TÖÖINSPEKTSIOON

Work Environment 2013

March 2014

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Estonian Work Environment in 2013

Inspection activities in the field of health and safety at work are directly influenced both by the number of employed people and the number of enterprises in different fields of activity. The year 2013 can be characterized by an on-going upward trend based on the number of employed people. Compared to the year 2010, 53 500 employees have come back to the labour market.

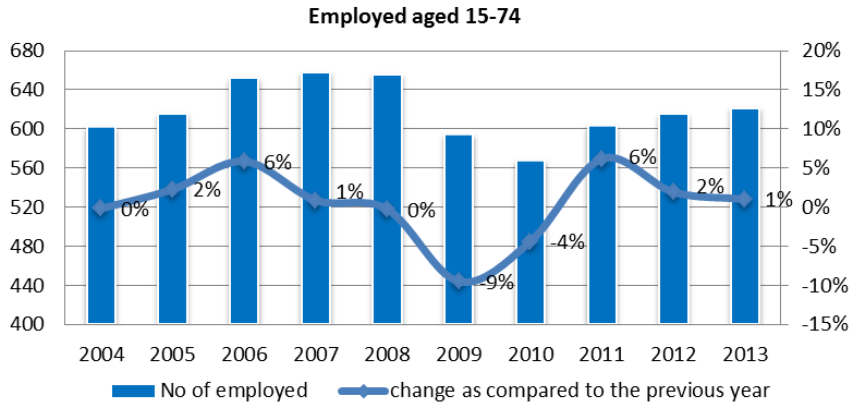
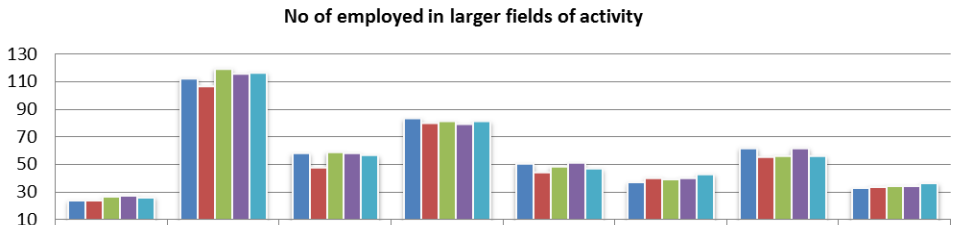


Figure 1. No of employed (aged 15-74) and change in the number of employed compared to the previous year

Increase in the number of employed people is also confirmed by the data of the Statistics Estonia by fields of activities, on the basis of which compared to the year 2012 the number of employed people in larger fields of activities differed. For instance, in the construction and transport sector the number of employees has decreased but for the third year running the number of employed people has been increasing in the administrative and national defence sector. The number of employed people is showing an increasing tendency also in the sector of health care and the processing industry as a whole can be brought out, where the number of employed decreased by 3500 people. The increase was more prominent in administrative and support activities and in the education sector where 5500 employees were accrued. Employment growth as a whole, however, was mostly affected by the increase in the number of employed in accommodation and catering, professional, scientific and technical activities, commerce and cultural activities.



	Agriculture	Manu-facturing	Construction	Trade	Transport, storage	Public admin., national defence	Education	Health care
2009	24	112,2	58,1	83	50,6	37,1	61,9	32,9
2010	23,9	106,6	47,7	80	44,4	40,3	55,7	34,2
2011	26,6	119,1	58,9	81,1	48,3	39,3	56,5	34,6
2012	27,6	115,5	58,2	79,1	51	40,1	61,8	34,5
2013	26,5	116,4	56,6	81,1	46,9	43	56,1	36,4

Figure 2. No of employed (aged 15-74) in larger fields of activity 2009-2013

Improvement in the economic environment also shows the number of new companies. As it can be seen in the chart below the number of companies operating was the smallest in the second quarter of 2010. The years 2011-2013 have been good for the labour market when the number of companies has steadily increased. As a positive fact it can be pointed out that it is not only the number of small enterprises with one or two employees that increases but also more employees can be recruited at the enterprises established. Thus in 2013 about 1000 more enterprises were inspected by the Labour Inspectorate than during the previous year.

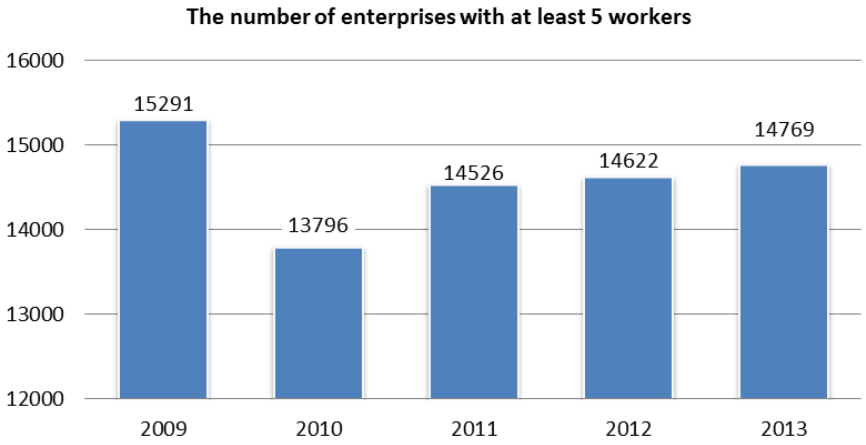


Figure 3. No of enterprises with more than 5 employees

In addition to the changes in numbers of employed and enterprises we monitor changes in the work environment via changes in unemployment/employment rates, the working age population and the change in the proportion of young workers. We also monitor changes in the financial soundness index, which to a greater or lesser extent, gives an idea of possible changes in the number of labour disputes. The higher the level of confidence in the economy, the fewer problems there are in the workplace between employees and employers. The more complicated the situation is in the economy in general, the more complicated are the relationships, the resolution of which will increase the need for recourse to labour dispute committees.

The absolute number of accidents at work, the main indicator of work environment, increased by twenty four cases compared to 2012. Looking back at the time of almost 20 years ago, then the number of registered work accident was the biggest during the time. While the proportion of work accidents per 100 000 employees has somewhat decreased, i.e. to 673 work accidents (in 2012 – 676). It is good to note that both the number of serious accidents at work and the percentage of all work accidents has decreased. There were 20 fatal work accidents in 2013.

One of the causes of increase in the number of registered work accidents results primarily from the increased intensity of work and recruitment of new employees with limited work experience or who have not been sufficiently instructed and trained on safety measures. Each year reporting of accidents at work improves, which contributes to the decrease of the number of hidden work accidents.

The number of labour disputes has remained almost the same during the last three years, i.e. a bit less than 3000 cases of labour disputes a year. Despite the fact that the total number of labour disputes has not increased, however, the number of applications submitted by an employer has increased. When in 2012 the number of applications submitted to the Labour Dispute Committees by employers was 281, i.e. 10 %

of all the applications, then in 2013 already 349, i.e. 12%. There is also a regionally significant change in the number of labour disputes.

When in 2011, 51% of all applications submitted in the Republic were submitted in Tallinn and Harju County, then in 2013 the percentage was already 61%. However, the number of labour disputes in Ida-Viru County compared to last year decreased by almost a quarter.

Based on the objective of the Labour Inspectorate to ensure more efficient and effective supervision, somewhat fewer inspection visits of enterprises were carried out in 2013 than in the previous years, but all the more thoroughly. The number of enterprises inspected has decreased mainly due to the decrease in the number of inspectors carrying out surveillance.

The number of infringements identified decreased, however, the number of infringements per enterprise visit increased. The proportion of enterprises where infringements had been detected increased. The level of elimination of identified infringements on time has considerably improved. Or in other words, supervision of enterprises has become more effective and it can be concluded that employers correctly comply with safety requirements.

In the frames of communication and information activity and with the assistance of the European Social Fund information days on work environment and labour relations and training of work environment specialists and managers of SMEs were carried out in 2013 all over Estonia. The electronic Newsletter of the Labour Inspectorate was regularly issued and delivered to subscribers and information on labour relations and work environment was regularly published in local press and city websites. Collection and recognition of best practices is an ongoing activity, more information is available on the website of the Labour Inspectorate.

The European Agency for Safety and Health at Work (EU-OSHA) launched a campaign on healthy work places "Working together for risk prevention" for 2012-2013, the aim of which was to encourage managers, workers, representatives and other stakeholders to work together to manage risks in the workplace. In Estonia the campaign is coordinated by the Focal Point in the administrative area of the Labour Inspectorate of Estonia.

Also in 2013 the Healthy Workplaces campaign continued, in the frames of which two major communication events were organised: a seminar on personal protective equipment in April and International Day for Safety and Health at Work in October. The event was free to all participants and the workshop presentations are available at the portal of Working Life http://tooelu.ee/et/eu-osha/isikukaitsevahendite-seminar.

In the frames of the European Agency for Safety and Health Week, XV International Day for Safety and Health at Work was held on 23 October 2013 at the National Library in Tallinn, where OSH professionals delivered presentations on health and safety at work; enterprise representatives shared their positive practical experiences in the field of work environment and an overview of the current situation of safety and health at work and development trends in Estonia was given. 266 people in all attended the Day for Safety and Health at Work, most of whom were work environment specialists, also professionals involved in safety and health at work, enterprise representatives, teaching staff, students and other interested people. The event was free to all participants and the presentations are available at the portal of Working Life http://tooelu.ee/et/eu-osha/XV-Tootervishoiupaev.

During the year, thousands of informatioin materials were distributed, various press releases appeared and an educational tool for teachers was translated into Estonian to introduce primary school children health and safety issues with educational but at the same time witty and amusing Napo clips and creative activities. The material is available here http://www.napofilm.net/et/napo-for-teachers.

Health and Safety at Work

Inspection of Health and Safety at Work

In 2013 during inspection visits on health and safety at work 2665 enterprises were visited in all, covering 18% of enterprises with 5 or more employees in Estonia.

Figure 4. No of enterprises visited during health and safety at work inspection

Compared to previous years, 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. Infringements detected are dealt with more thoroughly, timely compliance with requirements is observed and in case of noncompliance with requirements substantially more sanctions are imposed. In addition to inspection of work environment, also 1173 target inspection visits were conducted, the aim of which was to find out more problematic fields of activity in the work environment and to make employees and employers aware of them. It is a good sign that the relative importance of such topical target inspection visits has increased.

The topics of national target inspections in 2013 were:

- ✓ Organisation of occupational health service at enterprises;
- ✓ Use of dangerous chemicals;
- ✓ Target inspection of construction sites in spring and autumn;

In addition an inspection and information campaign “New employees at the company“ was conducted all over Estonia.

Local inspectorate chose the topics for regional target inspection and they were as follows:

In the work area of the Lõuna Inspectorate:

- ✓ Maintenance staff;
- ✓ Safety at installation, repairing, maintenance of work equipment;

In the work area of the Ida Inspectorate:

- ✓ Target inspection of safety of work equipment.

In the work area of the Lääne Inspectorate:

- ✓ Target inspection of safety of sewing.

Conclusions of target inspection results can be found in the Annex to the Annual Report in the Estonian language: http://www.ti.ee/index.php?page=1707&

Inspection of new premises and market control of PPE–s are also the responsibility of the Labour Inspectorate, and were performed at 192 and 44 enterprises respectively. Based on complaints enterprises were visited in 113 cases, due to cases of occupational diseases or investigation of accidents at work 283 times in all in 2013.

Inspection results of work environment

For the second year in succession inspection activities in the work environment were planned and conducted on the basis of risk assessment of enterprises. Risk rates depend on the risk level of the activity of the enterprise, the last visit of the enterprise, inspection results, the number of employees and the number of work accidents, the number of cases of occupational diseases and work-related diseases in the enterprise. Based on the figures the risk rate is formed for each enterprise. The higher the risk rate is, the sooner it is included in the list of enterprises to be inspected.

Compared to previous years, when the basis for visiting an enterprise was mainly riskiness of the field of activity, e.g. wood and metal industry , where a lot of accidents at work happen, then today a specific company itself is a basis. Therefore, enterprises with less hazardous field of activity may get into the spotlight of labour inspectors more often than before, which have never been visited, either never before or for a long time.

Work environment inspections together with assessment of the work environment and employer`s activity were performed at 1634 i.e. 11% of enterprises with more than 5 employees [1] (in 2012 – 1380 i.e. 9%).

In 2013 enterprises of the following fields of activity were inspected most:

- ✓ wholesale and retail trade - 283 enterprises (11% of enterprises in trade);
- ✓ education – 187 i.e. 30% of educational institutions;
- ✓ construction - 175 i.e. 10% of construction enterprises, in addition 582 times target inspection visits of construction sites;
- ✓ transport and storage - 133 i.e. 11% of transport enterprises;
- ✓ metal industry - 131 i.e. 14% of enterprises in this sector.

Such a choice and proportion of fields of activity is due to the risk rating of enterprises.

[1] The No of enterprises with more than 5 employees (14 769) based on the data of the information system of the Labour Inspectorate

In the figure below, however, we can see the fields of activity that have most often been inspected during the last five years. The biggest changes since the introduction of risk rates have taken place in the construction and education sectors. The reason for more frequent inspection of education sector is just the change of the aforementioned methodology of risk assessment, which is why educational institutions that had not been inspected for a long time got to be inspected in a significantly larger volume and inspection of the construction sector was influenced rather by the change of control policy. In other words, in the construction sector not so many general inspections of construction enterprises are conducted but rather specific construction sites are inspected, which allows more than before to identify infringements causing accidents at work.

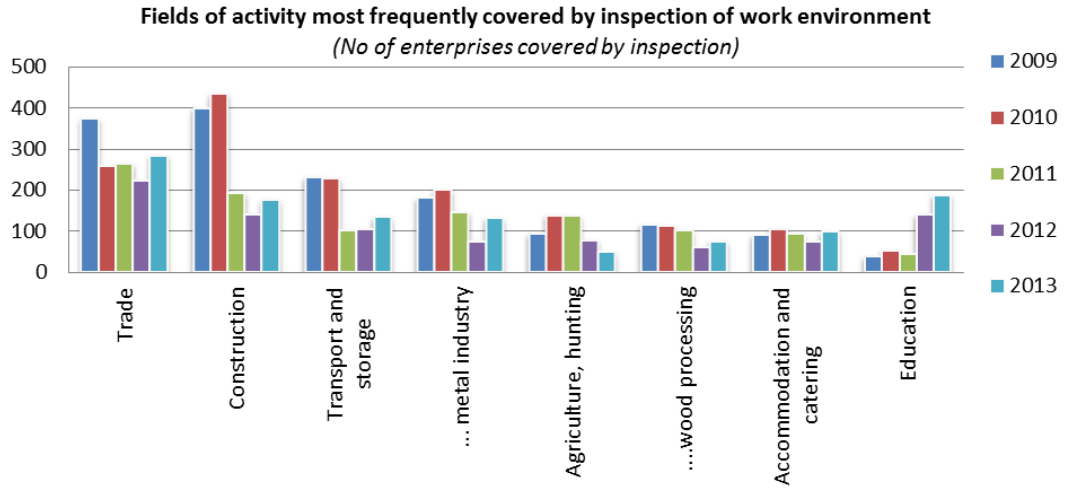


Figure 5. 2009-2013 most frequently inspected fields of activities in Estonia

Assessments given on work environment risk factors and employers` activities at enterprises

Taking into account all factors, labour inspectors assessed work environment of enterprises as follows:

Table 1. Assessments given during inspection of work environment

	2009	2010	2011	2012	2013
Good	39%	53%	59%	58%	61%
Rather good	43%	26%	22%	23%	20%
Rather bad	12%	13%	11%	9%	10%
Bad	6%	8%	7%	10%	9%

In conclusion we can say that, on average, 81% of risk factors of enterprises and work environment activities were assessed as positive. This trend (80/20) has remained the same over the years, but it still shows a considerable improvement in the overall situation of the working environment, when compared with estimates from year to year. When in 2009 work environment hazards and employers activities were assessed as good in 39% of cases on an average, then today already in 61% of cases such an assessment is given. Thus, we can conclude that there are more and more such employers who are truly interested in establishing a safe work environment themselves without the need for a labour inspector to inspect the enterprise.

Unfortunately, in nearly 20% of enterprises not much attention is paid to work environment activities before a labour inspector`s visit. Follow-up inspection activity reveals that the majority of them, however, improve their work environment so that it is in line with requirements. Such employers are not aware that they need to provide employees with proper training and instruction, that employees must undergo a medical examination and that employees` representative i.e. work environment representative must be elected at enterprises. All the three activities are, however, crucial to prevent work accidents or occupational diseases.

Follow-up inspection activity reveals that the majority of them, however, improve their work environment so that it is in line with requirements, however, there are about 5% of enterprises on an average where work environment activity was still assessed as bad or rather bad.

To illustrate the changes in assessments given during the last five years, assessment on risk factors of enterprises have been brought out in the Figure below (Figure 6) and on employers` activities (Figure Figure7). The %-s brought out in the Figures are given on the basis of enterprises where the risk factor occurred or the activity was required.

As it can be seen in Figure 6, assessments on risk factors in the work environment are relatively similar as compared to previous years. However, activities related to dealing with such risk factors as manual handling of loads or handling of dangerous chemicals can be brought out, which, although little by little, but still are changing for the better. However, again, assessment of such a simple area as compliance with requirements for routes, so that the staff does not slip, trips or fall, have become worse. On the one hand these estimates show the situation of enterprises but on the other, also labour inspectors have started to draw more and more attention to these risk factors.

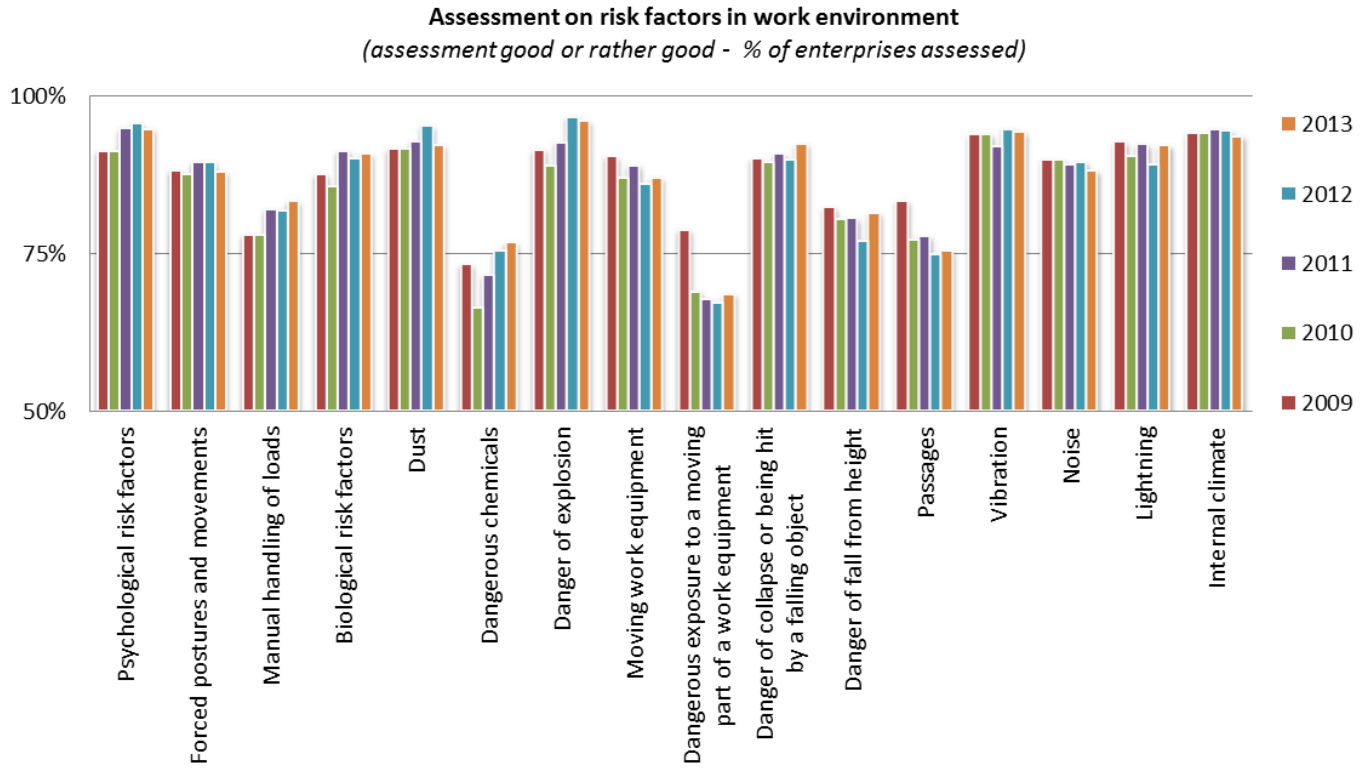


Figure 6. Assessment on risk factors in the work environment 2009-2013

Estimates on employers` activities (Figure7) show that also similarly to previous years problematic aspects and activities have remained the same. Training and instruction of employees was most frequently assessed as bad or rather bad. Negative assessment was given to 48% of enterprises assessed in 2013. Compared to the assessments of previous years assessments have somewhat improved, but the situation certainly cannot be considered good. One of the reasons of such results is doubtlessly that more attention has been drawn by labour inspectors themselves to the circumstances. Which in its turn means that training and instruction of employees is one of the most essential activities for the employer to be inspected by labour inspectors. Unfortunately, insufficient training and instruction of employees is one of the main causes of work accidents. Nomination of work environment representatives and election of a work environment specialists is still a problem in many enterprises or their activity was not fully in compliance with requirements, but the situation is slowly improving in this area. Assessments on the presence and use of personal protective equipment, employers are obliged to provide, have also deteriorated.

As for employers` activities, however, we can highlight such activities as organisation of first aid and conduct of internal control at enterprises. As it can be seen in the Figure below these activities are assessed better year after year. It is also seen that the awareness of existence of a work environment representative and a work environment specialist has slowly started to rise.

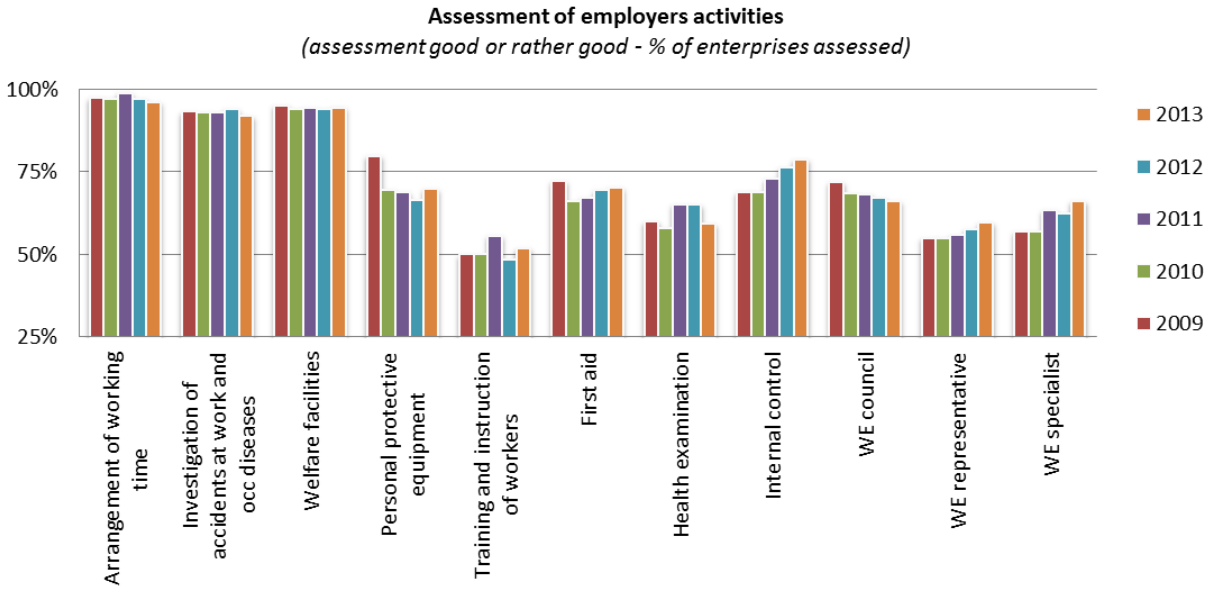


Figure 7. Assessments on employers`activities 2009-2013

Results of the follow-up inspection activity

During the year follow-up inspection visits were carried out in 404 enterprises, i.e. in 15% of enterprises visited before. The relative importance of follow-up inspections of all enterprise visits has been decreasing year by year, which is caused by the fact that the submitted requirements are met increasingly better by employers. The percentage of timely complied requirements has increased. When in 2009, 67% of requirements submitted were complied with in time, then today already 88%. Thus, since employers have

started to better comply with requirements, the Labour Inspectorate has less reason to conduct follow-up inspections.

In the course of follow-up inspections risk factors of the work environment and OSH activities were assessed as follows:

Table 2. Assessments given during follow-up inspection visits

	2009	2010	2011	2012	2013
Good	47%	65%	71%	69%	70%
Rather good	48%	28%	23%	25%	25%
Rather bad	4%	4%	3%	4%	3%
Bad	1%	2%	2%	3%	2%

Thus, based on the results of follow-up inspection visits we may say that at about 95% of enterprises work environment was assessed as good or rather good. Looking at the change of estimates over the years, improvements can be noticed. When in 2009 only in 47% of cases work environment was assessed as good, then today already in 70%.

Major changes made between an initial and follow-up inspection of enterprises concern employers` activities i.e. the organisational side. For instance, activities related to training and instruction of the staff have been better organised. When during an initial inspection we can be satisfied with the activities of only half of the enterprises, then during a follow-up inspection the activity is in compliance with legal requirements in most of them. Also, as a rule, employers have paid proper attention to the availability, use and control of personal protective equipment, have organised nomination of and training for first aid providers and improved organisation of health examination. It is also worthwhile to note that changes have been made concerning risk factors in the work environment – problems related to noise and lighting have been significantly improved, routes have been serviced, exposures to mobile work equipment/moving parts of work equipment have been reassessed, measures have been taken to prevent exposure to dangerous chemicals, etc. Thus, a labour inspector`s visit will in any case lead to significant changes in the work environment of the enterprise.

However, some activities can also be seen where some employers cannot cope with them within the given time, e.g. organization of health examination and conduct of internal control could not be implemented by 15% and 10% of enterprises respectively, but labour inspectors continue to deal with them until the requirements are met.

Complaints

On the ground of complaints 113 enterprises were inspected in 2013. Year by year complaints have been more and more the causes of inspection visits. The majority of complaints are submitted to the Labour Inspectorate on the construction and trade sectors. Some examples on complaints of the construction sector:

- ✓ there are no guard-rails of scaffoldings at construction sites;
- ✓ lifting operations are carried out, but the employees do not wear helmets;
- ✓ at the exchange of an asbestos cement roofing for tin tiles, the workers did not know how to take a tin plate (1 tile is 7 metres long and about 30 kg in weight) up to the height of 15 metres, the same applied to roof boarding. Neither were the workers aware how to get the old asbestos cement tiles to the ground. The workers wore no helmets. Surroundings of the construction site was not delineated. As an inspection result work was suspended at the construction site.

- ✓ A complaint was submitted that trees are felled at a graveyard by workers without safety equipment (helmets, visors and earmuffs). Persons working there are drunk

The Labour Inspectorate is rather often informed of what takes place in the trade sector. For instance, the problem concerning ventilation, when it is either too cold or too hot in shops, then noise, sometimes it may be too noisy due to the loud music, etc. Since 2012 hints submitted to the Labour Inspectorate are registered with a link to the enterprise, on the basis of which activities of the enterprise are checked and/or the information is available, so it enables to pay attention to the information when planning an inspection visit to the enterprise.

Fellow citizens are especially attentive regarding working of minors. For instance, they definitely notice when minors work on construction sites, or even worse, if they work on roofs with no protective equipment. The Labour Inspectorate is very grateful for this information, because that way we are able to respond quickly and prevent accidents.

Infringements of health and safety at work

Infringements of requirements of different legal acts were identified in the course of inspection in 11 810 cases (in 2012 - 12 256), 80% of which were formalised in notices. As compared to the year 2012 the number of non-compliances discovered has decreased, but still infringements were established in 84% of enterprises visited (in 2012 - 82% and in 2011 – 79% of enterprises). Thus, in only 429 enterprises of the 2665 enterprises inspected during the year no infringements were identified.

Employers eliminated 88% of infringements identified on time, which in itself is quite a good indicator, as for example in 2009 only 67% of requirements were complied with on time. Thus, it is good to note that enterprises have paid more attention to compliance with requirements of safety at work and in cases infringements had been established, requirements were met more accurately than in previous years.

The number of infringements detected also indicates more in depth inspection of enterprises. When in 2009 in the course of an enterprise visit 3-4 infringements were detected on an average, then last year the number was 4,4. Such results show that labour inspectors have become more thorough and employers` attention is drawn more and more to compliance with occupational health and safety requirements.

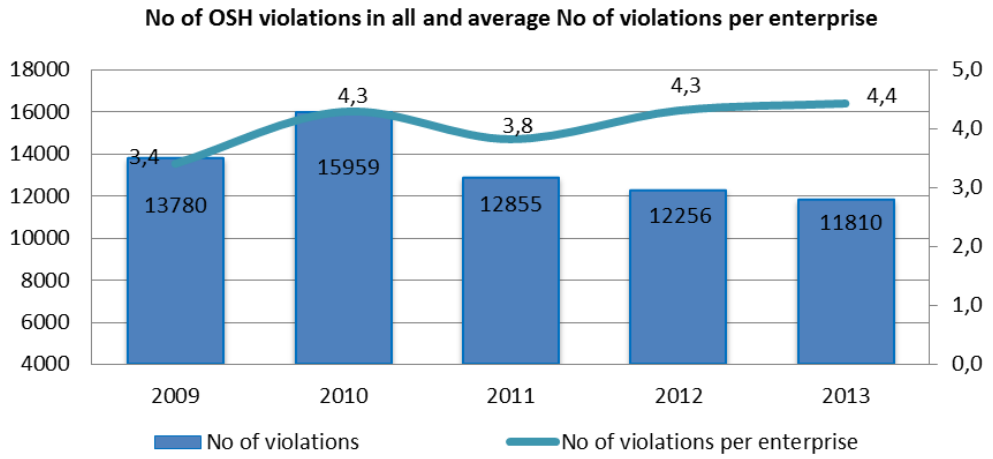


Figure 8. No of OSH violations and average No of violations per enterprise

Analysis of infringements by legal acts reveals that during the last five years the relative importance of infringements directly resulting from OSH requirements of the total number of infringements has considerably decreased. However, the number of infringements of OSH requirements related to the use of work equipment and non-observance of OSH requirements at construction sites has increased. The Figure below shows the most frequent infringements by legal acts.

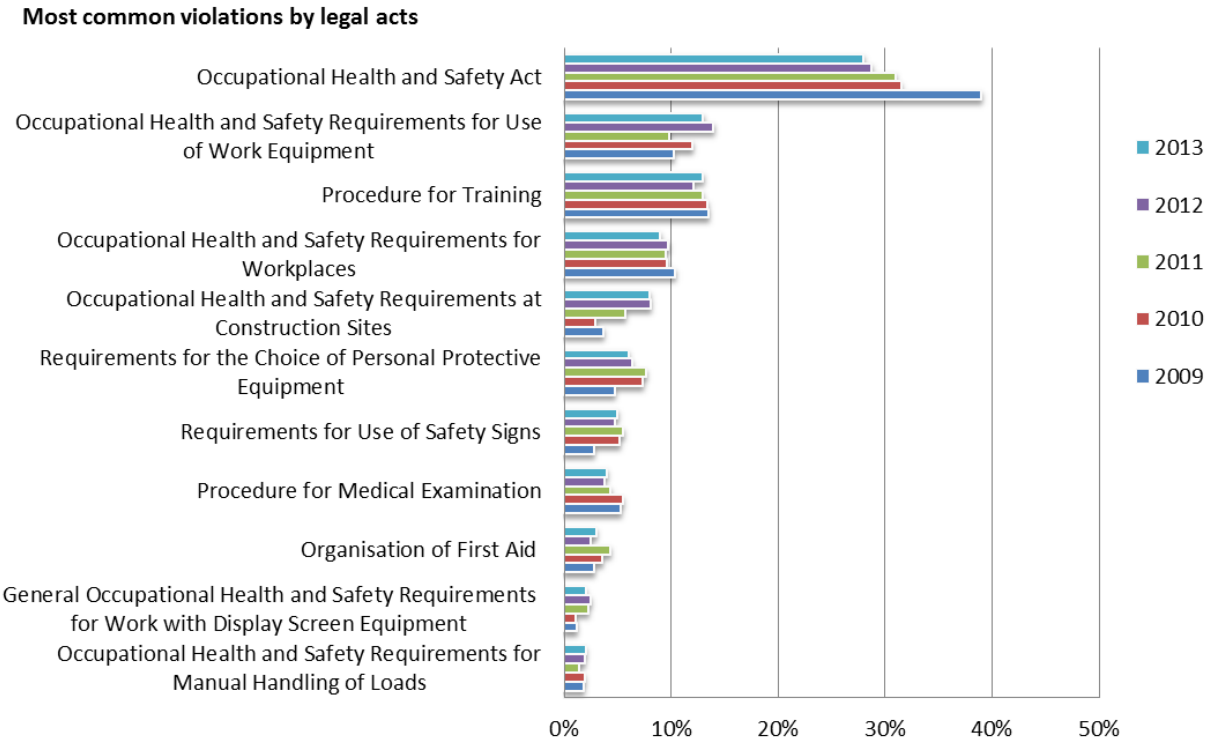


Figure 9. Most common safety at work infringements by legal acts

Infringements of requirements of the ***Occupational Health and Safety Act*** were identified 3353 times, i.e. 28% of the total number of infringements (in 2012 – 29%). For instance, based on the Occupational Health and Safety Act the majority of infringements detected concerned the lack of safety instructions on works carried out and the work equipment used – 401 or nearly at every seventh enterprise. Risk assessment, the arrangement of which has been posing a major problem for years, had still not been conducted in 351 i.e. in nearly every 8th enterprise (in 2012 - in 474 enterprises). Risk assessment had been performed, but insufficiently in 385, i.e. in every 7th enterprise. To sum it up, we may say that there are continually problems with conducting of risk assessment in every fourth enterprise inspected. It is good to note that the number and percentage of such enterprises, where risk assessment has not been conducted at all, is declining year by year, at the same time we can see more and more problems at those enterprises, where risk assessment has once been conducted, but they are not up-to date and are no longer in line with the changed work environment. Thus, risk assessment of an enterprise cannot be just a one-time written document on paper but it must be in line with the development and changes of the enterprise and thus the risk assessment must be reviewed again and again and updated.

It is evident from labour inspectors` assessments of work environment that the situation regarding election/nomination of people responsible for work environment at enterprises has changed for the better, however, as violations these aspects are still among the most common ones. For example, work environment representative had not been elected in every seventh and work environment specialist in every eighth enterprise visited. Work environment situation would significantly change for the better if

employers determined people dealing with the work environment (work environment specialist and work environment representative) who systematically conduct risk assessment of the work environment, identify risk factors occurring in the work environment and resulting from them would be able to draw the necessary safety instructions on works to be done and work equipment to be used and as a result of which the work environment as a whole would significantly improve.

Infringements resulting from non-compliance with ***Occupational Health and Safety Requirements for the Use of Work Equipment*** were identified in 1570 cases, i.e. 13% of the total number of infringements (in 2012 - 1713 cases, i.e. 14%, respectively). Labour inspectors draw quite a lot of attention to the safe use of work equipment, as non-functioning machinery and equipment or without protective covers have caused a very large number of accidents at work. Therefore, special attention is paid to the presence and use of devices ensuring safety of work equipment

Pursuant to the ***Procedure for Training and In-Service Training regarding Occupational Health and Safety*** infringements were identified in 1589 cases, i.e. 13% of infringements (in 2012 - in 1478 cases, i.e. 12% of the infringements). It is disturbing to note that compared with the year-ago period the number of infringements concerning training and in-service training have increased in numbers and the percentage of the total number of infringements, despite the fact that both the number of violations as the number of inspection visits was less than the year before. Most often the requirement for initial or in-service training of employees is ignored, it was identified in 690 cases, i.e. in every fourth enterprise. These results, however, show directly that enterprises do not deal with prevention of work accidents as necessary. It is instruction and training of employees that is essential for prevention of work accidents. Introductory instruction, training and in-service training for first aid providers and for work environment specialists belong to the same category of infringements.

Infringements resulting from non-compliances of ***Occupational Health and Safety Requirements at Construction Sites*** were established in 907 cases, i.e. 8% of infringements. The increase of infringements of building regulation is definitely due to the fact that more target inspections were performed at construction enterprises, in the course of which safety at work at construction sites was mainly inspected. Such violations as – safety of working at heights is not ensured; personal protective equipment is not used; scaffoldings and ladders are not in line with requirements; paths, clearance zone and/or danger zones are not in compliance with requirements; no welfare facilities in line with requirements, etc. – can be brought out here. One of the reasons of increase of such violations is definitely more extensive and thorough inspection of the construction sector, so it is expected that the better identification and elimination of such infringements contributes to reducing the number of accidents at work in the construction sector.

The Figure below reveals most common OSH infringements regardless which legal act they are based on:

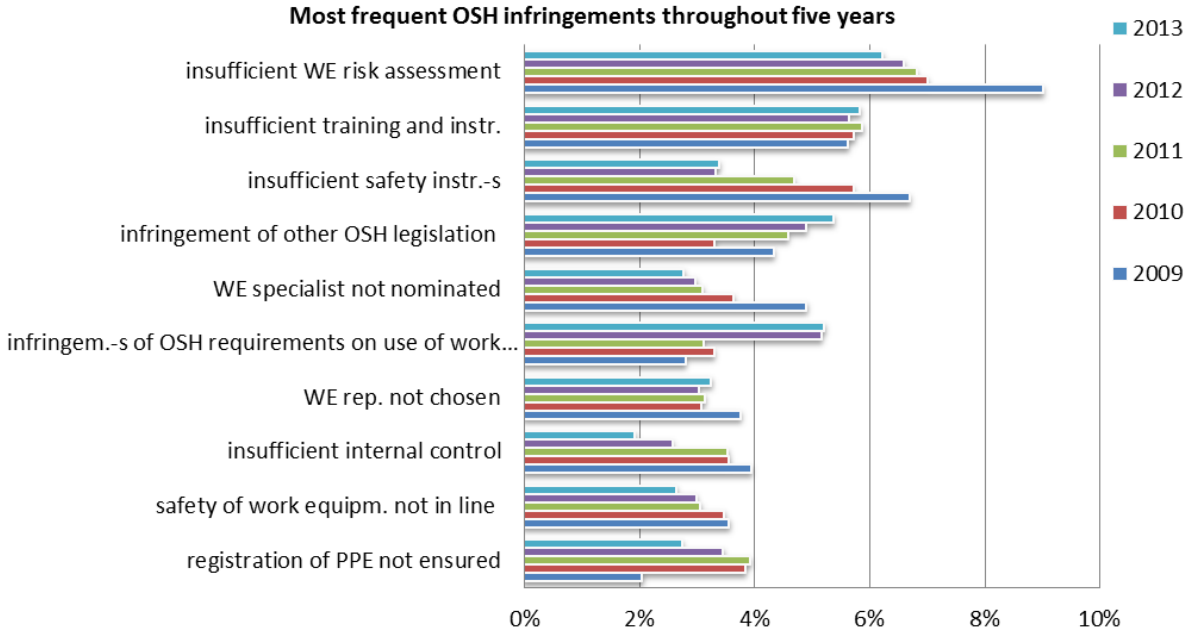


Figure 10. Most frequent OSH infringements

By fields of activity the largest number of infringements identified was in the construction sector - 2061, the most frequent of which are: safety of work at heights is not guaranteed, personal protective equipment is not used or risk assessment of work environment has not been conducted. In trade – 1544 infringements, the most frequent of which are: lack of or insufficient risk assessment, initial or in-service training has not been conducted and non-compliance with the requirements for work equipment. In metal industry – 1088 infringements, the most common of which are: failure to comply with the OSH requirements for the use of work equipment, devices ensuring safety of work equipment do not comply with requirements and also lack of or insufficient risk assessment of work environment.

However, when we look at the number of infringements per enterprises in general, then most infringements during an inspection visit were identified in enterprises of catering, information and communication and mining industries. For example, the catering sector, where during 94 visits 847 infringements were identified in all, making 9 infringements per enterprise visited on an average. The largest number of infringements at a catering company was even 26, which in turn means that the company had practically failed to comply with any OSH requirements – starting from training and instruction of the staff or nomination of first aid providers and finishing with non-compliance of conditions of welfare facilities.

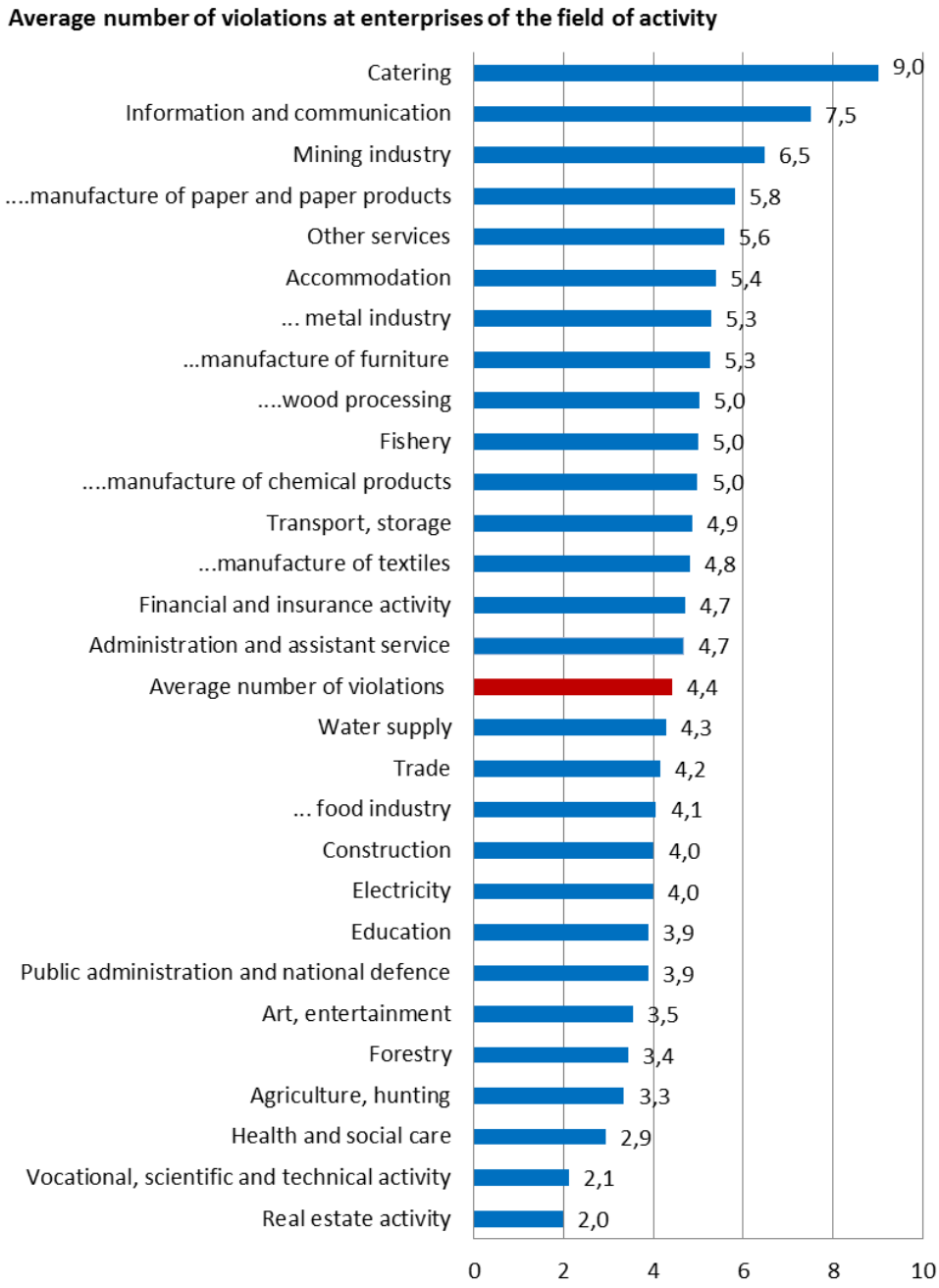


Figure 11. Average No of violations by fields of activity of the enterprises in 2013

With the aim to eliminate an infringement work was suspended 287 times and the use of work equipment was forbidden 534 times (in 2012 - 229 and 581, respectively). Suspension of work with the aim to eliminate violations has been resorted to increasingly more year after year, which in turn means that inspectors have become more demanding and dangerous situations are liquidated quickly. The majority of the cases when work was suspended still took place at construction works. The most common causes were that scaffolding and work platforms were not in line with requirements, personal protective equipment was not used, also work equipment was not in working order in other fields of activity when devices ensuring safety of work equipment did not meet requirements. The use of work equipment was forbidden mostly when the devices ensuring safety of work equipment, lifting equipment or work equipment meant for temporary work did not meet requirements.

Warnings of penalty payment for non-compliance of requirements were imposed 556 times, in the amount of 128 550 euros and the penalty payment was enforced in 59 cases in the amount of 11 170 euros (in 2012 – in 7 cases in the amount of 1 210 euros, respectively). As compared to the previous years the need to enforce penalty payment has increased several times.

Registered work accidents

4180 work accidents happened according to the data submitted to the Labour Inspectorate in 2013, in 3385 cases of which employees suffered from a minor bodily injury, in 775 cases a serious bodily injury and in 20 cases the employee died as a result of the work accident. Compared to 2012 the number of registered accidents at work has increased by 24 cases.

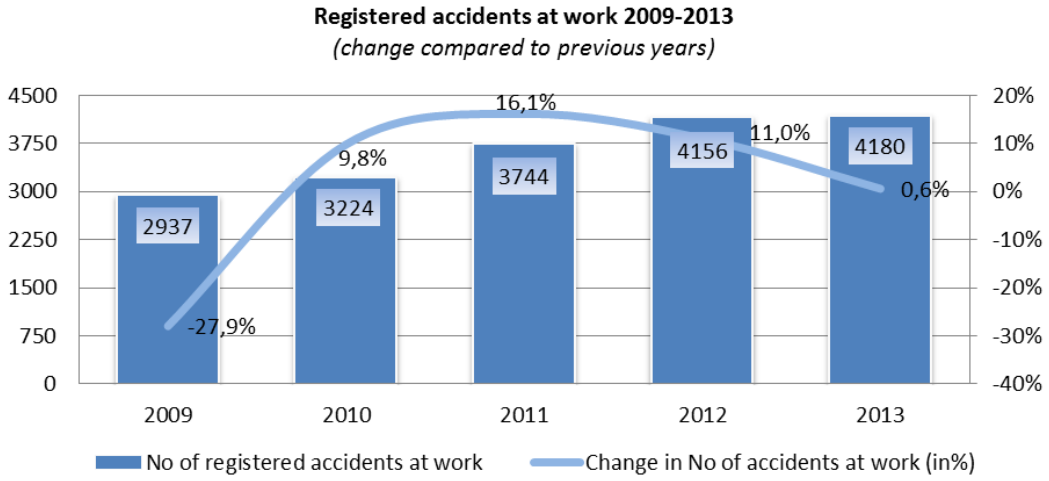


Figure 12. No of registreed work accidents and change compared to the previous years

Considering the data on weighed work accidents provided by Statistics Estonia based on market research surveys, it should be noted that work accidents are officially registered 2,4 times less than the surveys show. Occupational accident statistics compiled by the Labour Inspectorate is based on official data from the reports submitted by employers.

By level of severity of damage to health 81% of work accidents were registered as minor accidents at work in 2013. It is good to note that the proportion of minor work accidents of the total number of work accidents has been increasing during the last five years, referring to the decrease in concealment of work accidents. The number of serious work accidents decreased compared to the previous year by 38 cases, i.e. about by 5%. Unfortunately, six fatal accidents at work were recorded more than a year ago (4 fatal accidents at work occurred in traffic).

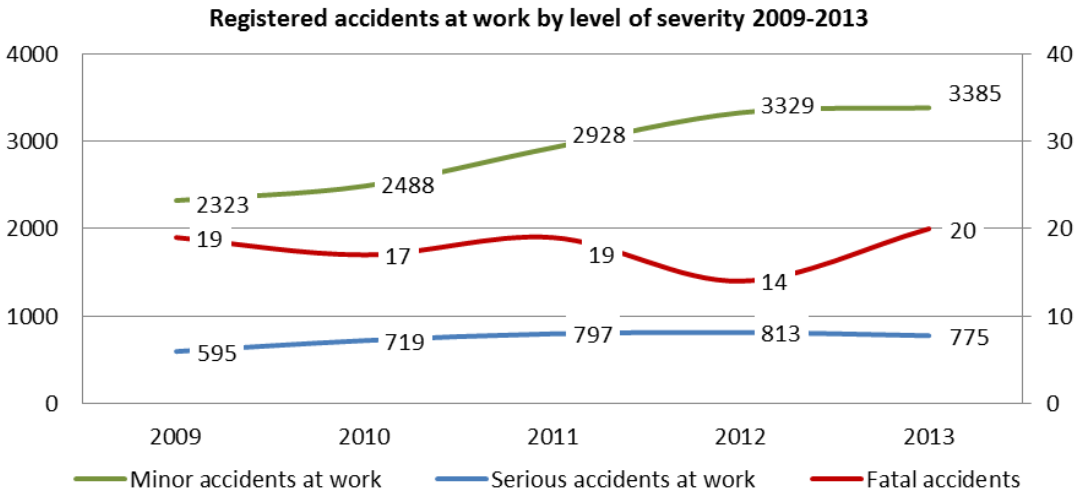


Figure 13. No of registered work accidents by level of severity

The ratio of work accidents per 100 000 employees decreased by 0,5%. The ratio is related to the number of employed, aged 15-74 in the county and field of activity. Based on the data on 2013 the number of employed in Estonia was 621 300 (in 2012 - 614 900). Thus, 673 work accidents were registered per 100 000 employees in 2013, including 545 minor accidents at work, 125 serious and 3 fatal accidents at work (in 2012 - 676 accidents at work in all, including 541 minor, 132 serious and 2 fatal work accidents).

The decrease in the number of accidents at work per 100 000 employees was mainly influenced by general increase in the number of employees in the work environment, which in turn means that the number of employed increased somewhat more than the number of work accidents. Despite the fact that the accident rate has slightly fallen i.e. the opportunity to get into a work accident is slightly smaller, it should not be forgotten that a large proportion of accidents at work happens, however, with employees who have been less than a year at work or new recruits. To prevent or reduce the occurrence of accidents at work training and instruction of new employees is very important.

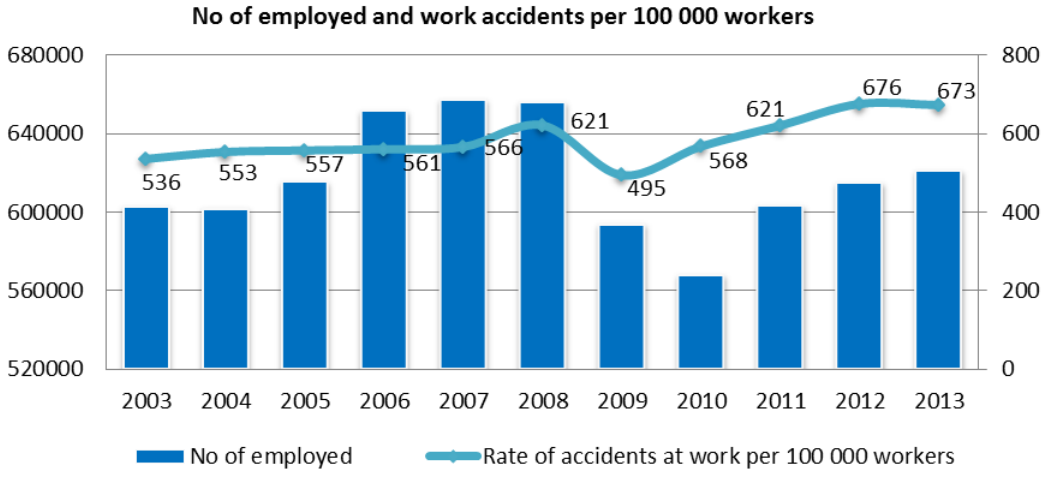


Figure 14. No of employed (aged 15-74) and work accidents per 100 000 employees

By counties work accidents were registered mostly in Tallinn and Harju and Tartu County. However, it is positive that it is the first time in five years that the number of accidents at work decreased in Tallinn. Compared to 2012 fewer work accidents happened also in the Lääne-Viru County, Saare, Jõgeva, Rapla and Hiiu Counties, but considerably more work accidents than a year ago took place in Võrul, Järva, Viljandi and Ida-Viru Counties.

Table 3. No of work accidents by counties of venue of accident

	2009	2010	2011	2012	2013
Tallinn	884	910	1063	1269	1206
Tartu County	300	375	500	586	602
Harju County	315	406	496	516	517
Lääne-Viru County	312	327	308	362	334
Ida-Viru County	235	227	275	246	272
Pärnu County	162	176	199	205	196
Viljandi County	84	98	125	139	172
Järva County	109	125	141	115	154

	2009	2010	2011	2012	2013
Saare County	97	89	111	158	126
Võru County	55	56	59	48	92
Jõgeva County	45	73	102	81	67
Põlva County	49	45	49	65	60
Lääne County	57	55	57	49	55
Rapla County	42	37	51	68	54
Valga County	59	50	45	52	51
Hiiu County	15	14	17	22	12

Work accidents per 100 000 employees are continually registered mostly in the Lääne-Viru County. The number of registered work accidents is characterized on the one hand by a very good notification level of work accidents by doctors and employers, especially concerning minor accidents at work and on the other by the number of employed in the county. Based on the data of Statistics Estonia in 2013 the number of employed in Lääne-Viru County was 27 100, however, 334 work accidents were registered in all. Thus, the Lääne-Viru County is not a county with the largest number of employed in Estonia, but such large industries as food and wood industry are located there, where unfortunately more work accidents happen than in less dangerous fields of activity.

Compared to the last year, the number of work accidents per 100 000 employees has increased in Võru, Viljandi and Järva Counties. In Võru and Viljandi Counties the increase in the proportion of work accidents was influenced both by the considerable decrease in the number of employed and the increase in the number of work accidents. In the Viljandi County the number of work accidents has mainly increased in wood industry, in the Võru County also in wood industry but also in trade. In the Järva County there was no significant change in the number of emploees during the year but the number of work accidents increased in cattle breeding and the timber industry.

Thus, we can much better track the change in the proportion of accidents occurred in counties than in absolute figures because it is influenced both by the change in the number of employees and in the number of accidents at work in the county. Therefore, we can say that the least number of work accidents were registered per 100 000 employees in Hiiu, Rapla and Valga Counties.

The number of accidents at work with Estonian employees taken place outside the Republic of Estonia has been increasing year by year. When in 2009 the number of work accidents outside Estonia was 117 then in 2013 the respective number was already 210. No fatal accidents at work were registered in 2013. Most of the accidents at work taken place outside the Republic happened in Finland (87) – mainly with Estonian construction workers, 15 times we were notified of work accidents taken place in Sweden when mainly lorry drivers were injured. Outside the EU Member States 61 accidents at work were registered, most of

them in Afghanistan, in the Peace Corps. Namely, accidents at work taken place with people in the peacekeeping force are also considered as work accidents in Estonia.

By fields of activities the majority of work accidents were registered in 2013 in the sector of metal industry where the number of work accidents has nearly doubled compared to the number of five years ago. In the public sector and national defence, which have been the most accident-prone areas during the last four years, the number of accidents at work has somewhat decreased. 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.

When we look at the change in the number of accidents at work in the last five years, the number of accidents has increased mostly in metal and timber industries of the sectors of processing industry. Also in trade, public administration and national defence sectors, transport and administrative and support service activities. It is good to note that the number of registered accidents at work has rather more increased by minor work accidents, which could mean that more and more minor injuries are registred, which in previous years were not considered important to be registered and notified to the Labour Inspectorate.

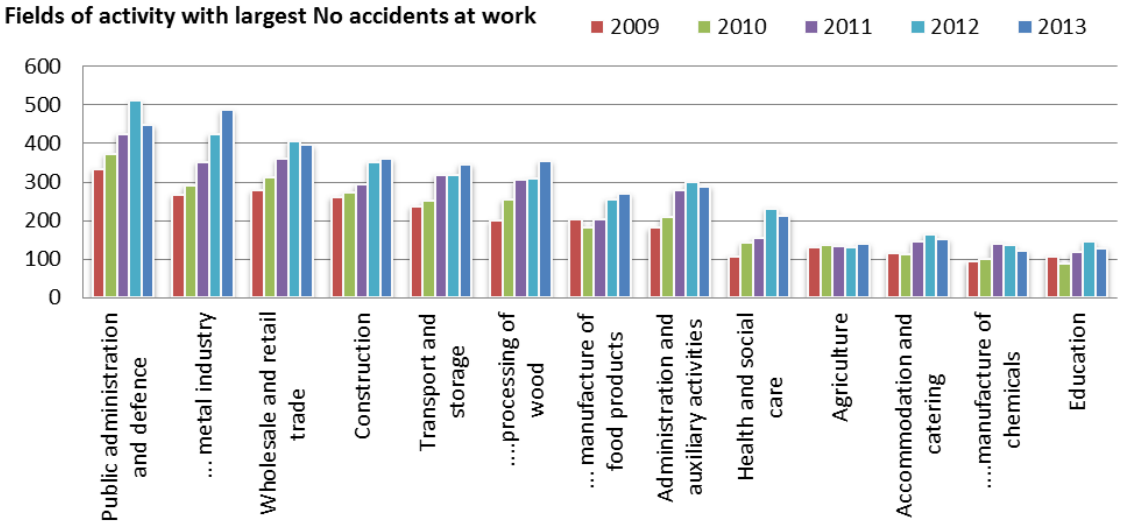


Figure 15. Fields of activity with largest No accidents at work in Estonia

When in 2009 in the sector of administrative and support activities 181 work accidents were registered, then in 2013 the number was already 289. It is should be considered, however, that it is such an activity where accidents at work have happened. The majority of cases registered in this field concern security workers and agency workers. As for security workers the increase in cases of violence towards them has been noted, also the number of accidents at work due to fall has grown. As for agency workers the analysis of the cases is a bit more complicated, as the agency workers hold various positions and work at various sectors. Regarding these employees we can assume that they are more likely to have a work accidents because they have not sufficiently received training and instruction on occupational health and safety. However, pursuant to the legislation, employers who use temporary workers must also ensure compliance with health and safety requirements.

In the fields of activities in processing industry the largest number of accidents at work per 100000 employees were registered: in timber industry (2191), food industry (1769) and metal industry (1159). From other sectors the percentage was the largest in water supply (1533), administrative and support activity (1273) and public administration and national defense sector (1041).

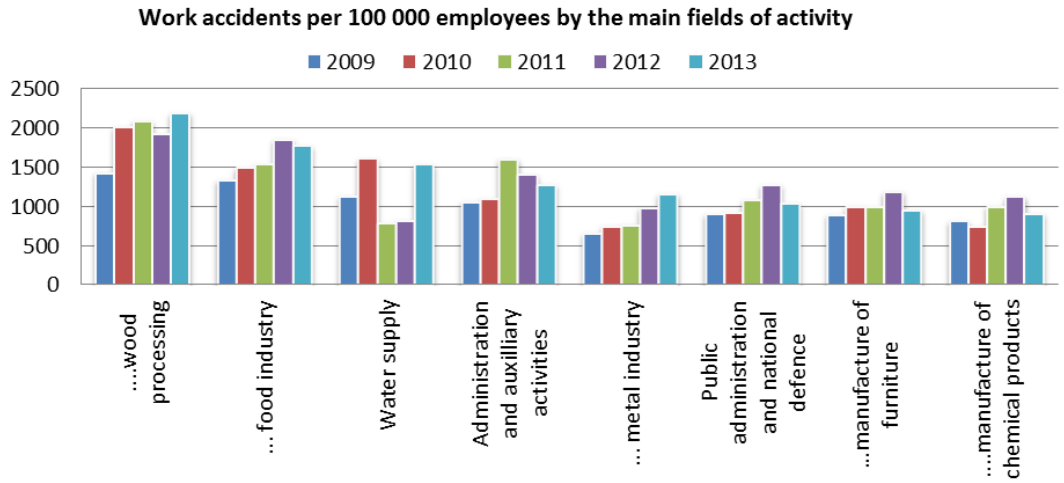


Figure 16. Work accidents per 100 000 employees by fields of activities

In most of the fields of activity the accident rate has fallen compared to the previous year, however, in water supply, timber and paper industry the indicator has somewhat risen. In each of these sectors the number of registered work accidents also increased, but the rate is significantly influenced by the change in the number of employed in the field of activity, that e.g. in water supply and paper industry have decreased. Thus, the smaller the number of employees in each sector, the greater the impact of the ratio of accidents at work in this sector. Construction, which is an area where a lot of work accidents occur, including serious ones, is not such a dangerous activity per 100 000 employees than one might expect. Here we can bring out a large proportion of concealment as one of the reasons. It is known, based on the data weighed by the Statistics Estonia, that actually there are five times more accidents at work in the construction sector than officially registered.

There were 38, i.e. by 5% less serious work accidents than the year before. Most of the serious work accidents took place in the sector of construction, metal and timber industry, despite the fact that these are the areas over which the Labour Inspectorate carries out more thorough inspection activity. For example, in timber industry there is going to be a nationwide inspection in 2014, for several years in a row twice a year there have been nationwide target inspections at construction sites and metal industry is an area where the use of work equipment not in compliance with requirements is most frequently suspended.

Although the number of serious accidents at work during the year rather decreased, then e.g. in the sectors of transport, administration and support activity serious cases were registered to somewhat more extent. Significantly, however, the number of serious accidents at work decreased in the public administration and defense sector, in the chemical industry and the mining industry. One third of serious accidents at work are cases related to falls, either from height or on the same level. For example, in the construction industry, where the majority of accidents at work with serious bodily injury occur, also a third of the cases are related to falls, both from height and on the same level. Also the habitual movement on the same level may cause fractures of the leg or arm at fall, which in itself is already a serious damage to health, as a result of which the employee, as a rule, stays away from work for quite a long time. Thus, it is of utmost importance to pay attention to all the paths.

20 fatal accidents at work were registered during the year (in 2012 – 14; in 2011 - 19). By the venue of the county most fatal accidents at work took place in Tallinn or Harju County (8), three cases in Viljandi County and two in the East and West-Viru Counties. One case was registered in Jõgeva, Järva, Pärnu, Saare and Võru Counties. Outside Estonia there were no fatal work accidents in 2013.

By fields of activities the majority of fatal accidents took place in construction (6). In two cases, fatal work accidents happened at construction of power station and in communications industry, when two workers got electrocution. One worker received fatal injuries in construction of sewerage works, when a side wall of the trench collapsed and the worker remained under the collapsed soil. At installation of a mobile tower belaying pins broke by which the lifting device was attached to the pole. The lifting device fell down and lethally injured the worker. Two cases were not directly related to performace of construction work. One employee (night watchman) was killed when, going out of the shelter at the construction site he fell, and in the second case it was a construction worker who was killed in a traffic accident.

Two of the four work accidents taken place in transport sector were related to traffic accidents. In one case the fatal accident happened during loading operation when a tree trunk of 3 m fell on the worker`s head and in the second case, a worker working on a shovel excavator drove onto a place which was an unmarked hydrant where the shovel excavator sagged through the concrete cover plate and the cab was submerged.

Fatal accidents at work occurred in the area of manufacturing and repair of machinery and equipment, administrative and auxiliary activities, in mining industry, in timber and chemical industry, in activities related to commerce and public administration. One employee died during a cave-down in oil shale mining; one worker got fatal injuries when he was caught between a watertight door of a ship. One accident happened at handling of reinforced concrete boards, during which the employee was caught in between the panels and was perished. One worker was killed in a plant, when as a result of bad organization of work he was hit by a truck and as the result the employee died. One incident took place due to the explosion of acetylene, as aresult of which the employee was fatally injured by the explosion. During loading operation metal pieces, placed vertically on the vehicle, overbalanced and fell onto the worker standing near the truck. One accident took place in the timber industry, where an edger had no protective boarder against rebound and a piece flew back from the saw blades and hit the employee directly into the heart. The worker died at the scene. Four employees died in traffic accidents at fulfilling their duties.

When analyzing the descriptions of fatal accidents at work, hazardous work practices at storage of materials and a lack of inspection over performance of work can be clearly seen. Metal or concrete frameworks and their components, formwork, prefabricated components, as well as temporary support frameworks and abamurus may be erected and dismantled only under the direction of a competent person. Lifting equipment may only be operated by specially trained staff. There are too many of such instances where an employee is injured or fatally injured due to being hit by large and heavy construction materials falling due to unstable installation. It is also possible to avoid all accidents related to collapse with good work organization. Work accidents can be avoided during demolition or earth work by carefully thought out practical aspects by a competent person.

Causes of fatal accidents at work can be summed up so that in half of the cases the employer did not sufficiently check compliance of the work station or work equipment with safety requirements. On the other hand, it is employees themselves who are responsible for the prevention of accidents at work, they must follow safety requirements, or refuse to carry out activities that may harm his or her own or other people's health. Therefore both workers and employers and their collaboration, their compliance with safety precautions play a very important role in the prevention of work accidents. It is equally important that work environment risks are assessed and an internal control is conducted.

Accidents at work can be best prevented if workers receive relevant training and instruction before they start work and, if necessary, at regular intervals. Systematic internal control carried out in enterprises,

which also includes taking of measures when non-compliance of requirements of safety at work are identified, is a more efficient and preferential way to make the work environment safer.

The most frequent causes of work accidents investigated on the bases of results of the investigation by employers and inspectors are still different. If the employer`s findings most frequently result in bringing out reason for violation of safety requirements by an employee, then inspectors usually come to the conclusion that the employee has inadequately been instructed. The number of such reports where the only cause of the accident at work is marked "other reasons" has significantly decreased. The biggest difference of investigation results of inspectors and employers concerns the adequacy of the internal control of the work environment as one cause of work accidents.

Bottlenecks should be brought out also by the national target inspection of accidents at work to be carried out by the Labour Inspectorate in 2014. The goal of the target inspection is to inspect and evaluate the compliance of employers investigative activities with the requirements established by legal acts to prevent a recurrence of similar incidents.

Other circumstances of work accidents statistically

2634 men and 1546 women were injured as a result of a work accident in 2013, meaning that 63% of work accidents took place with men (in 2012 the respective figures were 2552 men and 1604 women, the relative importance of men was 61%). The majority of work accidents involved workers, mostly men, aged 20-29. Most accidents with women happened in the age group of 50-59. 15 accidents at work took place with minors in 2013, the youngest injured person suffering from an accident at work was 16 (in 2012 – 7 work accidents, the youngest was also 16). The oldest injured person due to an accident at work was 80.

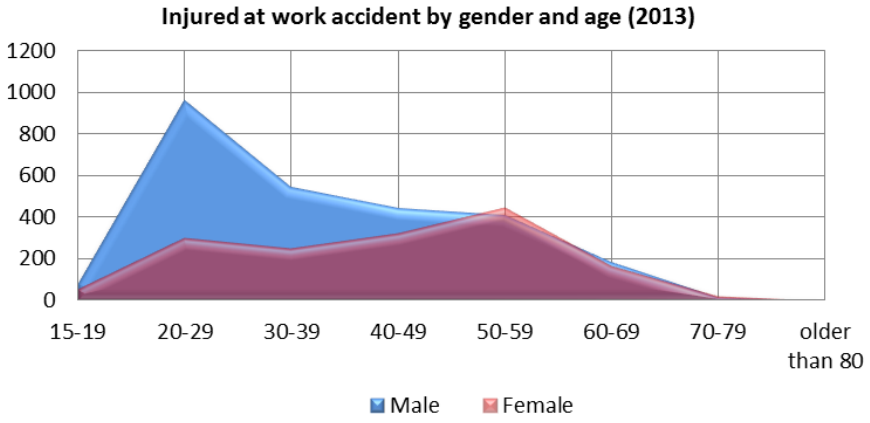


Figure 17. No of work accidents by gender and age

As for working time when work accidents most frequently occur is between 10 and 11 or 2-3 hours after the start of the working time. The second hazardous period of time is in the afternoon or around two o`clock.

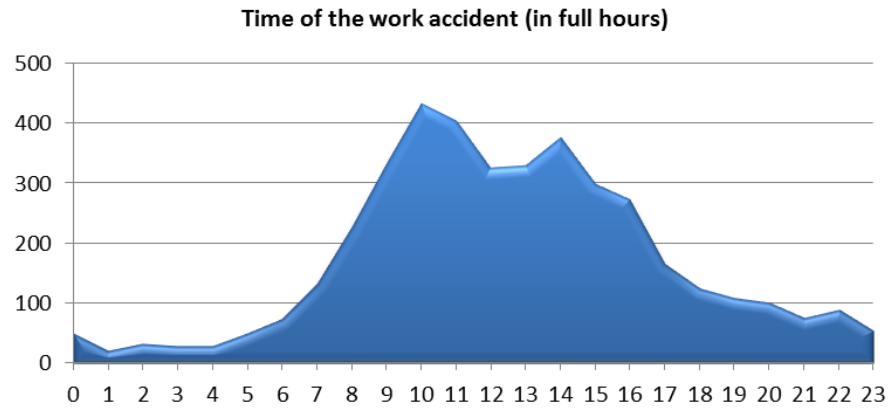


Figure 18. Time of accidents at work

By fields of activities we can generally consider construction and mining sectors as the so-called fields of activities for men and the relative importance of work accidents taken place with women is the biggest in finance and insurance activities, education and health care sectors, this can be explained by the fact that in these fields the percentage of workers of the respective gender is considerably higher.

The Labour Inspectorate and the European Statistical Office Eurostat also collect data on circumstances of work accidents, i.e. why the accidents have happened. For years the majority of work accidents have been caused by loss of control over machinery, work equipment, means of transportation or animals. In 2013 for the first time the main cause was work accidents due to slips, trips and falls, which result in serious bodily injuries, 34% of the total number of work accidents (in 2012 - 37%). Such seemingly simple accidents that need not be related to the work process, however, account for 22% of the total number of work accidents. (in 2012 - 24%).
Compared to previous years the proportion of such accidents has increased where the employee himself is involved in the work process and does not do anything wrong but e.g. due to inattentiveness, etc. slips on the work surface or when closing a door his fingers may be caught between the door or he may lean against an unstable object, which e.g. falls on the employee`s foot, etc.

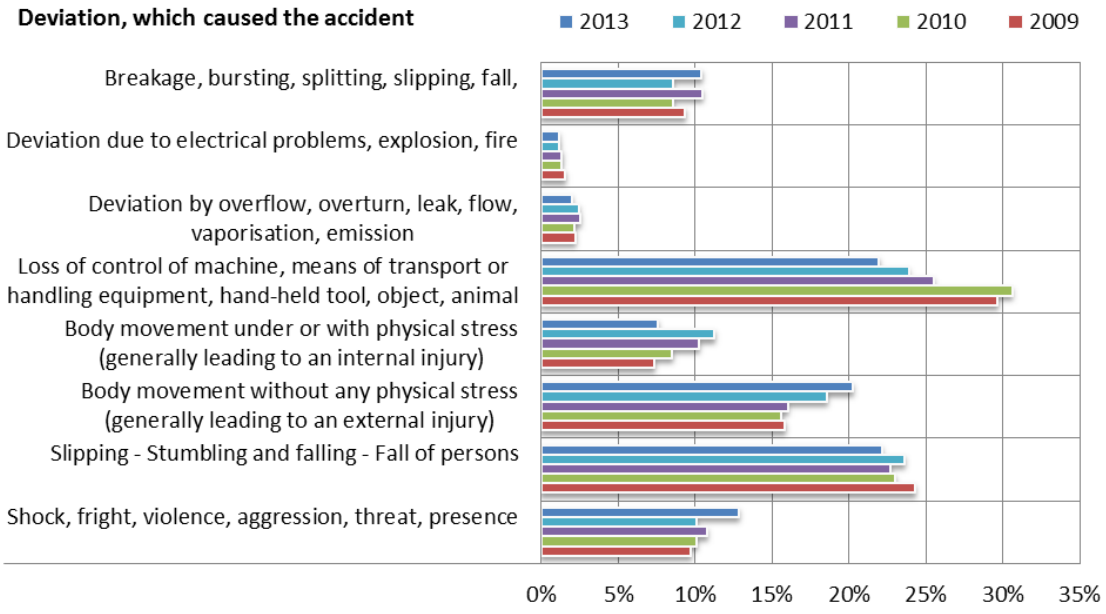


Figure 19. Deviation from ordinary activities, which resulted in an accident at work 2009-2013

It can be seen from the Figure below how different factors contribute to varying degrees of injuries. Contact with a sharp tool causes rather minor injuries, serious injuries are diagnosed more often as a result of falls and fatal work accidents are mostly caused by falling of different objects onto the victim, as a result of which the employee has been caught under the falling object.

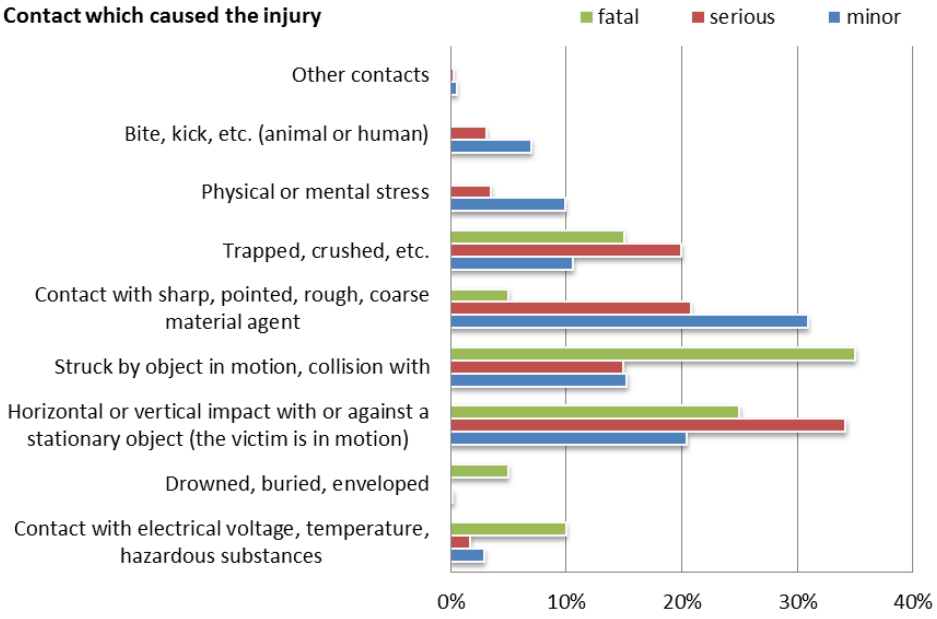


Figure 20. Contact which has caused the injury by level of severity 2013

Labour inspectors and Heads of local labour inspectorates have made their conclusions on the increase in the number of registered work accidents and they assess the situation as follows:

Marge Mäekivi, a labour inspector – investigator of work accidents in the Lääne Inspectorate said that work accidents still happen at enterprises, where they usually happen and there is no special change in the causes for them. Perhaps inattentive behaviour may be brought out as a cause of late, resulting in work accidents. For example, there was snow under a worker`s safety shoe and the worker slipped. Yet, there were safety shoes, and the accident should not have happened, but sometimes accidents can happen even without a direct infringement. Also reporting of work accidents has improved. Quite a number of employers have shown up their own initiative in reporting of dangerous situations. It is good to note that there are fewer work accidents with severe bodily injuries.

Ülo Ustav, Head of the Lõuna Inspectorate thinks that the increase in the number of work accidents can be attributed to several factors: the intensity of production may be regarded as one of the causes, where the same work is done with fewer employees. Another reason is definitely more extensive communication activity of the Labour Inspectorate and target inspections on local level. For example, in 2012 the Lõuna Inspectorate carried out a target inspection related to accidents at work at the enterprises in South-Estonia, as a result of which employers have become significantly more law-abiding and all accidents at work are tried to be registered. However, pressure by employees on employers can be observed, employees take more care that accidents at work occurred to them would be registered. One hypothetical argument can also be that in the case of an accident at work the injured person gets benefit for incapacity for work from the Health Insurance Fund, which is 100%. It is most probable that some employers have alleviated their payroll this way and have registered all accidents at work, including those that would not have been registered before.

Üllar Kallas, Head of the Lääne Inspectorate considers increase in intensity of work as the principal reason for the increase in the number of work accidents. In larger enterprisetes the number of employees has been reduced, but the work and tasks are distributed among existing employees. As the second factor he sees growth of small enterprises with 1 to 5 employees. Small, newly established companies focus on survival and earning profit and only later try to start a systematic safety work. Thus, minor work accidents happen due to this aspect as well, in case there is no time or the necessary knowledge to start with safety-related activities.

According to Ülle Politajev, Head of the Ida Inspectorate, the number of minor accidents at work has increased compared to the previous year, while the number of serious accidents at work has decreased. As an example, she brings out the case of Viru Prison, where the number of minor accidents at work has significantly increased, but rather due to the fact that compared to the previous years those instances where employees do not get emergency medical care or see a doctor, but get aid on the spot, have also been registered. At the same time, she also refers to various enterprises where the number of employees has grown, the more workers, the more opportunities there are for work accidents to occur.

Occupational and work-related diseases

In 2013 the Labour Inspectorate received notifications of diagnosis of occupation diseases (OD) concerning 56 employees and notifications of work-related diseases (WRD) concerning 190 cases.

As compared to the previous years, the number of diagnosis of cases of occupational diseases has somewhat decreased, but unfortunately we cannot say that it is because the work environment has considerably changed for the better. Causes should rather be looked from procedures related to diagnosis of occupational diseases and social problems. For instance, loss of wages during the former economic recession made people search for all kinds of possible incomes, be it even compensation for an occupational disease. It was also indicated by a bigger increase in diagnosis of cases of occupational diseases. Now, however, such an incentive is not topical any more and people try to be active on the labour market. Today it has been replaced, however, by the attempt to hold on to the current job and for that purpose they tend to ignore the health risks.

The increase in the number of cases of occupational diseases was characteristic during the recession period, but during economic progress one rather tries actively to remain on the labour market than to deal with health problems. In addition, some occupational health physicians permit workers with health problems to return to work too soon. It was evident from the results of the target inspection carried out by the Labour Inspectorate in 2013, when issues related to the organization of occupational health services were examined. To illustrate it we could quote a recent decision by an occupational health doctor: "Given the situation in the labour market the person may work as ...."

The number of work-related diseases (WRD-s) has increased to some extent, 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-s are mainly diagnosed during health examination at an occupational health physician which employers are required to arrange based on the procedure for health examination of employees.

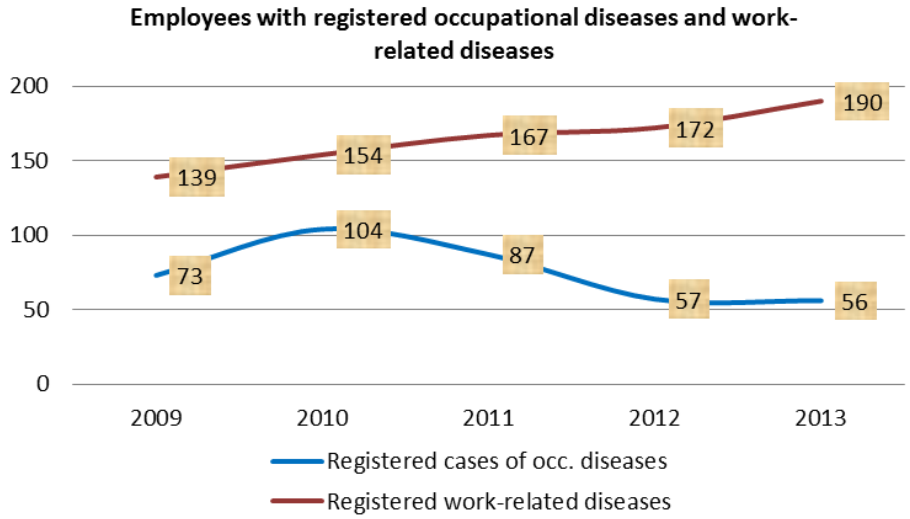


Figure 21. Registered notifications of occupational and work-related diseases

However, it must still be noted that when we compare the number of people with a WRD or an occupational disease with the number of people in other European countries, it is evident that both OD-s and WRD-s are underdiagnosed in Estonia.

By fields of activity of enterprises 43% of cases of an OD and also a WRD were diagnosed in the sector of processing industry. Unsatisfactory work environment has often caused an OD most often at workers of wood industry, textile industry and food industry. From other fields of activity we can bring out occupations related to agriculture, hunting, forestry sectors and also trade. The majority of notifications on work-related diseases concerned employees of processing industry – metal, food processing, textiles and wood industry. From other fields of activity we should name trade and construction sector.

Thus, in conclusion the results show that it is the workers of metal industry, trade, construction and agriculture who have the highest risk of work-related health damage.

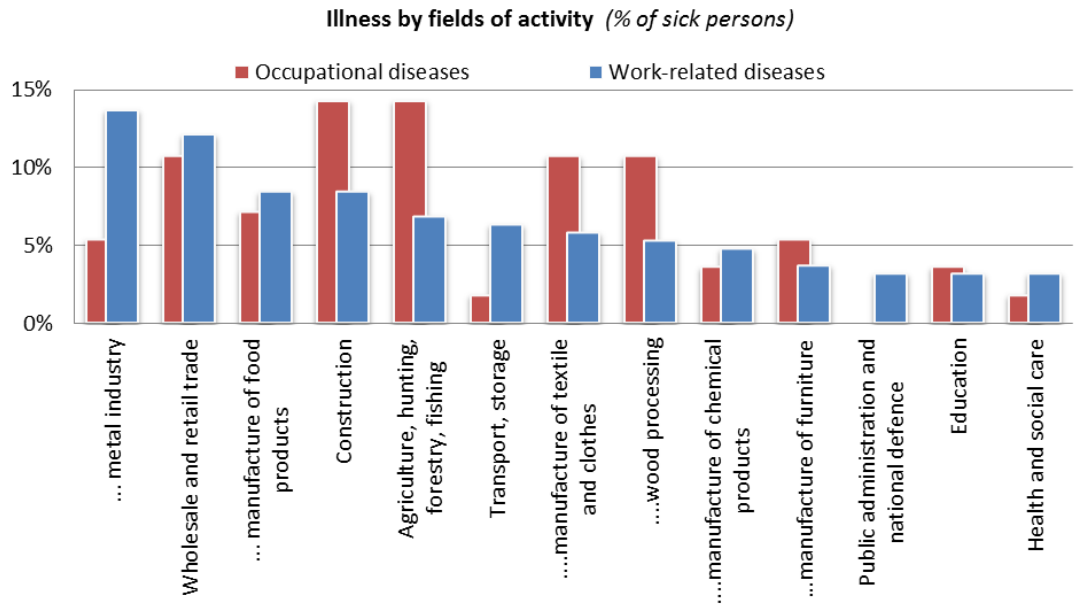


Figure 22. Percentage of sick persons by fields of activity 2013

Looking at the occupational risk factors that have caused occupational diseases, the largest and constantly increasing one is repetitive stereotypic movements. Repetitive monotonous movements (stereotypic movements) have caused more than half of the cases of occupational diseases. The number of illnesses due to wrong working position has declined in the last few years, however, the number of OD-s caused by manual handling of loads has grown this year.

Over the past five years, however, diagnosing of occupational diseases caused by noise and vibration has decreased. Noise and vibration are the risk factors that are easy to assess and the health effects of which can be imagined quite well. It is also easy to take several measures to avoid the detrimental effect of them, whether using less noisy and vibrating work equipment, measures for the premises or allotment of personal protective equipment. The result is decrease in the number of occupational diseases caused by these risk factors.

It is much more difficult to imagine that repetitive movements, unfavourable working posture has bad health effects. These risk factors are not recognized and thus preventive measures cannot be planned. Workers' own lack of awareness of physical overload and health problems caused by it are part of the blame. An aching back or neck is associated with age rather than working conditions.

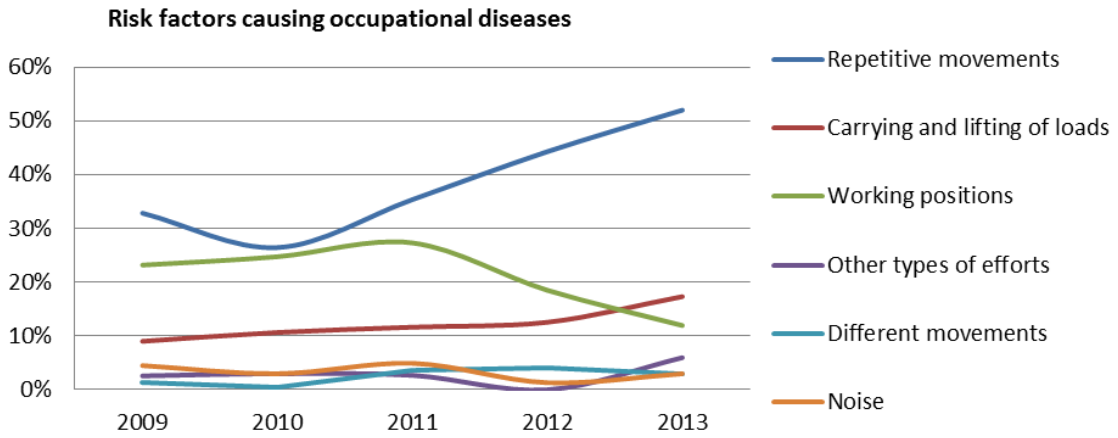


Figure 23. Main risk factors causing cases of OD-s

It is also evident from the diagnosis of WRD-s that physiological risk factors of the work environment affect workers` health: manual handling of loads, forced positions causing fatigue and repetitive stereotypic movements. Looking at the changes over the period of five years, then the number of health problems caused e.g. by noise has considerably decreased, meaning that this risk factor is more easily managed in the work environment. However, more attention should be paid to health risks due to manual handling of loads and better work organisation related to it.

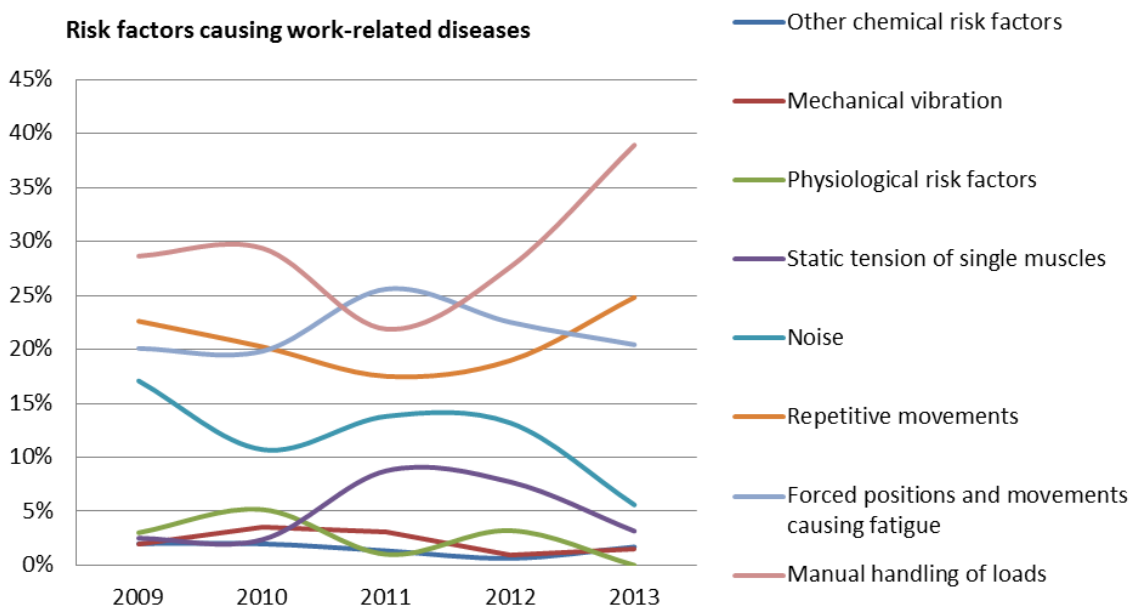


Figure 24. Main risk factors causing WRD-s

By occupations WRD-s were diagnosed most frequently in 2013 at cooks, dressmakers, woodworkers and cattle-breeders, however, occupational diseases were also diagnosed most frequently at cattle-breeders, decorators and dressmakers. All those workers have a common denominator – working in a forced position, monotonous work or manual handling of loads.

Looking at the distribution by age of employees suffering from OD-s, then it is evident that 4-5 years ago occupational diseases were diagnosed more often at employees aged 55-64, but today the tendency has changed. Which means that employees go to their occupational health physician with their health problem significantly sooner than before.

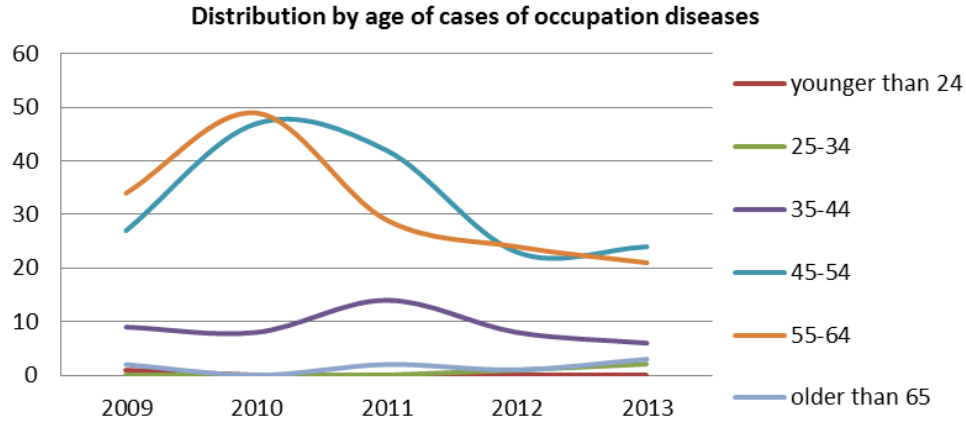


Figure 25. No of employees suffering from an OD by age groups

Also, work-related diseases are mostly diagnosed among workers aged 45-54, but unfortunately the number of older workers suffering from an occupational disease has not decreased. Each year about 30 workers aged 35-44 are diagnosed a work-related disease. When in 2011 there were four cases of WRD-s at people younger than 25 years of age, then during the last couple of years there have been no notifications on younger workers any more.

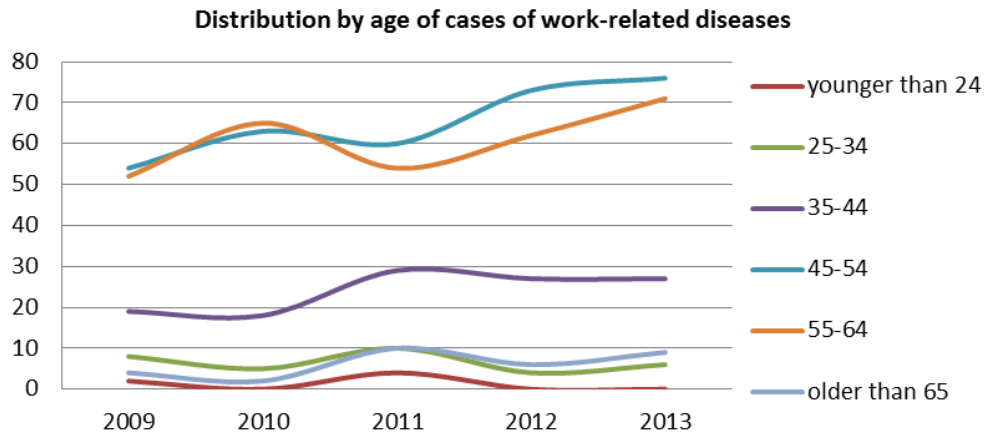


Figure 26. No of WRD by age groups

If we look separately at men and women, it is evident that women are diagnosed with occupational or work-related illnesses rather more often in the younger age group than men, which might suggest that women either go to health control sooner or care about their health more seriously and dare to speak of their health problems during health examination.

Since 2011 reviews of cases of occupational diseases and work-related ill health by diseases are drawn up by the Health Board. Summary of illnesses is available here:
http://terviseamet.ee/tervishoid/tootervishoid/aruanded.html

Labour relations

Inspection of labour relations

In 2013 labour inspectors-lawyers and labour inspectors visited 623 enterprises with the aim to conduct inspection of labour relations. Inspectors had to go back to 152 of these enterprises with the aim of follow-up inspection and to make sure that the infringements identified during general inspection had been eliminated. There were 103 enterprises where labour inspectors did not identify any infringement related to labour relations.

1594 infringements of requirements of labour relations were established in the course of inspection (including 1504 concerned infringements of the Employment Contracts Act). 1097 notices were issued to employers for elimination of the infringements. Compared to 2012 the number of identified infringements has somewhat increased but there was no major change in the number of infringements, for the elimination of which notices had to be issued to employers.

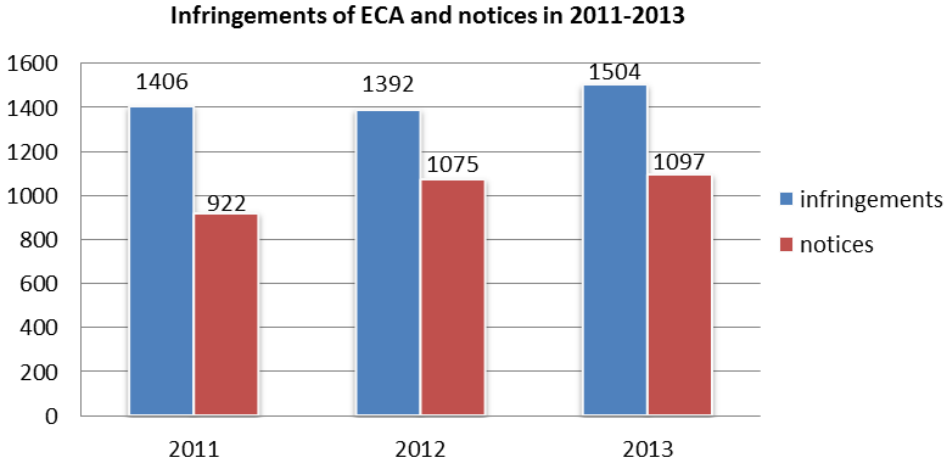


Figure 27. No of infringements and notices of the ECA

As in the two previous years the majority of established infringements or about 81% of them are related to conditions mentioned in the Employment Contracts Act, that concerns failure to notify of conditions mentioned in the Employment Contracts Act article 5 clause 1. It means that the inspected employer has not notified the employee of the data as required in the Employment Contracts Act.

In 13 enterprises cases were identified where employers had not prepared and submitted employees written employment contracts, despite the fact that the parties knew from the beginning that the relationship would last longer than two weeks. 63 employees were working without a written employment contract. Employers` misconception of the Employment Contracts Act often became evident in the course of inspection. If the law requires that data of the employment contract are submitted to an employee before he starts work and the Employment Contracts Act § 4 subsection 5 allows an oral agreement only if the duration of the contract does not exceed two weeks, it is mistakenly common among employers to believe that a written contract can be drawn up within two weeks from the commencement of employment by the employee.

Pursuant to the Employment Contracts Act § 5 section 1 and section 5 of the European Council Directive 91/533/EEC on the employer's obligation to inform employees of the objective of the contract or employment relationship, employees must be aware of their salaries, the calculation method and the pay

day. Notification obligation of the method of calculating wages does not limit the choice of a calculation method, but it is important to inform the employee of the manner how his salary is calculated and of the amount of the salary he will be paid.

Employers try to avoid the transparency of remuneration systems, preferring to put down standard terms in the employment contract, on the basis of which an employee usually gets a minimum wage and in addition an employer may pay other remuneration components, conditions of payment of which are not specified in any written document. Generally, the employer has specific principles for calculation of other remuneration components, but the employees are not informed of them. In addition, employers forget to inform employees of taxes paid by the employer and withholding taxes and payments (social tax, income tax, unemployment insurance, etc.).

Often, the employee is not informed in writing whether he has been employed full-time or part-time and if part-time, how many hours he is expected to work per a period of 7-days or, for instance, a month.

Inspection of the Seafarers Act

Since 2013 a labour inspector of seafares has started work at the Labour Inspectorate. The main task of the seafarers labour inspector is to carry out state supervision of compliance of requirements of legal acts concerning safety, health and labour relations of persons employed on ships and apply enforcement powers of the state pursuant to procedure and conditions prescribed by law.

The conditions of employment of crew members are regulated by the Seafarers Act. It is a special law with respect to the Employment Contracts Act and the Occupational Health and Safety Act, giving the right to labour inspectors to inspect compliance with requirements of work environment and labour relations of crew members.

In 2013 the seafarers` labour inspector conducted 42 inspection visits at 32 enterprises, during which working conditions of 20 vessels were examined. The labour inspector discovered 198 violations during the inspection visits, for elimination of 56 of which he issued notices to employers.

The most common non-compliances are failure to conduct risk assessment and violations related to a seafarer's contract of employment. Inspection results revealed that the employer had not prepared risk assessment of the working environment of the crew members in 9 enterprises and seafarers` contracts of employment did not meet the requirements of the Seafarers Act in 11 of them.

In order to ensure compliance with requirements of notices regarding labour relations, cautions with penalty payment were applied in 116 cases in the total amount of 52 765 euros. Requirements of notices with caution of penalty payment were mostly timely complied with and cautions of penalty payment were enforced in 21 cases in the total amount of 7320 euros. Compared to 2012 the number of cautions with penalty payment has remained nearly the same, however, the need to enforce them has increased to some extent (in 2012 penalty payment was enforced 14 times in the total amount of 2775 euros).

Conditions of work of minors

The Labour Inspectorate carried out a target inspection of conditions of work of minors from 1 June to 31 August 2013, which was for the third time already.

22 employers in all were inspected with the aim of the target inspection, which were mainly catering and service enterprises, but also work conditions of other areas were examined, including the conditions of work provided by local governments.

In the course of inspection visits 42 infringements were identified, for the elimination of 10 of which notices were issued to employers. No infringements were identified at eleven employers, including 5 cases because the minors were working under contract for services and there was 1 case concerning practical training. Inspection of the latters is not in the competency of the Labour Inspectorate as these are cases of contracts under the law of obligations.

Misdemeanour proceedings were initiated to solve eight cases. One legal person was imposed a fine of 300 euros (for a violation of the restrictions concerning working and rest time requirements for minors), two natural persons were imposed a fine of 40 and 20 euros (also for a violation of the restrictions concerning working and rest time requirements for minors and in the second case, concluding an employment contract without the consent of a parent or a labor inspector). In one case, a natural person was cautioned with a fine of 15 euros (a violation of restrictions on working time)

Non-compliances identified during the target inspection were mainly related to the duration of working days of minors or failure to notify them of the mandatory conditions of their employment contract (e.g. the amount of wage, duration of holidays, working time, etc).

Two children (one 13 and the other 14 years old) did not have a labour inspector`s consent to start work. One employer allowed a 17-year-old minor to perform work forbidden for minors: at customer service where alcohol was on sale. At the request of a labour inspector the minor was withdrawn from work until he became 18.

As in the two previous years there are still some employers who do not understand their legal and moral obligation to protect young people in the work environment and try to get rid of their liability by conclusion of an agreement under the law of obligations.

Legal representatives of three minors aged 15-17 were contacted by a labour inspector to find out whether parents were aware that their children were working with contracts under the law of obligations. As the children were remunerated for their work as agreed, the work was not difficult (laying tables, etc.) and they worked an average of 4-5 hours a day, then the parents of the minors and the minors themselves were not concerned about work under contract for services. Only one parent stated that if his daughter should go to work somewhere else, he would prefer his daughter working under an employment contract and said he would explain it to his child.

It is important to stress again that the Labour Inspectorate does not consider it correct to conclude a contract for services or some other contract under the law of obligations with a minor, which does not give the young person any guarantees prescribed by law. Concluding contracts on the basis of some other law of obligations, the employer must be guided from the principles of the European Social Charter and the Directive 94/33/EC, according to which the work of a minor must not interfere with his social development

or education. For example, for the purposes of the law interference for obtaining education must be considered also in such cases when a minor attends school but due to fatigue is not able to actively participate in the lessons. Summer holidays are meant to rest for young people.

In addition, it can be pointed out that the number of applications for grant labour inspectors` consents for work by minors aged 7-14 has increased year after year. When in 2011, 101 applications were submitted to allow 1346 minors to work, then in 2012 already 128 applications were received for admission 1946 minors to work. Although somewhat fewer applications were submitted in 2013, namely 107 applications, however, these concerned employment contracts with 1959 minors.

It is mainly the local governments, students brigades, to some extent also employers in the private sector who seek the labour inspectors` consent for work of minors aged 7-14.

In 2013 consent was granted for conclusion of 1812 employment contracts with children of 7-14 years of age. Negative decision was made concerning 147 minors. In 2012 consent was granted for conclusion of 1652 employment contracts with children of 7-14 years of age. Negative decision was made concerning 235 minors.

There were several reasons for refusal of Labour inspectors` consent. The majority of refusals both in 2012 and 2013 were due to the fact that the employer requested the consent for employing young people of 15-17 years of age, but the law provides for the consent of the labour inspector only concerning minors less than 15 years of age. For young people of 15 and older it is sufficient to have parents`consent.
Negative decision was often due the fact the work offered to the minor was inappropriate considering his age and development.

Applications for consent of a labour inspector

Pursuant to the Employment Contracts Act § 8 clause 3 an employer must apply to a labour inspector for consent for conclusion of employment contract with a minor of 7-14 years of age. For obtaining a consent the employer must submit to the local labour inspectorate of the place of business an appropriate application. It is the duty of a labour inspector in the course of proceeding of the application to identify the conditions of work for the minor and to make certain that such work is not prohibited to the minor and his conditions of work are in compliance with the requirements of law and the minor himself wants to do the work.

The number of applications for admission to employment of minors has increased from year to year. When in 2010 the Labour Inspectorate was submitted 92 applicationston for work permit for 1160 minors and in 2011 there were already 101 applications to permit work for 1346 minors, then in 2012 the Labour Inspectorate was submitted already 128 applications concerning 1946 work permits for minors. In 2013 the Labour Inspectorate was submitted 107 applications to grant work permit for 1959 minors. It is mainly the local governments, students brigades, to a less extent employers in the private sector who seek the labour inspectors` consent for work of minors aged 7-14.

Consent was granted for conclusion of 1772 employment contracts with children of 7-14 years of age. Negative decision was made conserning 187 minors. There were several reasons for refusal of Labour inspectors` consent. The majority of refusals were due to the fact that the employer requested the consent for employing young people of 15-17 years of age, but the law provides for the consent of the labour

inspector only concerning minors less than 15 years of age. For young people of 15 and older it is sufficient to have parents`consent. Negative decision was often due to the fact the work offered to the minor was inappropriate considering his age and development.

In conclusion it is good to note that there are employers who provide young people with an opportunity to have a work experience, however, it must be observed that the requirements of law are met and minors are not allowed to work, which does not meet his or her mental or physical development and is dangerous. Although the work, offered to a minor by the employer, may be on a short-term basis, and under the supervision of a parent and may be very suitable for the young person, it does not mean that the young person can do the same work under employment contract in a specified period of time under the command and control of the employer, i.e, doing the work independently and being responsible for it.

Inspection of working and rest time of drivers of motor vehicles

117 inspections of working and rest time of drivers of motor vehicles were carried out all over Estonia in 2013. Compliance of the requirements of working and rest time of 1535 drivers of motor vehicles were inspected all in all during 64021 work days (in 2012 the respective figures were 1322 and 58576).

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.

Table 4. No of drivers of motor vehicles and working days inspected in 2013

Type of transportation	No of inspected drivers	No of inspected work days
Passanger transport	268	7 225
Carriage of goods	1267	56 796
Total	1535	64 021

Pursuant to the Government of the Republic Regulation No 151 of 21.10.2010 “Requirements for organisation of inspection of working, driving and rest time of drivers of motor vehicles” § 5 clauses 1 and 2 and the European Parliament and Council Regulation (EC) No 561/2006 on the harmonization of certain social legislative or regulatory provision of certain road transport the Ministry of Economic Affairs and Communications submits the Labour Inspectorate at the beginning of each year the minimum number of inspection visits, worked out by experts of the Ministry of Economic Affairs, regarding compliance with requirements of working, driving and rest time of drivers. Thus, the number of the working days to be inspected by the Labour Inspectorate has been specified by the Ministry of Economic Affairs, though it is not forbidden to enlarge the number.

Assesseing the results of the last years we can say that the number of inspected drivers has increased and compared to the year 2012 also the number of inspected working days increased in 2013. The increase in the number of inspected working days was directly due to the change in the labour resources of the Labour Inspectorate in 2013. A significant role in the increase in the number of working days has certainly been played by the fact that inspectors inspect, as appropriate, the data of driving and rest time of one driver over a longer period of time, resulting in the increased number of inspected working days per driver.

The increase in the number of inspected drivers of motor vehicles over the past few years is rather a consequence of dealing with larger enterprises where more drivers have been employed and where there are more infringements, both according to the data of the Police and Border Guard Board as well as the Ministry of Economic Affairs and Communications. However, small and medium sized enterprises are also continually inspected.

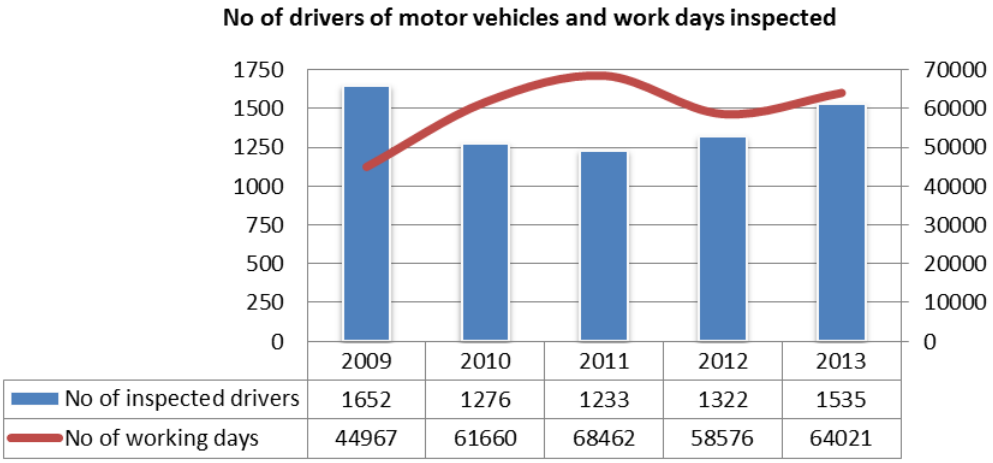


Figure 28. No of drivers of motor vehicles and work days inspected

In the table below all violations within five years are listed. Most violations detected through the years are violations of daily rest periods at carriage of goods, but many problems have occurred in the absence of breaks at carriage of goods. A major change in the number of violations regarding passanger transport is due to the change in the principles of entry of data at the Labour Inspectorate. When in the period of 2008-2010 violation of requirements of each record sheet was recorded as an infringement, then in recent years it is considered as one infringement per enterprise.

Table 5. Infringements of drivers of motor vehicles 2009-2013

Violations	2009	2010	2011	2012	2013
Carriage of goods:					
Violation of Regulation 561/2006 art 8 concerning daily rest periods	288	335	315	253	226
Regulation 561/2006 art 7 shorter breaks	100	48	127	173	106
Regulation 561/2006 art 6 violation of daily rest periods	216	168	119	117	81
Regulation 561/2006 art 7 no breaks	235	254	123	95	62
Regulation 561/2006 art 8 violation of weekly rest periods	117	96	102	77	78
Regulation 3821/85 art 15 clause3 violation of the requirements of registration of working and rest time	0	1	24	48	21
Regulation 561/2006 art 10 clause5 violation of data storage and accessibility for inspectors	0	18	38	24	35
Regulation 561/2006 art 6 violation of weekly driving periods	23	7	8	7	6
Regulation 561/2006 art 6 violation of driving time of conseqcutive weeks	38	25	15	4	35
Passanger transport:					
Regulation 561/2006 art 8 violation of daily rest periods	34	6	34	15	17
Regulation 561/2006 art 8 violation of weekly rest periods	0	2	2	14	6
Regulation 561/2006 art 7 shorter breaks	5	0	1	8	17
Regulation 561/2006 art 7 no breaks	28	11	92	6	7
Regulation 561/2006 art 6 violation of daily driving time	24	2	25	4	0
Regulation 3821/85 art 15 clause 3 violationof the requirements of	536	284	30	3	4

registration of working and rest time					
Regulation 561/2006 art 16 violation of therequirements of duty rosters	0	0	0	3	0
Regulation 561/2006 art 16 insufficiently prepared duty rosters	0	0	4	2	0
Regulation 561/2006 art 10 clause5 violation of data storage and accessibility for inspectors	329	142	16	0	7
Regulation 561/2006 art 6 violation of weekly driving time	0	0	0	0	0
Regulation 561/2006 violation of driving time of consecutive weeks	0	1	0	0	0
Type of transport not defined:					
Regulation 3821/85 art 15 clause2 violation of requirements of use of record sheets	399	147	37	15	2
Regulation 3821/85 art 15 clause 5 violation ofthe requirements of entry of data to record sheets	1015	279	76	15	7
Regulation 3821/85 art 15 p 1 replacement of dirty or damaged record sheets	5	17	3	0	0
Violations in all	3392	1843	1191	883	717

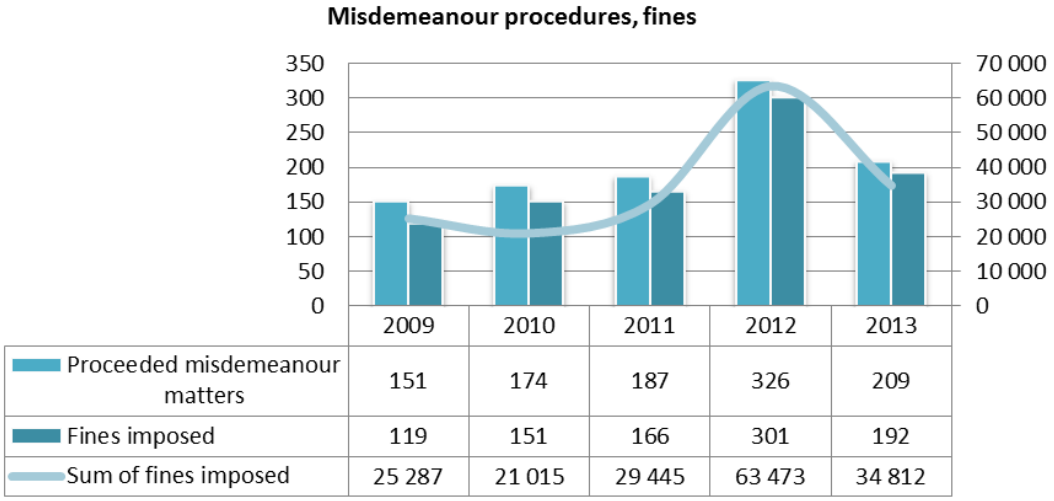
A change in patterns of behaviours by enterprises has led to a reduction in the number of violations, in addition to changes in input policies. Such situations where a labour inspector is not presented with data on working, driving hours and rest periods have become more frequent and it is claimed that the data has been destroyed or lost. Such behaviour, however, leads to the initiation of misdemeanour proceedings against a legal person or a natural person, in case of the existence of a transport operator. In addition, such companies hindering inspection proceedings will remain in the list of companies to be inspected by the Labour Inspectorate in the near future.

In addition to the inspection visits by the Labour Inspectorate, in cooperation with the Police and Border Guard Board, the Tax and Customs Board and the Road Administration joint visits are conducted. In 2013 four joint operations were performed at enterprises dealing with carriage of goods and passenger transport all over Estonia. In total, in cooperation one company dealing with transport of goods and 11 companies with passenger transport were inspected. Such joint inspections are planned to be continued in collaboration with the four authorities also in 2014. In this regard, the Directors General have signed a Letter of Intent.

Thus, inspection results obtained at each employer and violations identified will serve as a basis for planning inspection visits in the future. In addition, the Labour Inspectorate takes the recommendations of the Ministry of Economic Affairs and Communications, inspection data of the Police and Border Guard Board and the information received from competent authorities of other countries concerning violations into account of.

Misdemeanour procedures, fines

In the year 2013, 209 cases of misdemeanour matters were heard in the course of inspection of safety and health at work and labour relations, of which in 86 cases misdemeanour proceedings were initiated against a legal person and in 123 cases against natural persons.



	2009	2010	2011	2012	2013
Proceeded misdemeanour matters	151	174	187	326	209
Fines imposed	119	151	166	301	192
Sum of fines imposed	25 287	21 015	29 445	63 473	34 812

Figure 29. No of misdemeanour proceedings and fines

Most of the misdemeanour matters heard were pursuant to the Occupational Health and Safety Act – in 120 cases i.e. about 60% of the misdemeanour proceedings (in 2012 in 221 cases i.e. about 70%). As a result of non-compliances of the Occupational Health and Safety Act penalties were imposed primarily for these three types of violations in the course of misdemeanor proceedings:

- ✓ Employers` representatives do not control compliance of occupational health and safety requirements;
- ✓ Failure of the occupational health and safety requirements for work places;
- ✓ No measures have been taken to prevent dangerous exposure to moving parts of work equipment and ladders, unsuitable for the task.

Pursuant to the Employment Contracts Act, misdemeanour cases were heard 52 times i.e. 25% of the misdemeanour proceedings and 30 cases were based on violations of the Traffic Act.

Three times misdemeanours were heard pursuant to the Trade Unions Act, twice pursuant to the Employees Representative Act and once on the basis of the Penal Code. Compared to the year 2012, both the number of misdemeanours and fines has considerably decreased, however, it cannot be said about the misdemeanour matters heard pursuant to the Traffic Act. When in 2012, 18 misdemeanour matters were heard based on the Traffic Act, then the number of such cases was already 30 the next year.

During the year fines were imposed 192 times in all, in the amount of 34 812 euros, of which 77 times to legal persons in the amount of 21 770 euros and 115 times to natural persons in the amount of 13 042 euros. The majority of the fines imposed to legal persons were related to the result of investigation of accidents at work and cases of occupational diseases. The largest fine imposed to a legal person for violation of the requirements of health and safety at work was 600 euros and to a natural person 60 penalty units or 240 euros.

As regards to labour relations, the largest fine imposed to a natural person for actions classified pursuant to the Employment Contracts Act §-s 124 or 126 (failure to comply with requirements of working and rest

time of minors) was 200 euros. The largest fine imposed to a legal person was also as an aggregate punishment for violation of working and rest time requirements in the amount of 600 euros.

Advisory work

In order to be more accessible to employees and employers, and to raise awareness of both parties of the working life, a nationwide infoline was opened already in 2008 - (the phone number: 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.

In 2013 there were 39 836 calls on the infoline during business hours, of which 32 985 i.e. 83% of the calls were answered. In addition, there were calls made to the infoline also outside office hours, which means that the total number of calls made to the infoline during the year was 44 133. To reduce the number of calls made outside of working hours, it was decided to extend the time for answering the infoline for one hour, starting from 2013. Compared to 2009 the number of calls has significantly decreased, but the need for such a service still exists. Taking the number of calls into account, the number of calls to infoline is 3700 at an average.

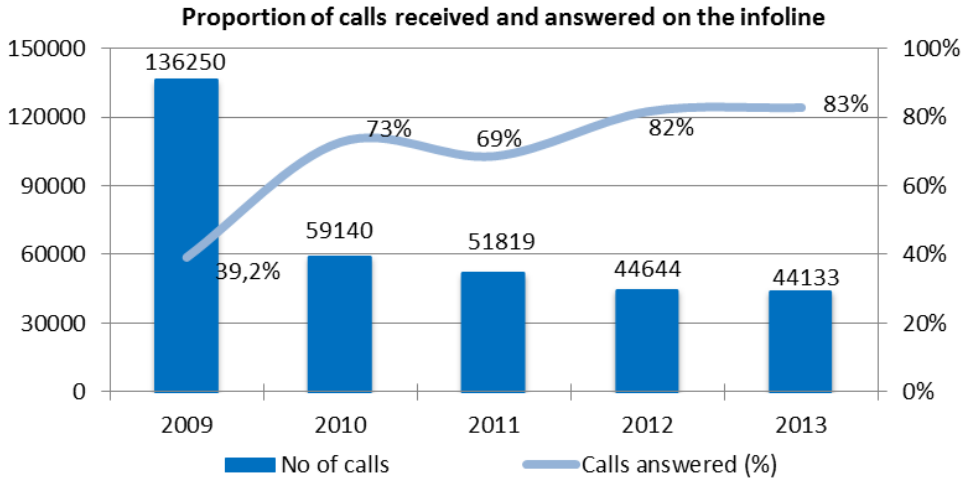


Figure 30. Proportion of calls received and answered on the infoline

Answering emails

In addition to the infoline, it is possible to ask the Labour Inspectorate questions by email. The lawyers of the Labour Inspectorate were sent 4474 emails to the email address jurist@ti.ee during the year (in 2012 - 3429). The number of emails sent has increased year by year. Probably it is due to the information and communication activity of the Labour Inspectorate.

Consultation at reception

During the year 4325 citizens came to consultation on legal matters organised by the Labour Inspectorate, which is about 150 times more than the year before. In addition to legal advice it is quite often that at reception people want assistance how to prepare an application for a labour dispute committee or have it reviewed before submitting it to a labour dispute committee..

The most frequent questions asked from lawyers are:

- ✓ On which basis can an employer/employee cancel an employment contract and what are the terms for advance notice?
- ✓ Can an employer alter the terms of an employment contract unilaterally and on which conditions?
- ✓ What can be done if an employer does not pay the final settlement?
- ✓ What can be done if an employer has no work to give?
- ✓ What are the rights of an employee after returning from parental leave, if the employer informs the employee that there is no work to be given to her?
- ✓ How must an employer compensate business trips and and whether fares must be reimbursed?
- ✓ Are probationary/test days allowed?
- ✓ What are my rights if an employer refuses to conclude a written employment contract?
- ✓ On the basis of termination of which kind of employment contract am I entitled to receive compensation from the Unemployment Insurance Fund?
- ✓ What kind of training is informal education, in-service training and what are the conditions on granting study leave and compensation for it?
- ✓ What are my rights in employment, while being pregnant?

People still contact us on occupational health and safety issues.

In conclusion we can say that the demand for advisory services of the Labour Inspectorateis high and it is positive that the advisory service has become more and more available and of higher quality each year.

Labour disputes

In 2013, 2965 statements of claim in all concerning a labour dispute were submitted to the Labour Dispute Committees (LDCs), which is the same number as the year before. By the end of 2013 the Labour Dispute Committees had, together with previously filed applications, 3231 applications in the proceeding (by the end of 2012 - 3225). During the year 92% of all applications were in the proceeding, as was the case in 2012.

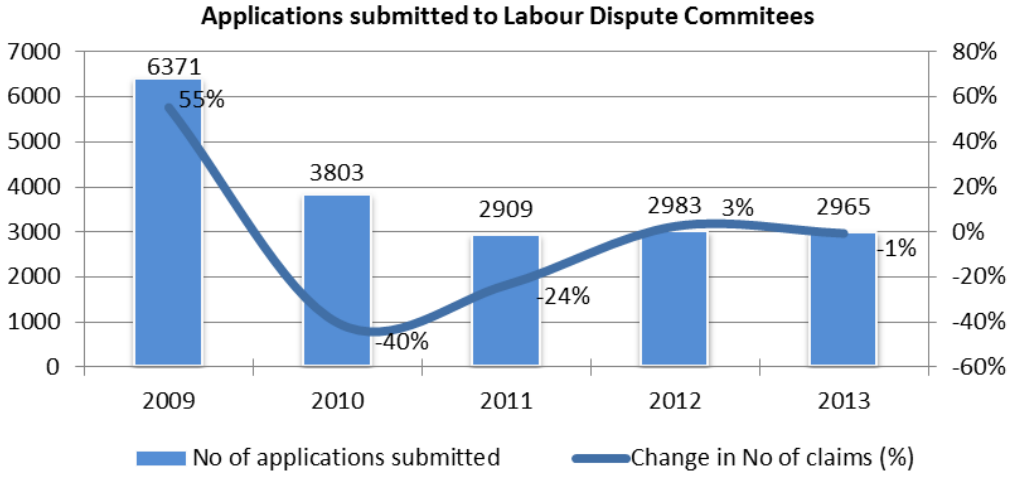


Figure 31. No of applications submitted to LDCs and change as compared to the previous year

Economic confidence index is one of the indicators the Labour Inspectorate monitors which is related to the change in the number of labour disputes. 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 changes concerning labour relations. Enterprises have a need for restructuring of work, need for redundancy, problems related to payment of wages, etc. Thus, we may conclude that, in a stabile/calm economic situation to hear about 3000 labour disputes a year is not a bad result in the context of a small country like Estonia. Since all problems of labour relations cannot be resolved through mutual agreements, there will always be an opportunity both for employers and employees to resolve impartially the problems at labour dispute resolution bodies.

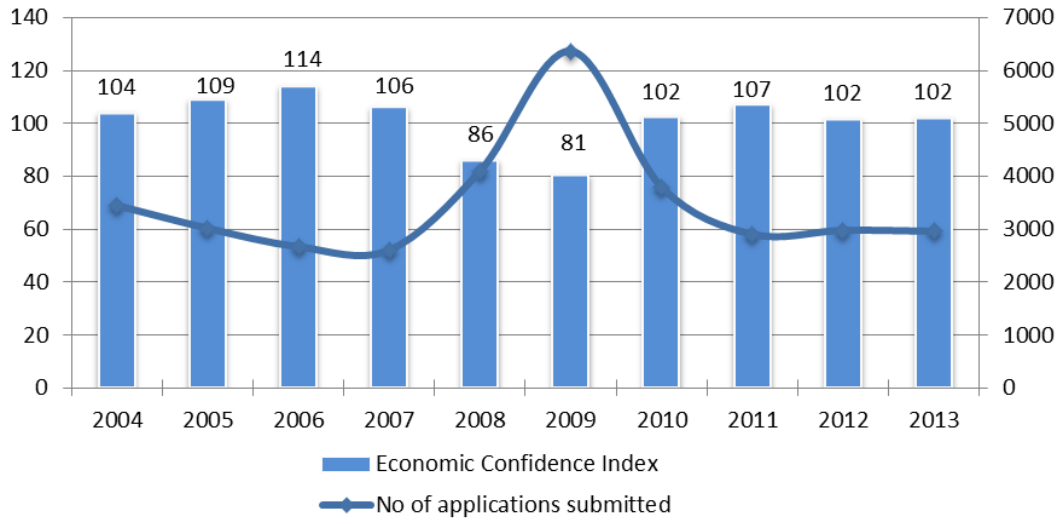


Figure 32. Economic confidence index and No of applications of labour disputes

The length of time for proceeding labour disputes largely depends on the number of labour disputes submitted, despite the fact that the actual length of time for proceedings must be within a month. In 2013 the average length of a proceeding was 33 days. The length of time for processing labour disputes has generally equalised at different parts of Estonia, however, some differences have remained by committees. For example, when in 2013 the shortest length of time for settlement of a labour dispute was in the LDC of Narva within 29 days, then at the LDC of Võru the average processing time was 36 days in length.

Within one month i.e. 30 days the largest number of applications was heard in the Labour Dispute Committee of Narva from the Ida County and Saaremaa from the Lääne County – 86%. The LDC-s in Tallinn, which receive the majority of applications on labour disputes all over the country, managed to proceed 75% of applications filed within a month. The decrease in proportion is explained by the increase in the number of labour dispute procedures in the latter LDCs.

There is a significant increase in the number of labour disputes in Tallinn and Harju County, where 1467 applications were received in 2011, or 51% of the total number of applications, then in 2013 already 61% of applications on labour disputes. However, the number of labour disputes has decreased compared to the previous year in Ida-Viru County by almost a quarter. When in 2011 the number of applications submitted to LDCs in Jõhvi and Narva and Lääne-Viru County was 498, then in 2012 the number was already 394, and in 2013 only 298. Thus, due to the decreased number of labour disputes in recent years and analysis of internal work organization, it was decided to close the LDC located in Narva since March 2014, provided that the labour disputes in the East Inspectorate, including in Narva, will be resolved by the LDC in Jõhvi. Change in the organization of work, however, does not affect the proceedings for the parties

of the labour disputes and the parties may continue to turn to the LDC for settling their labour disputes in Narva.

Claims submitted to LDCs

Employers submitted 349 applications on labour disputes in 2013 i.e. 12% of the total number of applications submitted (in 2012 - 335 applications i.e. 11% of applications). Compared to previous years the number of applications submitted by employers has increased every year, for instance, in 2010 the applications submitted by employers accounted only for 6% of all the applications. One of the reasons for the increase in the number of claims by employers may be that employees responsibilities have become clearer after entry into force of the Employment Contracts Act in 2009, and the other could be the increased employers' legal knowledge. Increase in the number of claims is mainly due to an increased number of claims for compensation for damage caused by employees. Employers turned most often to the Labour Dispute Committees with the following requirements:

- ✓ contestation of cancellation of an employment contract – 125 times, i.e. the claim was in every third application;
- ✓ claims for compensation of the damage to the property by employees – 95 times i.e. in every fourth application;
- ✓ claims for compensation due to leave of employment without authorization before time of advance notice – 93 times, or in every fourth application.

Employers have submitted more and more claims related to payment of contractual penalty due to failure to comply with the requirements by employees. When a year ago there were only 12 claims like that, then in 2012 the number was already 21, whereas 8 of them have been satisfied or partially satisfied.

In 52 cases employers` claims concerned compensation due to leave of employment without reason or unannounced leave by an employee, which has remained nearly on the same level compared to 2012 (53 cases).

Employees submitted 2616 applications to the labour dispute committees i.e. 88% of the total number of applications. Still the most frequent claim was non-payment of salaries – 1113 times, which was in every second application. Every second application also included the requirement for collectable claim due to termination of an employment contract, i.e for payment of final settlement – 1104 times.

Cancellation of employment contract was contested 790 times or such claims were in every third application. Cancellation of employment contract was contested on legal basis, e.g. due to violation of obligations by employees - 283 times, due to violation of obligations by employers - 289 times, for economic reasons - 59 times, violation of rights of a pregnant woman, employee who had a right for pregnancy or maternity leave or parental leave - 4 times, due to violation of workers` representatives rights - 4 times, cancellation of employment contract due to violation of restriction - 6 times. Claims for non-payment of holiday pay were submitted - 172 times.

It is estimated that the number of employees` claims for wages has increased. As the Labour Dispute Committees do not resolve disputes over financial claims exceeding 10 000 euros, in many cases the Labour Dispute Committee was not able to hear the matter because the amount of the claim exceeded the limit.

It is interesting to note that in 2013 claims of unequal treatment were submitted to the Labour Dispute Committees 17 times, which is 6 cases less than in 2012. It is difficult to bring out a clear reason for this during a one-year period. In the applications the following has been pointed out: unequal treatment of family obligations, age, political reasons. In several labour disputes possible discrimination in connection with union membership has been raised.

Monetary claims

Reviewing the financial claims by the amounts, we can say that the proportion of claims that exceed 3200 euros has increased. When a few years ago the proportion of so large claims was still 18%, then today already nearly 21%. Looking at the content of the claims, then the claims exceeeding 3200 euros to a large extent concern unpaid final settlement. Claims for smaller amounts are submitted rather for unpaid wages. The number of non-monetary claims, which are often more complex than financial ones, has also increased.

The number of labour disputes concerning non-payment of wages (pursuant to the ECA § 35) because an employer has not provided the employee with work, has decreased. It is difficult to prove whether the employee did not work because he was not provided with work or the employee himself is at fault in failing to do work.

The most complicated claims to be resolved at labour disputes have turned out to be claims submitted by employees performing tasks in a foreign country, which have not changed compared to the year 2012. Resolution of such disputes is complicated because there are no written contracts of employment either at all or there are no correct remuneration arrangements.

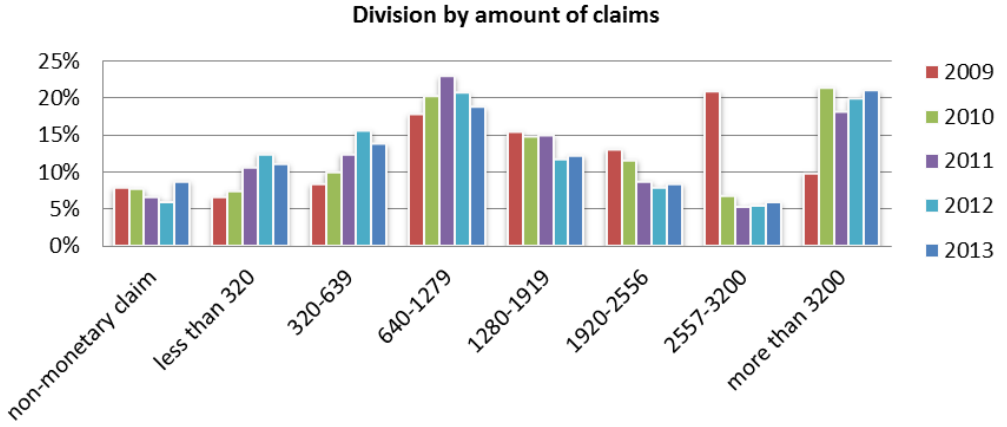


Figure 33. Division of applications of labour disputes by amount of claimsi

By occupations the majority of applications were submitted by construction workers, lorry drivers, attendants dealing with passengers (stewardesses, front-line staff) salesmen/customer service, consultants in 2013. Thus, it can be concluded that the construction sector, trade and the transport sector continue to be the most problematic fields of activity. It is not unusual that it is quite often that there is no accurate recording of working time in these sectors.

Despite informing the public that in labour relations daily allowance is not considered as a part of remuneration in case of business trips, and in the transport sector it is forbidden to calculate salary according to kilometres travelled, there are still labour disputes concerning this.

By decisions of labour disputes the number of satisfied applications during the year was 859, the number of partly satisfied applications was 855 and 427 applications were denied. Partly satisfied applications may mean that an application may contain several claims, all of which are not provable or, for instance, one claim was for a certain amount of money, however, only a part of the required amount was satisfied.

An application was refused to be accepted or the proceeding was terminated in 813 cases, the main reason for which were either waiver of claims by applicants or applicants` failure to appear. Approximately every fifth application submitted to the Labour Dispute Committee was waived in 2013.

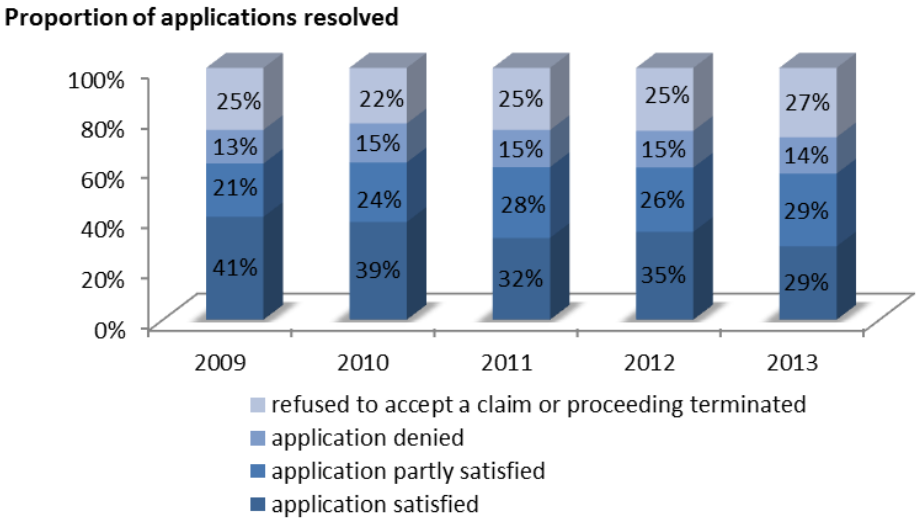


Figure 34. Proportion of applications resolved 2009-2013

Looking separately at the resolutions of applications submitted by employers and employees, however, some differences exist. For example, if the proportion of satisfied applications is the same for both parties – about a third, then 27% of the applications submitted by employers were denied, but only 12% of employees` apllications were denied. The procedure was terminated due to failure to appear – in 3% of the cases concerning employers, in 5% of the cases concerning employees. Waiver of claims by applicants - in 14% of the cases concerning employers, however, in nearly 20% of the cases concerning employees of all applications.

Therefore the myth as if the Labour Dispute Committees tend to be on the employers` side in their decisions is not true, it is also seen that employees waive their claims considerably more than employers. One reason for this might be that employers meet the employees` requirements or want to agree with employees only after the employee has already turned to the Labour Dispute Committee and therefore the employee waive their claims.

National information and training activities

National information and training activity of the Labour Inspectorate of Estonia takes place with the support of the European Social Fund (ESF). In the priority axis "Good -quality and long working life" Measure 1.3.2 " Improving the quality of working life" the Programme is called: " Reduction of work-related health risks and improvement of labour relations 2010 – 2014“

The main communication and training activities of the Labour Inspectorate in 2013 were as follows:

Prevention campaigns:

The European Agency for Safety and Health at Work healthy work places campaign "Working together for risk prevention"

In 2013 the European Agency for Safety and Health at Work (EU-OSHA) healthy work places campaign "Working together for risk prevention“ continued, in the frames of which EU-OSHA, the Focal Point of Estonia in cooperation with the Labour Inspectorate of Estonia organized two major information and communication events: a seminar on personal protective equipment in April and the Day for Safety and Health at Work in October. At the seminar on personal protective equipment an overview was given on the use of personal protective equipment (hereafter PPE) and and related issues through the eyes of the Labour Inspectorate, it was explained what must be considered at procurement of PPE, which are the most common mistakes in their use and and which new products are in the market. In addition to the seminar, a small fair was held in the adjoining room, where importers and dealers of personal protective equipment displayed and presented their products. A total of 97 people attended the seminar, most of whom were working environment specialists. The event was free to all participants and the workshop presentations are available at the Working Life portal: http://tooelu.ee/et/eu-osha/isikukaitsevahendite-seminar. Within the European Week for Safety and Health XV World Day for Safety and Health at Work took place on 23 October 2013 at the National Library in Tallinn, where occupational safety and health professionals delivered speeches on health and safety issues, representatives from enterprises shared their positive practical experience in the field of occupational health and safety, and an overview of the current situation of OSH and trends for the future in Estonia were discussed. 266 people in all participated in the XV World Day for Safety and Health at Work, most of who were work environment specialists, also professionals responsible for OSH issues, enterprisete representatives, university professors, students and other interested persons. The event was free to all participants and the presentations of the event are available at the Working Life portal: http://tooelu.ee/et/eu-osha/XV-Tootervishoiupaev. During the year thousands of information materials were distributed, press releases were published and an educational tool for teachers to introduce health and safety issues to primary school children in an educational but at the same time funny way with compelling and creative activities through the Napo video clips was translated into Estonian. The material is available here: http://www.napofilm.net/et/napo-for-teachers.

Social campaign "Know your rights, prefer an employment contract“

An important aspect in labour relations is under which contract work is performed. Estonian workers and employers do not realize the positive aspects of the employment contractual relationship and its usefulness to the parties. Awareness of one`s rights and obligations under the employment contract is low. To this end the Labour Inspectorate of Estonia (LI) carried out the social campaign "Know your rights. Prefer an employment contract“ within the frames of the European Social Fund (ESF) Programme

"Reduction of work-related health risks and improvement of labour relations 2010 – 2014". The campaign focused on informing employees and employers about the benefits of an employment contract. The target group of the campaign were employers and employees aged 16-50. The campaign was aimed at informing both employers and employees of the positive aspects of the employment contractual relationship and what the Employment Contracts Act is like. The campaign focused on the five main points: the conclusion of a written agreement even in the event of a short-term employment; an employment contract esteems workers and ensures that the employer has a loyal employee / loyal to the employer = useful to workers; legal labour relationship ensures social guarantees; control in the state portal, if money is paid for you and taxes withheld from payments; do not work for free: no days of trial are foreseen in labour relations, instead a probation period is foreseen. In the frames of the campaign a wide-scale media campaign was carried out (outdoor advertising in different cities, online advertising), TV and audio clips were made, a booklet called "Prefer an employment contract!" was published in Estonian and Russian and a round table was held with the social partners.

Before and after the campaign a study was conducted in the target group, on the basis of which it can be pointed out that the visibility of the entire campaign in the target group was 40%, the largest visibility was achieved by outdoor media (26% of the target group). Also, visibility was high in online media (24% of the target group). It is worth-while to point out that the awareness increased 8% that one can check the validity of one`s employment contract in the state portal. This is a significant increase during the campaign period of two weeks. The Labour Inspectorate has also planned to carry out large-scale media campaigns on topical issues under the auspices of "Know your rights" in the coming years but on new subthemes in the future. All the necessary information on employment contracts, the campaign brochure (in both languages) and video clips are available on the Working Life portal.

Safety at work campaign "Recruits"

The main objective of the campaign was to introduce or remind recruits of their rights and obligations related to employment contracts, and employers that it is extremely important to contribute to carefully thought out instruction and training of the staff of the company and control of learning and use of safe work practices.

The target group consisted of enterprise managers, work environment specialists, personnel executives, workers' representatives, work environment representatives, members of work environment councils, public organizations, support groups, etc.
The information and inspection campaign took place from May to the end of the year, in the course of which health and safety at work and labour relations of recruits were inspected. By recruits the Labour Inspectorate considers employees who have worked less than a year at their work places. During the campaign the Labour Inspectorate published a germane booklet, which focused on two important aspects of the employer-employee relationship: health and safety at work and labour relations. Inspection of health and safety at work and labour relations of recruits was conducted by all labour inspectors, who carry out inspection of the work environment at enterprisetes. In the frames of the safety at work campaign six information days were carried out, with a total of 493 participants. A summary of the inspection and information campaign is available at the website of the Labour Inspectorate: http://www.ti.ee/index.php?page=1707&

Information and communication campaigns focusing on problematic aspects of labour relations:

Information days dealing with working and rest time of drivers of motor vehicles

In 2013 six information days were carried out with the aim to improve compliance of requirements of working and rest time of drivers of motor vehicles, of which four were in the Estonian and two in the Russian language. 288 people in all visited the information days. The information days were organised due to the need to inform of a variety of domestic and European legislation which provides for requirements of working and rest time of drivers of motor vehicles. The aim of the information days was to inform of the carrier`s liability in case of failure to comply with requirements, inspectioin principles. The information days were carried out in collaboration with the Police and Border Guard Board. Both employees and employers were expected to attend the information days.

Information days, aimed at students in the last class of primary school and secondary school with the aim to inform them of the regulation on labour relations

A lecture of 45 minutes familiarized young people about their rights and responsibilities, explained the age-related differences, emphasized risky issues, where attention should be paid to, and the like. It also provides information relating to the laws of working life and the state institutions in the field of activity. After the presentation, students had the opportunity to ask lecturers questions. During the first half year information days were carried out in 32 schools for 1610 students, in the second half year no information days were carried out.

During lectures on labour relations students were introduced where to look for information enabling them to search for necessary information in the future. 90% of the students obtained information to a greater or lesser extent necessary for them, which suggests that many young people have personal experience with working or they had been thinking about it in the near future. It was pointed out again that more attention should be focused on the rights and responsibilities of an adult, not so much on those of minors, because there were very many people who were already 18 among the audience or would become 18 in the near future. Approximately 70% of the young people thought that the information days need to be conducted on similar issues in the future, which proved that the Labour Inspectorate organizes lectures on essential and necessary topics. In the feedback it was pointed out that the lecture should have been longer and it should have included a wider range of topics, such as a job interview.

In conclusion we can say that the lectures on regulations concerning labour relations were a success and, the objective to bring the subject closer to young people, inform them where they can find necessary information so that they could stand up for themselves when they independently enter the working life, was met.

The Labour Inspectorate decided that the best way to disseminate information on labour relations and safety and health at work to the last grade of high school students was to buy information space in exercise books and dissemination of these exercise books at schools. Therefore, excercise books were published in July by Realister LLC. On the back cover of 4 different booklets (the Estonian, Russian and English language and Literature) there was information provided by the Labour Inspectorate on 4 different work-related subjects:

- ✓ „Which work is permitted to a minor?“
- ✓ "How to behave in case of violence at work?"
- ✓ "How to stay healthy at work?"
- ✓ ”What kind of contract to conclude when starting work?”

Other information activities:

The Newsletter of the Labour Inspectorate

The Newsletter of the Labour Inspectorate is published six times a year, where you can find a variety of articles, recomendations on labour relations and work environment issues, as well as news about the ongoing campaigns and other information and communication events. It is possible to subscribe to the Newsletter on the website of the Labour Inspectorate. The Newsletter reflects topical issues and news aimed at both employers and employees. When at the end of 2012, 1955 people had subscibed to the Newsletter, then by the end of 2013 the figure was already 2485. Thus, 530 new subscribers have joined in during the year. Subscription to the Newsletter and all the Newsletters issued so far are available here: http://www.ti.ee/index.php?page=815&.

Preparation and dissemination of instructions for a start-up enterprise

The aim of the Newsletter for a start-up enterprise is first and foremost to help employers understand the need for management of work environment and to direct their activities in establishing safe and healthy working conditions and proper labour relations. The Newsletter is distributed on a quarterly basis. In 2013 the Labour Inspectorate distributed recommended instructions with requirements of health and safety at work to 14 904 start-up enterprises. At the beginning of the year the texts of the Newsletter were updated and were made even more inclusive than in the past. The Newsletter for a start-up enterprise is available here: http://www.ti.ee/index.php?page=1607&

Participation in fairs

In 2013 the Labour Inspectorate participated in five major fairs, three of which took place in the Tartu Convention Centre and two in the Tallinn Convention Centre. The Labour Inspectorate also participated twice in the “Job Fair”, one of which took place at the National Library in Tallinn and the other at the Library of the Tartu University in Tartu. In addition, the Labour Inspectorate took part in smaller fairs, for instance in Kuressaare Auriga Trade Centre. There was always a communication specialist, a lawyer and a work environment inspector present at all the fairs, so that all participants who wished to ask advice on labour relations or work environment could do that on the spot. Information materials of the Labour Inspectorate were disseminated and it was explained where to find the necessary information on labour relations and work environment. In all the events, where it was possible, specialists of the Labour Inspectorate delivered a lecture. Since at the youth information fair "Guidepost" it was not possible to deliver a lecture, a competitive game on employment contract was organised, which proved to be quite a success. The greatest interest of all the fairs was shown to Fob Fairs, where work-oriented people mostly converge and questions were actively asked. In order to increase audience`s interest the Labour Inspectorate began to offer an opportunity to solve work-related puzzles during larger fairs and win prizes. During both fairs "Construction and Interior" in Tartu and the youth information fair "Guidepost" in Tallinn these puzzles got positive feedback from the visitors. Especially popular were those among the youth information fair "Guidepost", where there was a constant flow of young people solving the puzzles. It is estimated that around 5000 people in all visited the displays and the information desk of the Labour Inspectorate during all the fairs.

Publication of brochures

As a new brochure the following manuals were published during the year: “Organisation of working, driving and rest time of drivers of motor vehicles”, "Settlement of labour disputes at labour dispute committees”; “Dangerous chemicals in the work environment“ and “Recruits at an enterprise”. The

following brochures were amended and reprinted: "Employment of young people "; a leaflet on the Labour Inspectorate "the Labour Inspectorate" and "Stress at work ".
In September a leaflet "Reminder on how to use scaffoldings and ladders" was published both in the Estonian and the Russian language. The brochures (equipped with a QR code) are electronically downloaded at the website of the Labour Inspectorate.

In addition, during the year there was a procurement of multimedia, in the frames of which video making, production of training films on safety at work and preparation of additional publications of newspapers was planned. It is good to state that in 2013 six training films were prepared on safety at work:

- ✓ "Slippery surfaces", 2:38 minutes in length;
- ✓ "Risk assessment", 3:14 minutes in length;
- ✓ " Working and rest time", 2:41 minutes in length;
- ✓ " Safe use of work equipment", 4:00 minutes in length;
- ✓ "Working at height", 2:05 minutes in length;
- ✓ "Training and Instruction", 3:44 minutes in length.

The videos are available at the Working Life Portal at: http://www.tooelu.ee/et/Videod/category_id/4

In August, YIT Construction in collaboration with the Labour Inspectorate and the Chamber of Trade and Commerse presented three videos on safety at work: working on scaffolding, working on ladders and working on the roof. The videos are available at the Working Life Portal at: http://tooelu.ee/et/Videod/category_id/2

Morning briefings on labour relations

In 2013 the Labour Inspectorate carried out 63 morning briefings all over Estonia where information was provided on labour relations to 946 people in all. During each briefing a labour inspector-lawyer presented a topic related to Employment Contracts Act within two hours. Labour inspectors-lawyers explained legal provisions, most frequent non-compliances and possible solutions to them. Inspectors-lawyers also answered questions and there was some time left for discussion. Those briefings were carried out both in Estonian and Russian. Half of the briefings were held in the spring and half in the autumn season. The topics that were most frequently discussed were as follows: working and rest periods, termination of employment contracts, conclusion (and amendment) of employment contracts. The briefings were held, in addition to the various cities as planned, also at fairs (e.g. Construction Fair, "Maamess", Job Fair, etc.), at enterprises (e.g. BLRT Grupp AS, Logistics Centre of the Defence Forces, etc.) and for specific target groups (unemployed, trade unions, start-up companies, timber companies, etc.).

Provision of advisory service

In addition to counseling on labour relations, a specialist providing advice on work environment issues has been working at the Work Environment Department since March, whose main responsibilities include dealing with work environment issues, responding to emails and drawing up short descriptions of accidents at work, revision of texts for booklets prior to their reprint and participation in fairs.

Administration of the Working Life Portal

The Working Life Portal was visited 101 680 times during the year. On weekdays attendance reached even up to 500 times a day. The working life portal has become a helper for all those who look for answers to issues related to labour relations, work environment, OSH. In October 2013 the Working Llife portal was updated, the aim of which was to make its environment even more user-friendly. A problem solutions

section was placed on the homepage, where 11 of the most common problems which may arise at the work place are explained, also a page for videos was added, the page with training views was updated and several other subpages were developed. A number of new topic pages were added, such as e.g. for crew members and health examination before admission to a maritime educational institution; equal treatment and equal opportunities; studies and analyzes on storage of documents, etc. The theme pages of the Work Life portal, news and other applications are updated constantly to provide readers with more and more up to date and meaningful information. In 2013 preparations started to open the Russian language portal in 2014. The portal has a Facebook account, with the help of which all updates, amendments and news are notified of, that in some way relate to the working life portal. By the end of the year there were 340 followers, but this figure shows a consistent upward trend.

Health and Safety at Work Network

The Labour Inspectorate of Estonia belongs to the Health and Safety at Work Network, which was re-established in 2012. The aim of the network is the development of the field of occupational health and safety by providing a framework that enables use of health and safety information, experience and knowledge in a more efficient way among the network members. The network includes more than twenty member organizations (universities, government agencies, service providers, representative organizations, etc., who wish to contribute to the improvement of work environment and safety at work, and the exchange of information and experience between the different parties. The Labour Inspectorate has been actively involved in network events, and in drafting the Newletter, which appears three times a year. More information on the Network and Newsletters can be found here: http://tooelu.ee/et/viited/tootervishoiu-ja-tooohutuse-vorgustik.

The Labour Inspectorate in media

There were almost 3000 media coverages of the Labour Inspectorate in print and television in 2013 which shows that there is a great interest to the topics. Mostly topics related to labour relations were reflected in the media. In addition to the regular questions-aswers by a lawyer of the Labour Inspectorate, the publications themselves often turn to the Labour Inspectorate with readers` questions. These questions are often longer descriptions of complex situations in which people may not understand laws themselves, but the law must be interpreted on the basis of context. In addition to the topic of labour relations the media was interested in the field of work environment. Mainly requirements for work places and not problematic stories but employer-oriented advisory articles. Here we tried to prevent media`s interest related to the work environment topics, for instance by providing advice and information during the hot summer weather on how work in hot weather is regulated and the same also during the first frost and ice formation in the winter time. Publications have showed interest in settlement of labour disputes, which could be considered to be a growing trend. Labour disputes are often complex, due to which more mistakes have occurred in their reflection than those of other topics, primarily in the description of the process and presentation of results. In addition to the aforementioned, operational information sent by the Labour Inspectorate was spread in the media, for instance on fatal work accidents and target inspections. On the latter, we planned a broader media coverage on the target inspection of construction sites in the spring. In the future, it has been planned to have an active media coverage of target inspection of construction sites in the springtime. Today the lifespan of a story in the media is extremely short and consequently, reflecting a more serious or fatal accident at work has its limits. For example, in case of a fatal accident it would be good to inform the public which was the cause of the fatal accident and where more attention should paid to at doing the work. However, due to the long time needed for investigation of the accident and the fact that the police carries out investigation on its own, it is usually widely

published in the news that someone was killed, but later no special attention is paid to the reasons for the particular accident.

The Labour Inspectorate in social media

Social media has become an increasingly important communication channel for the Labour Inspectorate. The Labour Inspectorate has its own account on Facebook (both in the Estonian and the Russian language) and on Twitter. In 2013 the number of followers on Facebook nearly doubled - while at the beginning of the year there were about 500 fans, then by the end of the year almost 1050 people followed the messages of the Labour Inspectorate. During the year, two games were carried out - the first on sharing a poster on employment contract and the second in the form of a quiz on labour relations. Many citizens also use the Facebook for asking questions related to labour relations and work environment. A couple of times a week, the Labour Inspectorate disseminates news in Twitter. By the end of 2013 the news of the Labour Inspectorate were watched by 46 people. The Labour Inspectorate is one of the most active users of social media, and its popularity among the inspectorates is showing an upward trend

Collection of examples of good practice on work environment:

In 2013, 57 examples of good practice were added to the databa of the Labour Inspectorate.
To date, there are 190 practice examples in the database of the Labour Inspectorate, all of which have also been translated into Russian.

At the Health Day held on 23 October the following enterprises were awarded for presenting good practice examples on work environment:

- ✓ Deloitte Audit Eesti AS - "Promotion of healthy lifestyle and healthy activities for the workplace"
- ✓ Merko Infra AS - " Use of a stable and rigid pit trough to improve the safety of workers and the quality of work"
- ✓ Pajusi ABF AS - " Introduction of a robot for regular feeding of animals ".

The press release in English is available at:
http://www.ti.ee/index.php?article_id=2638&page=1526&action=article&

Refresher training courses for representatives of SMEs and work environment representatives

In 2013 the same practices and processes continued to a large extent that had been started in 2010-2011. There were no major changes compared to the previous years and the training system worked well. It is important to keep up what has been achieved and even to raise the quality of content.

It is positive to note that the number of participants and training cources exceeded what had been planned; for the majority of topics there is a large variety of lecturers - 34 - more than ever since, the training began in 2009, including a larger number of lecturers delivering lectures in the Russian language; Continuation of the use of e-schedule, e-survey environment and e-learning environment.

802 participants attended the training provided by the Labour Inspectorate in 2013. which exceeded the expectations as well as what was planned by approximately 33% (the goal was 600 graduates). The large number of participants in our training was partly due to the good reputation of our training courses and the so-called mouth-to-mouth advertising. People who have already participated in our training courses try to come again or recommend us to other work environment specialists. Also the fact that the training, financed by the European Social Fund is free to participants added popularity to the courses. In conclusion

it can be said that 98% of the participants were either very satisfied or satisfied with the overall organization of the training sessions.

When analyzing the training activities we can say that taking the strategic objective of the Labour Inspectorate to increase employees' awareness of health and safety at work and labour relations by training and communication activities for the basis, we have involved, directly or indirectly, approximately 30% of the total workforce with our training activities. From 2009 to 2013, 2809 participants from 2154 different companies have attended the training for work environment specialists and managers of SMEs conducted by the Labour Inspectorate. If the participants implement the knowledge obtained we can say that the information provided at the training has influenced work environment of at least 1 163 670 employees in Estonia.

The analysis of information days also shows that 13 635 people from 3466 different companies have attended the information days conducted by the Labour Inspectorate during the five-year period. From the impact of the information days on work environment as a whole we can assume that we have notified approximately 57% of the workforce in Estonia, provided the participants of the information days disseminate the information obtained to other employees in the enterprise and implement the knowledge themselves.

Strategic objectives of the Labour Inspectorate in 2009-2013 and their implementation

In 2008 mission, vision and core values of the Labour Inspectorate were formulated for the first time.
Mission - With inspection activity and informing the general public we help contribute to improvement of the quality of working life.
Vision - The Labour Inspectorate is a reliable and dignified national authority, the aim and activities of which are clear and transparent to clients. We have an overview of work environment and the situation of work accidents and work-related accidents in Estonia. The Labour Inspectorate is an active provider with information concerning labour relations and work environment. The training and information events, organised by us, consider the needs of our clients and are of high quality. Inspectors are competent and render advice on improvement of work environment and communicate best practices. However, inspectors are demanding and consistent eliminating essential shortcomings. Effective work arrangement enables inspectors to have a better overview of what is taking place. Working at the Labour Inspectorate is rewarding, we have a friendly staff with positive attitude to life, our conditions of work are good and our work is interesting and well-organised. We are open to innovation; we actively exchange information with international organisations in the field and Labour Inspectorates of other countries.

The core values of the Labour Inspectorate
Consideration – understanding in communication with clients, consider clients' needs and the situation in so far as it does not conflict with the principles of inspection. We are cooperative and considerate with our colleagues and partners.
Integrity – we are honest and unbiased in our decisions and avoid conflicts of interest; in communication we are polite and composed, and resolve any conflicts in a professional manner; in passing information we follow the principle of confidentiality; we make use of the working time and the resources entrusted to us with responsibly and prudently.
Competence – we are good specialists in our field of activity, we distribute information to our clients necessary for them through various activities. We know how to guide and instruct our clients in finding more detailed information necessary for them.
Innovation – we seek and implement new solutions to better serve our clients and for the smooth organization of our work.

Taking for the basis the mission, vision and core values of the Labour Inspectorate, strategic objectives were set for the organization for the period 2009-2013. The clients of the Labour Inspectorate are employers, employees and the state as a whole. Based on the clients, three main strategic objectives were set:

- ✓ Achieve a general rise in awareness
- ✓ Ensure statutory defense for parties of working life
- ✓ Ensure uniform treatment and simple management of public business.

To ensure compliance with clients' expectations, activities were supported based on internal processes. The goals were set: to enhance information and communication activities; raise the quality of rendering advice; exercise professional and demanding inspection activity; ensure fair and quick settlement of labour disputes; ensure a reliable overview of the situation in the work environment; ensure effective functioning of the organization.

Based on the development perspective the following goals were set: to start training activities; to increase competence of the staff; develop a process management system and establish an e-Inspectorate;
In conclusion, based on the strategic objectives and the balanced scorecard indicators were developed which helped better manage the goals. The most important results are summarized in the table below.

Tabel 6. Indicators of the Labour Inspectorate

Objective	Indicator	**The objective for 2013**	Results 2009	Results 2010	Results 2011	Results 2012	Results 2013
Indicators characterizing the change in the work environment	Impact of work on health **(EWCS – study conducted over 5 years)** Based on the European survey Working Conditions (EWCS) in 2010- 43,5% of respondents said that work affects health adversely; (EU average - 25%). (The result in 2005 was 59,2%)	**Less than 50%**	x	43,5%	x	x	X
	No of work accidents per 100 000 employees	**500**	495	568	621	676	670
Indicators of internal processes – activities directly dependant on the Labour Inspectorate							
Enhance communication activities	No of media coverages	**2950**	400	1077	2713	5406	7791
	No of enterprises, the staff of which has attended an information day	**50%**	21%	32%	42%	50%	57%
	No of participants in information days	**4800**	2360	3963	6780	10195	13635
	No of subscribers to the electronic newsletter	**2000**	x	1562	1774	1955	2485
To enhance the quality of advice	Level of answering calls on infoline during business hours	**75%**	39%	73%	69%	82%	83%
To carry out professional and inspection activity	Level of employers covered by inspection activity	**75%**	28%	55%	68%	81%	92%
	Level of requirements complied with on time	**85%**	67%	67%	76%	88%	88%
To ensure fair and prompt settlement of labour disputes	Length of proceeding of a labour dispute in days	**Up to 45**	71	72	39	34	33
Ensure effective functioning of the organization	No of complaints submitted against proceeding of a labour dispute	**Up to 9**	10	12	8	13	7
	Job satisfaction of officials as a whole	**4,3**	4,0	x	3,9	x	3,4
Development indicators:							
Begin training activities	No of participants in training for specialists	**2750**	86	686	1308	2008	2809
	Staff with a specialist who has passed a training for work environment specialists	**20%**	3%	15%	19%	23%	30%
To increase employees`competence	No of training hours for the staff of the LI	**64**	71	56	56	58	52
Indicators of the external environment:							
Factors of external environment affecting work evironment	Proportion of working age population (aged 15-74)	**X**	67,0%	66,9%	66,7%	66,7%	66,7%
	Proportion of young workers of the population (aged 15-26)	**X**	16,9%	16,5%	15,9%	15,4%	14,8%
	Employment rate among aged 15-74	**X**	57,4%	55,2%	59,1%	61%	62,1%
	Unemployment rate among aged 15-74	**X**	13,5%	16,7%	12,3%	10%	8,6%
	No of employers with at least 5 employees	**X**	15 291	13 796	14 526	14 622	14 769
	Economic Confidence Index	**X**	81	102	107	102	102
	Level of production capacity	**X**	60%	69%	72%	71%	72%

No of employed, aged 15-74	X	593 900	568 000	603 200	614 900	621 300

Summarizing the three strategic objectives of the Labour Inspectorate for 2009-2013 as described in the Development Plan, we can say that we have achieved general rise of awareness, both among employees and employers. An effective media communication is functioning, information days conducted and training for work environment specialists and representatives of small businesses are of high-quality. One indicator of the increase in the awareness is also the decrease in proportion of concealment of work accidents.

Protection of parties of working life is characterized by prompt resolution of labour disputes and a low number of complaints as foreseen by law. The number of timely compliance with requirements given by inspectors has significantly increased , which in turn provides a safer working environment for workers.

We may say that with the availability and high quality of counseling uniform treatment of the working life parties is guaranteed. The Labour Inspectorate ensures simple management of public business with the help of e-Inspectorate which should come into operation in the near future.