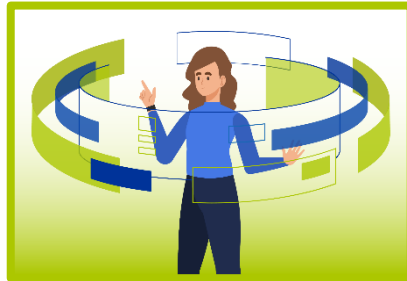
Digital platform work



Automation of tasks



Remote and hybrid work



Worker management through AI



Smart digital systems

Facts and figures – home-based telework

EU-OSHA, OSH Pulse 2022

- 17% of workers worked mostly from home in 2022
- 90% of them using laptops, tablets, smartphones
- Home-based remote workers are **less likely to report a lack of autonomy, or influence over the workplace or work processes (14.4%)** when compared to the total of workers

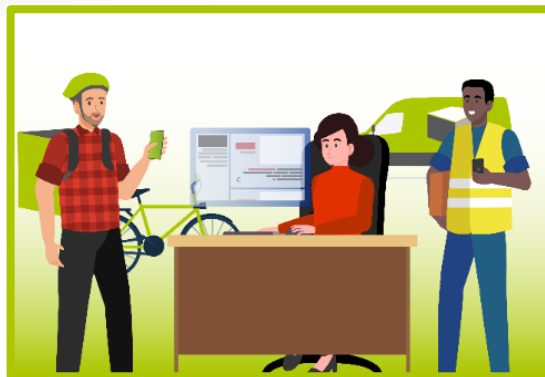
EU-OSHA, ESENER 2019

- 12% of EU workplaces in 2019 allowed employees to work from home using digital technologies
- 75% of EU workplaces carry out risk assessment on regular basis, but **only 31% of those allowing home-based telework cover also homes**

Priority areas – Digital platform work

OPPORTUNITIES

- Worker autonomy
- Flexible working hours
- Improved access to the labour market for disadvantaged workers



RISKS AND CHALLENGES

- Professional isolation
- Long/irregular working hours
- Algorithmic management
- Digital monitoring/surveillance
- Limited OSH regulations

“Digital platform work frequently involves jobs in occupations and sectors that are at high risk and associated with poorer working conditions.”

Priority areas – Automation of tasks

OPPORTUNITIES

- Automation of high-risk or repetitive work tasks
- Increased time for worker learning/creativity
- Reduced exposure to hazardous environments

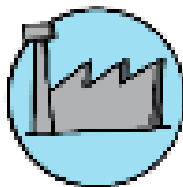


RISKS AND CHALLENGES

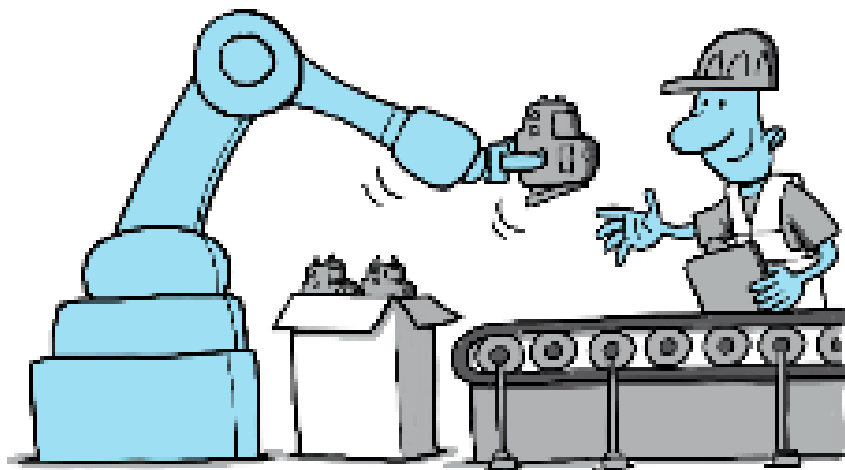
- Loss of human situation awareness
- Over-reliance
- Possible loss of specific skills of workers

“Using digital technologies for automation processes comes with a number of opportunities, but also potential risks and challenges, such as the loss of human situation awareness, over-reliance, or possible loss of specific skills of workers.”

Case study example



AUTOMOTIVE & INDUSTRIAL
SUPPLIER



| OSH IMPACT | |
|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| CHALLENGES | OPPORTUNITIES |
|  <p>FEAR OF JOB LOSS!</p> |  <p>DECREASED PHYSICAL STRAIN!</p> |
|  <p>MORE TASK SWITCHING!</p> |  <p>UPSKILLING ON TECHNOLOGY!</p> |

Priority areas – Smart digital systems

OPPORTUNITIES

- Prevent and minimise harm to workers
- Improved OSH compliance
- Informed decision-making
- Effective enforcement
- More training opportunities in virtual environment



RISKS AND CHALLENGES

- Data inaccuracies or misinterpretation
- Overreliance on technology
- Loss of control over work tasks

These new systems use digital technologies to collect and analyse data or signals in order to identify and assess OSH risks, thereby preventing or minimising harm and promoting OSH.”

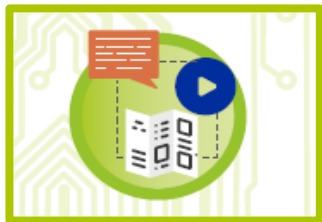
Risk prevention

- **Human-centred approach**
- **Equal access to information of all stakeholders**
- **Worker consultation/participation in the development, implementation and use of digital technologies and systems**
- **Transparency about the way a digital tool operates**
- **Holistic approach to evaluating the impact of digital technologies and systems on OSH**



<https://healthy-workplaces.eu>

Campaign resources



[Publications](#)



[Campaign materials](#)



[Campaign toolkit](#)



[Social media kit](#)



[Napo films](#)



[OSHwiki](#)



[Case studies](#)



[Legislation and regulations](#)



[Infographics](#)

Napo movie on teleworking: https://youtu.be/TB_d6kfkWgM



The screenshot shows the Napo website interface. At the top, there is a navigation bar with the Napo logo (a stylized figure) and the tagline "SAFETY WITH A SMILE". To the right of the logo are buttons for "Home", "Napo's Films", "Learning with Napo", and "About Napo". A search bar is also present. Below the navigation bar, the main content area features a video player. The video player has a title "Napo is... teleworking to stop the pandemic" and a "Back to Films" button. The video player shows a scene from the movie with three characters: a woman with red hair and glasses, a man with glasses and a red shirt, and a man with a blue cap and blue shirt. The text "teleworking to stop the pandemic" is overlaid on the video. Below the video player, there are social media sharing icons and a "Watch on YouTube" button. The website URL "napofilm.net" is visible in the bottom right corner of the video player. Below the video player, there is a section with the title "Napo is... teleworking to stop the pandemic" and a "Categories" section listing "Musculoskeletal disorders (MSDs)", "Computer work", "Teleworking", and "Ergonomics". A paragraph of text follows, discussing the challenges of teleworking during the coronavirus pandemic and the role of Napo in providing advice.

Napo is... teleworking to stop the pandemic

teleworking to stop the pandemic

Watch on YouTube

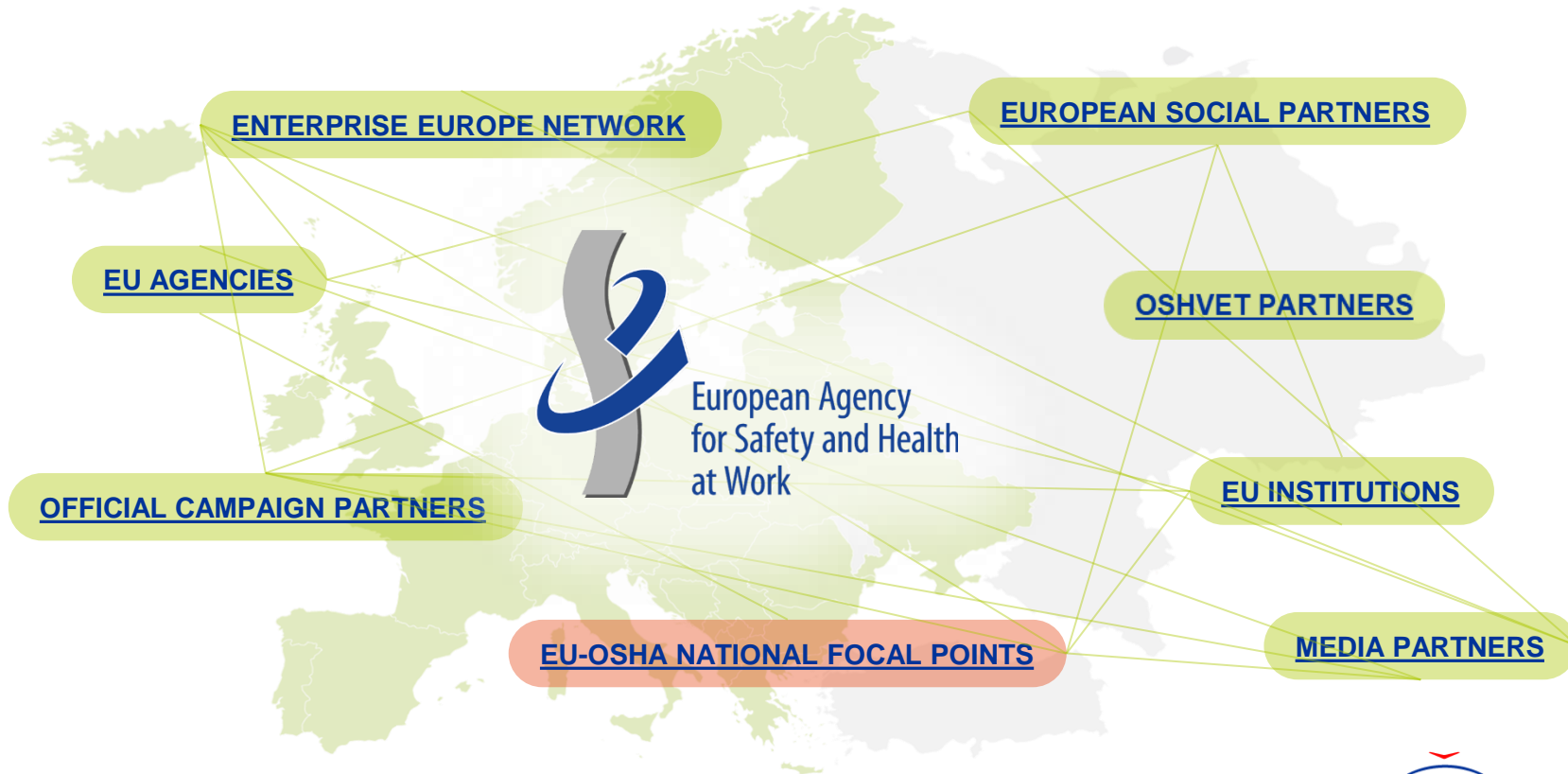
napofilm.net

Napo is... teleworking to stop the pandemic

Categories: Musculoskeletal disorders (MSDs) | Computer work | Teleworking | Ergonomics

Because of the measures to contain the coronavirus, many people are required to work from home. This may not always be as good as working in the office. There are many new factors to consider such as the work equipment and workstation, working alone, family and children, interruptions and finding a new work routine. Napo wants to ensure that everyone can work at home productively, and as safely and healthily as possible. With the support of the Boss and co-worker Napette, Napo has some good advice, and says:

EU-OSHA and campaign partners



Join us beyond the bits and bytes!



➤ Find out more on the campaign website:
www.healthy-workplaces.eu

➤ Subscribe to our campaign newsletter:
<https://healthy-workplaces.osha.europa.eu/en/healthy-workplaces-newsletter>

➤ Keep up to date with activities and events through social media:



#EUhealthyworkplaces

➤ Find out about events in your country from your national focal point:
<https://healthy-workplaces.osha.europa.eu/en/campaign-partners/national-focal-points>