



Introduction

The guide Déparis presented hereafter was developed within the framework of the SOBANE research project coordinated by Prof J. Malchaire.

It is the adaptation to the health care sector of the guide for the first level Screening of the SOBANE strategy for the participative management of the occupational risks.

The guide includes 18 tables approaching 18 facets of work situations in the health care institutions.

However, the work situation is not necessarily the same in a service of Orthopaedics as in a Maternity ward, in a service of consultations as in operating rooms. The user, namely to Occupational Health Practitioner (OHP) and the coordinator have thus to adapt this guide Déparis "Health care" (mainly the vocabulary and slightly the contents) to the characteristics of the work situation studied.

In order to understand correctly this guide and before using it, it is essential to think of the basic principles which underlie the SOBANE strategy and in particular its first level, the dialog guide Déparis.

These basic principles are briefly described hereafter.



Participative strategy of occupational risk management

The basic principles

The European legislation requires that the employer ensures the *safety and health of the workers in all the work aspects* by implementing the general principles of the prevention:

- 1. To avoid the risks
- 2. To evaluate the risks which cannot be avoided
- 3. To fight the risks at the source
- 4. To adapt work to the man...

5. ..

The SOBANE strategy which is used in this document seeks to make these requirements more feasible and more effective.

This strategy is based on some fundamental basic principles:

1. Primacy of the prevention

The accent must be put, not on personal protection and health monitoring, but on risks prevention and on the improvement of all the physical and social aspects of the work situation.

2. Risk factors and risks

A risk factor is an aspect of the work situation likely to have an effect on the safety, the health and the wellbeing of the person.

The risk which results from it will depend on the degree of exposure to this risk factor and on the conditions under which happens this exposure. It is thus the probability of developing an effect of a certain gravity G, taking into account the exposure E to the risk factor, the conditions C under which is made this exposure and the education and motivation F to safety, health and wellbeing of the exposed person. It can summarize by:

$$R = E.C.G.F$$

The risk reduction can be achieved by acting in a coherent way on these various aspects:

- on E by the organization of work (reduction to the source...),
- on C by collective protections,
- on G by individual protections,
- on F by training and motivation.

The Déparis guide presented in this booklet seeks to act at the same time on these 4 components.

3. Competences available are complementary

Competences in health and safety are perhaps increasing from the employee to the expert, while passing through the hierarchical line, the internal OHP, the occupational physician, the external OHP...

However, at the same time, knowledge about what really occurs at the work situation decreases.

It is thus necessary to combine these 2 complementary bodies of knowledge in a coherent manner according to the needs.



4. The worker: main actor of the prevention

Insofar as the goal is the maintenance and the improvement of the wellbeing of the workers, no relevant action can be undertaken without the knowledge of the work situation that only the workers hold. The worker is then the **main actor** and not only the object of the prevention

5. The nature of the problems

The employee "sees" his work situation, not as a set of distinct and independent facts, but as a whole: the noise influences the relationships; the technical organization between workstations influences the risks of musculoskeletal disorders; the responsibilities influence the work contents.

A coherent action on the work situation thus requires a systemic, **global** approach of this situation, replacing any problem in its context.

6. Estimations vs. measurements

The evaluation of the risks is interested mainly in the quantification, whereas prevention requires that one be interested in why things are as they are and in how to modify them to improve the overall situation.

Measurements are expensive, long, difficult and often not very representative. They will thus be carried out advisedly, later, when the simple solutions were implemented.

Preference is given to the prevention rather than the evaluation of the risks.

7. SME

The methods developed in the large companies are not applicable in SME, whereas the reverse is true.

The methods are thus to be developed by taking into account the capacities and means available to SME where more than 60% of the population of employees are working.

SOBANE strategy of risk management

The SOBANE strategy consists of four progressive levels of intervention on the working conditions, *Screening*, *Observation*, *Analyze and Expertise*.

It is indeed a **strategy**, as it uses tools, methods, means increasingly specialized, progressively as they are needed to improve the work situations. On each level, solutions of improvement of the work conditions are searched for and the recourse at the following level is necessary only if, in spite of these improvements, the situation remains unacceptable.

The *Screening* level is carried out whatever the nature of the element (complaints, accident...) which brought under attention the work situation. This problem is thus studied in its context and other aspects which are also conditioning health, safety and the wellbeing are identified. Solutions are searched for the whole of the work situation.

The following levels (*Observation, Analyze, Expertise*) are carried out only if the preceding level did not make possible to solve the problem in a completely satisfactory way. The need of undertaking the other levels thus depends on the complexity of the problems encountered at the work situation.

The means implemented for the search of improvements are inexpensive at the first 2 levels. They are more expensive at the higher levels but they used advisedly and appropriately. The strategy thus makes it possible to improve the working situation more effectively, more rapidly and in a less expensive way.



The strategy also makes it possible to locate the various partners: the people from the work situation itself carry out the levels of *Screening and Observation*, while OHP become indispensable at the *Analysis* level and possibly specialists at the *Expertise* level.

Level 1, Screening: the Déparis guide

The objective is here to identify the *problems* and to correct simply the obvious errors such as holes in the ground, containers with solvents and abandoned, computer screen turned towards a window, disorganized employment relationships....

This identification is carried out by people of the company knowing their work situation of perfectly, even if they have only a basic training concerning the safety issues, work physiology or ergonomics. They are thus the operators themselves, their supervisory staff, the employer himself in a SME, an OHP with the operators in a larger company.

A group of a few operators and their supervisors (with an OHP the first time), will review the main aspects of the work situation, will seek the immediate actions of improvement and prevention and will identify what needs to be studied more in detail.

A person within the company, the coordinator, is designated to coordinate this *Screening* and to assure the implementation of the immediate solutions and the continuation of the study (level 2, Observation) for the points to be examined more in detail.

The Déparis guide is used to organize the discussion of the group.



Déparis guide: Health care sector

Participative Screening of the Risks

Procedure of use

- 1. Information by the Direction on the objectives and commitment to take account of the results of the meetings and the studies.
- 2. Agreement of the Safety Committee
- 3. Definition of a small group of workplaces forming a unit, a "work situation"
- 4. Designation of a coordinator by the Direction with the agreement of the workers.
- 5. The Déparis coordinator adapts the guide to the work situation by modifying terms, eliminating some irrelevant aspects, transforming others or adding additional aspects.
- 6. Constitution of a working group with key-workers of the work situation concerned, designated by their colleagues and with supervisory technical staff chosen by the direction. It includes at least a man and a woman in the event of mixed group.
- 7. Meeting of the working group in a calm room close to the working stations.
- 8. Clear explanation by the coordinator of the objectives of the meeting and the procedure.
- 9. Discussion sequentially on the aspects listed in each table, while concentrating on:
 - ♦ What can be done to improve the situation, by whom and when
 - ♦ What aspects require the assistance of a trained person
 - The cost of the suggested improvement measures and their possible impact on the quality of the product and the productivity: not (0), little (€), mean (€€) or high (€€€).
- 10. After the meeting, synthesis by the coordinator
 - ♦ The list of the points that need to be studied more in details with the priorities.
 - ♦ The list of solutions under consideration with indication of who can do what and when
 - The headings used, containing detailed information arising from the meeting
- 11. Presentation the participants, revision, additions...
- 12. Finalization of the synthesis.
- 13. Presentation of the results to the direction and the safety committee.
- 14. Continuation of the study for the unsolved problems, factor by factor, by means of the methods of level 2, **Observation** of strategy **SOBANE**

The following text can help to specify the goal of the meeting.

"During the meeting, we will review all the technical, organizational and relational aspects that make that work is more or less easy, effective and pleasant.

The objective is not to know if it is easy or pleasant to 20, 50 or 100 %.

It is to find what can be made in practice, immediately, in 3 months and later, so that it is more effective and more pleasant.

They can be engineering changes, new techniques of work, but also better communications, reorganization of the schedules, more specific trainings...

For certain points, the group should succeed in defining what should be changed and how in practice change it. For other aspects, complementary studies will have to be carried out.

The Direction commits herself to establish an action plan in order to implement for the best the solutions discussed."



Invitation

You are invited to take part in a Déparis meeting

What is it about? What is expected from you? What will you gain?

What is it about?

The regulation requires that an analysis of the "risks" be carried out for all the work situations and that an action plan be established for gradually reaching and maintaining the best state of wellbeing for all the partners in these work situations (employees, supervisors, direction).

It is possible for an OHP alone to deal with some problems such as the risks of fire. It is however not possible for him alone to ensure the conditions of YOUR "wellbeing".

YOUR wellbeing can be assured only with YOU.

A Déparis meeting (participative Screening of the risks) is a meeting of some people from the work situation (workers, supervisors, engineering services...) during which all the aspects of the life at work are reviewed. A guide was prepared to lead the discussions so that they cover all the technical, organisational and relational aspects which make that the daily life at your work situation is more or less easy, effective and pleasant.

The objective is neither to record nor to quantify the imperfections, difficulties, problems. It is to find what can be made concretely, at short, medium and long terms so that work be more effective and more pleasant.

During the meeting, it will be possible, for certain aspects, to determine what it is necessary to reorganize or change and how concretely to reorganize it or change it.

For other aspects, complementary studies will have to be made thereafter.

The Direction committed itself to prepare an action plan in order to carry on with the results and proposals of the meeting.

What is it expected from you?

In the past, some studies and investigations were already led and recommendations for improvements were formulated. All perhaps were not followed by actions.

During the Déparis meeting, one wishes to start again from scratch, to wipe the slate clean of the possible past and to re-examine in an organized and systematic way ALL the aspects of the life at work.

It is expected that you come to the meeting with a trustful and constructive spirit.

- If you are member of the direction and the hierarchy, it is no questions here of blaming anybody for anything, but of seeing what can be done to improve the life taking into account the other working constraints.
- o If you are a member of a service of maintenance, methods, of purchase..., the aim is to examine with you the ideal way to improve these problems taking into account the technical contingencies.
- o If you are member of the personnel, the question is for you and at the name of pour colleagues, to raise the problems, to describe the difficulties encountered by them and to seek how the situation can be improved.

What will you gain from this?

The company, the establishment chose with full knowledge of the facts to use the Déparis guide as the tool for the Screening of the risks. The direction commits itself to take into account the results of the discussions and the proposals for improvement which will be formulated.

It is thus the opportunity to re-examine the whole of the work situation and to improve gradually, together the living conditions at work. The experiment showed that everyone is winning from this process: quality of life, personal and professional satisfactions, work more pleasant, more effective, better employment relationships....



Which aspects will be approached during the discussion?

1. Premises and working areas

Who can do what concretely and when?

- Workspaces
- Circulation paths
- Accesses to the working areas
- Storing spaces
- Technical maintenance and house keeping:
- Waste
- Floors
- Social premises
- Emergency exits

2. Work organization

Who can do what concretely and when?

- Work organization
- Work circumstances
- Work planning:
- Supply of the workplaces:
- Coordination between the services
- Interactions and communications
- Means of communication:

3. Work accidents

Who can do what concretely and when?

- Working clothes and personal protective equipments
- Falls:
- Mechanical risks:
- Procedures in case of an accident
- Analyzes of the work accidents
- First care

4. Electricity, fire and explosion

Who can do what concretely and when? Electricity

- The general wiring
- The material
- The equipment

Fire and explosion

- Inflammable or explosive materials
- Sources
- Fire fighting devices
- · Compartmentalisation of the areas, stairs
- The internal intervention team:
- Instructions in case of fire
- Signposting

5. Controls and signals

Who can do what concretely and when?

- Work orders:
- Signals and controls
- Localization
- Characteristics
- Force
- The origin and priority of the signals:

6. Work material, tools, machines

Who can do what concretely and when?

- Material, tools and machines
- Appropriate:
- Maintenance
- Dimensions and forms
- Adapted to the worker and safe
- Training

7. Work postures

Who can do what concretely and when?

- The repetition of the same gestures
- Work postures:
- Work heights
- Seated or seated/standing posture
- If upright work posture

8. Efforts and handling

Who can do what concretely and when?

- Gestures and efforts
- Hand efforts
- Loads
- Working clothes
- Mechanical assistance devices:
- Assistance devices
- Training:
- Tiredness in end-of-day:

9. Lighting

Who can do what concretely and when?

- General lighting of the premises and the work itself
- Davlight and view outside
- No shade on the work
- No reflections nor glares
- Lighting uniformity
- Lamps
- Work on VDU



10. Noise

Who can do what concretely and when?

- Discomfort or distractions
- Acoustical signals
- Means of communication:
- Noisy machines or installations:
- Holes, openings

11. Radiations

Who can do what concretely and when?

- Ionizing and non ionizing radiations
- Monitoring of radiation protection:
- Material:
- Dosimeters:
- Training in radiation protection:
- Working areas at risk:

12. Atmospheric hygiene

Who can do what concretely and when?

- Chemical and biological risks
- Training
- Procedures:
- Labelling:
- Stocks
- Dusts, chips, oils, vapour...
- Chemical and biological waste
- Signposting
- Collective protections
- Conditions of hygiene
- Personal protective equipments
- Sensitive personnel
- Vaccinations
- Air Renewal:
- Smokers:

13. Thermal environments

Who can do what concretely and when?

- Temperature
- Humidity :No draughts: Cold, heat and humidity sources
- Clothing
- Protective clothing
- Drinks

14. Autonomy and personal responsibilities

Who can do what concretely and when?

- Orders and expectations:
- Range of initiative
- Autonomy
- Freedom of contact
- Degree of attention:
- Decisions
- Responsibilities
- Errors

15. Contents of work

Who can do what concretely and when?

- Work interest
- Qualifications
- Information and training
- The emotional load:

16. Time constraints

Who can do what concretely and when?

- Work schedules and work program
- Work rate:
- Group autonomy
- Work interruptions:
- Breaks

17. Work relationships between workers and with the hierarchy

Who can do what concretely and when?

- Communications during work
- Allocation of work
- Mutual assistance between workers
- Consultation about the work
- The hierarchy:
- Relations with the hierarchy
- Workers suggestions and remarks
- Evaluations

18. Psychosocial environment

Who can do what concretely and when?

- Promotions
- Discriminations
- Employment
- Salary
- Company council and safety comities
- Psychosocial problems
- Living conditions in the company









The Déparis Guide

1. Premises and working areas To be discussed Who can do what concretely and when? Workspaces Of adequate size and nobody is isolated Circulation paths (corridors, doors, elevators) Broad enough, well delimited Not obstructed (ambulances, wheelchairs, crossing of two beds, passage of the doors with a bed...) Well organized (directions for the different services, separated elevators for visitors and the services...) Good visibility Accesses to the working areas Easy, direct and of sufficiently broad (> 80 cm) Storing spaces Sufficient (cupboards, racks,...) and easily accessible Technical maintenance and house keeping: Working areas well and regularly maintained, pleasant (colours of surfaces) Waste Sorted and evacuated correctly Enough containers, well located and appropriate **Floors** In good state: of level, solids, not slipping Social premises Showers, toilets, changing-rooms, canteen... Appropriate size, comfortable and well equipped **Emergency exits** Not obstructed, quite visible Signalled with appropriate pictograms \odot Aspects to study more in details: ☺

2. Work organization To be discussed Who can do what concretely and when? Work organization Clear and appropriate Allows to work safely Makes it possible to ask for the assistance of a colleague for the handling of the patients Work circumstances The places, tools, materials, stocks, unforeseen events, external requests, time... Allow applications of the usual work procedures and make possible a work of quality Work planning: satisfactory Supply of the workplaces: (material, drugs, linen...) Correctly and regularly Stocks neither too large nor too small Coordination between the services (laboratories, operating rooms, hospitalization...): satisfactory Interactions and communications During work between workers of the various workstations: easy and free Means of communication: Voice, phones, computers, intercom... appropriate and pleasant Aspects to study more in details:



Aspects to study more in details:





To be discussed Working clothes and personal protective equipments Appropriate, available, used, maintained, put away Dangerous products: masks, safety glasses, gloves Falls: condition of the floor, housekeeping... Mechanical risks: shocks, cuts, punctures, burns... due to the use of syringes... Procedures in case of an accident Clear, comprehensible for everyone, known and applied Analyzes of the work accidents Systematic, complete, used First care first-aid room, first-aid kits, first-aid assistants... well located and appropriate

To be discussed	Who can do what concretely and when?
Electricity	
The general wiring	
Circuit breakers, fuses, grounds, signposting, protection The great and a significant contents to the signif	
The material → Wire, cables, extensions, electrodes earth	
The equipment	
Connections, emergency stop, earth, maintenance, insulation,	
batteries.	
Fire and explosion	
Inflammable or explosive materials	
Quantity, storage, ventilation, signposting, supply	
Sources Flame, heat sources, sources of sparks (electrical appliance,	
static electricity)	
Fire fighting devices	
Automatic fire detection and extinction, fire extinguishers, hose sole bydrate eigenesting	
reels, hydrants, signposting Compartmentalisation of the areas, stairs	
Technical shafts, fire doors (condition, obstruction), filling in of	
the holes (cables, pipes)	
The internal fire team: trained, available	
Instructions in case of fire Evacuation plans, fire alarms, emergency exit and gangways,	
meeting point, tests of evacuation	
Signposting	
Storage sections, fire fighting devices, emergency exits and	
escape lighting, plans by floor	









5. Controls and signals To be discussed Who can do what concretely and when? Work orders: clear forms, lists...

Signals (screens, lamps...) and controls (buttons, levers, pedals...)

♦ In good condition

Localization

- Near and facing the worker, neither too high, nor too low
- Well located on the control board (number and colours of the buttons, lamps...)
- Emergency stop system (buttons, cables...) available and easily accessible

Characteristics

- In accordance with the stereotypes: needle moving from left to right, green = work....red = stop, direction of the controls...
- Level of loud alarms or appropriate light intensity
- Size, form and dimensions (buttons, indicators...)

Force

No excessive pressure with the finger or the foot...

The origin and priority of the signals: easily identifiable

Aspects to study more in details:	8	
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6. Work material, tools, machines To be discussed Who can do what concretely and when? Material, tools and machines Scissors, pliers..., machines portable or not, lifting machines... Clearly indexed (inventory) Appropriate: for each operation **Maintenance** In good condition Regular maintenance, thorough annual checking Put away in case of problems (damaged cable, cracks, tears, general wear...) Cleaned up and put away according to the needs, in places easily accessible around the workstations **Dimensions and forms** Easy to grab safely Easy to use without tiredness of the hands or arms Right or curved handles, not too long or too short, not too thick or too thin, not too rough or too smooth Adapted to the worker and safe No parts that could wound Not too heavy; no vibration Adapted to the left-handers Training On the safest and most efficient use of the material and machines Aspects to study more in details: (1)









7. Work postures

To be discussed

The repetition of the same gestures not continuously

Work postures: comfortable

- Straight back: no flexion nor torsion of the back
- Straight head: no flexion, extension nor rotation
- Shoulders relaxed: not raised
- Arms close to the body: not outspread nor raised
- Hands in a normal position: not bent
- Feet on the ground or on a rest-foot
- No work kneeled down or in crouching position
 - o If not, knee support, cushion... available
- No repeated or uninterrupted unfavourable positions

Seated or seated/standing posture

- Preferred
- Appropriate seats, stable and comfortable
- Support of the forearms on the desk or armrests adjustable in height
- No obstruction for the legs under the desk

If upright work posture

- No obstruction in the movements
- Comfortable support of the thighs and/or the arms on support at appropriate height

Who can do what concretely and when?

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Who can do what concretely and when?

Aspects to study more in details:

8. Efforts and handling

To be discussed

Gestures and efforts

- Not abrupt nor too strong
- Without fast or repeated movements

Hand efforts

- Moderated, without wrist torsions
- No knocking with the heel of the hand

Loads

- Light and balanced (liquids, size of the bags...)
- Comfortable to grab: good handles, no cutting edges, not slipping, not too hot or too cold...
- At good height grabbed and dropped at the level of the waist
- No torsions or bending of the trunk
- Carried only on short distances

Working clothes

- Make it possible to move the patients comfortably
- Not too tight, adapted shoes

Mechanical assistance devices:

Assistance devices

- Stools... available for work in height, stable, solid, easy to use in safety (falls)
- Wheelchairs, raise persons...
- Adequate for the lifting and the transport of the people
- Of quality, well located and easy and rapid to use

Training: on how to handle the patients

Tiredness in end-of-day: acceptable

Aspects to study more in details:

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9. Lighting

To be discussed

General lighting of the premises and the work itself

 Neither too much nor too little: sufficient to see the details of work, but not too large

Daylight and view outside acceptable through clean windows No shade on the work

No reflections nor glares

- On the tables, metal or glass surfaces, plastic sheets, windows, screens...
- Especially by the sun: windows with curtains, blinds or sun screen
- No direct sight of the light sources

Lighting uniformity

Of the working areas and gangways (staircases...)

Lamps

- ♦ Cleaned regularly
- Defective lamps or tubes are quickly replaced

Work on VDU

The worker does not stand facing or turning the back at a window or at a significant source of light Who can do what concretely and when?

Aspects	to	study	more	in	details:
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10. Noise

To be discussed

Discomfort or distractions

- Traffic, telephones, air conditioning, conversation, squealing of carriages, television, shoes...
- Minimized: floor covering, maintenance of the carriages, choice of the shoes...

Acoustical signals

- Ringings of the patients, alarms, monitoring...
- Well designed: tonality, level

Means of communication:

♦ Take into account the ambient noise

Noisy machines or installations:

Well maintained

Holes, openings

In the walls between the premises, slots around doors

Who can do what concretely and when?

Aspects to study more in details:

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11. Radiations To be discussed Who can do what concretely and when? lonizing and non ionizing radiations (lasers, NMR) Well controlled In dedicated premises: medical imagery, radiology, radiotherapy, nuclear medicine... Also during occasional uses (dentistry...) Monitoring of radiation protection: realized Material: in good state and maintained Dosimeters: carried by the personnel Chest dosimeters, additional dosimeters for the extremities Training in radiation protection: adequate and periodic. Working areas at risk: clearly identified Aspects to study more in details: (1)

12. Atmospheric hygiene Chemical risks (solid, liquid or gas) and biological (body bacteria, viruses, liquids...) To be discussed Who can do what concretely and when? Chemical and biological risks Inventory of the products available and up to date Documentation on the risks available Training on the procedures and the risks Procedures: clear and respected (mixtures...) In case of incident (spill, splash...): respected Labelling: appropriate and well labelled containers Stocks (toxic, corrosive, flammable, biological... products) stored in adapted, isolated and labelled spaces Dusts, chips, oils, vapour... Evacuated (ventilation, aspiration...) without setting in suspension or being dispersed Chemical and biological waste Decontaminated if necessary Evacuated in a controlled way according to a known procedure in appropriate containers (dustbins) Signposting Appropriate and respected: no smoking, risk areas... Collective protections Showers, wash-hand basins, ocular showers... well located and in good condition Conditions of hygiene Maintenance of the floors, the material, the rooms Decontamination Respect of the "clean" and "dirty" circuits Respect of the instructions: washing of the hands Prohibitions to eat, drink, smoke... No mushrooms or moulds Personal protective equipments Gloves, masks, glasses, clothing... Appropriate, available and used Sensitive personnel Women, pregnant or nursing women, young workers... Health monitoring Vaccinations: in order Air Renewal: Sufficient the air is fresh, pleasant to breathe, without odours Smokers: Smoking zones well located and ventilated Aspects to study more in details:









13. Thermal environments To be discussed Who can do what concretely and when? **Temperature** Neither too warm nor too cold, no significant variations **Humidity:** not too dry nor too humid No draughts: by the windows and the doors Cold, heat and humidity sources Removed: water, vapour, machines, sun... Clothing Comfortable: overalls, laboratory apron... **Protective clothing** If necessary (insulating, water-proof, anti-radiations...) Quality, appropriate and comfortable Drinks: available in case of conditions too hot or too cold Aspects to study more in details:

14. Autonomy and personal responsibilities Who can do what in practice and when? To be discussed Orders and expectations: no contradictions Range of initiative Everyone can adapt the way he works without disturbing the team work Autonomy Everyone can leave his workstation and take a short break (toilets, drinks) without disturbing the service Freedom of contact Everyone takes himself the contacts considered as necessary with peripheral (maintenance, purchase, quality...) or external departments Degree of attention: average according to The seriousness of the actions to be taken The unpredictable nature of the events Decisions Limited number of possible choices Information available Decisions not too difficult to take Required normal speed of reaction Responsibilities Neither too many nor too few Everyone knows his own responsibilities and appreciates **Errors** Everyone can correct his errors by himself Aspects to study more in detail









15. Contents of work To be discussed Who can do what concretely and when? Work interest: interesting and diversified Preparation tasks, quality control, final improvement, maintenance... Qualifications Everyone's work corresponds to his function and his professional skills It makes it possible to use and develop these capacities Information and training Of everyone (young, temporary and older workers) Specific to everyone's work About the procedures, the risks and the prevention methods When taking on the job and periodically thereafter The emotional load: not too heavy Pains, death, dementia... Errors Aspects to study more in details: (1)

To be discussed	Who can do what concretely and when?
Work schedules and work program Received sufficiently in advance Allow everyone to organize his working day as he wants (Nurses, doctors, patients) Flexible within given margins Work rate: not excessive Work delays can be reduced rapidly Group autonomy: the group organizes himself concerning The work schedules and holidays The work distribution, breaks, rotations The overtime The peak and drop periods of work (short-time working) Additional and last minute work Work interruptions: Few unexpected events Breaks Frequent and short Organized taking into consideration the workload, the postures hardness, the repetitive constraints, and the mental fatigue.	
Aspects to study more in details:	(6
Aspects to study more in details:	









17. Work relationships between workers and with the hierarchy Who can do what in practice and when? To be discussed Communications during work Always possible, on matter related or unrelated to the work The work and spaces organization allows to see each other **Allocation of work:** impartial within the group Everyone knows exactly his work and his role Mutual assistance between workers for work problems Consultation about the work : regular Between the workers, the departments and the hierarchy To define, plan and allocate the work To solve the problems The hierarchy: known, appreciated and respected Relations with the hierarchy Harmony, confidence, cooperation and good social climate No strained relations, no conflicts of interest... Support in case of work or personal difficulties Delegations... Workers suggestions and remarks Encouraged, heard and taken into account The problems are reported **Appraisals** Everyone knows how his work is evaluated When and how he is monitored Appraisal criteria and consequences are known Everyone is informed about his appraisal results Everyone's work is correctly appreciated Aspects to study more in detail Psychosocial environment

To be discussed Who can do what in practice and when? **Promotions**: possible According to clear and unbiased criteria known and approved On the basis of the evaluations and according to the performances **Discriminations** None according to age, sex, origins or personal characteristics Neither to be hired nor to be promoted **Employment** Stable Confidence in the company integrity and future Substitutions in case of diseases and the use of temporary workers are well managed Correspond to the required capacities and work performed Company council and safety comities: satisfactory **Psychosocial problems** Dissatisfaction, stress, harassment, personal problems... Support facilities and procedures exist and are used Information is given Preventive actions are carried on Living conditions in the company Allow personal and professional development Compatible with private life (family...) All the workers are on the whole satisfied Aspects to study more in detail









1. Synthesis

Report here the general appreciations of the headings, by colouring the box in green general yellow general general general appreciations of the headings,

Work situation:					
Premises and working areas	0	(:)	8		
2. Work organization	0	<u> </u>	8		
3. Work accidents	0	(1)	8		
4. Electricity, fire and explosions	0	(1)	(3)		
5. Controls and signals	0	(1)	8		
6. Work material, tools, machines	©	☺	8		
7. Work postures	©	☺	8		
8. Efforts and handling operations	☺	(1)	8		
9. Lighting	0	(1)	8		
10. Noise	©	☺	8		
11. Radiations	©	☺	8		
12. Chemical and Biological risks	©	☺	8		
13. Thermal environments	©	☺	8		
14. Autonomy and individual responsibilities	©	☺	8		
15. Work content	0	<u>(1)</u>	(3)		
16. Time constraints					
17. Relationships between workers and with the hierarchy	0	<u> </u>	8		
18. Psychosocial environment					

Inventory of the proposed improvement measures and of the complementary studies to realize

N°	° Who? Does what and how?	t and how?	Cost	When?			
IN		Does wii	DOCS WIIA	at and now:	COSt	Projected	Realized