

Online Self-Inspection Tools for Employers and Employees, the Netherlands

Title of the policy or measure (in English)	Online Self-Inspection Tools for Employers and Employees
• Country	The Netherlands
• Sectors	All
• What groups are targeted by the measure	<ul style="list-style-type: none"> - Employers working in all sectors (directly targeted) - Employees working in all sectors (directly targeted)
• Purpose of measure	Changing attitudes: awareness raising
• Short sentence summarising the measure	The Dutch Government developed several Online Self-Inspection Tools to enable users to ensure that the organisations they manage, or they are employed in, are adhering to current employment legislation.
Background	
• Background context driving the implementation of the measure	<p>Since 2011, the Dutch Labour Inspectorate (Inspectie SZW) under the auspices of the Ministry of Social Affairs and Employment (Ministerie van Sociale Zaken en Werkgelegenheid) has provided Online Self-Inspection Tools to businesses. The Online Self-Inspection Tools are available at: https://www.zelfinspectie.nl/ and some tools have been specifically developed for higher risk industries such as temporary employment agencies and cleaning companies (www.checklistschoonmaak.nl and www.checklistuitzendbureaus.nl).</p> <p>The Online Self-Inspection Tools have been developed to enable companies;</p> <ul style="list-style-type: none"> - to determine whether they are meeting the terms of current employment legislation concerning working conditions; - to determine what other steps they need to take to ensure they are adhering to the legislation; - to check their knowledge and awareness of all the risks in their company and implement appropriate measures to mitigate the risks. For example, the Prevent Accidents Self-Inspection Tool enables users from the three sectors where most accidents occur (transport, construction and metal working) to answer questions which guide users through a risk analysis of the workplace, and suggests appropriate measures which can help company to reduce the risk of accidents.
• When was the measure implemented? (including start date and end date/ongoing)	2011 - ongoing
• Names(s) of authorities/bodies/organisations involved	Dutch Labour Inspectorate – Ministry of Social Affairs and Employment
• Scope of the measure (a pilot project, nationwide, regional wide)	Nationwide
	Tool

<ul style="list-style-type: none"> Type of (policy) measure Key objectives of the measure 	<p>General objectives:</p> <ul style="list-style-type: none"> To enable companies and employees to check that they are compliant with all employment-related legislation in the Netherlands. To stimulate employers to implement the correct measures to mitigate any risks.
<p>Specific measure</p>	
<ul style="list-style-type: none"> Description of how the measure operates in practice 	<p>There are six Online Self-Inspection Tools which are available on the Ministry of Social Affairs and Employment’s website. Employers respond to a series of questions, following the completion of which they receive a summary of results showing whether they have implemented the correct measures to mitigate the risks. The website is accessible at https://www.zelfinspectie.nl/</p> <p>The six Online Self-Inspection Tools available include the following:</p> <ul style="list-style-type: none"> Health and safety in order (Arbo in Orde): enables employers to check if they are aware of the potential risks in their organisation and take the correct measures to mitigate them. The tools cover, for example, risk inventory and evaluation (RI&E) and a plan of action (PvA), or the provision of health and safety training to employees. Hazardous Substances (Gevaarlijke stoffen): enables employers to record the substances they use and assess the risks that are associated with them. Decent Work (Eerlijk werk): enables employers to ensure they are employing their staff in an honest work environment - for example, adhering to working hours legislation and minimum wage legislation. Prevent Accidents (Voorkom ongevallen): enables employers to assess whether the work environment is safe. This tool is intended for companies in the construction, metal and transport & logistics sectors and users are asked questions focused on the corresponding sector. Transport and Logistics (Transport en logistiek): enables employers to check if the company is working safely and healthily. The tool covers areas such as the provision of information and training to employees, the maintenance and control of equipment and the degree of compliance with agreements and rules surrounding the sector. Work Pressure and Undesirable Behaviour (Werkdruk en ongewenst gedrag): enables employers to assess whether employees are subject to too much work pressure, bullying, labour discrimination, aggression and violence by third parties, and sexual harassment¹. <p>In addition, two other specific tools were developed for cleaning companies and their staff and temporary employment agency companies and their staff, which are available on separate stand-alone webpages.</p> <p>Results of the Online Self-Inspection Tools used by employers are confidential, and results cannot be accessed by the Dutch Labour Inspectorate.</p> <p>An evaluation undertaken in 2017 of the use of the Online Self-Inspection Tools indicated that companies who expressed a need for these types of tools wanted to be able to explore the type of risks present and the ways to deal with them.</p> <p>The Dutch Labour Inspectorate, in collaboration with trade unions, has developed an “app” (application) for employees. The app enables employees to check whether measures taken are sufficient to prevent or limit exposure in</p>

	relation to hazardous substances. The Inspectorate states that it is a useful supplement to the existing self-inspection tools for hazardous substances ⁱⁱ .
<ul style="list-style-type: none"> What resources and other relevant organisational aspects are involved? 	<ul style="list-style-type: none"> For each Online Self-Inspection Tool developed, a steering group was set up, including legislation specialists, inspectors, communication professionals and a communications agency. The cost to develop a single tool is approximately EUR 40 000. The annual maintenance cost for all Online Self-Inspection Tools is around EUR 15 000. To increase the awareness of the tools the Dutch Labour Inspectorate spends approximately EUR 30 000 on promotion each year. This includes promotion on LinkedIn, Google AdWords, Facebook and Twitter. The Dutch Labour Inspectorate outsources the promotion activities to media/promotion agencies. They also ask trade unions/employer representative groups to inform their members of the Online Self-Inspection Tools through their own websites or newsletters.
<ul style="list-style-type: none"> What are the source(s) of funding? 	The Dutch Labour Inspectorate have invested in the available tools as well as in awareness activities about the tools.
Evaluation and outcome	
<ul style="list-style-type: none"> Has the measure achieved its objectives? 	<p>The Online Self-Inspection Tools have prompted some companies to make changes to ensure they meet current legislative requirements. The 2017 evaluation commissioned by Dutch Labour Inspectorate found that:</p> <ul style="list-style-type: none"> Users who access the Online Self-Inspection Tools do so more than twice a year. When a self-inspection/assessment exercise is completed using an Online Self-Inspection Tool it is regularly followed up by an action/measure. The Work Pressure and Undesirable Behaviour online tool elicits the most organisational change. <p>Feedback from users as part of the evaluation also included the following findings:</p> <ul style="list-style-type: none"> The advice offered by the Online Self-Inspection Tools is good but the time taken to complete the tool is long,ⁱⁱⁱ Implementation of the recommendations can be costly, time-consuming and require a lot of capacity so it might not always be feasible or realistic for the organisation. <p>The evaluation found that due to difficulties with lack of time, lack of resources or logistical challenges that may arise in implementing the self-inspection recommendations, working conditions may not improve significantly for some businesses^{iv}.</p>
<ul style="list-style-type: none"> Assessment method (including indicators used to measure its impact), and the outputs and outcomes achieved 	<p>Access figures for 2017 to the various online tools were as follows.^v</p> <ul style="list-style-type: none"> Hazardous substances – 13 889 Decent Work - 5 209 Arbo op orde – 8 398 Prevent Accidents – 908 Transport and Logistics - 1 599 Work pressure and undesirable behaviour – 24 646 Checklist for Employment Agencies - 17 510 (from July 2017) Checklist for Cleaning Companies - 8 361 <p>The 2017 evaluation of the Online Self-Inspection Tools included seven key sectors including metal, cleaning, care, retail trade, chemistry, plastic and rubber, catering, and education. It found that:</p>

	<ul style="list-style-type: none"> - About 24 % of the companies evaluated were aware of the Online Self-Inspection Tools - awareness was highest in the education sector and in the chemicals, plastics and rubber sectors. - Different sectors tend to utilise different online tools; for example, the Online Self-Inspection Tool on Work Pressure and Undesirable Behaviour is most commonly used in the education sector, whereas the Arbo in Orde tool and Hazardous Substances tool are most commonly used within the metal sector^{vi}. - Only one third of respondents in the evaluation stated that they were aware of the Online Self-Inspection Tools and have accessed the tools online. The cleaning and retail trade sector hardly accessed any of the tools^{vii}.
<ul style="list-style-type: none"> • What are lessons learnt and the key conditions for success? 	<p>The key success factors and lessons learnt include the following:</p> <ul style="list-style-type: none"> - Involve stakeholders, specialists, employers, trade unions during the development of the Online Self-Inspection Tools. - Awareness-raising campaigns are an important accompaniment to the introduction of a new tool. Campaigns targeted employers mainly so that they were informed and better prepared to use the new tool. - Working with trade unions associated with the target sectors is important for raising awareness of the Online Self-Inspection Tools. - It is important to keep the tools simple, especially as the legislation they are trying to reflect can be complex. Online Self-Inspection Tools help to make legislation more accessible. If the tools are too complex, employers will not use them.
<ul style="list-style-type: none"> • Level of transferability (e.g. other countries/groups/sectors) 	<p>The Dutch Labour Inspectorate stated that other countries would be welcome to copy the interface/design of the tools, but would need to create their own content, based on their own legislation. Ensuring that a realistic budget is available to develop and promote the tools is important and crucial to the success of the tools. Early engagement of stakeholders, specialists, employers and relevant trade unions is important to ensure that the tools are relevant to their target group – but also to ensure that ongoing promotion is effective.</p>
Additional information	
<ul style="list-style-type: none"> • Contacts 	<p>Annette Dijkstra, Head of Communications Dutch Labour Inspectorate Email address: adjkstra@inspectieszw.nl Telephone: +31615035383</p>
<ul style="list-style-type: none"> • Useful sources and resources 	<p>The online self-inspection tools are available at: https://www.zelfinspectie.nl/, www.checklistschoonmaak.nl and www.checklistuitzendbureaus.nl</p>
<ul style="list-style-type: none"> • Metadata and key words for online search 	<p>The Netherlands; self-inspection tools; Dutch Labour Inspectorate; Inspectie SZW; online tool; employment legislation; working conditions; awareness raising</p>

ⁱ Inspectie SZW (no date), 'Avoid working pressure and undesirable behaviour'. Available at: <https://werkdrukenongewenstgedrag.zelfinspectie.nl/>

ⁱⁱ Inspectie SZW (2017), 'Annual Report 2017 (abbreviated English Version)'. Available at: file: <https://www.inspectorieszw.nl/latest/news/2018/05/31/annual-report-2017-summary>

ⁱⁱⁱ Ministerie van Sociale Zaken en Werkgelegenheid (2017), 'Effectmeting Zelfinspectietools'. Internal Document

^{iv} Ibid.

^v Inspectie SZW (2017), 'Annual Report 2017 (abbreviated English Version)'. Available at: file:///C:/Users/29646/Downloads/Inspectorate-SZW-Annual-Report-2017%20(1).pdf

^{vi} Ministerie van Sociale Zaken en Werkgelegenheid (2017). *'Effectmeting Zelfinspectietools'* . Internal Document
^{vii} **ibid.**