

Zelfinspectie.nl: checklists for employers

The Netherlands

GENERAL INFORMATION	
Name of the organisation	Netherlands Labour Authority
Type of organisation	Labour Inspectorate
Address	Parnassusplein 5, Den Haag, the Netherlands
Web page	https://www.zelfinspectie.nl/
Contact person	Name and surname: Koen van der Voorn Job position: Communications Advisor E-mail: kvdvoorn@nlarbeidsinspectie.nl
Member State	Netherlands
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	Zelfinspectie.nl: checklists for employers
Topic of the good practice	Other
Geographical focus	Nation-wide
Duration	01/2012 - Ongoing
Summary of the good practice	<p>The Netherlands Labour Authority has created digital checklists on www.zelfinspectie.nl to support employers in being compliant with the law and make legislation accessible to them.</p> <p>Employers answer a questionnaire on the website, which covers five topics: Decent work, Health & safety at work, Hazardous substances, Psychosocial workload and Accident Investigation. Some examples of questions are as follows: 'Do you involve the company doctor in your working conditions policy?', 'Does your organisation have a risk inventory and evaluation with attention to all sources of work pressure?', 'Have employees in your organisation been confronted with aggression and violence by third</p>

	<p>parties in recent years?', 'Do your employees receive a payslip?'.</p> <p>Based on the responses to the questionnaire, the employers receive an action checklist, highlighting areas that need improvement to meet legal requirements.</p>
OBJECTIVES AND ACTIVITIES	
Background/context	<ul style="list-style-type: none"> ▶ In 2011, the Netherlands Labour Authority discovered that numerous employers were not compliant with the law due to a lack of information. ▶ Therefore, in 2011-2012 they launched the checklists for employers. The aim was to assist the employers aiming for compliance and to make legislation accessible to them. The focus was especially on small and medium-sized companies who are willing but not able to abide the law. ▶ The Netherlands Labour Authority, in collaboration with a communication agency, developed the checklists for employers' website. The focus was to produce a user-friendly and accessible site. ▶ Currently, the checklists are being promoted in various sectors, but with a focus on the construction sector for being a sector with several risks. The communication strategies for each sector differ, although the tool remains the same for all sectors.
Objectives	<p>General objective:</p> <ul style="list-style-type: none"> ▶ To contribute to employers' compliance with the law. <p>Specific objectives:</p> <ul style="list-style-type: none"> ▶ To make legislation accessible to employers; ▶ To enable employers to assess whether they are complying with the laws and regulations for fair, healthy and safe work; ▶ To determine the steps to be taken to ensure compliance with the legislation.

<p>Main activities</p>	<ul style="list-style-type: none"> ▶ The digital checklists are available on www.zelfinspectie.nl/. ▶ Each checklist consists of several questions that the employer can answer with ‘yes’, ‘no’, or ‘check later’. The checklist can be stopped at any time and completed later. ▶ Based on their responses, the employers receive an overview of the points for improvement, which can be downloaded as a PDF. ▶ The data remains confidential, and the answers are not accessible to the Netherlands Labour Authority or any other organisation. ▶ The website is user-friendly and accessible, with a clear, responsive and consistent design, intuitive navigation, engaging visuals and minimised user input. ▶ The checklists for employers are promoted through several channels, including LinkedIn ads for employers, sending letters to companies, creating sector-specific content on social media or advertising at the Netherlands Labour Authority events. ▶ The Netherlands Labour Authority also collaborates with employers’ organisations to advertise the checklists for employers on their websites. ▶ Moreover, when new companies start their registration at the Chamber of Commerce, the Netherlands Labour Authority informs them about the checklists for employers.
<p>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</p> <p>(if yes, is it possible to provide the year and the title of good practice or</p>	<p>No</p>

<p>a link of the good practice in ELA Virtual library)</p>	
<p>Funding/organisational resources</p>	<ul style="list-style-type: none"> ▶ In 2011-2012, when the website was launched, the Netherlands Labour Authority used funding to work with legal specialists to launch a site that was understandable. Besides, an external Communication agency was in charge of the website. ▶ In 2020, the Netherlands Labour Authority revamped the website to allow their own webmaster to make updates, instead of an external provider. Currently, they can make changes to the website using their internal webmaster operating a CMS. This has reduced the amount of funding needed and has made the tool more cost-effective. ▶ The current team consists of two members who oversee the website and coordinate the communication campaigns. Only when changes are needed, they engage with legal experts. Funding for staff and sponsored campaigns is derived from the Netherlands Labour Authority's communication budget.
<p>PARTICIPATION</p>	
<p>Stakeholders involved</p>	<p>Netherlands Labour Authority, employers, employers' organisations</p>
<p>Target groups</p>	<ul style="list-style-type: none"> ▶ Employers who are willing to comply with the law but might not be fully aware or equipped to meet all the legal requirements. ▶ The checklists are promoted in various sectors, but there is a focus on the construction sector, as this sector has several risks regarding decent work, health & safety at work and working with hazardous substances.
<p>Final beneficiaries</p>	<ul style="list-style-type: none"> ▶ Employees. By helping employers improve their compliance with labour laws and regulations, the checklists aim to create a safer, fairer, and healthier work environment for the employees.

GOOD PRACTICE CRITERIA	
<p>Achievements/ Results and outcomes (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility)</p>	<ul style="list-style-type: none"> ▶ The Netherlands Labour Authority conducts effect studies every four years to rate the checklists for employers. These effect studies are conducted by a research agency. The results have improved throughout the years. ▶ Based on the latest results in 2021, 55 000 people visited the website on www.zelfinspectie.nl. ▶ The checklists for employers are rated well on average with a 7.1. The highest rating is for the tool 'Healthy and safe at work.' ▶ Moreover, 25 % of small and medium-sized companies are familiar with them. This percentage is similar to the previous measurement in 2017, when around 24 % of the companies indicated that they were familiar with the checklists. ▶ After using the checklists, 50 % of the employers take action in their workplace. For this reason, the Netherlands Labour Authority has kept persistently communicating the tools, as the evidence says that once the users try the tool, they take action.
<p>Recognition (has this good practice been recognised on regional, national or EU level)</p>	<ul style="list-style-type: none"> ▶ The checklists for employers have been recognised by other National Inspectorates and the Dutch Tax and Customs Administration. They have shown interest in the tool and have mentioned that they would like to develop a similar one. ▶ The checklists for employers on www.zelfinspectie.nl have also been very well received from employer organisations and employers.
<p>Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)</p>	<ul style="list-style-type: none"> ▶ The practice is currently highly cost-effective. While significant resources were initially invested in developing the tool, the current primary budget allocation is directed towards its promotion.
<p>Transferability (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector)</p>	<p>The following points outline how the experience from this practice could be transferred to other contexts:</p>

<p>need to have or put in place for this measure to be successful in their country/group/sector)</p>	<ul style="list-style-type: none"> ▶ Ensuring that a realistic budget is available, especially at the beginning, to develop and promote the tool. ▶ Engaging early with stakeholders, specialists, employers and relevant trade unions, to ensure that the practice is relevant to the target group. ▶ Being able to manage the tool internally instead of relying on external providers. This ensures greater control and reduces the expenses. ▶ Seeing the tool as a long-term investment and persisting on communication campaigns. ▶ Keeping the tool simple and using a responsive web design, as the legislation can already be complex.
<p>Sustainability (how the practice is sustainable from a social, financial or environmental perspective)</p>	<ul style="list-style-type: none"> ▶ The checklists for employers are highly sustainable. The budget is allocated mainly to promotion. Most of the promotion is digital, which eliminates paper costs. Moreover, consistent legislation minimises the need for frequent updates on the website.
<p>Innovativeness (innovative features of the good practice)</p>	<ul style="list-style-type: none"> ▶ The practice is innovative due to its digital approach, empowering employers with self-assessment checklists, and providing action lists for compliance improvement. It also promotes a preventive and user-friendly approach to employers in need of guidance.
<p>Digitalisation (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<ul style="list-style-type: none"> ▶ By offering digital checklists, the Netherlands Labour Authority embraces modern technology to engage employers and streamline the self-inspection process. This approach allows for more efficient analysis and reporting compared to traditional paper-based methods.