Tööinspektsioon

2010

ANNUAL REPORT OF WORK ENVIRONMENT

April 2011

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**"With supervision and notification of the public
we help improve the quality of life"**

Work environment in 2010

Supervision of occupational health and safety activities in 2010 as a whole was continuously influenced by the economic recession that deepened in 2009 and by the decreasing number of enterprises and employed people resulting from it.

Employed aged 15-74

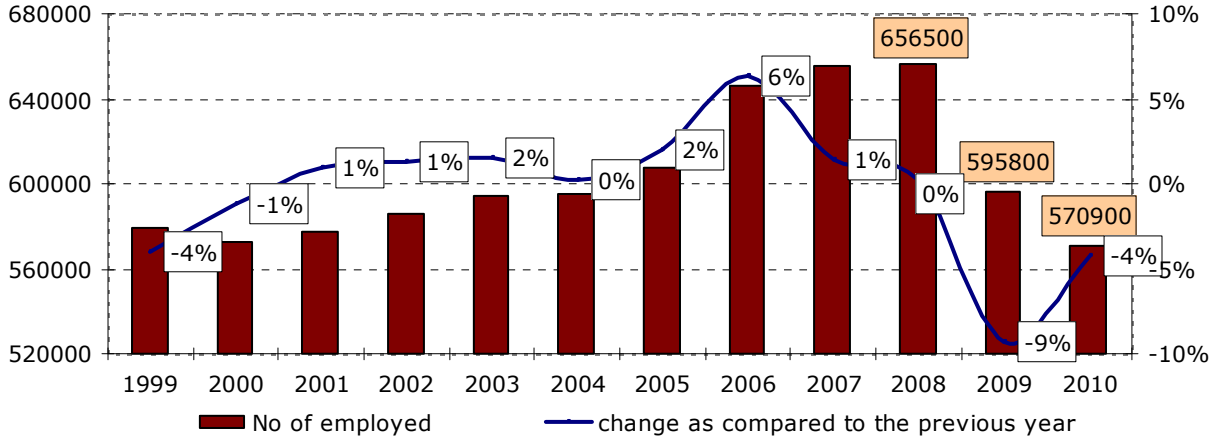
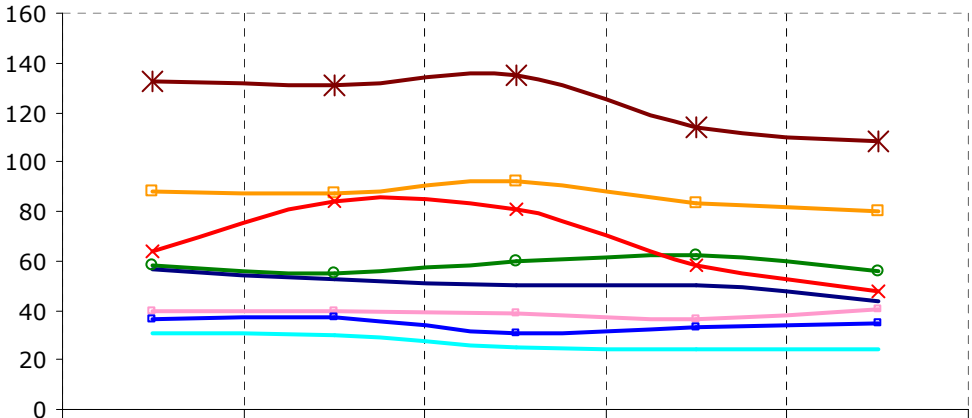


Figure 1

Reduction of jobs is also confirmed by the data of the Statistical Office, on the basis of which the number of employed persons aged 15-74 fell by nearly 4% compared to 2009, i.e by ~25 000 employees. The largest decline in the number of employed persons was again in the construction sector (-18%). The number of employees has significantly dropped in such branches of processing industry as manufacture of electrical equipment, chemicals and chemical products, food products and beverages. From other sectors it affected education, financial and insurance sector.

No of employed in larger fields of activity



	2006	2007	2008	2009	2010
Manufacturing	132,9	131,2	135	113,8	108,4
Trade	88,1	86,9	92,5	83,2	80
Education	58,5	55	59,9	62,5	56,1
Construction	63,6	84,1	81	58,3	47,9
Transport, storage	56,5	52,9	49,9	49,7	43,6
Public administration, national defence	39,8	39,2	38,4	36,7	40,4
Health care	36,4	37,2	31,1	33	34,6
Agriculture	31,1	30,3	25,3	24	24,1

Figure 2

Despite the negative trend in the number of employed persons during the last years, a slight increase in the number of employed persons was however noticeable in the second half of 2010 in major economic fields of activity.

No of employed in larger fields of activity by quarters

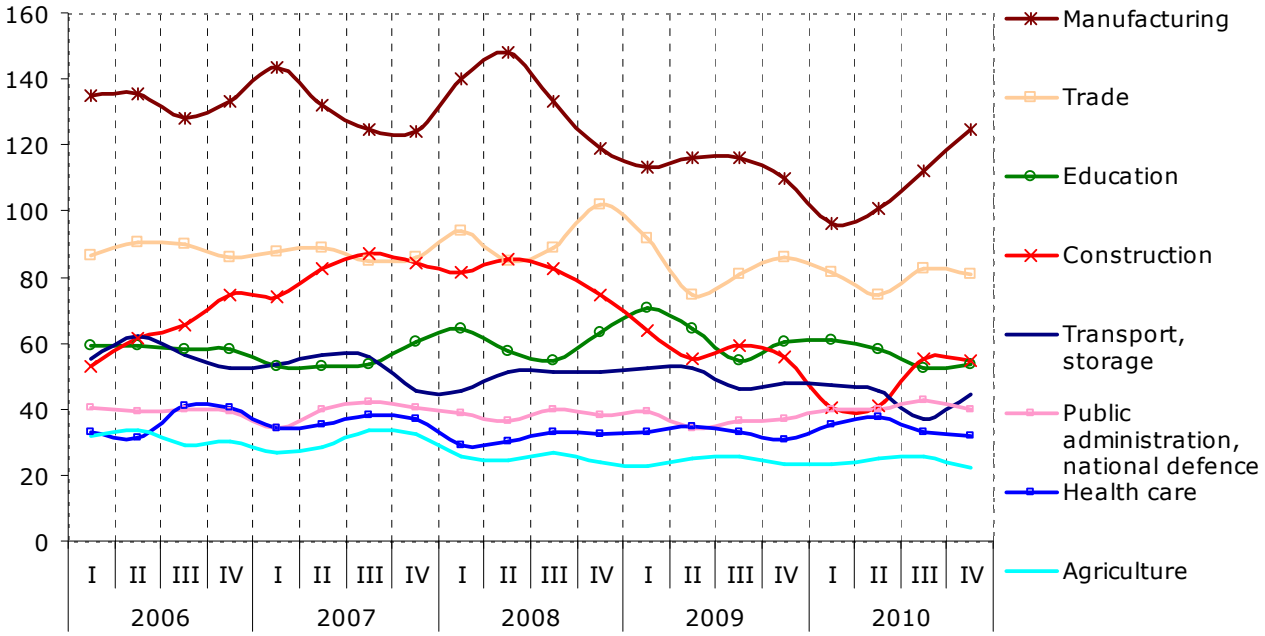


Figure 3

The number of accidents at work, one indicator of work environment, has somewhat increased (9,3%) in absolute numbers as compared to 2009 i.e. by about 300 accidents at work. Also the ratio of accidents at work per 100 000 employees has increased 14% i.e. by 563 accidents at work (in 2009 – 491). However, compared to previous years the number of accidents at work has not increased to the level of the years before the economic recession.

The number of serious accidents at work increased about 20% i.e. by 118 accidents during the year. In 2010 there were 17 fatal accidents at work (in 2009 - 19).
The causes of accidents at work may be based on such an economic situation, where due to reduction of the number of employees the intensity of work has increased again and due to recruitment of new employees with limited work experience or who have not been sufficiently familiarized with safety measures.

The number of labour disputes has dropped 40% compared to that in 2009 (in 2009 - 6371 applications, in 2010 - 3803 applications), the number of applications has decreased to the level of the years before the economic recession in 2008.
The most frequent claims submitted to labour dispute committees were as follows:

- Claims on contestation of cancellation of employment contract;
- Claims on unpaid wages;
- Claims on collectable sums related to termination of employment contract;
- Claims on unpaid holiday pay.

Based on the objective of the Labour Inspectorate to ensure more efficient and effective supervision, somewhat more infringements have been identified during inspection visits than in previous years. To ensure elimination of infringements, employers have issued more cautions of penalty payments at identification of infringements, suspension of work and prohibition of the use of dangerous work equipment. Supervision of enterprises has become more effective and violations are eliminated mostly without sanctions, but inspectors are of the opinion that as compared to previous years there are to some extent more such enterprises that have failed to comply with occupational health and safety requirements.

In the frames of communication activity information days on work environment and labour relations were carried out in 2010 all over Estonia and training of work environment specialists and representatives of SME was commenced. The electronic newsletter of the Labour

Inspectorate was delivered to 1562 subscribers by the end of 2010. Information on labour relations and work environment is regularly published in local press and city websites. Information on best practices is available on the website of the Labour Inspectorate.

Occupational Health and Safety

Inspection of occupational health and safety

During inspection visits of occupational health and safety 3718 enterprises were visited in all in 2010, covering 24% of enterprises with more than 5 employees in Estonia.

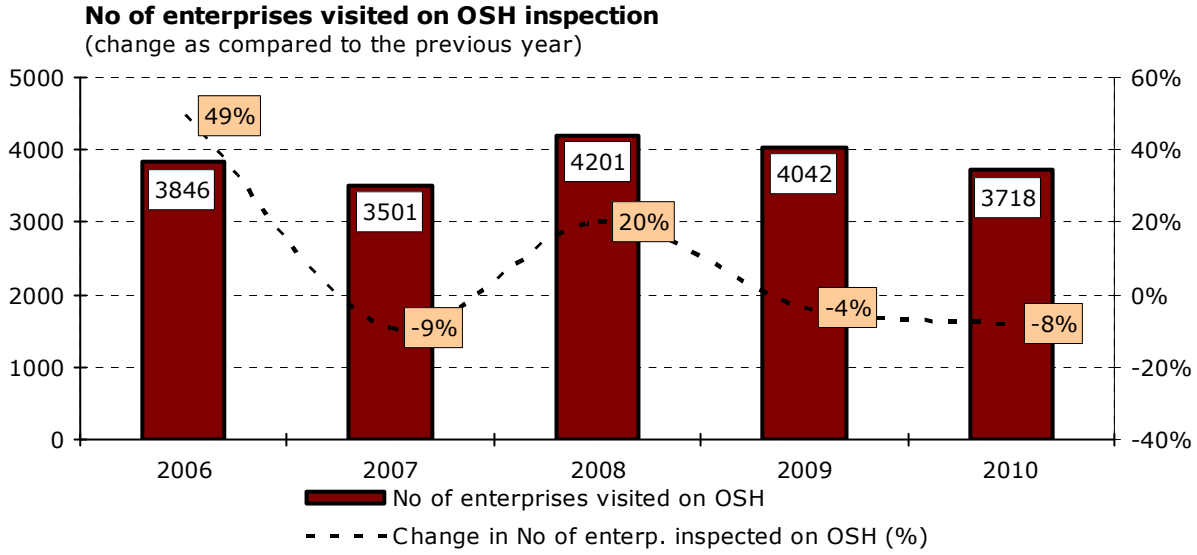


Figure 4

As compared to 2009, the number of enterprises, visited with the aim of inspection of work environment, has somewhat decreased, but in the light of results, inspection visits have become more comprehensive. In addition to work environment inspection, also 1338 target inspections were conducted, the aim of which was to find out the more problematic fields of activity in the work environment and make employees and employers aware of them.

In 2010 the topics of national target inspections were:

- Target inspection of metalworking;
- Target inspection on the use of dangerous chemicals (in the frames of the campaign organised by the European Senior Labour Inspectors`Committee)

The topics of target inspections of local inspectorates were:

In the work area of the North Estonian Inspectorate:

- Instruction and training of workers at work places;
- Noise;
- Stress.

In the work area of the South Estonian Inspectorate:

- Conditions of work at entertainment institutions;
- Dangers in heat production and supply;
- Conditions of work in car repair shops;

In the work area of the East Estonian Inspectorate:

- Use of danger signs and PPE in enterprises;
- Indoor climate of kitchens, work equipment and manual handling of loads in kitchens;

In the work area of the West Estonian Inspectorate:

- Use of PPE in construction;
- Target inspection of work places.

Conclusions of target inspection results can be found in the Annex to the Annual Report.

Inspections of new buildings were performed 220 times and market control of PPE was conducted at 55 enterprises. Based on complaints enterprises were visited in 77 cases (in 2009 – 95 cases), due to cases of occupational diseases or investigation of accidents at work 359 times in all.

Inspection results of work environment

Enterprises with such fields of activity where workers had the highest risk of health damage were more focused on. Assessment of risk levels of fields of activity, based on calculation of the total number of each field of activity and the number of accidents at work, occupational and work-related diseases, was taken for the basis for planning inspection activities.

Work environment inspections were performed at **2208 i.e. 14% of enterprises** with more than 5 employees[1] (in 2009 – 2421 i.e. 13%).
In 2010 enterprises of the following fields of activities were inspected most:

- construction (25% of the enterprises of the field of activity);
- wholesale and retail trade (8%);
- transport and storage (21%);
- metal industry (24%);
- agriculture and hunting (34%).
- wood industry (28%);
- accommodation and catering (14%);

No of enterprises in the field of activity covered by work environment inspection

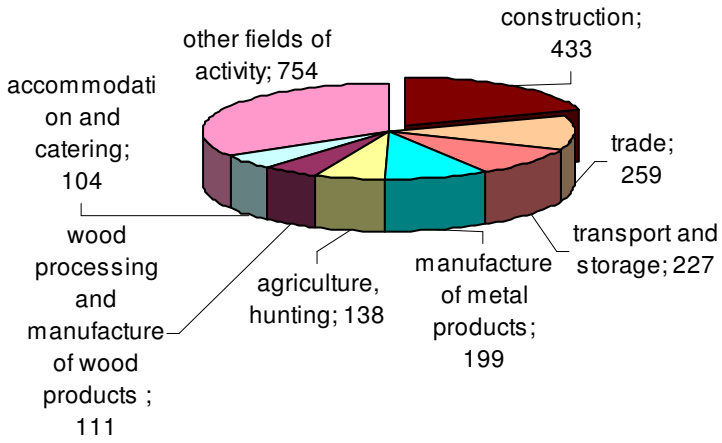


Figure 5

Assessments given on risk factors of work environment at enterprises and employer`s activity

Considering all factors in general, inspectors assessed work environment as:

	In 2008	in 2009	in 2010
good	34%	39%	53%
rather good	48%	43%	26%

Thus, in **79%** of enterprises positive assessment was given to management of risk factors and work environment activities (in 2009 and 2008 – 82%). Although the percentage of such enterprises where the work environment in general was assessed as good has decreased, the number of enterprises where work environment activity was assessed as good in the course of initial inspection has increased.

[1] No of enterprises with more than 5 workers (15 193) based on the information system of the Labour Inspectorate (ITI)

	In 2008	in 2009	in 2010
Rather bad	13%	12%	13%
Bad	5%	6%	8%

In the course of **follow-up inspection** risk factors of work environment and work environment activity were assessed as follows:

good	65% (in 2009 - 47%);	rather bad	4% (in 2009 - 4%);
rather good	28% (in 2009 - 48%);	bad	2% (in 2009 – 1%).

To illustrate the comparison between assessments given in 2010 and 2009 all factors and activities, that have been assessed during the initial inspection are shown in the table below (%-s of the figures are given on the basis of enterprises where the risk factor occurred or the activity was required).

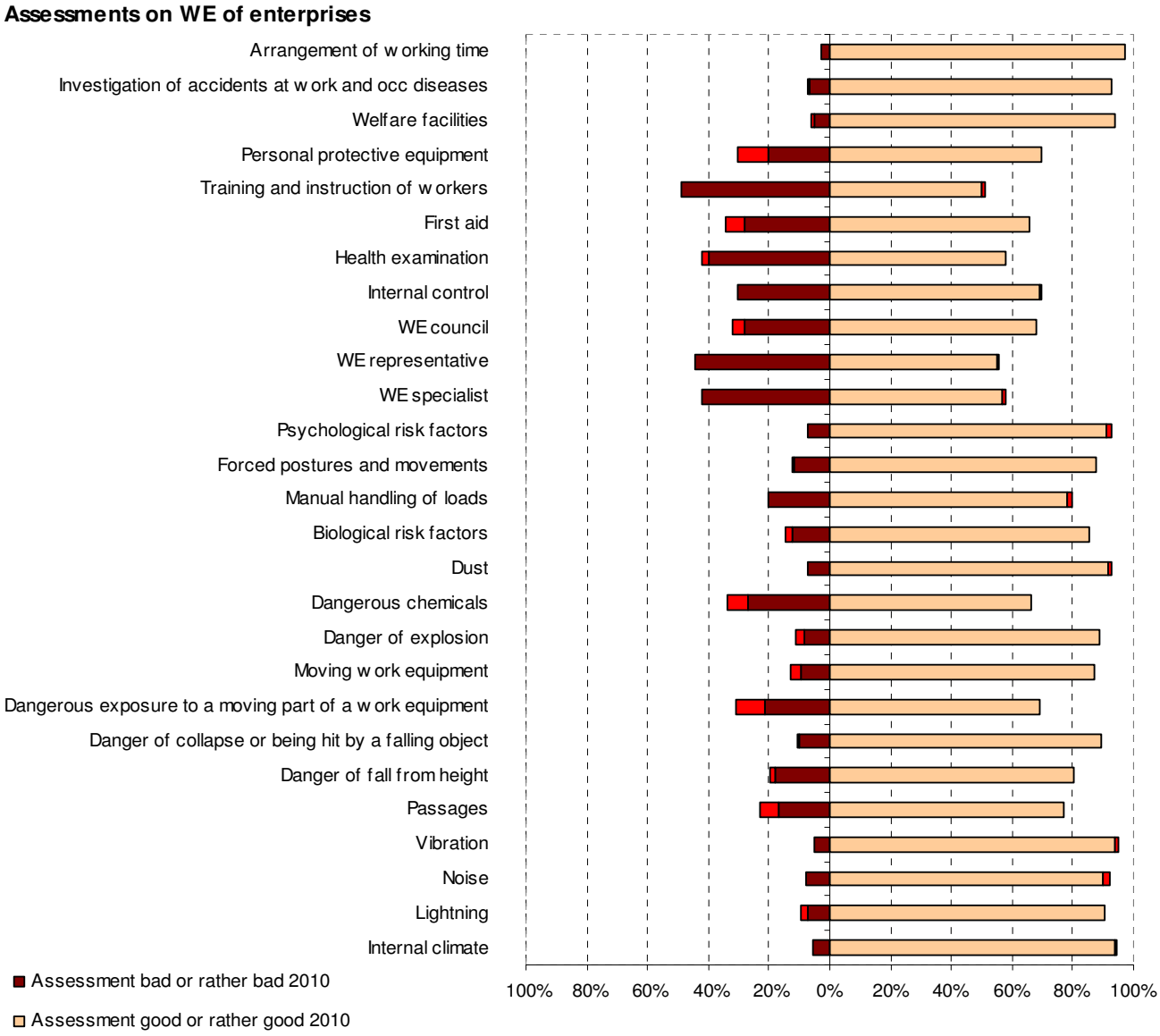


Figure 6

As it can be seen in the Figure, training and instruction of employees was most frequently assessed as bad or rather bad, approximately at half of the enterprises assessed. Similarly to previous years there was still no work environment representative and work environment specialist in nearly half of the enterprises assessed or their activity was not in compliance with requirements. Arrangement of health examination was assessed as bad or rather bad by inspectors (in 42% enterprises), provision of first aid (34%), handling of dangerous chemicals (34%) and management of risks related to exposure to moving parts of work equipment (31% of enterprises).

Due to the large number of accidents at work related to falls and slips, inspectors have paid more attention to paths; therefore assessments of paths are significantly more critical. At about a quarter of assessed enterprises paths were assessed as unsatisfactory. In comparison with previous years assessments on the presence and use of PPE have become worse.

In more than 90% of enterprises arrangement of work time, reduction of the impact of vibration and noise to health, indoor climate, dealing with psychological risk factors, presence of welfare premises and arrangement of investigation of accidents at work and occupational diseases was assessed as **good or rather good**.
As compared to previous years assessments on work environments of enterprises have got better, especially regarding activities to reduce dust, noise and vibration and management of manual handling of loads.

Assessments on risk factors by fields of activity

At enterprises in the field of **agriculture and forestry** paths turned out to be the most problematic factors, the risk of exposure to moving parts of work equipment was not managed and more attention should be paid to manual handling of loads. Such risk factors, specific to agricultural enterprises as vibration, dust, noise and other biological risk factors were mostly managed by enterprises and inspectors did not think they would affect the health of employees.

In wood industry inspectors mostly focused on exposure to moving parts of work equipment, where problems were found in 46% of enterprises (in 2009 - 41%). Work with hazardous chemicals and paths were assessed as bad or rather bad at about one third of enterprises. Positive assessment was predominantly given to activities aiming to reduce noise, dust and vibration at enterprises of wood industry, still efforts should be made to manage risks related to exposure to moving parts of work equipment. More attention has been paid to forced postures and movements.

At enterprises of metal industry attention was most frequently focused on dangerous exposure to moving parts of work equipment, dangerous chemicals and paths, in one third of enterprises these risk factors had not been managed. In most enterprises of metal industry noise level, work with moving parts of work equipment, interior climate and forced postures were assessed as good.

In construction sector most problems found concerned training, instruction of workers and provision of first aid (at about 40% of enterprises). There were problems with the use of PPE at about one fourth of enterprises assessed. Handling of dangerous chemicals and paths were assessed mostly as bad or rather bad. The risk of falling from heights was not managed at 12% of enterprises. Work organisation regarding moving parts of work equipment was not assessed as bad in any enterprise and also the risk to health damage due to noise was managed.

In trade sector most frequent problems found concerned handling of hazardous chemicals and manual handling of loads. During inspection activity attention was focused also on exposure to moving parts of work equipment. Positive assessments were given to indoor climate and reduction of noise at the enterprises of the sector.

In the field of activity of **transport and storage** attention was mostly paid to the possibility of exposure to moving parts of work equipment and to the danger of falls from height, at 24% of enterprises also to prevention of forced postures. Better assessments were given to indoor climate, reduction and prevention of dust and noise. As compared to other fields of activities, existence of work environment specialists and representatives, who would deal with and be responsible for better organisation of work environment, was not paid enough attention to in enterprises of transport and storage. At about 60% of assessed enterprises there was either nobody who dealt with work environment problems or the activity of such a person was not in compliance with requirements (in 2009 at 70% of inspected enterprises). Most frequent problems were related to training and instruction of employees (at 62% of enterprises) and

organisation of health examination (at 53% of enterprises). As compared to 2009 assessments of the situation have worsened.

In accommodation and catering sector most of the problems found were related to manual handling of loads (at 41% of enterprises), at one third of enterprises to handling of hazardous chemicals, paths and biological risk factors.

Risk factors, inspectors had assessed as bad or rather bad, had been described at risk assessments of approximately 11% of enterprises and at about 4% of enterprises also plan of activity for risk management had been drawn up. Here we can conclude that risk assessments had not been sufficiently thoroughly prepared as 89% of risk factors assessed as bad or rather bad had not been reflected in them. The most common risks reflected in risk assessments but not managed concerned paths, moving parts of work equipments, noise, lighting and dangerous chemicals. Vibration, danger of explosion, biological risk factors and psychological risk factors had not been dealt with well enough in risk assessments.

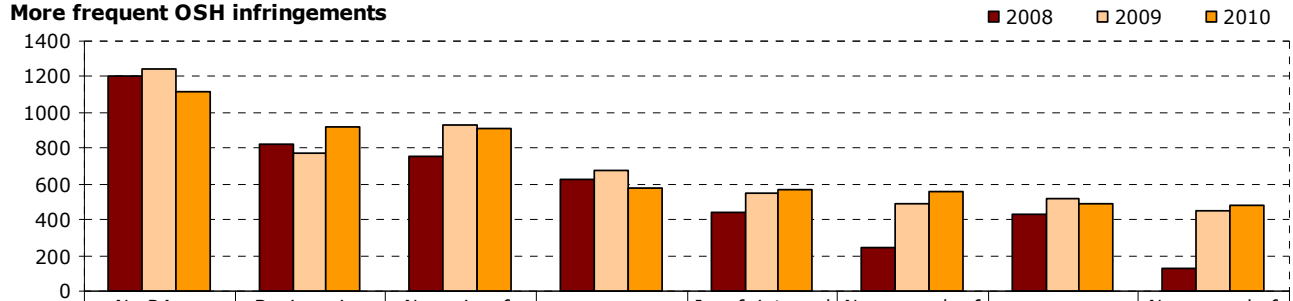
Follow-up inspections were performed at 800 enterprises during the year. The proportion of follow-up inspections constituted 17% of all inspection visits. At about 94% of enterprises work environment was assessed as good or rather good in the course of follow-up inspection visits. Major changes compared to the situation during initial and follow-up inspection of enterprises concern significantly better lighting, paths have been cleaned up; suitable PPE has been taken into use, provision of first aid, etc. Yet, e.g. arrangement of health examination in due time, training of employees posed problems to some enterprises. The latter problems concerned about 14% of enterprises covered by follow-up inspection activity. 10% of enterprises were not able to ensure safe conditions of work concerning moving parts of work equipment, biological risk factors or no arrangements were made there related to manual handling of loads.

On the ground of complaints 77 enterprises were inspected in 2010. Enterprises in construction and trade sectors were visited more frequently on the basis of complaints. Complaints on construction enterprises were mostly submitted by anxious citizens, who had noticed construction workers without personal protective equipment at construction sites (mostly on roofs). In the summer of 2010 there were a lot of complaints on the too high temperature at work places due to the heat wave and in the winter on persons working on the roofs without personal protective equipment due to the abundance of snow there. Assistance has been asked by workers representatives, hoping that with the help of inspectorates enterprises would observe safety requirements.

Infringements of requirements of legal acts were identified in the course of inspection in 15 959 cases (in 2009 - 13 780), 61% of which were formalised in notices (in 2009 – 37%). As compared to the year 2009 the number of non-compliances discovered has increased 16%. 67% of requirements issued by inspectors were timely met.
Infringements of requirements of the **Occupational Health and Safety Act** were identified 5018 times in all. Relative importance of such violations has decreased to some extent as compared to the year 2009, while in 2009 infringements directly resulting from the law constituted 39% of the total number of infringements; in 2010 such infringements were 31%. Based on the Occupational Health and Safety Act the majority of infringements detected concerned the lack of safety instructions on works carried out and work equipment used - 914 or at every fourth enterprise. Risk assessment had not been conducted in every sixth i.e. at 651 enterprises and risk assessment had been conducted, but insufficiently at every eighth enterprise. Work environment representative had not been nominated at every sixth enterprise and internal control of work environment had not been conducted at 567 i.e. every seventh enterprise visited.
Infringements of the requirements of the **"Procedure for training and in-service training regarding occupational health and safety"** were registered in 2128 enterprises i.e. 13% of the infringements. Training and in-service training was not conducted at 916 enterprises i.e. 6% of the infringements.
3462 infringements in all of **occupational health and safety requirements regarding work place and the use of work equipment** were identified i.e. 22% of the total number of infringements (in 2009 - 2837 i.e. 20%). As compared to the year 2009 the number of

detection of such infringements has significantly increased. Most often (at 559 enterprises) devices to ensure safety of work equipment, paths or loading platforms did not comply with safety requirements (at 483 enterprises).

More frequent OSH infringements



	No RA or insufficient	Basic or in-service train.	No or insuf. safety instr.	WE specialist	Insuf. internal control	Non-compl. of work equipm.	Safety repr.	Non-compl of passages
2008	1206	824	756	628	445	246	434	132
2009	1245	775	927	680	544	489	519	448
2010	1116	916	914	581	567	559	489	483

Figure 7

With the aim to eliminate an infringement, work was suspended in 159 cases and the use of work equipment was forbidden in 503 cases (in 2009 the respective figures were 131 and 245). **Most of the cases** took place at construction works. The most common causes were that scaffolding and work platforms were not in line with requirements, also work equipment was not in working order (power cutters, drilling machines, grinding wheels, etc.). Work at heights or earthworks and lifting equipment and lifting with aids have been brought out as a problem.

Warnings of penalty payment for non-observance of requirements were imposed in 944 cases in all, in the amount of 4 682 671 kroons. Penalty payment was enforced in 55 cases in the amount of 251 000 kroons.
As compared to the previous years the number of warnings of penalty payment, also the need for enforcement, has significantly increased. Penalty payment was enforced mostly if the shortcomings regarding dangerous equipment and machinery were not eliminated. Inspectors were also more demanding when they observed deadlines of elimination of infringements.

Misdemeanour matters were heard in 173 cases. Penalties were issued in 151 cases in all in the sum of 328 770 kroons, including in 61 cases for natural persons in the sum of 57 970 kroons and 90 times for legal persons in the sum of 270 800 kroons. Based on the conclusions of investigations of accidents at work and cases of occupational diseaseses fines were imposed to legal persons in 65 cases in the sum of 195 800 kroons and to natural persons in 20 cases in the sum of 17 490 kroons. As compared to the year 2009 the numbers both of misdemeanour cases and penalties imposed have increased to some extent, but the sum of penalties imposed has rather decreased.

Misdemeanour procedures, fines

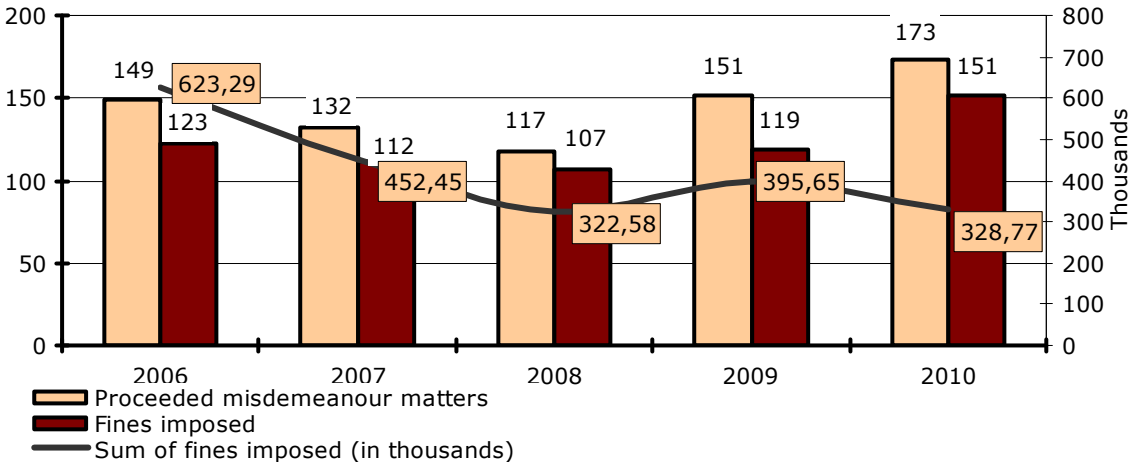


Figure 8

Accidents at work

In 2010 the Labour Inspectorate was notified of 3213 accidents at work (in 2009 – 2939). As compared to 2009 the number of registered accidents at work has increased 9,3% i.e. by 274 cases.

Registered accidents at work 2006-2010
(change compared to previous year)

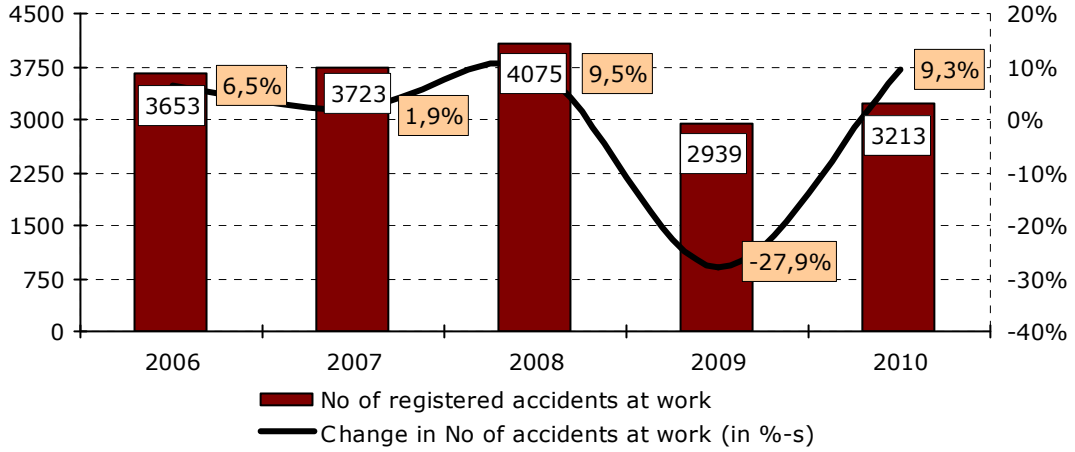


Figure 9

However the National Audit Office highlighted the fact that in Estonia there is no veritable statistics on accidents at work as compared to other EU Member States and compared to weighted data by the Statistical Office of Estonia, based on survey research, we must recognise the fact that in Estonia accidents at work are registered 2,4 times less than can be seen from research surveys. The statistics on accidents at work drawn up by the Labour Inspectorate is based on data officially submitted by employers.

By the level of severity of damage to health, accidents at work with serious damage to health were registered in 715 cases, minor accidents at work 2481 cases and fatal accidents at work in 17 cases in 2010. As compared to the year 2009 the number of serious accidents at work increased approximately 20%, the number of minor accidents at work 6,8% and the number of fatal accidents at work decreased 10,5%. The proportion of serious accidents at work has increased as compared to the previous year 22,3% of the total number of accidents at work (in 2009 - 20,3%).

Registered accidents at work by level of severity 2006-2010

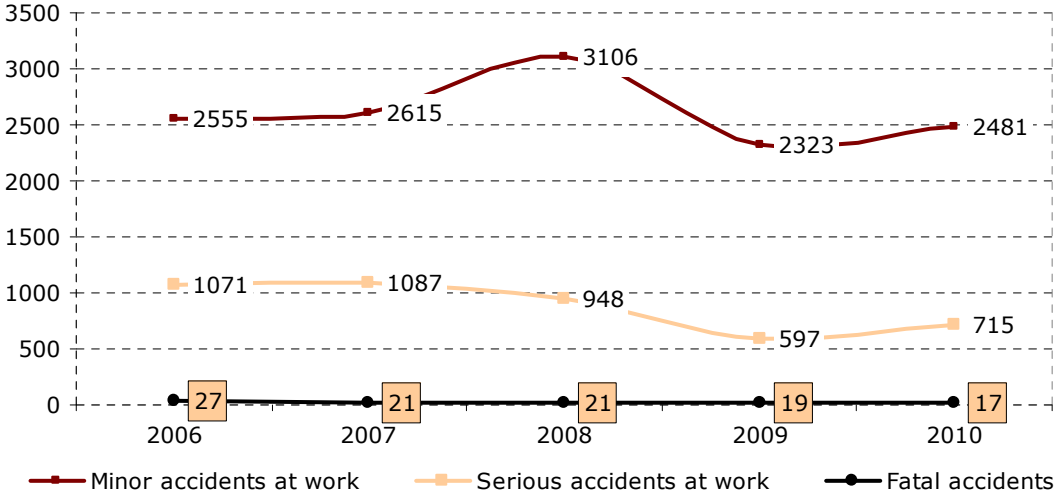


Figure 10

The ratio of accidents at work per 100 000 employees increased 14% during the year. The ratio is related to the number of engaged, aged 15-74 by counties and fields of activities. Based on the data on 2010 the number of employed in Estonia was 570 900 (in 2009 - 595 800). Thus, in 2010 563 accidents at work were registered per 100 000 employees, 435 minor accidents at work, 125 serious accidents at work and 3 fatal accidents at work (in 2009 the respective figures were: 491 – the total number, 390 - minor, 100 - serious and 3 - fatal).
One of the reasons for increase of proportion of accidents at work can be regarded the smaller number of employees at work places and the slightly increased production intensity at the second half of the year that has been tried to achieve with minimum staff. Consequently the existing staff has increased workload and distraction of attention is easier to come and therefore also risk of accidents at work.
Inspectors have found there is an increase in cases in which due to the steadily decreasing number of workers, the remaining staff did not dare to demand the employer to take sufficient occupational health and safety measures or after finding work they were more tolerant to perform duties without paying attention to safety issues. Also bids are submitted at procurements where costs are minimized, including costs to occupational health and safety with the aim to win contracts. The number of people who seek assistance during consultation of lawyers has increased, whose employer had not concluded an employment contract, which in its turn indicates that employers have started to use temporary workforce with insufficient training.

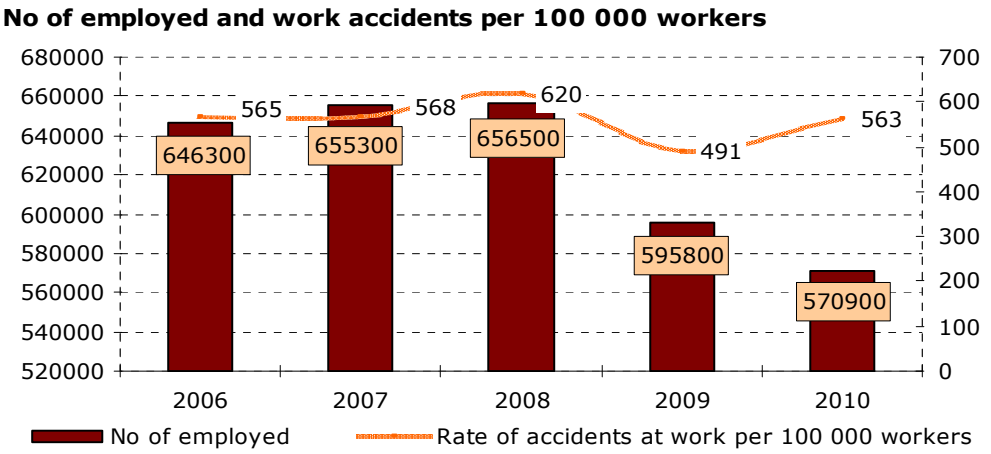


Figure 11

By counties, most accidents at work per 100 000 employees were registered still in Lääne-Viru County. The large number of registered accidents at work in Lääne-Viru County can be explained by notification of accidents at work by doctors and employers at a very good level. The good level of notification of accidents at work is characterised especially by notification of minor accidents at work as it is this type of accidents that is considerably less reported of by other counties.

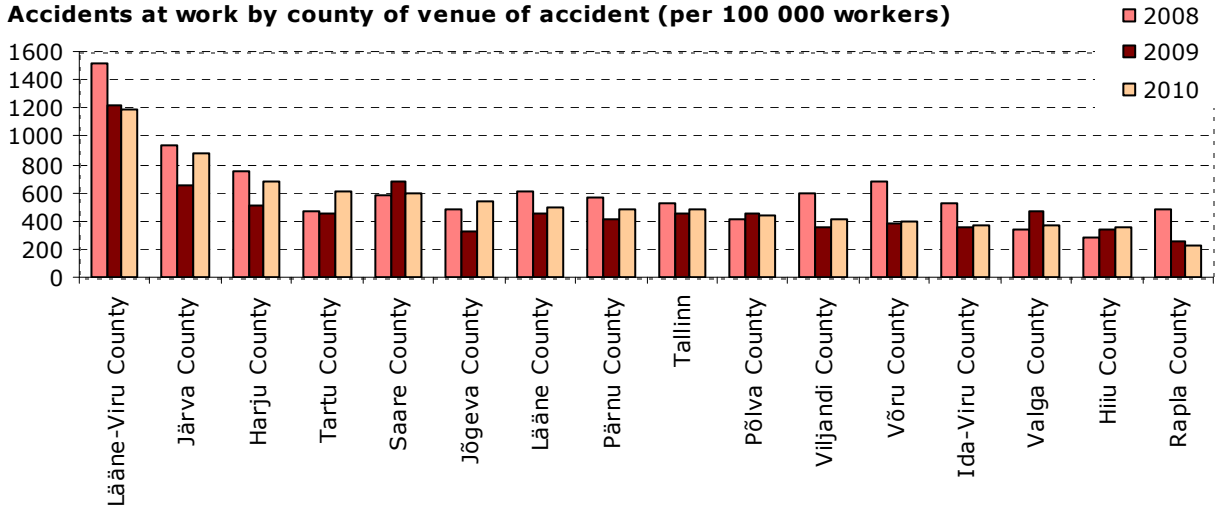


Figure 12

As compared to the year 2009 the number of accidents at work per 100 000 workers has increased in nearly all counties, most in Jõgeva, Järva, Harju and Tartu County. While in 2009 the largest number of accidents at work per 100 000 employees were registered in Lääne-Viru County, Saaremaa and Järva County, then in 2010 in Lääne-Viru County, Järva and Harju County. The proportion of accidents at work per 100 000 workers decreased mostly in Valga, Rapla and Saare County. The change in proportion of accidents at work has been mostly influenced both by decrease in number of workers in the county and the increase of the number of accidents at work. In absolute figures most occupational accidents were registered in Harju and Tartu County, to some extent the number of accidents at work decreased in seven counties.

Table 1. Accidents at work by counties where the accident took place

Accidents at work by counties where the accident took place 2008-2010 (excl. accidents taken place outside Estonia)

	Minor accidents at work			+/- 2009	Serious accidents at work			+/- 2009	Fatal accidents at work			+/- 2009	Accidents at work in all			+/- 2009
County	2008	2009	2010		2008	2009	2010		2008	2009	2010		2008	2009	2010	
Harju	375	233	299	**66**	151	79	104	**25**	1	3	1	**-2**	527	315	404	**89**
Hiiu	11	11	9	**-2**	5	4	5	**1**	0	0	0	**0**	16	15	14	**-1**
Ida-Viru	321	195	173	**-22**	60	39	51	**12**	6	1	3	**2**	387	235	227	**-8**
Jõgeva	53	34	49	**15**	20	11	23	**12**	0	0	1	**1**	73	45	73	**28**
Järva	123	86	72	**-14**	43	23	50	**27**	0	0	3	**3**	166	109	125	**16**
Lääne-Viru	366	268	288	**20**	79	43	39	**-4**	4	1	0	**-1**	449	312	327	**15**
Lääne	69	40	35	**-5**	10	17	19	**2**	0	0	1	**1**	79	57	55	**-2**
Põlva	38	40	32	**-8**	8	9	13	**4**	1	0	0	**0**	47	49	45	**-4**
Pärnu	153	109	114	**5**	88	54	63	**9**	2	0	0	**0**	243	163	177	**14**
Rapla	69	28	19	**-9**	17	12	18	**6**	1	2	0	**-2**	87	42	37	**-5**
Saare	71	81	75	**-6**	17	15	13	**-2**	0	1	1	**0**	88	97	89	**-8**
Tallinn	847	698	719	**21**	288	184	185	**1**	3	3	0	**-3**	1138	885	904	**19**
Tartu	289	258	340	**82**	59	42	33	**-9**	0	0	1	**1**	348	300	374	**74**
Valga	37	47	35	**-12**	11	12	15	**3**	0	0	0	**0**	48	59	50	**-9**
Viljandi	123	72	83	**11**	33	10	15	**5**	0	2	0	**-2**	156	84	98	**14**
Võru	83	50	40	**-10**	12	5	16	**11**	0	0	0	**0**	95	55	56	**1**
Total	**3028**	**2250**	**2382**	**132**	**901**	**559**	**662**	**103**	**18**	**13**	**11**	**-2**	**3947**	**2822**	**3055**	**233**

The number of accidents at work taken place **outside the Republic of Estonia** is growing year by year.

Table 2. Accidents at work by countries where the accident took place outside Estonia

Accidents at work by countries where the accident took place outside Estonia 2008-2010

Country	Accidents at work in all			+/- 2009	Minor accidents at work			+/- 2009	Serious accidents at work			+/- 2009	Fatal accidents at work			+/- 2009
	2008	2009	2010		2008	2009	2010		2008	2009	2010		2008	2009	2010	
Austria	1	0	1	**1**	1	0	0	**0**	0	0	1	**1**	0	0	0	**0**
Belgium	3	0	1	**1**	3	0	1	**1**	0	0	0	**0**	0	0	0	**0**
Spain	1	1	1	**0**	0	1	0	**-1**	1	0	1	**1**	0	0	0	**0**
Holland	1	3	2	**-1**	0	1	1	**0**	1	1	1	**0**	0	1	0	**-1**
Ireland	0	1	0	**-1**	0	1	0	**-1**	0	0	0	**0**	0	0	0	**0**
Italy	1	0	0	**0**	0	0	0	**0**	1	0	0	**0**	0	0	0	**0**
Lithuania	1	4	5	**1**	0	1	3	**2**	1	2	1	**-1**	0	1	1	**0**
Latvia	5	2	4	**2**	4	2	4	**2**	1	0	0	**0**	0	0	0	**0**
Norway	2	1	4	**3**	1	1	1	**0**	1	0	3	**3**	0	0	0	**0**
France	3	2	3	**1**	2	2	1	**-1**	1	0	2	**2**	0	0	0	**0**
Poland	3	0	8	**8**	1	0	7	**7**	2	0	1	**1**	0	0	0	**0**
Portugal	0	0	1	**1**	0	0	1	**1**	0	0	0	**0**	0	0	0	**0**
Sweden	7	8	20	**12**	6	5	14	**9**	1	3	5	**2**	0	0	1	**1**
Germany	4	3	2	**-1**	1	0	1	**1**	3	3	1	**-2**	0	0	0	**0**
Finland	53	48	63	**15**	28	32	35	**3**	23	16	27	**11**	2	0	1	**1**
Switzerland	0	1	1	**0**	0	0	1	**1**	0	1	0	**-1**	0	0	0	**0**
Denmark	0	2	3	**1**	0	0	1	**1**	0	2	2	**0**	0	0	0	**0**
Turkey	1	0	0	**0**	0	0	0	**0**	1	0	0	**0**	0	0	0	**0**

Outside EU, not specified	41	41	39	-2	31	27	28	1	9	10	8	-2	1	4	3	-1
Location not specified	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Total	**128**	**117**	**158**	**41**	**78**	**73**	**99**	**26**	**47**	**38**	**53**	**15**	**3**	**6**	**6**	**0**

Most of the accidents at work taken place outside the Republic happened in Finland and outside the EU Member States (mainly in the Afganistan war zone). The number of accidents at work where Estonian workers were involved has also increased in Swedenin 2010. The main fields of activity where Estonian workers were injured in Finland were construction and enterprises engaged in employment of temporary workforce, who in their turn mainly dealt with intermediation of construction workers or shipping. Accidents at work, registered outside the EU Member States, involved peacekeepers of defence forces. In Sweden the number of accidents at work has increased in transport sector (lorry and bus drivers). 6 fatal accidents at work outside Estonia where an Estonian citizen was involved, in three cases of which a driver of motor vehicle was perished.

By fields of activities the majority of accidents at work were registered not in production and manufacturing sectors but in public administration and national defence also in 2010 (as was the case in 2009). It can perhaps be explained by the fact that the economic situation in 2009 mostly concerned the sectors of production and processing industry, where the number of workers and production output decreased and thereby the number of accidents at work decreased. Public sector, however, was not influenced by such economic situation so much and activities continued in the same amount. Pursuant to the activities in the public sector and national defence, accidents at work involve mainly employees of the Police Forces, Rescue Board and Prison Board and peacekeepers of the national defence.

As compared to 2009 the number of accidents at work has somewhat increased in nearly all sectors, but the level is still less than during the years before the economic recession. For instance in 2008 in the field of activity with the largest number of accidents at work– **metal industry, manufacture of machinery and electrical equipment** – where 507 accidents at work were registered, 291 accidents at work were registered less in 2010 i.e. by 43%, in construction industry 44% less.
The number of accidents at work has mainly increased in fields of activity of wood industry (+54), concerning both minor and serious accidents at work, in trade (+35), where mostly serious accidents at work took place and in the sectors of health and public administration slightly more than 30 accidents at work were registered more than during the year before but it was the number of minor accidents at work that increased most.

In recent years continuous increase in the number of accidents at work in the field of administration and auxiliary activities can be noticed, related to enterprises engaged with both security and agency workers. As for security workers the increase in cases of violence towards them has been noted. As for agency workers we can assume that they have not sufficiently received training and instruction on occupational health and safety.

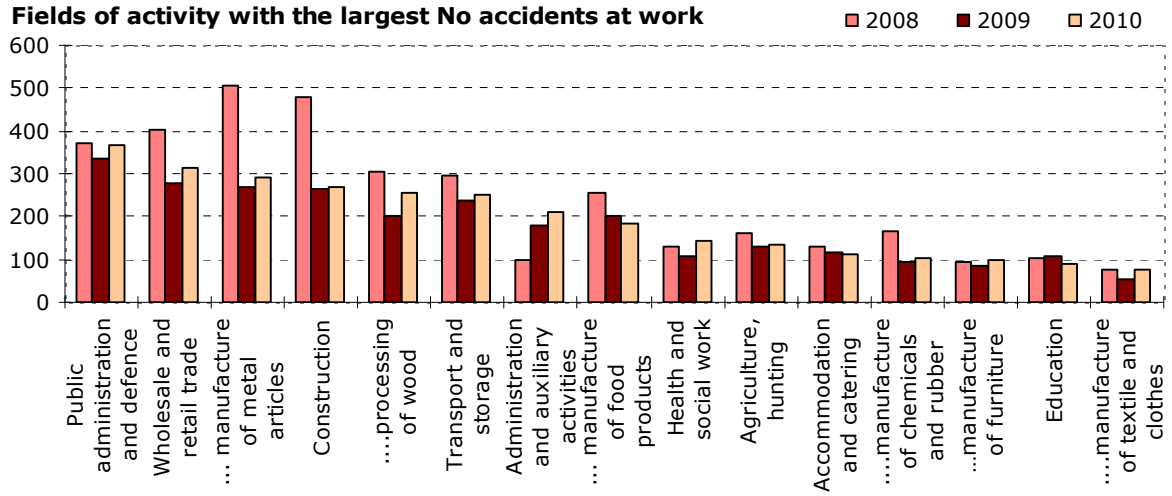


Figure 13

In the fields of activities in processing industry the largest number of accidents at work **per 100 000 workers** was registered in **wood industry** (1954), **in food industry** (1468) **and in paper industry** (1259). From other sectors the largest ratio of accidents at work concerned **water supply, sewerage, management of waste and pollution** (1609), **administration and auxiliary activities** (1111) and **public administration and national defence** (908).
As compared to the previous year the ratio of accidents at work has increased mostly in manufacture of paper products, wood industry and water supply. In the sector of manufacture of paper products the reason has been decrease in number of employees in this sector to a large extent, not so much increase in number of accidents. In wood industry and water supply it has been the number of accidents at work that has increased.

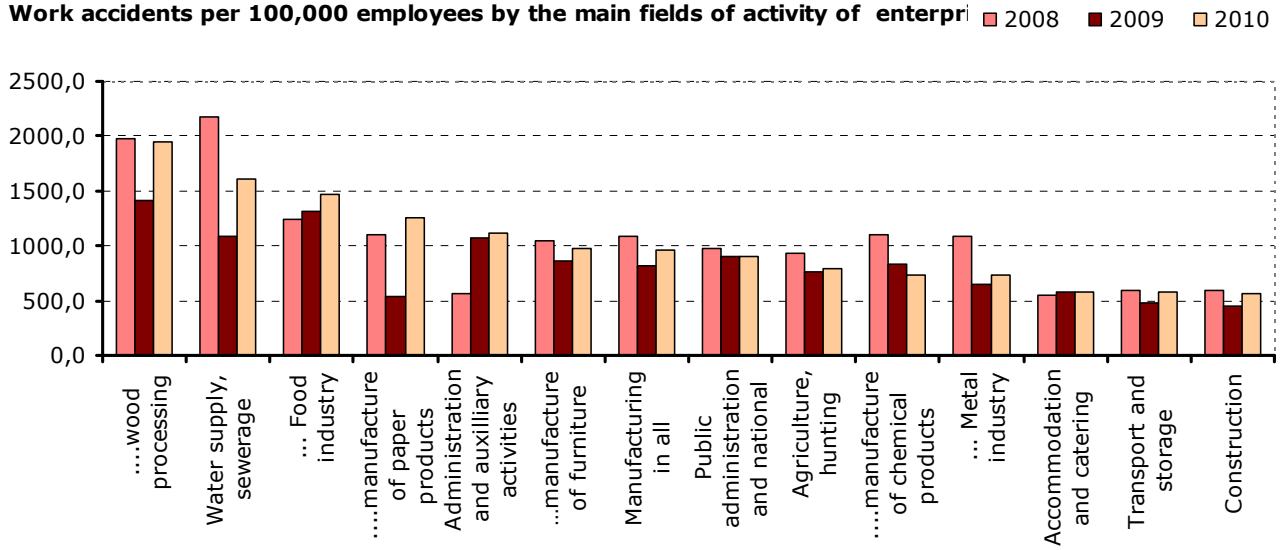


Figure 14

The number of serious accidents at work increased by 118 i.e. approximately 20% of accidents at work during the year. The number of accidents at work increased mostly in trade, construction and wood industry. From branches of processing industry also a slight increase was in food and textile industry.
Inspectors of the South Estonian Inspectorate have noted an increase in serious accidents at work in small wood-processing enterprisetes, where the main reasons of accidents were considered to be missing protective covers in machinery or interlockings or they were improperly adjusted. Many accidents happened during construction activity but mainly in the enterprisetes, where construction was not their main activity. One of the peculiarities of the work area of the South Estonian Inspectorate is a large agricultural region and resulting from that also quite a number of serious accidents at work taken place in cattle breeding were registered by inspectors of the South Estonian Inspectorate. Such accidents are related to milking: an animal either kicks the milker with its foot, steps on the milker`s hand, the animal pushes the milker against the wall of the cubicle or lattice, etc. Accidents happen mainly to workers who are strange to animals, when casual labour has been employed, often nervous people, who are inexperienced at work with animals. Many accidents at work with a diagnosis of serious health damage, mostly sports injuries, take place in Police and Boarder Guard Administration and Tartu Prison.
However, AS Palmako, a wood enterprise in Tartu County, deserves special attention according to inspectors. Though many accidents at work have happened there, the work environment of the enterprise is actually good and inspectors have nothing to complain about. The large number of accidents can rather be explained by the fact that all possible cases of an occupational accident are registered by the enterprise. The vast majority of accidents taken place at the enterprise have resulted in minor health damage.
About 35% of serious accidents at work were caused by slipping and falling, resulting in fractures of arms or feet, which are classified on the basis of diagnosis as serious health damages. Thus we can say that many cases of serious accidents at work have not been caused by risks related to manufacturing, but also paths must be observed where workers move.

The number of **fatal accidents at work** is becoming less and less: in 2010 - 17, in 2009 - 19, in 2008 – 21.

By the venue of the county 3 fatal accidents at work were registered in East-Viru County, 3 in Järva and 6 outside Estonia. One fatal accident at work took place in Harju, Jõgeva, Lääne, Saare and Tartu County.
By fields of activities fatal accidents at work happened mostly in transport sector (6), construction (4), public administration and national defence (2) during the year 2010. One fatal accident was in the fields of administration and auxiliary activities, proffessional and research work, real estate, trade and agriculture. Nine drivers of means of transport died in traffic accidents in 2010. Therefore the hazardous occupations that year were truck driver, driver of armoured vehicles, trailer truck or train or tractor drviver.
In half of the cases of fatal accidents at work inspectors have brought out insufficient training and instruction as causes and in one third of cases lack of internal control of work environment, also infringement of occupational safety rules by workers themselves or a colleague of theirs. In case of an accident at work, state of intoxication was indicated, this in its turn adds to the possibility of an even greater risk of accident occurrence.

The most frequent causes of serious accidents at work according to employers`points of view and inspectors`investigation results were as follows:

	Employer`s view	**Identified by inspectors**
Violations of occ.safety requirem.-s By workers	43%	60%
Other causes	42%	23%
Non-compliance of work equipment with OSH requirements	10%	32%
Insufficient training and instruction	8%	40%
Insufficient internal control	6%	43%
Violation of occ. safety req. by another worker	6%	20%

As compared to previous years employers have started to identify the true causes of accidents at work. The number of such reports where the only cause of an accident at work was stated as „other causes" or „infringement of occupational safety requirements by a worker". At the same time the largest differencies, between findings by inspectors and employers, concern identification if internal control had been sufficient at the work place to prevent the accident at work. Regarding 1% of cases of serious accidents at work employer has stated fatigue of the worker as the cause.

Circumstances of accidents at work statistically

2060 men and 1153 women were injured as a result of an accident at work, which means, that 64% of accidents at work happened to men in 2010. Most accidents involved workers aged 25-34, especially men in this age group. Women who had mostly accidents at work were from age group of 45-54. With young people aged 15-24 there were 574 accidents at work in 2010. The youngest person injured in an accident at work was 15 and the oldest 84.

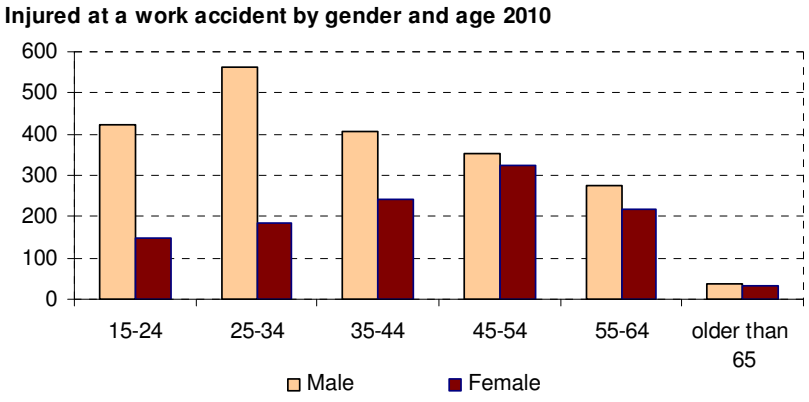


Figure 15

As for fields of activities, men tend to get mostly involved in accidents at work in construction sector and women in health care sector.

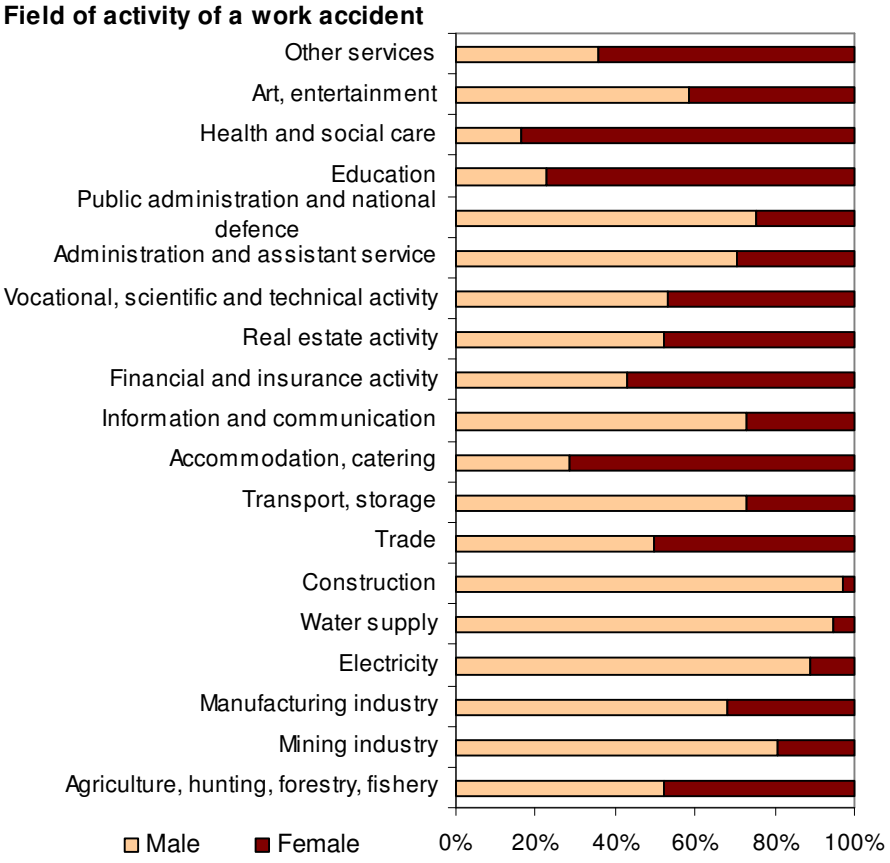


Figure 16

The Labour Inspectorate of Estonia and the European Statistical Office Eurostat collect data on circumstances of work accidents, which have caused the accidents. As it can be seen in the Figure below, the majority of accidents at work have been caused due to losing of control either over machinery in use, work equipment, means of transport or even an animal. Serious occupational accidents have been mostly caused by falling on paths. Fatal accidents were most frequently caused by explosions.

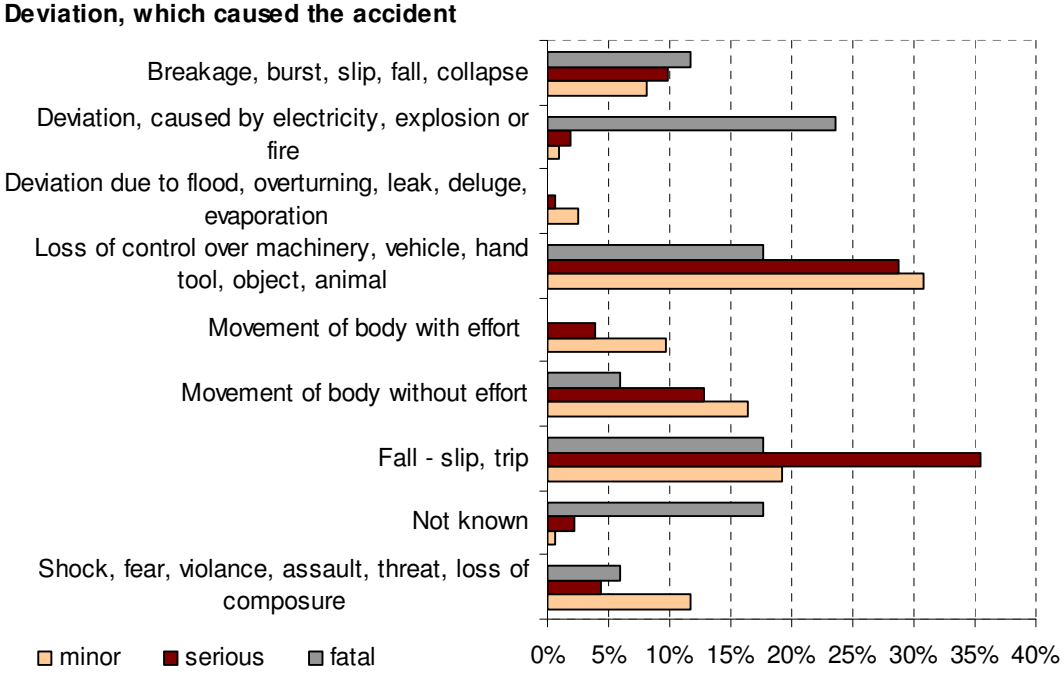


Figure 17

It is seen in Figure 18 how different factors cause bodily injuries of various level of severity. Contact with sharp work equipment most often causes rather minor bodily injuries, serious bodily injuries are diagnosed more often as a result of falls and fatal accidents at work are mainly caused by blow by different objects (bursting materials as a result of an explosion, car accidents, etc).

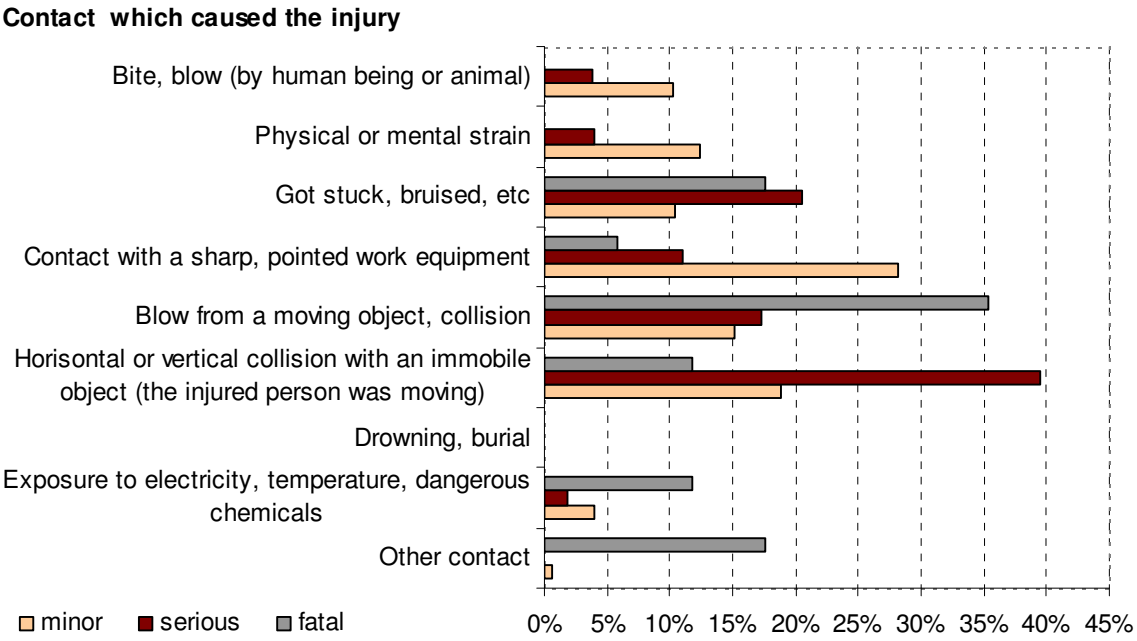


Figure 18

As a result of a work accident most often worker`s fingers, upper or lower limbs get injured.

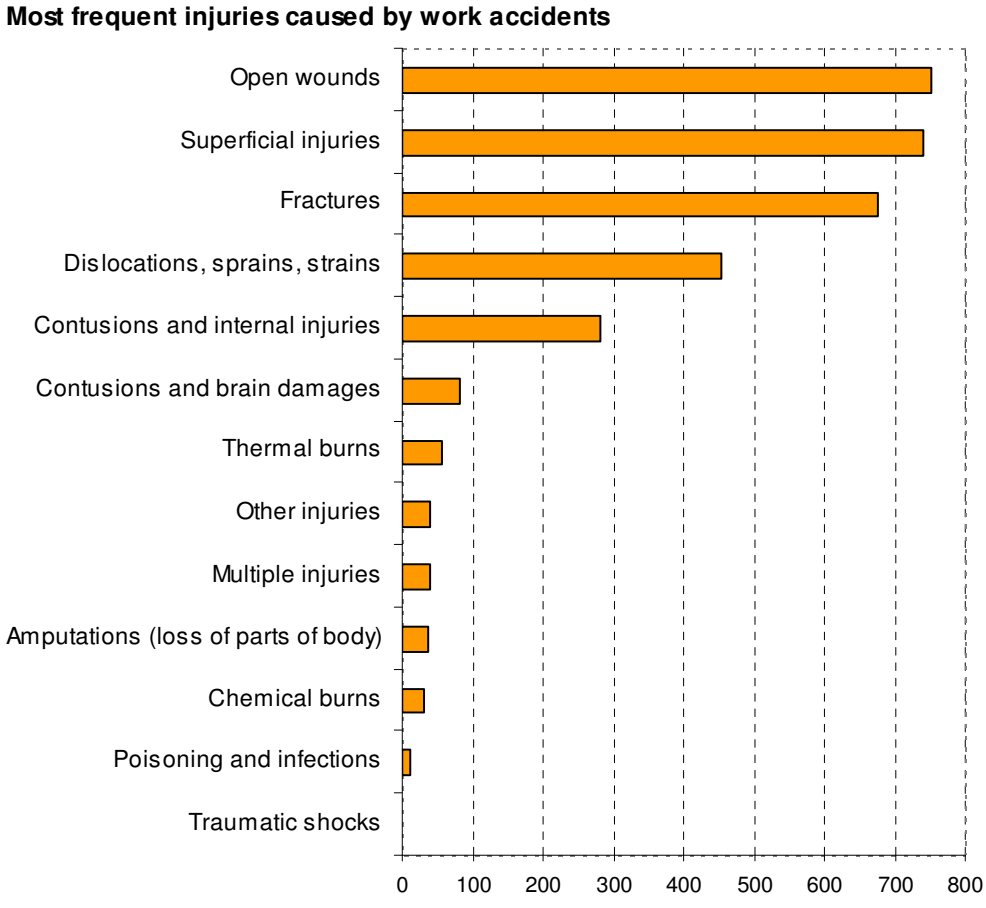


Figure 19

Occupational and work-related diseases

In 2010 the Labour Inspectorate received notifications of diagnosis of an occupation disease concerning 104 workers. Every second of them was diagnosed with more than one disease. Notifications of work-related diseases (WRD) were registered 154 times, in which 255 cases of different WRD in all.
As compared to last years, diagnosis of cases of occupational diseases has somewhat increased, but here we cannot say that it is due to significant deterioration of work environment but rather due to the economic recession of late (loss in salaries makes one search for other earnings, whether be it compensation for a case of an occupational disease) as well as increase in efficiency of occupational health doctors diagnosing occupational diseases.

The number of WRD has also increased, which in essence can be a prior diagnosis for an occupational disease, but not always. However, the figure is indicative of continuous worsening of health among the labour force in Estonia, as WRD are mainly diagnosed during health examination at an occupational health physician.
So, as compared to other European countries, diagnosis of both occupational health and work-related diseases is still disproportionately low.

Employees with registered occupational diseases and work-related diseases

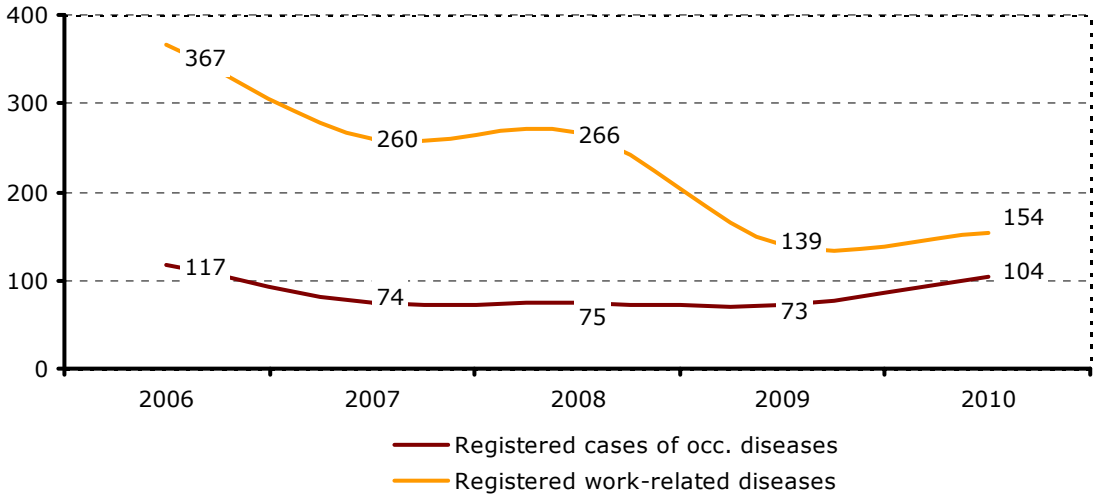


Figure 20

Occupational diseases diagnosed most in 2010 were musculoskeletal disorders due to physical overload, the main clinical diagnosis of which were still carpal tunnel syndrome and myofascial diseases due to overload.
Partial hearing loss or being deaf as a result of noise as a diagnosis of an occupational disease has been a decreasing trend for the past 5 years

Occupational diseases diagnosed most 2006-2010

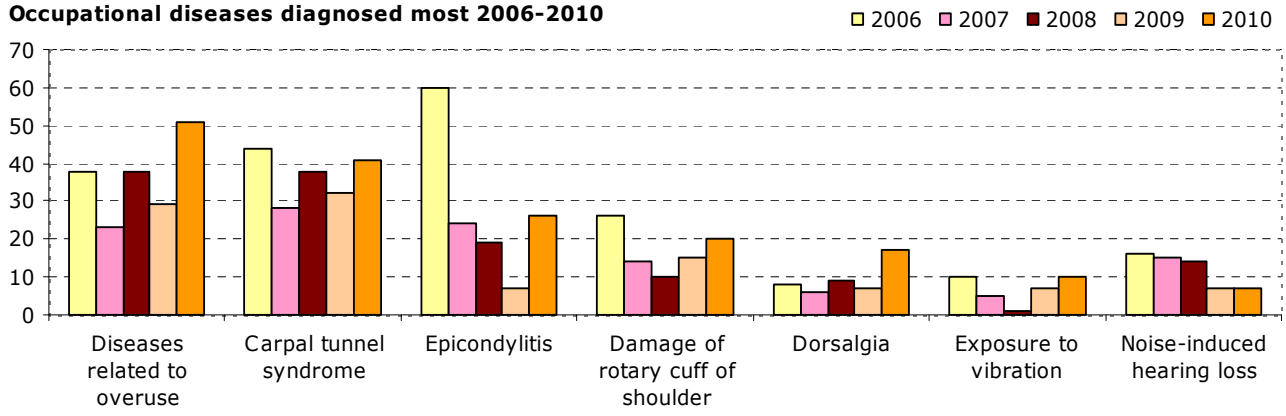


Figure 21

Based on notifications of **cases of work-related diseases** in 2010 as compared to previous years, diagnosis of noise induced hearing loss decreased most of all. As a general tendency we can say that both OD-s and WRD-s are diagnosed at the same rate of occurrence – we cannot bring out any diagnosis of a WRD on notification forms. During previous years noise induced hearing loss was more frequently stated as a cause on a notification form of a WRD than on a notification form of an OD.
Often there is a situation when one and the same person has a disease both as an OD and a WRD. It is caused by a tendency that first a person is diagnosed a WRD and then the person is sent to expert assessment or the initiated expert assessment is continued at the Expert Centre of the Northern Estonian Regional Hospital or the Occupational Health Centre.

Given the fact that in essence whether a worker has been diagnosed a WRD or an OD is of the same importance, it is essential that he or she does not continue work in the same work environment under the same conditions of work, where the disease has developed. First of all greater attention should be paid to reduction of physical overload and noise in the work environment.

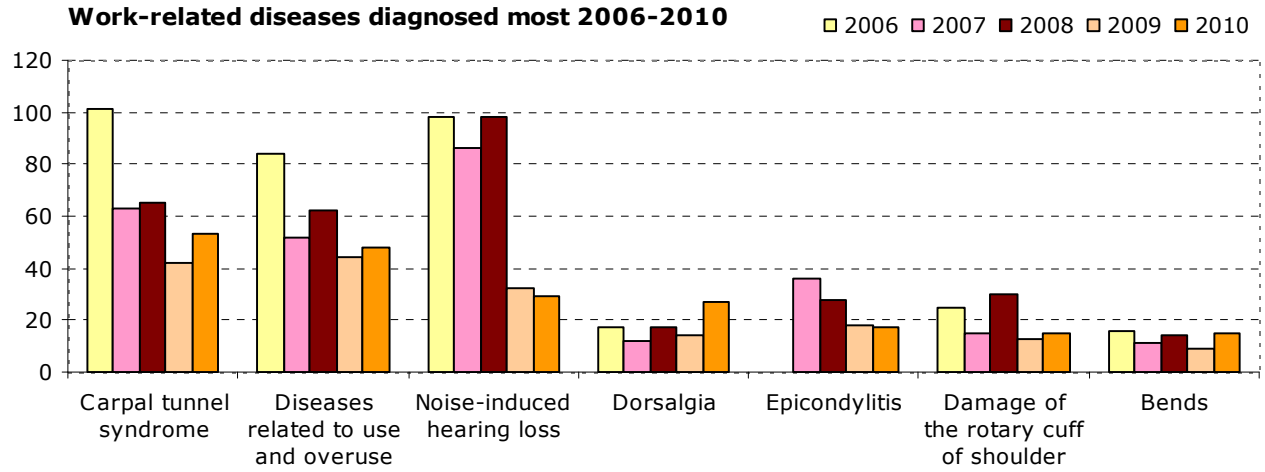


Figure 22

By fields of activity 36% of cases of cases of OD were diagnosed at workers of processing industry, to be more precise, in metal industry - 10, in manufacture of chemical products - 7, in food industry - 6, in textile industry - 6, in wood industry - 5, in manufacture of furniture - 2 in manufacture of paper - 1. From other sectors occupational diseases were diagnosed most at workers in agriculture, hunting, forestry (20) and construction (14). If compared the numbers of WRD-s and OD-s, the biggest difference is in health sector: 13% of WRD and only 3% of cases of an OD.

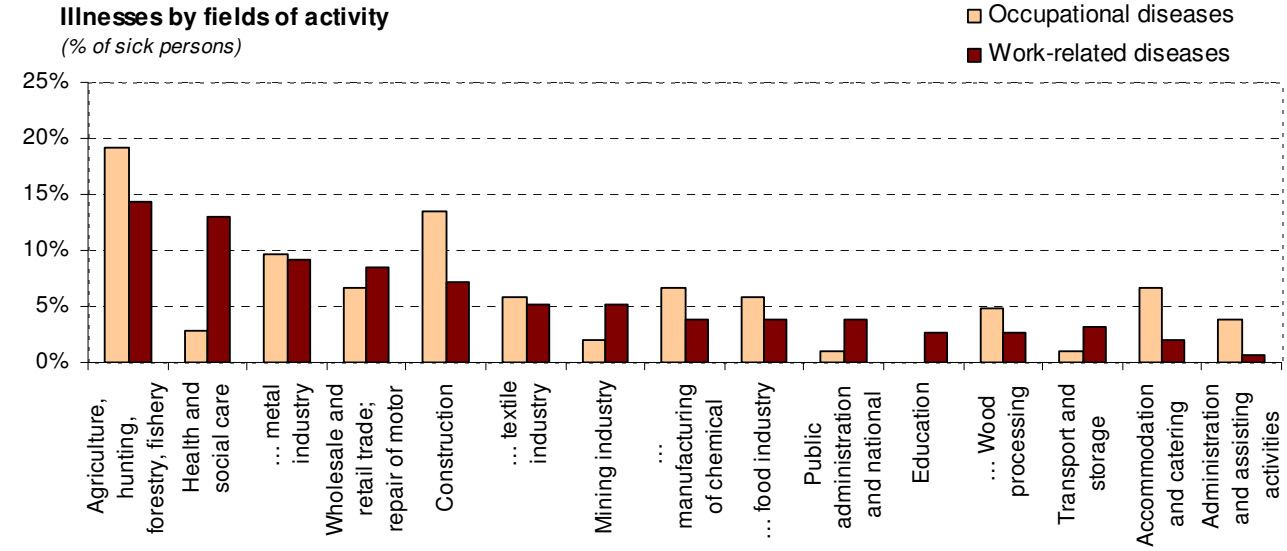


Figure 23

In agriculture, where occupational diseases are diagnosed most, we can say that the main factor causing diseases are physiological risk factors – mostly carpal tunnel syndrome and musculoskeletal disorders due to physical overload. Causes of the mentioned diseases could be repetitive stereotypic movements, forced positions during work or excessive physical strain at incorrect manual handling of loads, working position, etc.
Health care workers are most frequently diagnosed diseases of soft-tissues related to heavy physical work and overstrain, but also irritant contact dermatitis.
Workers of **metal industry** mostly suffer from noise induced hearing loss as an OD and the second most frequent OD are diseases due to to heavy physical work and overstrain.
Workers of **trade sector** were mainly diagnosed carpal tunnel syndrome and inflammation in elbow joint.

Risk factors that have mostly caused OD and work-related ill health:

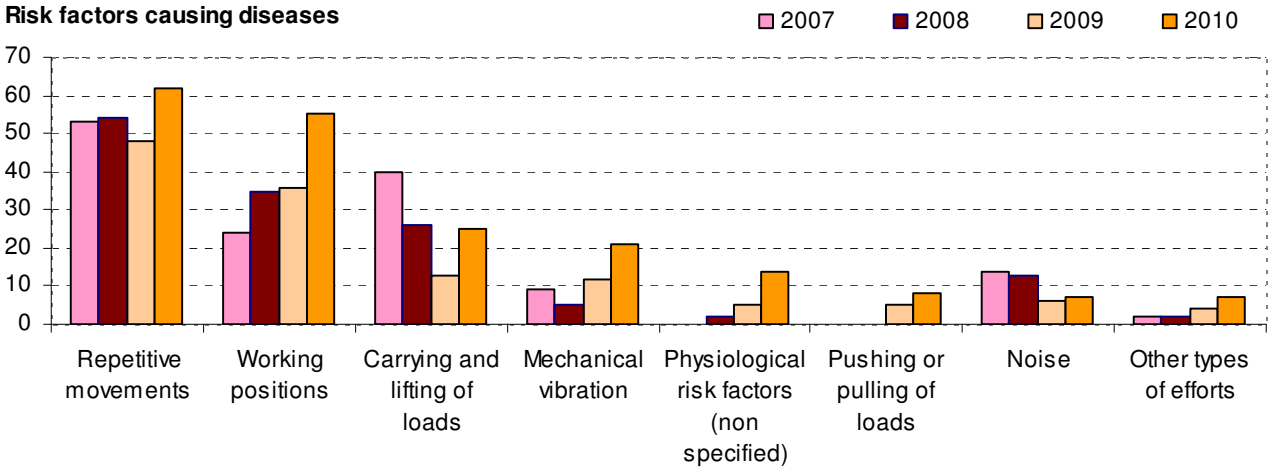


Figure 24

By occupations occupational and work-related diseases have been more frequently diagnosed in recent years at operators of machinery and equipment and drivers of farming and forestry machinery, land improvement and road works machinery and trucks, cattle breeders, skilled workers and handicraftsmen (construction workers, painters, locksmiths, etc) and cooks.
By age occupational or work-related diseases were diagnosed mostly at employees aged 55-64, which is about half of the total number. The number of OD or WRD is only slightly less among people aged 45-54. However, it is noteworthy that women in this age group are diagnosed twice as many WRD than men.

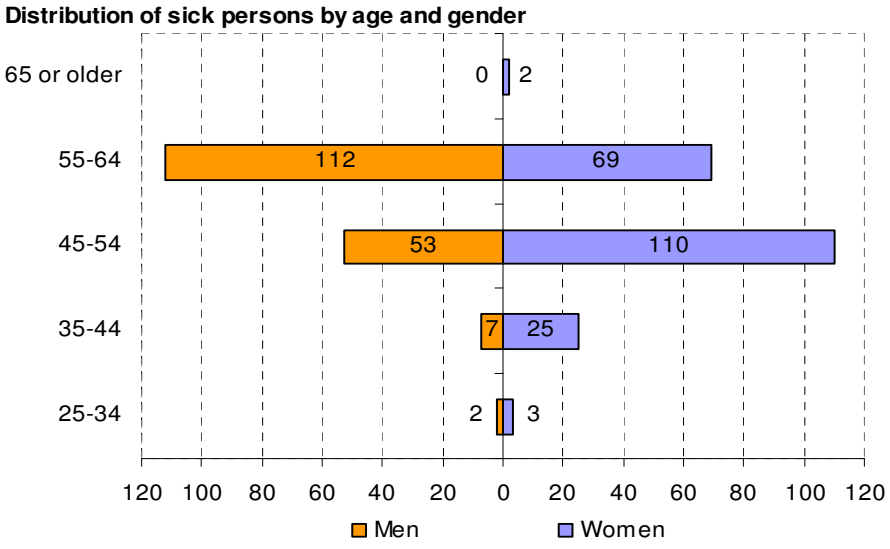


Figure 25

Workers younger than 35 years of age were not diagnosed OD in 2010, but WRD were diagnosed among them as well.
If during previous years young people were rather diagnosed diseases related to allergens, then in 2010 the causes were physical overstrain, work in forced positions and noise.

Labour relations

Labour disputes

In 2010 the **Labour Dispute Committees** were submitted **3803** applications in all, that was even less than in 2008. By the end of 2010 the Labour Dispute Committees had, together with previously filed applications, 5083 applications in proceeding (at the end of 2009 the number was 7290). During the year 4658 applications reached settlement or 92% of all applications in the proceeding (in 2009 - 82%).

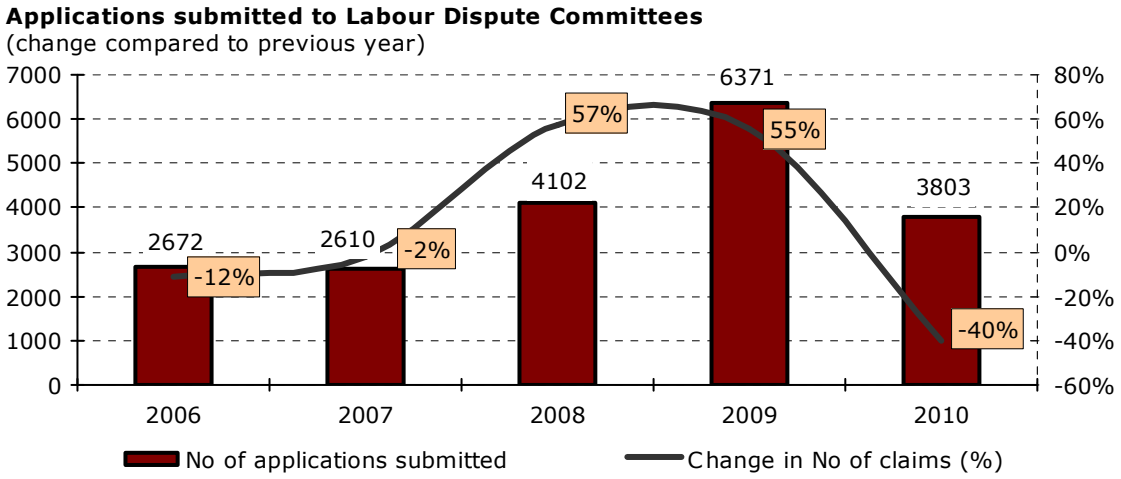


Figure 26

One of the indicators, the Labour Inspectorate monitors related to the change in the number of labour disputes, is economic confidence. As it can be seen in the Figure below, when economic confidence begins to decrease, which in turn implies changes in work organisation of the enterprise, the more complicated are labour relations and the number of labour relations changes. Thus, one can conclude that in 2010 the economic situation had settled down already and the major changes in the working environment were passed.

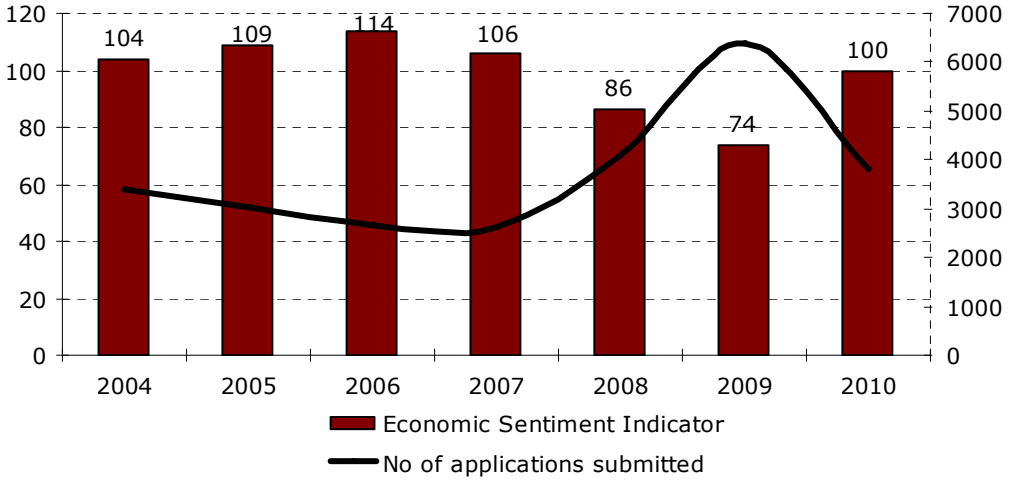


Figure 27

The length of time for processing labour disputes is, however, largely dependant on the number of labour disputes submitted, despite the fact that the actual length of time for proceedings must be within 30 days. Due to the large number of labour disputes in 2009 the

length of time of proceeding became longer in the III quarter of 2009 up to even 90 days. At the end of 2010 applications were proceeded within 52 days as an average. The length of time of proceedings still differs at different regions all over Estonia. **The Labour Dispute Committees (LDC) of the East Estonian Inspectorate** in Jõhvi a labour dispute was resolved in 42 days, in Narva LDC in 40 days. at the **Labour Dispute Committees of the West Estonian Inspectorate** in Saaremaal in 34 days, but in Pärnu in 64 days; at the **Labour Dispute Committees of the South Estonian Inspectorate** in Tartu in 37 days, in Võru 40 days. In LDCs in **Tallinn** it took 92 days or more than three months as an average to resolve a labour dispute. The results showed no Labour Dispute Committee could resolve applications within lawful term i.e. within 30 days. Time of proceeding has become longer due to the increased number of applications especially in Labour Dispute Committees of the North Estonian (Põhja) Inspectorate where 75% more applications were registered than in 2008.

Within one month i.e. 30 days the largest number of applications was heard in the Labour Dispute Committee in Saaremaa – 89%, in Tartu LDC - 83% and LDC of Võru - 79%. At the Labour Dispute Committees of the North Estonian Inspectorate i.e. the ones situated in Tallinn only 16% of submitted applications were proceeded within a month (in 2009 – 6%). In the work area of LDC of the East Estonian Inspectorate: in Jõhvi - 71%, in Narva - 72% and in Pärnu LDC (in the work area of the West Estonian Inspectorate) - 27% of the applications filed. As compared to the year 2009 time-limits have become shorter nearly at all LDC-s.
To shorten even more the time-limits of proceedings at LDC-s of Tallinn ja Harju County, in 2009 an additional, the fourth LDC was established and in 2010 even another, the fifth LDC at the North Estonian Labour Inspectorate, which have had an impact on the time-limits of proceedings.

By counties the majority of applications were submitted to LDC-s by employees/employers of Tallinn and Harju County (1935 applications), of Tartu County (458) and East-Viru County (428). The least number of labour disputes was in Hiiu and Võru Counties, where only 10 and 37 statements of claim concerning a labour dispute respectively were registered

.

Applications submitted by **employers** made up 6% of the total number of applications i.e. 233 applications in 2010. As compared to the year 2009 the number of applications submitted by employers has somewhat increased, the same applies to the weigth of applications (in 2009 - 3%).
Employers turned most often to the Labour Dispute Committees with the following requirements:

- Contestation of cancellation of an employment contract – 109 times i.e. the claim was in every second application;
- claims for compensation of the damage for the property by employees – 65 times i.e. the claim was in every fourth application;
- leave of employment without authorization before time of advance notice – 26 times;
- claim for compensation due to leave of employment without reason or unannounced leave by an employee – 19 times;
- claim for contractual penalty due to non-compliance with obligations by an employee – 16 times;

3570 applications in all were submitted to Labour Dispute Committees by **employees** in 2010 i.e. 42% less than in the year before (in 2009 - 6172). The most frequent cause was contestation of cancellation of employment contract. Such claims, regardless of the legal basis, were submitted 1234 times in all i.e. nearly in every third application.

- Cancellation of employment contract was contested based on legal basis, e.g. due to violation of obligations by employers - 366 cases, violation of one`s obligations because of employees - 229 cases, for economic reasons in 51 cases, violation of rights of a pregnant woman, employee who had a right for pregnancy or maternity leave or parental leave - 21 cases, due to violation of workers`representatives rights - 16 cases, cancellation of employment contract due to violation of restriction - 7 cases.
- In addition to contesting cancellation of employment contracts there were mostly claims for non-payment of salaries – 1794 cases i.e. every second application;

- Claims for payment for final settlement due to termination of employment contract – 1574 cases i.e. every second application;
- Claims for non-payment of holiday pay – 755 cases i.e. every fifth application;

Monetary claims

The proportion of monetary claims has changed mostly related to claims in the sum of over 50 000 kroons. As in 2008 the limit for submitting monetary claims to Labour Dispute Committees was 50 000 kroons, then since 1 July 2009 the limit was raised up to 150 000 kroons. Therefore as compared to 2008 and 2009 the proportion of claims of more than 50 000 kroons increased up to 21% of all the claims. Claims with 150 000 kroons or more were submitted to the Labour Dispute Committee - 52 cases, of which the claim was satisfied 17 times, the claim was partly satisfied 9 times, the claim was not satisfied 14 times. Three times applicants waived their claims. Non-monetary claims constituted 8% of all the claims

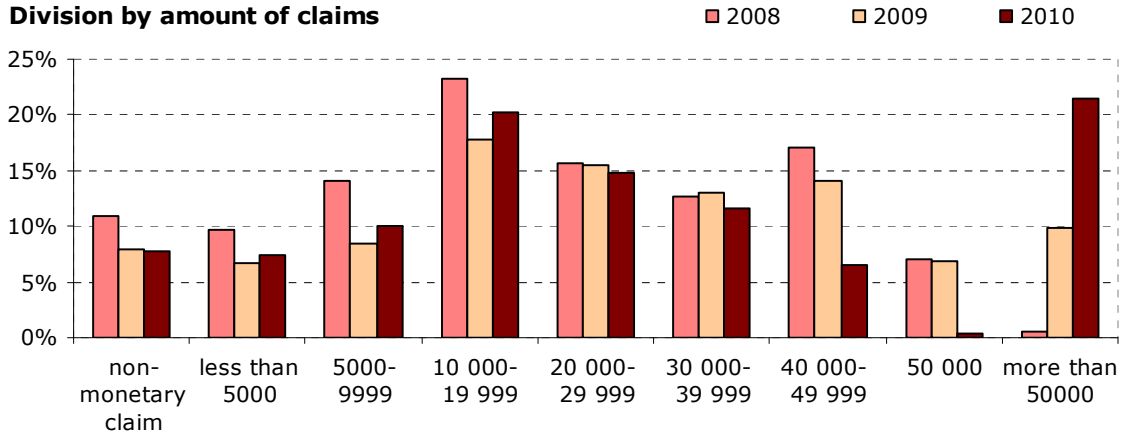


Figure 28

By occupations applications were filed with Labour Dispute Committees mostly by construction workers, drivers, salesmen/customer service, cooks, project managers, book keepers, cleaners. Here clear connection can be seen with fields of activities which have been mostly influenced by changes of economy.

The proportion of applications heard and resolved at Labour Dispute Committees as compared to the previous year has somewhat decreased, so has the number of applications refused to be accepted.

Applications were refused to be accepted mostly in cases when the claim was not in the competency of a Labour Dispute Committee. Approximately 25% of applications submitted, proceeding was terminated without a decision on the substance. Predominantly causes for termination of proceedings were waiver of claims by applicants - 546 i.e. 56% of cases or applicants`failure to appear - 255 i.e. 26% cases. Approximately every seventh application submitted to Labour Dispute Committees is waived.

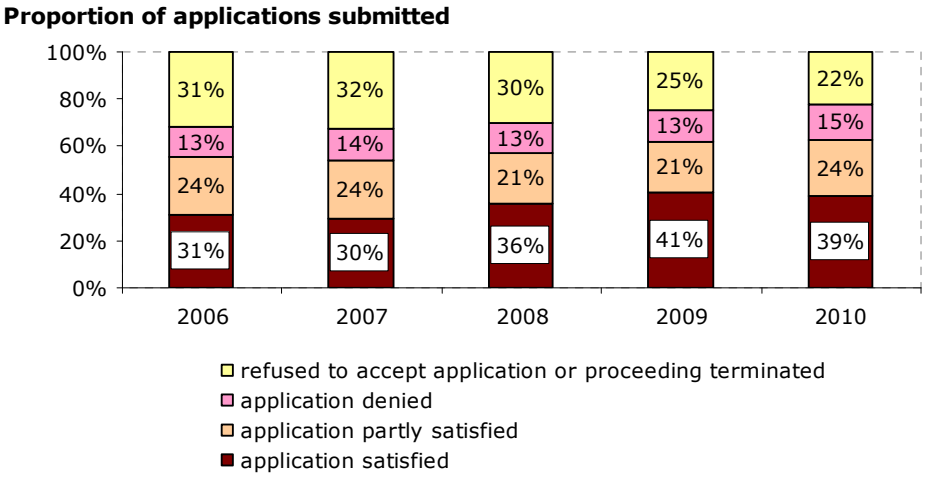


Figure 29

Inspection of labour relations

In 2010 inspection over labour relations was peformed to somewhat larger extent than in 2009 when no scheduled inspection was foreseen and labour inspectors – lawyers mainly dealt with counselling on issues related to labour relations.

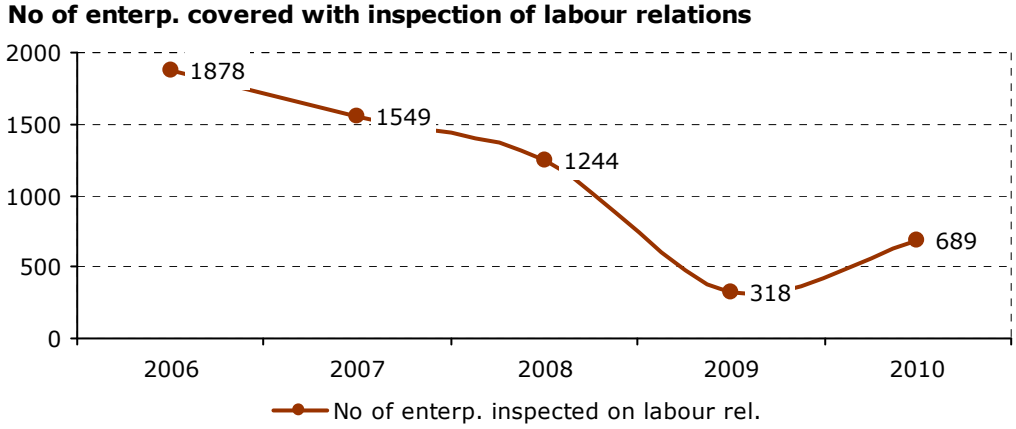


Figure 30

During inspection activity on labour relations 689 enterprises were visited, including inspection of labour relations in 499 enterprises, inspection of working and rest time of drivers of motor vehicles in 158 enterprises and follow-up inspection in 171 enterprises to check whether claims submitted had been met. 76 enterprises were visited in the frames of target inspection on undeclared labour relation. Target inspection visits were performed without prior notice of the employer thereof. 52 people working without a contract were identified.
57 enterprise visits were conducted on the basis of complaints.

In 2010 enterprises in the work area of the South Estonia were visited most – 233 times and enterprises in West and Central Estonia – 190 times. Enterprises in Tallinn and Harju County were visited least of all – 118 times and enterprises of East and West-Viru County - 121 times.

1535 infringements of different legal acts in all were identified during inspection activity, about half of which were formulated in notices. Notices were prepared to 505 i.e. 73% of enterprises inspected. Proportion of requirements regarding labour relations failed to be met in time was about 8%.
The most frequent violations in the field of labour relations were as follows:

- Failure to notify of conditions of work – 836 times;
- Other violations of the Employments Contracts Act – 143 times;
- Violations of requirements of daily rest periods – 47 times;
- Unrewarded night work and/or work during public holiday – 24 times;
- Payment of wages less than minimum wage – 22 times.

Labour inspectors - lawyers say that there are different problems concerning labour relations in different enterprises. For instance, labour inspectors in the East Estonian Labour Inspectorate say that the main problem in the East-Viru County is unformalized labour relationship, the number of such employees has significantly increased for whom it is their „first day at work" and with fear of losing their job, employees do not confess that in reality they do not have an employment contract. It is complicated to solve the problem since it is provided for by law to have an oral agreement if the length of the employment contract does not exceed two weeks. According to inspectors of the South Estonian Labour Inspectorate more and more contracts for service or authorisation agreements are used concerning work of minors. In case of such contracts a labour inspector`s consent is not required, it is much more flexible for the employer to establish working and rest time for minors and so is their remuneration. Minors working under such contracts are unfortunately not covered by supervision provided by inspectors, since contract concluded according to Law of Obligations Act do not fall under supervision of the Labour Inspectorate. Inspectors of the South Estonian Labour Inspectorate

pointed out that employers are still not aware of the necessity of alignment of documentation on labour relation of the enterprise/institution (employment contract is a written document, rules on work organization) pursuant to the Employment Contracts Act (ECA) enforced on 01.07.2009. so, for instance, not all necessary data on conditions of work of workers have been included in employment contracts as provided for in the ECA TLS § 5. The most common mistake is that that the part on taxes and payments is missing or the obsolete internal regulations are not in line with the renewed concept of work organization (containing e.g. disciplinary liability of workers, proprietary liability, reference to repealed legislation). The most common problems at enterprises in Tallinn and Harju County are continuously violations by employers financial obligations, not guaranteeing work as agreed and somewhat incorrect implementation of legal acts on labour relations.

Enterprises were cautioned **with penalty payment** 79 times in the amount of 240 976 kroons, three times of which were enforced in the amount of 3000 kroons.

An inspector`s consent for concluding an employment contract with minors aged 7-14 (based on ECA § 8 clause 4) was applied for 74 times during the year, of which consent was granted 65 times to 1078 minors.
Consent for termination of service relationship pursuant to Pubic Service Act § 133 clause 3 in 7 cases related to 8 employees, consent was granted to all applications.

Results of the inspection of working and rest time of drivers of motor vehicles

158 inspections of working and rest time of drivers of motor vehicles were carried out all over Estonia in 2010**.** Compliance of the requirements of working and rest time of 1273 drivers were inspected all in all during 61 600 work days (in 2009 the respective figures were 1604 and 42 889).
The aim of the inspection activity was to control how working and rest time of drivers was organised at enterprises, whether the established driving and rest periods were observed to ensure traffic safety on roads. Organisation of working time, drivers`daily driving hours and rest periods, breaks and weekly working, driving and rest time, restrictions on driving for two weeks, compliance of data recorded by tachogrphs with requirements were controlled at employers` premises.

Tabel 3. No of drivers and working days inspected at employers`premises

Type of shipment	No of inspected drivers	No of inspected working days
I type		
Transport of passengers	86	3712
Carriage of goods	1187	57888
II type		
Carriage for hire or reward	1245	60264
Carriage on own account	28	1336

(R – violation of the Regulation (EU) No 561/2006, D – violation of the Directive 2006/22/EU)

Table 4. Violations – No and type of violations identified at employers`premises

Article	Type of infringement	Transport of passangers	Carriage of goods
R 6	Driving time: – daily driving time – weekly driving time	2 0 1	168 7 25

Article	Type of infringement	Transport of passangers	Carriage of goods
	– fortnightly driving time		
R 6	Other work and/or there are no data on availability	8	276
R 7	Breaks while driving: (more than 4,5 h driving time without breaks or too short break)	11	303
R 8	Rest time: – minimal daily – minimal weekly	6 2	335 96
R 10 & 26	Data on driving time: – keeping data for 1 year – Record sheets on the previous 28 days	22	121
D I ANNEX	Tachograph: – not in working order – incorrect use of tachograph or manipulation	0	0

Tabel 5. No of employers and drivers inspected at employers`premises by the size of vehicle fleet of the company

Size of vehicle fleet	No of inspected entrepreneurs	No of inspected drivers	No of infringements identified
1	8	32	19
2–5	57	201	311
6–10	36	219	283
11–20	30	301	377
21–50	21	327	299
51–200	6	193	93
201–500	0	0	0
More than 500	0	0	0

Results of inspection visits at employers`premises are taken for a basis for planning future inspection activities, where both the number of infringements and level of severity on the one hand, and information from competent authorities of other countries on the other, are taken into consideration.

Information and Communication Activity

In order to be better available to employees and employers and to raise awareness of both parties, already in 2008 a nationwide infoline was opened - **640 6000 -** where lawyers answer questions each work day arisen at implementation of legal acts under the supervision of the Labour Inspectorate. Answers are given to questions related to employment contracts, working and rest time, wages, holidays and work environment, also collective labour relations. As the need for information provided by infoline is continuously increasing, the proportion of consultation on labour relations was significantly increased in 2009 and inspection on labour relations was decreased. During the year both answering time of the information phone and reception hours of lawyers were lengthened. In 2010 the Labour Inspectorate has improved the level of answering at infoline, to enable all people in need of assistance to have access to the infoline and lawyers could answer as many calls as possible.

During the year **59 140** calls were made to the information phone, of which **37 562 calls were answered** i.e. **73%** of the total number of calls (in 2009 - 41%). Therefore infoline has steadily started to work and the number of calls a month remains within 3500 calls as an average.

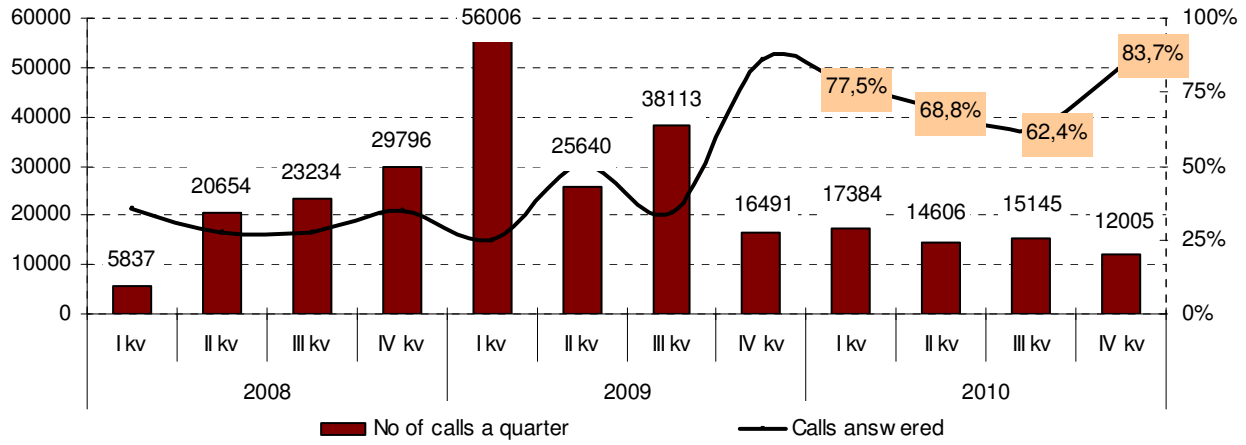


Figure 31

Answering e-mails

In addition to information phone it is possible to ask the Labour Inspectorate questions by e-mail. 2879 requests for explanations were sent to the general e-mail address of the Labour Inspectorate during the year. In addition to requests for explanation all e-mails sent to local labour inspectorate and lawyers were answered.

Consultation at reception

6669 citizens went to consultation on legal matters organised by the Labour Inspectorate during the year. It was quite often that at consultation assistance was sought e.g. how to draw up an application to a labour dispute committee or have it reviewed before submitting it to a labour dispute committee.

Most frequently asked questions:

- How to act at cancellation of an employment contract?
- How to calculate average wages, holiday pay and sickness compensation, but also compensations for redundancy paid by the Unemployment Insurance Fund?
- Is it allowed to cancel a contract during sick leave or make a worker raising a child under three years of age redundant?
- What is the procedure for cancellation of employment contracts or when and how do unused holidays expire? What does the changeover of calculation of holidays to calendar year mean?
- How to act if the employer does not provide with work, does not pay wages timely or not at all?
- How to draw up an application of cancellation?
- As is customary to summer months there were lots of questions concerning employment of minors.

National Communication and Training Activity

National communication and training activity of the Labour Inspectorate of Estonia takes place with the support of the European Social Fund (ESF). The Programme is called: " Reduction of work-related health risks and improvement of labour relations 2010 – 2014"

Campaigns:

- **Social campaign on stress at work**

In 2010 the Labour Inspectorate carried out a campaign called „Stress at work". The campaign was launched on 16.04.2010. On 19.04.2010 a portal in the Internet was opened: www.stressivastu.ee (meaning: „against stress") and on 29.04.2010 a conference on the topic was organised. More than 158 participants belonging to the target group took part in the conference. In the frames of the campaign 3000 copies of brochures on stress at work were published (both in Estonian and Russian), which were disseminated to the target group at the

conference and by inspectors during enterprise visits. An interactive web-based assessment instrument was created, which was used by more than 200 organisations as of June.

- **Chemicals campaign "Risk assessment in the use of dangerous chemicals" 2010**

The fields of activities to be covered by the SLIC chemicals campaign "Risk assessment in the use of dangerous chemicals" were bakeries and wood industry, motor vehicle repair and dry cleaning. For the purpose information materials for enterprises were translated: leaflets – 2000 copies in Estonian and 500 in Russian, brochures - 3500 copies, posters 2100 copies. The website of the campaign was also translated into Estonian http://www.chemicalscampaign.eu/. The Labour Inspectorate organised 14 information days in September - October in larger cities of Estonia to raise awareness of people. The information days mainly covered the following four subjects: bakeries, wood and furniture industry, motor vehicle repair and dry and industrial cleaning. 274 people in all took part in different information days. Participants gave positive assessments to information days, giving them 4.6 points in a 5point score. The most common problems at enterprises were insufficient risk assessments, improper storage of chemicals and insufficient extraction system at the places of work where chemicals are used.

- **Information campaign directed to problematic aspects of labour relations: information days on "Working and rest time"**

Every year problems concerning labour relations arisen in the course of inspection activity, consultation or labour disputes are analysed for planning of information activities for the next period. In 2010 issues related to working and rest time in information activity of labour relations were focused on. For the pupose a presentation for the information days was prepared at the Labour Inspectorate, it was also printed out as a handout for the information days. In addition to that participants were delivered also a printout of §42 – 53 of the Employment Contracts Act. It was possible to register to the information days through the website of the Labour Inspectorate. Groups were completed very quickly. A record was made when 80 people registered themselves for the information day in Tallinn on 06.05.2010 within seven minutes. As interest in the information day was immense, an additional information day was held in Tallinnn. 879 people in all participated in all the information days in different cities. A great interest was noted in the information day on "Working and rest time" in Rakvere. In the period between 01.05.2010 and 31.05.2010 14 media coverages were published which reflected working and rest time to smaller or lesser extent. The coverages appeared in local newspapers in the rubrics where lawyers answer questions posed to them (e.g. a rubric „Grab the nob" in the Hiiu Leht), the topic was dealt with in detail in explanatory articles in various publications or on the radio. It was mostly lawyers or labour inspectors – specialists in communication of the Labour Inspectorate who contributed to the explanation of issues on working and rest time in the mass media and the agreements concluded for publication of such articles on regular basis show that both mass media and the general public are interested in obtaining information from the lawyers of the Labour Inspectorate. Taking into account several fields of activity of the Labour Inspectorate and various topics to be dealt with, the interest shown in the 14 information days on working and rest time carried out during a month showed that the subject is still topical and there are questions to delve into and in which there is public interest. During the period of 01.06.2010 to 31.12.2010 187 media coverages were revealed, that to some extent was related to working and rest time and other rights and obligations of the parties resulting from the Employment Contracts Act. The main reflections were questions answered by lawyers both on paper form and online-versions of newspapers; also cooperation with webpages of municipal governments of some cities continued, where the rubrics with lawyers`answers are updated monthly.

Publications - Information leaflets introducing different services rendered by the Labour Inspectorate were published in 3000 copies, 1000 of which were in Russian. As the leaflets contained more essential contacts and fields of activity of the Labour Inspectorate, there was immense interest towards the publications (were disseminated at information days, construction fair). Due to the great interest in them reprint of leaflets introducing services provided by the Labour Inspectorate was ordered in 2000 copies (1300 in the Estonian and 700 in the Russian language).

Electronic newsletter – The electronic newsletter of the Labour Inspectorate is published regularly every two months. In 2010 the electronic newlsletter was issued six times. By the end of the year about 1562 people had joined the list of the newsletter. The number of

subscribers to the electronic newsletter did not increase so rapidly any more at the second half of the year, but taking the feedback for the basis the number of subscribers has remained stable. The stable number of subscribers can be explained by the fact that the majority of the target group (work environment specialists and personnel specialists dealing with labour law issues at their enterprises) have joined the infolist already. Materials of the electronic newsletter of the Labour Inspectorate have been repeatedly used by the Estonian Trade Union Confederation in their newsletter in 2010.

Working life portal – For elaboration of the idea and design and plan of implementation of the portal of work environment and labour relations a work group was established in May 2010, consisting of representatives from the Ministry of Social Affairs, Labour Inspectorate and National Institute for Health Development. The work group has carried out surveys of various target groups and work is going on creating the portal in 2011.

Participation in construction fair – On April 7-10 the Labour Inspectorate participated in the construction fair in Tallinn "Estonia Builds 2010", where labour inspectors, labour inspectors – lawyers and labour inspectors – specialists in communication consulted people during four days. They disseminated information materials. More than 1000 people visited our display unit during the four days. In October (14-16 October) the Labour Inspectorate took part in the construction fair in Tartu, where within the three days people could ask for advice both from labour inspectors specialized in the field and labour inspectors – lawyers at the Fair Centre. Information materials were disseminated there as well. There were more than 1000 visitors.

Collection and dissemination of examples of best practices on work environment – During 2010 examples of 47 best practices have been collected. Together with the best practice examples collected in 2009 there are 80 cases of best practice in our database available to everybody as of 31 December 2010. There is also a version of database of best practice examples in the Russian language as well at the website of the Labour Inspectorate, where 76 examples have been translated into Russian, 4 examples could not been translated into Russian in 2010 but are planned to be translated within the year 2011. On 25 November 2010 in the frames of the conference organised by the National Institute for Health Development there was an event where best practice examples were acknowledged. The event was organised in collaboration with the National Institute for Health Development with the aim to give wider scope to the acknowledgement of best practices. Diplomas and souvenirs were awarded to the following enterprises: AS Saaremaa Teed, Viking Window AS ja AS Vikan Estonia. Practices submitted since October 2010 will take part in the competition of best practices to be held in 2011.

Trainings of work environment specialists - It was decided to implement e-tuition in order to make training more diverse, use new technological opportunities, make students more active and have a more accurate picture of the activities of students and lecturers. For the purpose an e-tuition environment of the Labour Inspectorate was established. It was our plan to train 10 groups of work environment specialists in 2010. Training sessions were divided into spring period (March, April, May and June) and autumn period (August, September, October, November, December). The target group of the training was work environment specialists and workers performing the duties of work environment specialists. For the spring period participants could register for 5 groups (2 in Tallinn, 1 in Tartu, 1 in Pärnu and 1 in Jõhvi). The capacity of training for work environment specialists is 120 academic hours on the basis of the general module. The participants who have passed the training get a certificate. The criterion for obtaining a certificate is participation in the training during at least 7 training days, completing at least 80% of homework and passing an examination.

Training of optional module - In 2010 four trainings of optional module were carried out:

- Training of workers on work environment of enterprises - 1 day (8 academic hours)
- Lighting – 1 day (8 academic hours)
- Physiological risk factors – 1 day (8 academic hours)
- Psychosocial risk factors – 2 days (32 academic hours)

The training of optional modules "Training of workers on work environment of enterprises", „Lighting" and "Physiological risk factors" took place in the form of pilot courses in 2010. The same optional modules are also provided at training courses in 2011. In 2010 such courses were organised in Tallinn and Tartu. The training of the optional module "Psychosocial risk factors" were held in Tallinn, Tartu, Pärnu and Jõhvi.

Training for managers of small enterprises – In accordance with the time schedule, training courses for managers of small enterprises began in March. Training sessions were divided into spring and autumn period. The target group of the training courses was managers of small enterprises. For the spring period participants could register for 5 groups (2 in Tallinn, 1 in Tartu, 1 in Pärnu and 1 in Jõhvi). The groups were completed very quickly, e.g. in some hours in Tallinn, within a week in other cities. The capacity of all topics is either 2 or 4 academic hours. Training for managers of small enterprises took place on three days, with weekly intervals. The capacity of training was 24 academic hours in all. The participants who have passed the training got a certificate. The criterion for obtaining a certificate is participation in the training during at least two days and passing an examination.

Elaboration of a programme for in-service training for occupational safety trainers of vocational schools and implementation of a pilot course – The training was carried out in Tallinn between 26.08.2010 and 05.11.2010. The curriculum was presented for examination also to vocational training centres in Tartu and Pärnu and to Tallinn Polytechnic School. For preparation of the curriculum, the curriculum of the general module prepared for training of the work environment specialists was taken for the basis. In accordance with the recommendations of the National Examinations and Qualifications Centre the training was planned in volume of 80 academic hours, including 64 hours in the classroom. The training took place in 8 days in the form of 4 two-day cycles. In addition 16 hours of independent work was also included in the programme. The training ended with an exam.

As a conclusion we can say that in the training and information days 599 and 1153 people respectively participated in all. If participants of a training or information day pass on their knowledge obtained there to their colleagues at their enterprises, we can say that the Labour Inspectorate has theoretically through training and information activity covered about 22% of the total workforce, our target group for information on work environment and labour relations.