

World of *Work*



International
Labour
Office
Geneva

THE MAGAZINE OF THE ILO

Decent work = Safe work

Occupational safety and health at work

No. 63, August 2008

In this issue

Promoting safe and healthy jobs: The ILO Global Programme on Safety, Health and the Environment • A dynamic vision of prevention: The International Social Security Association (ISSA) • Saving lives, protecting jobs: HIV/AIDS and the world of work • New hazards in call centres • Photo report: Working at 1700° C

ILO Freedom of Association Convention, 60 years on



1948: conferring in San Francisco at the 31st International Labour Conference where Convention No. 87 was adopted. Left to right: Assistant Director-General G. A. Johnston; Director-General Edward Phelan; Legal Adviser C.W. Jenks (later to become Director-General), and Assistant Director-General Jef Rens

1962: as the total number of ratifications of international labour Conventions tops the 2,500 mark, Angelos Vlachos, Permanent Delegate of the Greek Government, signs the formal instruments of ratification of Convention No. 87 in the presence of Deputy Director-General Jef Rens, observed by Nicolas Valticos, internationally renowned lawyer and responsible for standards activities of the ILO

This year marks the tenth anniversary of the adoption of the ILO Declaration on Fundamental Principles and Rights and Work and the 60th anniversary of the adoption of the Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87). This Convention and the Right to Organise and Collective Bargaining Convention, 1949 (No. 98) are the main international instruments on the subject. The promotion of these Conventions across the globe and the deliberations by the ILO supervisory bodies on their implementation have influenced much national legislation and practice over the last six decades.

The freedoms to associate and to bargain collectively are fundamental rights, rooted in the ILO Constitution and the 1944 Declaration of Philadelphia. They may also be classified as “civic rights”, an integral element of civil liberties and democracy – studies show a strong relationship between democracy and respect for freedom of association and collective bargaining rights. But the exercise of these rights requires a conducive and enabling environment.

Convention No. 87 has been ratified by 148 of the ILO’s 182 member States. Observance and implementation in all ILO member States, whether or not they have ratified the relevant Conventions, are subject to the supervisory procedure of the ILO Governing Body’s Committee on Freedom of Association.

Globalization has profoundly affected the world of work, bringing with it structural and technological changes and intensified global competition. Collective bargaining systems face new challenges, even when their importance as a means of cooperation between workers and employers for economic prosperity and job security is fully recognized. These challenges are examined in this year’s Global Report *Freedom of association in practice: Lessons learned*, which details new initiatives that promote freedom of association, ranging from company codes of conduct to labour clauses in regional economic integration arrangements or in bilateral and multilateral trade agreements. International workers’ and employers’ organizations have been more effective, international framework agreements have grown in number.

Whatever the future holds, it’s clear that Convention No. 87 will continue to inform and inspire the ILO response to the challenges of globalization. Indeed, the ILO Declaration on Social Justice for a Fair Globalization, adopted by the International Labour Conference in June 2008, specifically underlined that “freedom of association and the effective recognition of the right to collective bargaining are particularly important to enable the attainment of the four strategic objectives”.



World of Work magazine is published three times a year by the Department of Communication and Public Information of the ILO in Geneva. Also published in Arabic, Chinese, Czech, Danish, Finnish, French, Hindi, Japanese, Norwegian, Spanish and Swedish.

EDITOR

May Hofman Öjermank

SPANISH EDITION

In collaboration with the ILO Office, Madrid

PRODUCTION MANAGER

Kiran Mehra-Kerpelman

PRODUCTION ASSISTANT

Corinne Luchini

PHOTO EDITOR

Marcel Crozet

ART DIRECTION

MDP, ILO Turin

COVER DESIGN

M. Montesano, ILO Turin,

Cover Photo by M. Crozet

EDITORIAL BOARD

Thomas Netter (Chair), Charlotte Beauchamp, May Hofman Öjermank, Kiran Mehra-Kerpelman, Corinne Perthuis, Hans von Rohland

This magazine is not an official document of the International Labour Organization. The opinions expressed do not necessarily reflect the views of the ILO. The designations employed do not imply the expression of any opinion whatsoever on the part of the ILO concerning the legal status of any country, area or territory, or of its authorities, or concerning the delimitation of its frontiers.

Reference to names of firms and commercial products and processes does not imply their endorsement by the ILO, and any failure to mention a particular firm, commercial product or process is not a sign of disapproval.

Texts and photographs may be freely reproduced with mention of source (except photo agency photographs). Written notification is appreciated.

All correspondence should be addressed to the ILO Department of Communication and Public Information, CH-1211 Geneva 22, Switzerland.

Tel: +4122/799-7912

Fax: +4122/799-8577

Email: ilo_magazine@ilo.org

www.ilo.org/communication

Printed by ILO Turin

ISSN 1020-0010

Safety and health at work

Safety and health at work has been a major aim of the ILO since its founding in 1919. This issue of *World of Work* focuses on the work being done around the world to improve occupational safety and health (OSH) in the context of globalization.

Page 4



© M. Crozet/ILO

COVER STORY

Promoting safe and healthy jobs: The ILO Global Programme on Safety, Health and the Environment (SafeWork) **4**

GENERAL ARTICLES

A dynamic vision of prevention: The International Social Security Association (ISSA) **12**

Shining a light of hope: Social security for health in the informal economy **17**

Saving lives, protecting jobs: New horizons in the fight against HIV/AIDS at work **18**

Calling up new hazards **23**

Photo report: Working at 1700°C **26**

FEATURED BOOKS

ILO codes of practice **31**

Occupational injuries statistics: An ILO manual on methods **32**

Fundamental principles of occupational health and safety **33**

FEATURES

Planet Work **35**
• Making work safer

News **38**

- 97th International Labour Conference
- Tuvalu becomes 182nd ILO member State
- ILO Declaration on Social Justice for a Fair Globalization
- World Day Against Child Labour 2008 focuses on education as the “right response”
- ILO launches year-long campaign “Gender Equality at the Heart of Decent Work”
- XVIIIth World Congress on Safety and Health concludes with call for new global partnership to improve work safety

Around the Continents **44**

Media Shelf **46**

Created in 1919, the International Labour Organization (ILO) brings together governments, employers and workers of its 182 member States in common action to improve social protection and conditions of life and work throughout the world. The International Labour Office, in Geneva, is the permanent Secretariat of the Organization.

Promoting safe and health

The ILO Global Programme on Safety,



© M. Crozet/ILO

The adoption in 2006 of a far-reaching ILO Convention (No. 187) and Recommendation (No. 197) concerning the Promotional Framework for Occupational Safety and Health provides a key tool in the struggle to meet the challenges of OSH in today's fast-paced, globalized economy. In this article Dr. Sameera Al-Tuwaijri, Director of the ILO Safework Programme, describes these challenges and how the ILO is responding to them.

GENEVA – The ILO estimates that 337 million accidents occur on the job annually, while the number of people suffering from work-related diseases is close to 2 million. These mistakes amount to approximately 2.3 million deaths each year, with 650,000 of them due to hazardous substances – double the number of a few years ago.

The economic burden of poor OSH practices is staggering. Roughly 1.25 trillion US dollars is

siphoned off annually by costs such as lost working time, workers' compensation, the interruption of production, and medical expenses. Beyond the economic issues, we have a moral obligation: the human costs are far beyond unacceptable. Although work should not be a dangerous undertaking, in reality it kills more people than wars do.

Why is this, when there is an unprecedented volume of research and knowledge about risk management, and large numbers of legal instruments, technical standards, guidelines, training manuals, and practical information available?

A closer look at the statistics shows that, although industrialized countries have seen steady decreases in the numbers of occupational accidents and diseases, this is not the case in countries currently experiencing rapid industrialization or those too poor to maintain effective national OSH systems, including proper enforcement of legislation.

In developing countries, standards and practices

hy jobs:

Health and the Environment (Safework)

are often far below acceptable levels and the rate of accidents has been increasing rather than decreasing. Rapid globalization has led to technological change and competitive pressures in the scramble for capital that often induce employers in these regions to regard occupational safety and health as an afterthought. The potential for institutions with the capacity to act on a worldwide level to mobilize the forces of globalization for positive change must be realized to reverse these trends.

This is where the ILO can really make a difference. Its tripartite organizational structure of workers, employers, and governments is well suited to the initiation and facilitation of far-reaching programmes. It also possesses the resources and the global mandate to coordinate the exchange of knowledge and ideas on OSH. This is why we have every reason for optimism as we push for decent work for all in the 21st century through the Promotional Framework for Occupational Safety and Health, 2006 – part of the ILO’s Global Strategy on Occupational Safety and Health (see sidebar).

Challenges

Four major challenges must be overcome if we are to realize the promise of the ILO’s Global Strategy on OSH:

- *The need for a stronger political will to improve OSH standards.* While legislation often exists, many nations fail to give “teeth” to the law in that they do not provide adequate implementation and enforcement mechanisms. Both adequate resources and the willingness to follow up on progress are required for effective enforcement to take place. If OSH is high on the list of political priorities, it will be continually examined, reviewed, and refined.
- *Better opportunities for education and on-the-job training.* The importance of education will only increase as the pace of technological advancement accelerates. The technical safety training that is required in most industries can be very

complex. For example, a truck driver must know how to handle his vehicle in a wide variety of situations and weather conditions. But safety can also be as simple as understanding the importance of wearing safety goggles or turning off machines before cleaning them. Vocational training centres, governments, and enterprises themselves must all take part in educating workers on avoiding unnecessary accidents and the contraction of diseases.

For ILO SafeWork, the best way to reach as many workers as possible is through a “training the trainers” approach. This means that we gather together as many officials that are responsible for OSH in various industries or geographic regions as we can, and train them on the latest best practices in the appropriate fields. ILO Training Centres have been especially helpful in this aim. We also strive to apply this approach to those who need OSH education the most, for example workers in developing countries and/or vulnerable workers in the informal economy. One example of this is the Work Improvements in Small Enterprises Programme (WISE), which has been used to great success in several countries such as Mongolia. This focuses on the particular challenges facing small or family-owned businesses.

- *Improved awareness of OSH issues,* closely related to the concern over education. A culture of prevention must be established within the workplace for OSH measures to make significant headway. Even if governments, businesses, and unions do everything correctly, accidents will still occur if workers show little regard for their own safety. The process of training and education, in addition to effective disciplinary measures, can go a long way in alerting workers to



© M. Crozet/ILO

A GLOBAL STRATEGY ON OCCUPATIONAL SAFETY AND HEALTH

The ILO has developed a number of comprehensive instruments to further its work in the field of OSH. The most recent of these are the Convention (No. 187) and Recommendation (No. 197) concerning the Promotional Framework for Occupational Safety and Health, 2006. These instruments are best seen in the context of the Global Strategy on Occupational Safety and Health adopted by the International Labour Conference in 2003, which confirms the role of ILO instruments as a central pillar for the promotion of OSH. At the same time the Strategy calls for integrated action that better connects the ILO standards with other means of action such as advocacy, awareness raising, knowledge development, management, information dissemination and technical cooperation.

ILO instruments include 19 Conventions, 26 Recommendations, 2 Protocols, and 37 codes of practice and guidelines (see the book feature on page 31 for a description of some of these). Some of the Conventions, such as the Safety and Health in Construction Convention, 1988 (No.167), or the Safety and Health in Mines Convention, 1995 (No.176), are very industry specific. However, their scope can also be quite broad. One of the most notable of these is Convention No.155, the Occupational Safety and Health Convention, 1981, with its accompanying Protocol of 2002. This relates to the need for the formulation and implementation of national OSH policies that focus on preventing injuries and diseases at work. It also calls for periodic reviews of national policies and programs in recognition of the fact that technological and social changes are occurring at an incredibly rapid pace.

Two other Conventions of note are Convention No. 81, the Labour Inspection Convention, 1947, one of the most widely ratified of all ILO instruments, and Convention No. 129, the Labour Inspection in Agriculture Convention, 1969. These two Conventions provide a background for the development of labour inspectorates throughout the world. The ILO has also developed training materials such as the Integrated Labour Inspection Training System, and has held training workshops for inspectors in many countries, such as Croatia, Cuba, Egypt, Ethiopia, Fiji, Lao People's Democratic Republic, Mexico, the Republic of Moldova, Montenegro, Romania, the Former Yugoslav Republic of Macedonia, South Africa, Uzbekistan, Ukraine and Viet Nam.

The relevancy of inspection continues to increase as developing countries in various regions begin to address their OSH situations. Proactive national laws, especially related to accident and disease prevention, are an important first step on the path of progress. However, without effective implementation, enterprise-level advisors, and enforcement, this legislation is in danger of becoming little more than ink and paper. The labour inspection Conventions reinforce the right of inspectors to enter workplaces and take appropriate enforcement action. As such, inspection remains a key component of the ILO's Global Strategy on OSH. Its important role in implementation and practical-level advancement in the field cannot be overstated.

threats to their well-being. And if a noticeable change in the regard for safety is shown within the general workforce, this can in turn influence businesses and governments to take more proactive stances.

- *Wider partnerships that integrate many layers of society.* No one entity can tackle all the challenges that must be addressed. Governments can legislate, enforce, and advise. Businesses can educate and perform self-compliance. Workers can push for their rights and strictly observe all safety regulations. If all these moving parts work together in a synergistic manner, the potential

for progress is boundless. International organizations such as the ILO have a large role to play in coordinating and facilitating the partnerships necessary to achieve these aims. The Global Strategy on Occupational Safety and Health was formulated with this in mind.

An important aspect of the Plan of Action for the ILO's Global Strategy on OSH is technical assistance and cooperation. One example is the ILO-Volkswagen-GTZ project. GTZ is a German international cooperation agency for sustainable development with worldwide operations. Volkswagen, in line with its corporate social responsibility initiatives, would also like to see better labour standards applied to its suppliers, many of whom are in South Africa, Mexico, and Brazil. VW and GTZ are funding an ILO project through SafeWork to strengthen the labour inspectorates of these three countries, especially in relation to VW suppliers. Joint inspections between the company and the government, with an emphasis on advisory initiatives to assist the suppliers in pursuing safer practices, have experienced great success. The ILO, through public/private partnerships such as this one, has the capacity to foster growth in many areas of the OSH field, especially education and the establishment of a preventative culture.

National OSH systems

In recent years, governments, enterprises and international organizations have all been giving greater attention to the need to adopt systematic models for managing OSH. A major aim of the ILO Global Strategy on OSH is the development of national OSH policies, systems, programmes, and profiles through a management systems approach. OSH is a complex subject, involving a large number of specific disciplines and a wide range of workplace and environmental hazards. National OSH systems need somehow to capture these complexities if they are to function coherently and effectively.

While national policies will vary greatly based on regional cultures, customs, and political situations, they should all operate within the relatively broad framework set out in the new Promotional Framework for Occupational Safety and Health Convention, 2006 (No.187) and in accordance with the Occupational Safety and Health Convention, 1981 (No. 155).



© M. Crozet/ILO

Convention No. 187 sets out the essential elements of a national OSH system:

- Legislation and any other relevant OSH instruments
- One or more authorities or bodies responsible for OSH
- Regulatory compliance mechanisms, including systems of inspection
- A national tripartite advisory mechanism addressing OSH issues
- Arrangements to promote at the enterprise level, cooperation between employers and workers
- OSH information and advisory services
- Systems for the provision of OSH training
- Occupational health services
- Research on OSH
- A mechanism for the collection and analysis of data on occupational injuries and diseases
- Provisions for collaboration with relevant insurance or social security schemes covering occupational injuries and diseases
- Support mechanisms for a progressive improvement of OSH conditions in micro, small and medium-sized enterprises, and in the informal economy

The preparation of a national OSH profile is an essential initial step in building a good national OSH programme. Twenty-nine countries have developed national profiles or are currently in the process of doing so. The profile is a summary of the OSH situation including data on occupational accidents and diseases and an inventory of all the tools and resources available in a country to implement and manage OSH. Once completed, the profile can be used not only as a basis for identifying priorities for action, but also as a tool for measuring progress over time through periodic updating.

Forecasting the future

With the pace of change in patterns of employment and in developing technologies over recent years, it has become ever more important to anticipate different, often new, risks if they are to be effectively managed. And many long-standing concerns are being reconsidered in the light of changing patterns of work and technologies.

OSH experts are forecasting an increase in different kinds of risk:

Physical risks, including lack of physical activity,



© M. Crozet/ILO

poor awareness of heat and cold (particularly among agriculture and construction workers), exposure to heavy physical work, vibration or UV radiation.

Biological risks such as HIV/AIDS, hepatitis, tuberculosis, SARS, avian flu, dengue fever, and so on. It is estimated that 320,000 workers worldwide die every year from exposure to viral, bacterial, insect- or animal-related biological risks. Global trading has increased the risk of infection and the difficulty of developing effective responses.

Chemical risks from hazardous substances such as heavy metals, oxides, carcinogens, endocrine disrupting chemicals such as some insecticides, and toxic dusts and fumes when workers are exposed to them over a long period.

New categories of exposures such as the potential harms from nanomaterials in the workplace. The worldwide impact of nanotechnology-related products has been predicted to exceed US\$1 trillion by 2015. A nanometre-sized particle is smaller than a living cell and can be seen only with the most powerful microscopes. A single nanometre is one-billionth of a meter, compared to human hair, which is approximately 80,000 nanometres in diameter. At nano levels, materials begin to exhibit unique properties that affect physical, chemi-



© M. Crozet/ILO



BUILDING A NATIONAL OSH SYSTEM IN KAZAKHSTAN

ASTANA, Republic of Kazakhstan – Kazakhstan has pioneered the new approaches to occupational safety and health and become a model for other countries of Central Asia. Recent economic transformation has brought a stunning 10 per cent growth, but the country still faces formidable challenges inherited from Soviet times. An outdated OSH legislation and management system was one of them.

The situation became acute in the 1990s, when working conditions deteriorated drastically and the annual number of victims of accidents and work-related diseases ran into thousands. It was obvious that a radical upgrading and modernizing of the country's OSH system was required.

Kazakhstan started by adopting a set of new laws, first a law on OSH, which later was transformed into a labour code with a chapter on OSH, as well as a law on social partnership.

Kazakhstan has ratified key OSH Conventions, such as Convention No. 81 on Labour Inspection, and Convention No. 167 on Occupational Safety and Health in Construction, and is considering ratifying the new Promotional Framework for Occupational Safety and Health Convention (No. 187) adopted in 2006. To implement the latter, the country is systematically building a modern occupational safety and health system by means of a national OSH programme, following the logical steps described in Convention No. 187.

The initial step was to prepare a national OSH profile that contained all basic data related to occupational safety and health: current legislative framework; implementation mechanisms; information and training; enforcement and infrastructure; human and financial resources available; OSH initiatives at the enterprise level, and so on.

The second phase of the Korean project will assist these countries to draft these national OSH programmes. In Kazakhstan, the Ministry of Labour and Social Protection has requested the regions to prepare regional OSH programmes, which will be the base for the updated national OSH programme from the year 2008 onwards, replacing the previous programme.

"Kazakhstan is certainly a good example of the systematic and effective implementation of OSH requirements at the national and enterprise level with the full involvement of the social partners," says Wiking Husberg, senior OSH specialist at the ILO Subregional Office for Eastern Europe and Central Asia. "Some issues still need to be addressed; but we have an agreement with the trade unions now to establish safety committees at the enterprise level. The issue of restrictions on labour inspections, which was pointed out by a recent labour inspection audit, still needs to be resolved. However, what is most important is that a process of continuous action, review and improvement is under way in this country."

An important development was the adoption by Kazakhstan of a new inter-state GOST standard identical to the *ILO-OSH 2001 Guidelines for occupational safety and health management systems*, based on risk assessment, workers' participation and prevention, aimed at reaching a safety culture. The introduction of systematic OSH management systems at enterprises was strongly endorsed by major corporations in a seminar on risk assessment last April.

Imstalkon, one of the biggest building and construction companies in Kazakhstan, has already introduced the new OSH management system at dozens of its enterprises throughout the country. The company now employs more than 9,000 workers. Over the more than 50 years of its existence, it has built hundreds of projects, including the 372-metre Kok Tjube TV tower, Almaty International Airport, the 26-storey Kazakhstan Hotel and many industrial enterprises.

"Construction works are connected with many risks, that is why we pay special attention to occupational safety," says Mikhail Rezunov, Imstalkon chief engineer. "Our task was to create a completely new management system, oriented towards risk assessment and prevention, addressing occupational risks at their source. And still the main change had to happen in people's minds – they had to realize that it is much easier and less costly to prevent an accident than to deal with its consequences. Now, with the new system in place, we can say that our efforts pay back – not only in financial terms, but also in terms of our company's image, which is equally important."

Berdybek Saparbayev, Kazakhstan's minister of labour and social protection, agrees: "Using the ILO methodology, we have compared the cost of prevention and that of the consequences from an accident in two of the most dangerous industries in our country – mining and construction. And we found that prevention costs dozens times less! *ILO-OSH 2001* has proved to be a very efficient tool and we have to introduce it throughout Kazakhstan. Of course much is still to be done, but we will continue to move forward."



cal, and biological behaviour. Nanoscale materials are increasingly being used in optoelectronic, electronic, magnetic, medical imaging, drug delivery, cosmetic, catalytic, and materials applications. Potential health issues, including occupational health risks associated with nanomaterials, are not yet clearly understood.

Stress. Changes in work design and organization, and the introduction of new technologies or new forms of employment contract (including precarious employment) can all result in increased stress levels. When HIV/AIDS, abuse of alcohol, drugs and tobacco, violence or harassment are added to the mix, a serious deterioration of mental and physical health can ensue.



Changing patterns in the workforce

- **Migration.** International migration of workers will most likely accelerate in the 21st century. Yet migrant workers continue to be particularly vulnerable, tending to be employed in “3-D” work (dirty, dangerous and demanding), with long hours, inadequately covered by social security and with language and cultural barriers that make communication on OSH difficult.
- **Ageing,** particularly in industrialized countries. Increasing numbers of older workers are opting to stay at work. In Europe, the 45-64 age group is expected to represent almost half the working population by 2020. Although ageing is an individual process related to genetics and lifestyle, older workers frequently have one or more chronic medical diseases or disorders. Rates of

hypertension, chronic pulmonary or cardiac disease, diabetes, obesity, cancer, neurological disorders, renal and liver disease are increased. But on the other hand, older workers have much to offer their employers as a result of their experience, knowledge and skills, and can continue to be valuable assets if due attention is paid to their safety and health.

- **Gender.** The increasing proportion of women in the workforce raises a range of questions about the different effects of work-related risks on men and women, including exposure to hazardous substances, the effects of biological agents on reproductive health, the physical demands of heavy work, the ergonomic design of workplaces and the length of the working day. The emergence of nanotechnology and pre-





© M. Crozet/ILO

viously unexplored health effects of prolonged exposure to nanoparticles will doubtless have impacts on safety and health, but will those health effects be the same for women as for men, who face the same exposures?

- *The informal economy.* At the dawn of the 21st century most of the world's working population earns its livelihood under the vulnerable and insecure conditions of the informal economy. The ILO Resolution on Decent Work and the Informal Economy adopted by the International Labour Conference in 2002 highlights the fact that workers in the informal economy experience the most severe decent work deficits. Among these are unsafe and unhealthy working conditions. The extension of OSH to informal workers and economic units is a major challenge that participatory training methodologies such as the WISE (Work Improvement in Small Enterprises) and WIND (Work Improvement in Neighbourhood Development) programmes have successfully addressed in Asia, Africa and Latin America.

Raising awareness and knowledge sharing

ILO SafeWork is committed to taking a leadership role in raising awareness of OSH issues and best practices in the field. Much of this relates directly to the dissemination of available information.

The International Occupational Safety and Health Information Centre (CIS), a specialized unit within the SafeWork Programme, plays an important role in the collection, organization and

dissemination of high-quality OSH information at an international level. It is helped in its tasks by its network of regional, national and collaboration centres, which includes all the major OSH information centres around the world. The CIS bibliographic database, with 70,000 records, is the primary guide to the world literature on OSH, while the CIS website is available free of charge and receives about 1.2 million page hits per month.

The "SafeWork Bookshelf" is a CD-ROM (in English and French) that includes the *ILO Encyclopaedia of Occupational Health and Safety* as well as the International Chemical Safety Cards. Guides, codes of practice and training materials are available in printed as well as electronic formats.

In keeping up with the rate of change in the world today, ILO SafeWork designs to be on the cutting edge of progress. Collaboration with other organizations, and particularly universities and vocational training institutions in high-impact research projects, is pursued.

One particularly successful collaboration has been the ILO/WHO Global Programme for the Elimination of Silicosis: in 2003 the Joint ILO/WHO Committee on Occupational Health concluded that decades of effort were paying off and decided to push for the elimination of silicosis and asbestos-related diseases as a priority. A major tool in this is the ILO Classification of Radiographs – now in existence for over 50 years and still the international standard for early detection of silicosis.

Other important partnerships include the Inter-Organization Programme for the Sound Management of Chemicals, the International Association of Labour Inspection, the International Atomic Energy Agency, the International Maritime Organization, and UNEP.

The men and women who go to work every day and whose efforts there drive the global economy deserve the highest degree of safety and health that can be provided to them. 2.3 million deaths and hundreds of millions of accidents suffered and diseases contracted annually does not reflect an adequate degree of protection. The new Declaration on Safety and Health adopted in July in Seoul, Korea at the XVIIIth World Congress on Safety and Health (see page 43) raises new hope of revitalized political will, increased awareness, continuous education, and the engagement of partnerships at all levels of society to strengthen and improve the state of occupational safety and health locally, nationally, regionally, and globally.

Signing of the agreement between the Government of Senegal and the ILO for a new CIS Centre



© K. Mehra-Kerpelman/ILO



© M. Crozet/ILO

Over a billion people, more than 60 per cent of Asia's workforce, are still working in the informal economy, with little or no social protection. Experience shows that workers and small businesses in the informal economy are usually motivated to improve safety and health conditions out of their own initiative, but they still need practical support. *World of Work* spoke with Tsuyoshi Kawakami, ILO specialist on occupational safety and health in Bangkok.

What are the safety and health conditions of workers in the informal economy in Asia?

Asia's informal economy cuts across all economic sectors – agriculture, industry and services. They all need practical support measures to improve the safety and health problems they face. Workers and the self-employed often work in substandard conditions, being exposed to various hazards in the workplace without having appro-

appropriate safety and health training and information. As far as national labour laws are concerned, they do not always cover the informal economy.

What are the immediate priorities for occupational safety and health (OSH) programmes?

We need measures that are practical, easy-to-apply, and work at the local level. Just to give you an example: low-cost approaches based on good practices have overcome cost barriers in small workplaces in Asia and have also allowed the active participation of many workers, resulting in concrete improvements. We found that things that may appear obvious have actually helped us kick-start our programmes: I think of

practical training tools such as illustrated checklists and photographs showing good OSH practices.

Can you give us examples of successful programmes?

In Cambodia, four Training-Of-Trainer (TOT) courses were held in four different cities to cover all the regions. These participatory OSH training networks have constantly increased nation-wide coverage. This expansion was possible because of the practical orientation of the training programmes providing workers with low-cost solutions to their OSH problems. As of April 2008, more than 3,000 workers in the informal economy were trained through the established participatory trainer networks. These participatory training approaches will be part of the first Occupational Safety and Health Master Plan (2008-2012) of Cambodia that will be launched this year. The

positive experiences and achievements have been widely shared with other ASEAN countries and publicized in international OSH conferences and journals.

How can we reach workers and the self-employed in the informal economy?

Local workplaces and communities have varied peoples' networks. It is common for local small business owners to form associations for exchanging ideas and information to upgrade their businesses. Local trade union leaders and members often have good access to grassroots workers and know the way to support informal economy workplaces to improve their working conditions. Often self-employed workers have their own cooperation system to improve their work environments.

You stress the importance of a local approach to OSH in the informal economy...

Local intervention teams are a good option, as they include a variety of local resource persons, including government officials, inspectors, health personnel, trade associations, workers' organizations, community leaders and local NGOs. They can carry out rapid assessments of the target groups in a given region. This is done by workplace walkthroughs using relevant safety and health action-checklists and direct interviews with workers and employers.

The next step is to design participatory training programmes adjusted to specific needs of the target groups. The ILO Training Centre in Turin helps us to organize activities at all levels. Obviously, support at the national policy level is also key to the success of OSH programmes in the informal economy. The Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187) calls for the establishment of support mechanisms for a progressive improvement of occupational safety and health conditions in the informal economy.

A dynamic vision of prevention

The International Social Security Association (ISSA)



© ISSA

Social security is everybody's business. It affects our daily life by protecting us against work and life risks – health care needs, disability, old age and unemployment. ISSA Secretary General Hans-Horst Konkolewsky explains how social security and the prevention of occupational accidents and diseases go hand-in-hand.

GENEVA – Headquartered in Geneva, the International Social Security Association (ISSA) is a member-based international organization for national social security administrations and agencies. Bringing together social security and prevention experts from around 350 social security institutions in more than 150 countries, the ISSA offers a unique platform and network for the sharing of good practice developments, including those concerned about improving workers' health.

Prevention: A success story for social security

Safety and health at work lie at the heart of social security. Every day, investment in prevention helps to avoid occupational accidents and diseases. Prevention saves lives and protects the well being of individuals and families.

Moreover, investments in prevention make economic sense. Safer workplaces support increased productivity. Prevention pays.

Reaching out further than the traditional focus on occupational safety and health, the ISSA supports preventive approaches protecting and promoting workers' health in all social security branches. It provides good practice information, research, expert advice and platforms for members and other stakeholders to exchange on innovation in workplace health promotion, active employment policies, rehabilitation and reintegration.

Preventive approaches broaden the nature of social security policies. They are a cornerstone of what the ISSA calls a dynamic social security system.

The challenges are getting tougher

Work-related fatalities are increasing. According to the ILO, 2.3 million people die each year because of work-related accidents and diseases and 337 million people are involved in non-fatal workplace accidents.

The annual cost of financing cash benefits, health care and rehabilitation for work-related disabilities is colossal: a sum equivalent to 4 per cent of global gross domestic product (GDP) for work injuries alone. And for some developing countries the cost equates to 10 per cent of national GDP.

The current phase of globalization bears witness to rising levels of informal employment, increased migration flows and profound social shifts, posing new challenges to prevention especially in countries with less developed prevention cultures. Meanwhile, new technologies and working patterns, and the challenges of workplace stress and psychosocial risks, increase the complexity of prevention even more.

New technologies, new risks

Reports from the World Health Organization (WHO) indicate that the world's workforce is increasingly exposed to epidemics, industrial accidents, natural disasters and other health emergencies, and that only 10-15 per cent of them have access to a basic standard of occupational health service.

And a recent ISSA study shows that, compared with work injuries, occupational diseases are actually rising in some countries. The cause appears to be the growing number of so-called "new occupational diseases", many of them with long latency periods, which may become a much more pressing problem than occupational accidents in the future.

Prevention pays

The good news is that statistics, both for developed and emerging economies, show that where investments in prevention measures have taken place over a period of time, a significant decrease in work accidents and occupational diseases and thus considerable cost-reductions can be achieved.

ISSA can point to examples where targeted accident prevention policies by social security institutions have reduced the number of work accidents

"Proactive and comprehensive prevention policies carried out by social security and occupational health and safety institutions can substantially reduce work-related accidents and illness levels, diminish the related human suffering and avoid the resulting economic losses," says ISSA Secretary General Hans-Horst Konkolewsky. "In Germany, for example, experts estimate that accident prevention since the 1960s has saved industry up to 10 billion euros annually."



© ISSA

by between 25 and 50 per cent – and not just in the industrialized countries: in Côte d'Ivoire, for example, the social security institutions estimate that the number of declared accidents has been reduced by 50 per cent since the 1980s, while in the same period Niger has experienced a decrease of almost 25 per cent in work accidents, thanks to a programme of prevention education for workers.

80 years of prevention

The concept of accident and illness prevention in the workplace was already in the minds of the ISSA pioneers when they included it in the fundamental policy principles adopted by their Constituent Assembly as far back as 1928, while a year later the relationship between sickness insurance and industrial hygiene was already on the agenda. But it was only in 1957, with the establishment of the Permanent Committee on the Prevention of Occupational Risks, that the ISSA became formally involved in occupational safety and health.

In 1969, under the umbrella of the Special Commission on Prevention, the International Section on the Prevention of Occupational Risks in Agriculture was formed, and over the next decades 10 other international sections were established, six of which represent an area of occupational risk like agriculture – chemistry, construction, mining, electricity, machine and system safety and iron and metal. Another three international sections cover horizontal issues, of interest to all OSH practitioners – education and training, research and information.

The intersection of the ISSA and prevention does not stop with the Special Commission and its International Sections. Many of the ISSA's 11 Technical Commissions including those on work accident, health care or employment policies, which were set up as early as 1947 to provide networks for specialists to collaborate in advancing discussion on technical social security issues, have been



© ISSA



ISSA: 80 YEARS OLD AND STRONGER THAN EVER

Founded in Brussels in 1927, the beginnings of the International Social Security Association were directly linked to steps then being taken by the International Labour Organization to introduce international regulations for the health of workers through social insurance schemes. At the 10th International Labour Conference held in the spring of 1927 two Conventions on sickness insurance were adopted. Albert Thomas, the first Director General of the ILO, needed popular support to secure the ratification of these, and welcomed the suggestion of leading personalities of mutual benefit societies and sickness insurance institutions to set up an international conference whose purpose would be to extend and strengthen sickness insurance worldwide. As a result, the **International Conference of National Unions of Mutual Benefit Societies and Sickness Insurance Funds** was created in Brussels in October 1927. The Constituent Assembly was attended by delegates of 17 organizations, representing some 20 million insured persons from Austria, Belgium, Czechoslovakia, France, Germany, Luxembourg, Poland, Switzerland and the United Kingdom. The objective of the Conference was to coordinate internationally and to strengthen efforts to protect, develop and improve social insurance and sickness insurance.

ISSA's foundations are laid

It was the hardships created by two world wars that demonstrated the need for public social security and occupational protection, and it was quickly realized that only through extensive international cooperation could the very concept of social security and its practical application be perfected and developed.

At the International Labour Conference in Philadelphia, the real foundations of the ISSA were laid through the passage of a resolution that became its programme of action: to promote, on an international or regional basis, systematic and direct cooperation among social security institutions to further the regular interchange of information and the study of common problems.

International cooperation

Today, the objective of the Association is "to cooperate, at the international level, in the promotion and development of social security throughout the world, primarily through its technical and administrative improvement, in order to advance the social and economic conditions of the population on the basis of social justice".

For the international community, ISSA is the main international focal point for ideas and debate on social security, providing platforms for the exchange of information and discussion and a unique knowledge centre for the collection and dissemination of research and information on social security, including the prevention of employment injuries and occupational diseases. For the 2008 – 2010 triennium the ISSA is focusing on the following priority areas that were identified by its members:

- Governance and social security
- Risk management and leadership
- Extension of coverage
- Information and communications technology as a strategic management tool
- Compliance and contribution collection
- Responding to demographic changes

focused on issues related to protecting and promoting workers' health.

Cooperation with the ILO

Cooperation between the ISSA and the ILO on occupational safety and health (OSH) started in practice during the 1955 First World Congress for the Prevention of Occupational Accidents and Diseases in Rome. Since then, the World Congress, the biggest international event on OSH, has been organized jointly by the ISSA and the ILO every three years. Once established, the Prevention Com-

mission implemented several joint projects in collaboration with the ILO Occupational Safety and Health Service. Among them was the International Occupational Safety and Health Information Centre (CIS), which complements the various national CIS centres, such as those in France, Italy and the United Kingdom.

To maintain close cooperation between the ILO and the ISSA in OSH, members of the ISSA Commission and its technical sections were included in various ILO technical advisory groups. Similarly, ILO's OSH specialists joined their ISSA colleagues in drafting programmes of the technical sections of the Permanent Committee. In recent years the ISSA has supported the promotional activities for the International Day for Safety and Health at Work, launched by the ILO in 2003.

The cooperation between the ISSA and the ILO in the field of workers' health has contributed to the achievement of mutual goals and is as fruitful and important as 50 years ago. Most recently, the ISSA and the ILO co-sponsored the XVIII World Congress in Seoul in July this year, hosted by the Korea Occupational Safety and Health Agency (KOSHA). They also organized just prior to the opening of the World Congress a Safety and Health Summit which has led to the **Seoul Declaration** adopted by some 50 high-level decision-makers from around the world as a major new blueprint for constructing a global culture of safety and health at work. Recognizing that improving safety and health at work has a positive impact on working conditions, productivity and economic and social development, the Declaration also emphasizes that the right to a safe and healthy working environment should be recognized as a fundamental human right (see page 43).

The Declaration recognizes the important role of social security organizations in promoting prevention and in providing treatment, support and rehabilitation services. The prevention of occupational risks and the promotion of workers' health constitute an essential part of the ISSA's mandate.

Since its inception, ISSA has always sought and fostered international cooperation with other agencies, including those involved in the field of prevention of occupational risks.

The ISSA clearly recognizes the need for better international cooperation to make good practice



© ISSA

information on OSH simple, applicable and accessible to both professionals and workers; to secure government and employers' commitment to safety and health; and to build a closer link between prevention, compensation and rehabilitation. Towards this end, the ILO's Promotional Framework for Occupational Safety and Health Convention, 2006 (No.187) and its accompanying Recommendation (No.197) as well as the 2007 WHO Global Plan of Action on Workers' Health 2008 – 2017 provide sound guidelines for future efforts.

Demographic changes, globalization and demands for greater social justice confirm that the protection of workers' health is vital for economic and social progress. Health may be determined by occupational and non-occupational factors, but healthy individuals, and especially healthy workers, make for healthier and more just societies. And as the ISSA is fully aware, healthy societies contribute to making social security programmes healthy financially too.

To face today's immense challenges and in line with the ILO's Decent Work Agenda and its new Declaration on Social Justice for a Fair Globalization, adopted by the International Labour Conference in June 2008, and the Seoul Declaration, the ISSA is committed to strengthen its long-standing relation for the benefit of the health of workers around the world.

Promoting investment in workers' health

Investing in workers' health is at the core of social security's mission and an important factor for its future sustainability.

ISSA is involved in OSH mainly through one of its eleven Technical Commissions – the Special Commission on Prevention. Building on a unique history of activities, the Special Commission on Prevention is ISSA's flagship in prevention today: it initiates, coordinates and conducts international activities to promote occupational safety and health and specific activities are carried out by the eleven International Sections.

Each of these sections organizes, often together with other sections, international seminars, roundtables and workshops. They also publish topical documentation on relevant prevention issues, provide technical support, and run joint projects. Working groups within the sections devise practical tools and solutions for training, information and communications. All sections are actively involved in the organization of the World Congresses on Safety and Health at Work.

A typical example is that of the International Section for the Prevention of Occupational Risks in the Chemistry Industry, which has held some twenty international symposia since it was established in 1970. It has set up expert working groups on Dangerous Substances, Explosion Protection



ISSA: RESPONDING TO PRIORITY CHALLENGES IN WORKERS' HEALTH

Asbestos, an enduring evil

Although its dangers have been well known for decades, the menace of asbestos is still very much with us. The ISSA's Special Commission on Prevention has been campaigning hard for its ban. In 2004 it adopted a declaration which urged all countries to ban the manufacture, trade and use of all types of asbestos as quickly as possible. Other anti-asbestos efforts include a series of reports on the prevention of and compensation for asbestos-related occupational diseases and an information leaflet "Asbestos: Towards a Worldwide Ban" in eight languages. It is available free of charge on the ISSA Website at www.issa.int.

Dangerous chemicals

Since 2005, the Special Commission on Prevention and the eleven International Sections have organized some 30 international and regional technical seminars, including one organized in February 2008 by the International Chemical Section at which 350 participants from 16 African, American and European countries had an in-depth exchange on the new globally harmonized system of classification and labelling of chemicals.

Skin disease protection

There has been a reported increase in the number of irritative, allergic and degenerative skin diseases in a number of European countries. In response to this the ISSA Health Services Section held a Workshop on Prevention of Skin Diseases in the Health Services Sector in April 2008 in Dresden, Germany. It provided a forum for skin disease prevention experts to exchange ideas, share problems and best practices and discuss prevention strategies.

Safe electricity

A recent seminar, hosted by the ISSA Electricity Section and held in Santiago, Chile, allowed more than 160 electrical safety and prevention experts from Latin America, the United States, Canada and Europe to discuss the latest safety and health issues, trends and breakthroughs in the electrical industry.

Occupational disease prevention

Over the past three years, the Technical Commission on Insurance against Employment Accidents and Occupational Diseases organized a cycle of seminars on occupational diseases (ODs) in Latin America, Africa and Asia. At these a number of shared challenges have been identified, including the problem of underreporting of ODs, the shortage of well-trained practitioners and resources for effective prevention, the low awareness among workers and employers of these diseases and their reporting mechanisms, and the non-update of the list of ODs in some countries. The Technical Commission is planning seminars on disability management and the impact of demographic changes on the health of both older and young workers; it will also contribute to regional forums as well as to the ISSA's World Social Security Forum to be held in South Africa in 2010.

* * *

In the next two years ISSA's prevention sections will organize at least ten international meetings, symposia and workshops on a variety of workplace health and safety problems areas, including the risks faced by elderly workers, a continuation of the campaign on the ban of asbestos, and a meeting focusing on prevention in French-speaking sub-Saharan African countries.

>> and Biotechnology respectively, as well as other ad hoc working groups. The Section has also produced a series of illustrated brochures, some of which are available in several languages.

The International Section on Agriculture produced in 2007 a DVD to promote safety for children growing up on a farm. The DVD features a series of easy-to-understand stories which depict potential risks for these children. As there is no spoken language involved, this is a must see for children around the world who live on a working farm.

The Electricity Section, on top of its active meetings and publication programme organizes with the Information Section the prestigious International Multi-Media and Film Festival, a key component of the World Congress. In 2008 the competition was stiff with over 100 entries from around the world.

The future: Dynamic Social Security

The key role of social security in building more equitable societies demands a broader, more dynamic concept of social security that embraces the proactive and preventive approaches pioneered in the field of occupational health and safety.

To assist social security institutions to meet the current socio-economic challenges, the ISSA has developed the strategic concept of Dynamic Social Security, which calls for sustainable and accessible social security systems that are based on integrated, proactive and innovative responses.

Occupational safety and health is at the heart of Dynamic Social Security. Dynamic safety and health strategies can substantially reduce work-related accidents and illness levels, avoid needless human suffering, and contribute to economic and social progress.

Today's more complex health risks call for these more innovative measures. For example, a sharp increase in chronic diseases shows that workplace prevention should engage in broader health promotion activities. Going forward, the following cardinal points should guide the delivery of integrated dynamic social security that has the health of working populations at its centre.

1. Workers' health must be recognized as a strategic asset for companies and for society

Workers' health is central to human capital formation and fosters competitiveness and innovative capacities.

2. Workers' health is a societal responsibility and increased investment by society is needed

Workers' health is increasingly determined by both occupational and non-occupational factors. In view of the enormous challenges, companies and societies must scale up their investment in workers' health.

3. Workers' health must be addressed by all social security branches

Innovative preventive approaches that invest in workers' health need to be developed and implemented widely in the different social security branches and efforts to create integrated approaches involving several social security actors should be intensified.

4. Workers' health must count – for all workers

All workers must be given a right to benefit from measures to protect their health, also and in particular those in the growing informal sector, in small and micro businesses, and the self-employed should be covered and have access to prevention programmes.

5. Workers' health requires partnerships and innovation

Today's more complex health risks call for more innovative measures and for partnerships of all actors involved in promoting workers' health. This is not the time for uncoordinated action – cooperation and partnerships will boost the impact of investments in workers' health.

Only through change and innovation can social security meet the challenges of globalization and contribute to social justice and equitable economic development. It must be dynamic, integrated and proactive – an alignment that is the core of the ISSA's new strategic vision of Dynamic Social Security.

ISSA will spare no effort to collaborate with its member social security organizations and work in partnership with other international organizations to make the world's workplaces safer and healthier for the millions of people who risk their lives simply by doing their jobs.

© ISSA



Dynamic Social Security: key to the new ISSA

The strategic concept of Dynamic Social Security articulates ISSA's vision of social security geared to better ensure accessible and sustainable social protection systems, which not only provide protection, but also adopt preventive approaches, support rehabilitation and reintegration and contribute to better realizing socially inclusive and economically productive societies.



© ISSA

SHINING A LIGHT OF HOPE SOCIAL SECURITY FOR HEALTH IN THE INFORMAL ECONOMY



referral letter helped her shift her husband to another private network hospital, where he was given immediate treatment. This not only helped save his life but also prevented further complications to his condition.

While the actual cost of treatment was Rs. 20,000, the network hospital charged only Rs.9,000, a saving of Rs.11,000 in the first instance. Being a HMF member, Sunita received a further discount of Rs. 900 from the hospital. Thanks to his HMF membership, Vasant only had to pay INR1,000 for his treatment at the hospital.

Building on solidarity and ownership, the risk management of HMF is carried by the local community. The plan is open to all workers in the informal sector. Besides medical coverage this unique insurance plan provides for wage loss for the breadwinner at the rate of Rs. 50 per day for 15 days.

For over a year, Uplift Health has been organizing a broad Communities-Led Association for Social Security (CLASS), aimed at promoting the social security rights of disadvantaged groups. Supported by the German Agency for Technical Cooperation (GTZ) and the ILO'S Programme on Strategies and Tools against Social Exclusion and Poverty (STEP), CLASS groups comprising cooperatives, self-help groups, trade unions are now spread across India.

"The ILO programme shows that, with the appropriate support, informal sector workers can move from a situation of mere survival to a stronger economic position enhancing their contribution to economic growth and social integration, as well as participating in the improvement of their own working and living conditions," concludes Assane Diop, ILO Executive Director, Social Protection Sector.

PUNE, India – Sunita's world came crashing down the day her auto rickshaw driver husband suffered a paralytic stroke.

Still recovering from the shock of losing her 15-year-old son in a road accident, she was totally unprepared for this bolt from the blue. Gathering her wits, she somehow managed to get her husband to a private hospital, where she was promptly told that the treatment would cost 20,000 Rupees (about US\$500) – a huge sum for Sunita who barely earns Rs. 2,000 a month through her tailoring work.

People like Sunita's husband represent millions of informal economy workers in India and around the world falling ill from overwork, stress and an unhealthy work environment.

45-year-old watchman Vasant Narvekar, who suffers from asthma, is another example. The nature of Vasant's work entails being out in the open, doing rounds of the area on his beat in a dusty environment for close to 12 hours each day. With a family of four to support, he has no choice but to con-

tinue working. Recently he suffered severe asthmatic attacks and needed hospitalization. The treatment estimate was INR 1,600, well over half of his meagre monthly earnings of INR3,000.

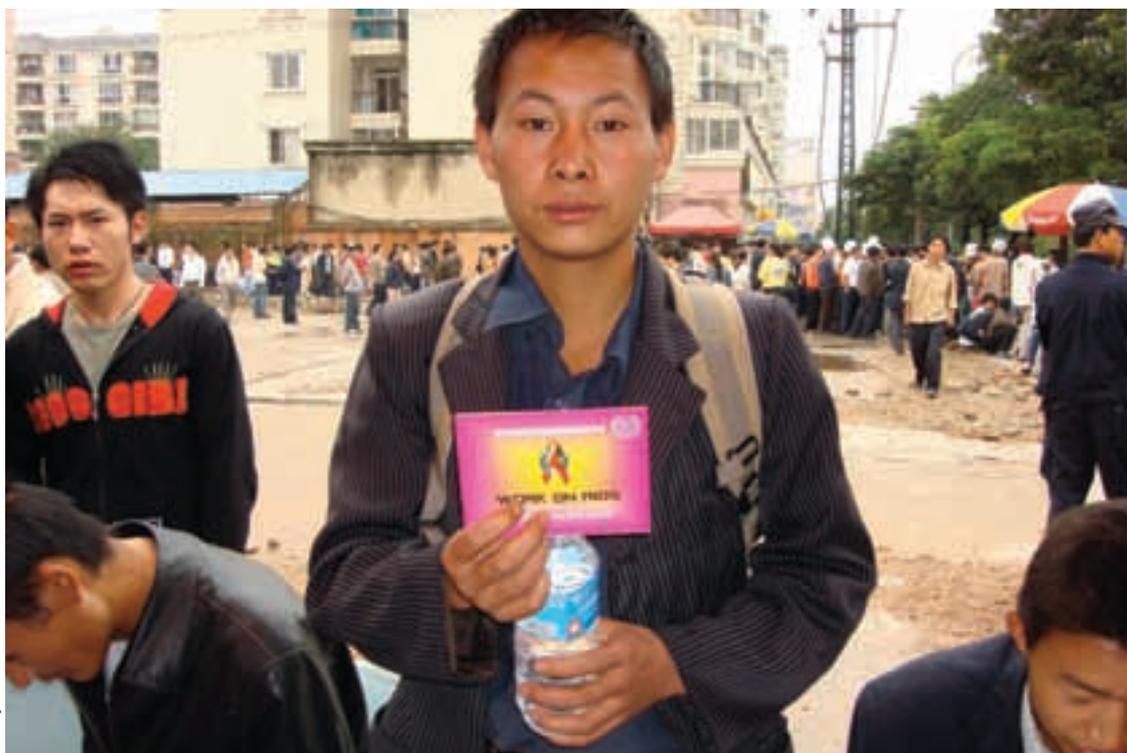
Sunita's husband had been working double shifts to pay back the mortgage on his rickshaw. The stress of working long hours at his age (57) led to a paralytic stroke.

At this point what came in handy for both Sunita and Vasant was their membership of the Health Insurance Scheme. This scheme, set up in 2003 under the aegis of the Community Based Health Mutual Fund (HMF), initiated by Uplift India Association, responds to the healthcare needs of women members of self-help groups in the slums of Pune. The objective of the scheme is to create a health fund through mutual contributions and create a network of healthcare services which provide quality treatment at affordable rates to the poor through a network of doctors and private hospitals.

Sunita consulted the doctor at the HMF branch office of her area. The doctor's

Saving **lives**, protecting **jobs**

New horizons in the fight against HIV/AIDS at work



© ILO photo

HIV is having a devastating effect on the world of work. The majority of the 33.2 million people worldwide living with HIV/AIDS are working and have skills and experience their families, workplaces and countries can ill afford to lose. As the UN's lead agency in HIV/AIDS workplace interventions, the ILO launched a new report¹ in March 2008 highlighting strategic responses to HIV/AIDS in enterprises worldwide. Here are some of the stories from the SHARE report.

Shielding young workers in Accra's informal economy

When a car needs attention in downtown Accra, the Odawna Light Industrial area is the place to go. One of the biggest garage communities in the country, literally thousands of operators live and work in a maze of small plots at Odawna, employing large numbers of young apprentices and keeping an extensive support economy of food vendors

and other suppliers in business.

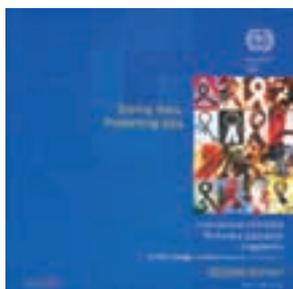
The various garages at Odawna have organized themselves into a consortium belonging to the Ghana National Association of Garages (GNAG), which has 40,000 members nationwide and 4,000 in Odawna itself.

A growing concern has been how to protect the workforce from the risk of HIV. Drug dealers and commercial sex workers operate in the area and alcohol is easily available. Most of the workers are young and poor, often living away from their families.

“Nine out of every ten people with HIV will get up today and go to work.”

*Juan Somavia
ILO Director-General*

“When we first heard of HIV we practically believed it was a monster coming to swallow us up. Our population is overwhelmingly youthful and we believe this increases their vulnerability and the



¹ *Saving lives, protecting jobs*. International HIV/AIDS Workplace Education Programme. SHARE: Strategic HIV/AIDS Responses in Enterprises. Second Report. Geneva, ILO, 2008.

risk of contracting HIV,” says Alhaji Dakpo, Accra Regional Chairman of the GNAG. “Information and education was not reaching our garages and it was badly needed for our members.”

The garages’ consortium at Odawna linked up with SHARE, providing the project with an effective channel to reach the informal economy. It started in 2004 by running a survey among the garage workers, which confirmed a general lack of knowledge about HIV and its transmission. With ILO support, the GNAG identified 50 peer educators who went through extensive education and training on HIV issues. To encourage participation, workers received an allowance to cover the income they lost while carrying out HIV activities.

A network of focal points and peer educators now operates in 36 garage plots, targeting garage workers and other small businesses such as food vendors. The key aim is to raise workers’ perceptions of their own risk of contracting HIV by creating an understanding of the connection between alcohol, multiple partners, casual sex and infection. The peer educators work early in the morning and in the evenings, when people have more time to talk, and they have so far covered about 2,000 workers. Many have also been carrying out HIV education in their churches and local communities.

Sarah is a food vendor and peer educator at plot 10, Odawna garages. She believes strongly that the project has been highly beneficial to her and her colleagues. “Before this programme I did not care whether people had sex with a condom or not, but now I believe in the use of a condom. The information I learnt about HIV is burning inside me and I feel a need to share it.”

“In the past we could barely raise the issue of safer sex, condom use and VCT (voluntary and confidential testing) with our apprentices and workers because we felt uncomfortable,” explains Mr. John K. Nimo, Acting National Secretary for the GNAG. “We believe the ILO programme has raised awareness of the risk involved and now people know they must look out for each other.”

Protecting young workers from HIV/AIDS in Cambodia

Twenty-one-year-old Huong Vuthy could not find a job in the rural province of Cambodia where she lived so she decided to come and work in the capital city, Phnom Penh. She had heard about HIV before she came, but thought it was only something that “bad people” got and wasn’t her problem.

Since the first case of HIV was reported in the

country in 1991, 94,000 people have died of HIV-related causes. Remarkably, Cambodia has managed to reverse the trend and has seen a fall in adult prevalence rates from 1.3 per cent in 2003 to 0.9 per cent in 2006 (UNAIDS, 2006); this is quite an achievement in a country that has emerged from over 20 years of violent conflict and which is still in the process of reconstruction. However, despite this success the Cambodian government is concerned to sustain and accelerate the national response to prevent a resurgent epidemic. Almost half of new infections are among married women.

Huong works in Cambodia’s booming garment industry which expanded rapidly in the mid-1990s and now employs an estimated 280,000 workers in over 200 factories. One out of five Cambodian women aged between 18 and 24 works in a garment factory; they are often single with low literacy levels, living away from their families and communities. Some supplement their income with second jobs at karaoke bars and restaurants.

On arrival in Phnom Penh many young women discover that they cannot be considered for a job in one of the garment factories without a medical check-up. Their first port of call is a government health clinic where all workers must be examined before being given a health certificate attesting that they are fit to work. Concerned about the vulnerability of the young workers entering the labour market, the Department of Occupational Safety and Health (DoSH) decided to set up the Friendly Education Centre which aims to provide HIV information while future workers are waiting to have their medical check-up.

Two educators from the DoSH visit the centre three times a week to provide information and advice about HIV prevention. There are plenty of visual and written materials available from the ILO and other organizations. The centre also shows video on HIV while workers are waiting.

The centre provides a valuable space for the young women to learn about HIV and the risks they may face. “I am here for a medical check-up so that I can apply for a job in a garment factory,” says one hopeful rural migrant. “I have learnt more about HIV now by coming to this centre. I realize that it is important for me to learn about HIV so that I can protect myself. I also know now where I can go for other health services.”

This initiative from the Ministry of Social Affairs, Labour, Vocational Training was supported by the ILO SHARE Programme, which ran from May 2003 to August 2007 with a budget of



Peer educator kit developed by SHARE in Ghana



Apprentices from the Odawna Garages Association at work



Young women working in a garment factory, Cambodia

© ILO photo



THE SHARE PROGRAMME: AN INTERVIEW WITH DR. SOPHIA KISTING, DIRECTOR OF ILO/AIDS.



© M. Crozet/ILO

Seven years after the adoption of the *Code of Practice on HIV/AIDS and the World of Work* by the ILO Governing Body, much has been done to implement it. The SHARE (*Strategic HIV/AIDS Responses in Enterprises*) programme is in full swing. What is SHARE and how does it work?

Dr. Sophia Kisting: The workplace offers distinct opportunities and advantages as a key delivery point for HIV prevention, treatment and care programmes on an ongoing basis. Using a combination of dialogue, training and facilitation methods, the SHARE programme aims to increase the capacity of government, employers' and workers' organizations in participating countries to protect working people from HIV and help to reduce its impact on the world of work. The main thrust of the SHARE programme is action at the enterprise level. The programme financed by the United States Department of Labor is now reaching more than a million workers.

What are its key components?

Dr. Sophia Kisting: SHARE aims at reducing employment-related discrimination against HIV; maintaining employment for workers liv-

ing with HIV; reducing high-risk behaviour; and facilitating access to voluntary and confidential testing, treatment, care and support.

National ownership of the SHARE initiative is essential to the project's success and sustainability. While there is a generic approach, this is adapted to be country specific on the basis of dialogue and collaboration with key stakeholders. Most countries now have national HIV initiatives in place, and SHARE's role is to strengthen the world of work component at national level and introduce programmes at the enterprise level.

We work in the framework of the Decent Work Agenda, which is threatened in many ways by HIV.

Where does SHARE work?

Dr. Sophia Kisting: Five years after its inception, the SHARE programme is now collaborating with 650 enterprises, reaching an estimated one million workers in 24 countries. The first programmes set up under SHARE in Belize, Benin, Cambodia, Ghana, Guyana, India and Togo, are now well established and turning into sustainable national programmes.

SHARE projects are attracting increasing attention and their scope is expanding with additional funding becoming available. Chief among the new donors is the President's Emergency Plan for AIDS Relief (PEPFAR), which has funded extensions to SHARE projects in Botswana, Guyana, India, Lesotho and Swaziland.

What impact has SHARE had?

Dr. Sophia Kisting: During the last four years, SHARE has been systematically gathering data from its first six country projects to measure the impact of its interventions. In Belize, Benin, Cambodia, Ghana, Guyana and Togo, workers demonstrated an informed attitude towards people living with HIV over the project implementation period. In Cambodia, for example, the proportion of workers who reported having a positive attitude towards condom use increased from 34 per cent to 68 per cent. In Ghana, the percentage of workers who reported a supportive attitude towards co-workers living with HIV increased from 33 per cent to 63 per cent. What's more, only 14 per cent of the partner enterprises in the six countries had written HIV policies when the programme started. The figure rose to an average 76 per cent when final surveys were conducted. Overall, 16 of the 24 countries where SHARE is implementing projects have adopted a national tripartite policy or declaration on HIV and the world of work. A total of 3,978 government officials, 1,238 employers' organization representatives and 5,077 representatives of trade unions have been trained on HIV in the workplace. These data show that SHARE has made a significant contribution to the creation of an enabling and supportive workplace environment, and to a change in attitudes and behaviour.

Is changing attitudes and behaviour key to successful workplace interventions?

Dr. Sophia Kisting: Behaviour change programmes are an essential and central element in enterprise-level initiatives within

SHARE. Many workers do not know enough about HIV to protect themselves, while others do know but still don't change their behaviour to reduce the risk of infection. Behaviour change is a form of participatory education that encourages people to understand their own attitudes to HIV, assess their own risks, and motivate them to change behaviour. The programme uses targeted messages and approaches and is implemented through a system of peer education. This is based on the idea that individuals are most likely to change their behaviour through the support of people they know and trust. Positive individual behaviour change in turn encourages and motivates more collective behaviour change.

What are the next steps in the fight against HIV/AIDS at the workplace?

Dr. Sophia Kisting: Some countries offer outstanding examples of how they address HIV/AIDS using the workplace for prevention, care and support, and to tackle stigma and discrimination. It is time to look at what has already been done in pioneer countries and build on good practices. We hope that the stories in the new ILO report will convince and inspire more ministries of labour, employers, and trade unions to intensify their efforts in addressing HIV. Following wide demand for a new international labour standard to expand and strengthen AIDS responses in the world of work, the ILO Governing Body decided in March 2007 to develop an "autonomous Recommendation" on HIV/AIDS. In preparation, the Office assembled information for an overview "law and practice" report, including the most comprehensive compilation to date of national laws and policies on HIV/AIDS, covering 170 countries. The draft Recommendation will be discussed at the International Labour Conference in June 2009 and if adopted will provide a framework for national policy development and action.

US\$483,883. It operated in the capital city Phnom Penh and Siem Reap province. SHARE worked with the garment factories, the hospitality industry and the informal construction sector where male workers often spend long periods of time based in camps away from home. In total 892 peer educators have been trained and 11,770 workers involved in a range of project activities in 15 workplaces.

Building on strong occupational safety and health habits to address HIV/AIDS in Belize

Belize Electricity Limited (BEL) is the nation's main power supplier employing 250 workers in 10 different locations around the country. The company already had a well-established occupational health and safety programme in place when approached by the ILO, and was open to integrating HIV education and risk reduction in its ongoing activities. Being part of a broader health and safety approach makes HIV work more economically viable for the company, and may make it easier to encourage worker involvement.

Employees from BEL took part in the ILO project's baseline survey in 2004 and this exposed HIV risk behaviours among its staff. The most significant were regular alcohol consumption among male employees; a highly mobile workforce away from home for long periods; and a negative attitude towards using condoms.

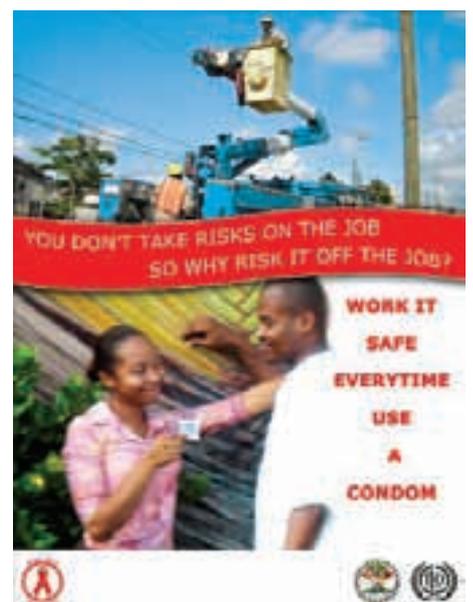
Using this information BEL took action to protect its staff. The company instigated a "no tolerance" policy towards alcohol consumption on the premises and limited alcohol availability at company social gatherings. It also moved away from giving workers long assignments in the field by building institutional capacity beyond head office, and developing short stint rotation systems. Finally, condoms are now readily available at the workplace and there is a back-up information campaign.

BEL has a network of peer educators and a wide range of HIV information and educational activities. The company offers financial incentives such as end-of-year bonus payments to boost staff participa-

tion in occupational health and safety programmes and events. BEL feels the HIV workplace education programme benefits everyone as the company achieves its productivity targets through lower staff turnover, less absenteeism and a return on capacity investment in staff. At the same time employees stay healthy and productive to the benefit of themselves and their families.

In 2003 the ILO and the United States Department of Labor set up the first project to systematically target the country's working population to protect it from the impact of HIV with a three-year budget of US\$452,518. BEL is one of 18 workplaces to become involved in the HIV workplace education programme which is active in five targeted sectors and reaches 4,614 workers.

Four years on, the foundations for a sustainable national workplace programme on HIV have been put in place, and the project is now being run by the Belize Ministry of Labour as the ILO's involvement has ended. There is still much to be done – including a need for legislation to support national HIV policies – but the project's interventions have shown that there is potential for action, and HIV is now widely recognized as a critical workplace issue in Belize.



Poster targeting BEL technicians

>> Malawi: Behaviour change in the workplace

Satemwa Tea Estate is one of the oldest and biggest tea factories in the southern region of Malawi with a workforce of 2,900 people. With high levels of absenteeism management was very keen to do something about HIV, but didn't know how to make a start. The ILO began discussions with the company and ran a training programme for staff identified to be focal points in each division. Many issues came up in the workshops and as a result HIV committees have been set up and the first draft of an HIV policy has been developed for the company.

Management is already using this draft to start implementing HIV programmes and staff are getting information about the importance of prevention, particularly the use of condoms. Supervisors pass on messages about HIV during working hours; either while they are monitoring the tea picking or before work when employees gather for the distribution of tasks for the day.

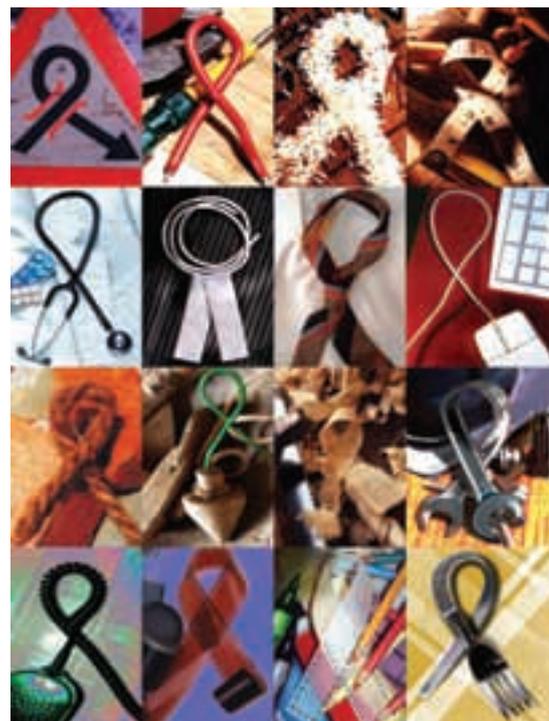
Satemwa has developed a condom strategy called *tolani nokha* (help yourself); condom supplies are left at the reception and staff help themselves. "Now we don't need to go to the clinic and request a condom, we just pass through the reception and help ourselves and we are not ashamed," explains one of the many workers who are benefiting. The company has also developed a list of HIV services available locally in response to requests from workers.

Covering the supply chain: ILO HIV/AIDS programme in India

Apollo Tyres Limited (ATL) is a young, dynamic organization with manufacturing and sales operations in India and South Africa. Apollo started its HIV programme working with truck drivers, and then initiated a comprehensive workplace programme in partnership with the ILO India project that covers its 7,000 employees in four locations.

The company uses a network of volunteers who are trained as HIV peer educators and master trainers to roll out the programme with colleagues. In recognition of their contribution, they are known as "champions of the cause".

Apollo is now helping to initiate HIV programmes among companies in its sup-



© ILO photo

ply chain, targeting small and medium-sized business partners. It began by setting up a sensitization workshop for all its suppliers, letting them know it had included issues related to HIV in its code of ethics. Compliance with the code is a key criterion for Apollo when selecting supply chain companies. As a follow-up to the advocacy event, it is targeting eight companies a year to set up workplace programmes, with the help of its master trainers. Apollo plans to expand its HIV initiatives to involve 4,500 retailers across India through its 120 sales offices.

THE ILO CODE OF PRACTICE ON HIV/AIDS AND THE WORLD OF WORK: KEY PRINCIPLES

- Recognition of HIV/AIDS as a workplace issue
- Non-discrimination
- Gender equality
- Healthy work environment
- Dialogue between employers, workers and government, including workers with HIV
- No screening for purposes of exclusion from employment or work process
- Confidentiality
- Continuation of employment relationship for employees with HIV and AIDS
- Importance of prevention
- Need for care and support, including access or referral to treatment and services

Apollo Tyres is one of the partner enterprises working with SHARE in India



© ILO photo

Calling up new hazards



© Andres Rodrigues/Fotolia.com

Millions of people worldwide earn their living working in call centres. Andrew Bibby focuses on one small area in the United Kingdom where the work has changed, to report on new health and safety issues in the worldwide rush to outsource customer information.

DEARNE VALLEY, ENGLAND – Yorkshire is known as one of the most beautiful regions of England, but the small towns of the Dearne valley do not normally feature in the tourist guides. The working-class communities here were for generations dependent on the hazardous work involved in extracting coal from the high-grade coal seams. The dangers of coal mining were brought home in terrible fashion in the mid-nineteenth century, when an explosion underground in a nearby colliery killed 189 men and boys.

Mining has disappeared from the Dearne valley now, and instead the area has become a focus for a very modern occupation. Men and women here staff the bright new contact centres which have

sprung up on former industrial land, taking telephone calls from customers about their banking needs, their electricity bills and their mail order shopping requests.

Contact centres (also known as call centres) are a phenomenon of recent years. Many millions of people worldwide earn their living working in these establishments, handling telephone calls repeatedly fed to them by automated call distribution (ACD) technology as they sit, headphones on, at their consoles. In the United States, for example, the percentage of the working population working in contact centres has now reached 3.7 per cent.

Compared with the dirty and dangerous task of working underground wielding heavy equipment to extract coal, call centres like those in the Dearne valley in England are a haven of safe working. But even in clean modern workplaces, it's becoming clear that there can be significant occupational safety and health issues. Indeed, whilst new technology has helped eliminate the need for many of the dangerous jobs of the past, it brings with it new risks to health.



CALL CENTRES IN THE TELECOMMUNICATIONS SECTOR

Employers and unions in Europe agreed a set of Guidelines for customer contact centres in 2004 which, they said, were aimed at promoting a positive future for contact centres and their workers. The Guidelines, agreed between the European Telecommunications Network Operators' Association and Union Network International, acknowledge the need for flexibility in contact centres but also stress the importance of call quality, rather than simply quantitative measures on call control and handling time.

The Guidelines aim at bringing advantages for both the workers and the businesses.

For customer service professionals:

- Gain job satisfaction from providing good service
- Receive appropriate training
- Receive appropriate career development
- Work in a comfortable and safe environment

For the customer contact centre:

- Gains a reputation as a provider of reliable and quality service
- Has access to a pool of well-trained and professional employees
- Retains experienced employees due to reduced staff turnover

The Guidelines are available at
<http://tinyurl.com/4f49ok>

than a quarter of contact centre staff reported being at the receiving end of sudden loud bursts of noise. More generally, 39 per cent were worried about their hearing being damaged.

At the other side of the globe, similar problems were emerging in Australia. Following some early high-profile incidents, over a hundred cases have now been recognized in Australia and indeed it was in Australia that one of the most dramatic cases of acoustic shock occurred. According to press reports, in March 2006 as many as fifteen workers were injured by an acoustic shock incident perhaps caused by a power surge. One worker was stretchered out of the building and had to be taken to hospital, whilst others complained of dizziness, nausea, numbness and ringing in the ears.

If some in the industry were initially sceptical of these stories, it is partly because the headsets used in contact centres seemed to be adequate to control the volume levels of calls coming in. There was confusion about exactly what the issue was – was it the loudness or the suddenness of the noise which was causing difficulties? Finally there was also, of course, the problem of proof: there were no visible physical injuries caused to sufferers.

More recently, thanks partly to further research, things have become clearer. The first ever international seminar on the syndrome was held in western Australia in September 2001 and another major conference was held in Scotland in November 2006. The Scottish event was the initiative of the Acoustic Safety Programme, a broadly based UK initiative in which both the employers and the unions have been collaborating. The Acoustic Safety Programme claims to be the world's leading public – private health and safety initiative around noise-related sickness in office environments and as well as receiving government, industry and union support in Britain it has also been warmly endorsed by the European Confederation of Contact Centre Organisations. The Acoustic Safety Programme researchers have come up with one of the first attempts at a definition of the syndrome. Acoustic shock, they say, is “an adverse response to an acoustic incident resulting in alteration of auditory function”. An acoustic incident in turn is “a sudden, unexpected noise event which is perceived as loud, transmitted through a telephone or headset”. It is the unexpectedness, not just the volume, of the noise which is a significant factor.

Acoustic shock is one of a number of occupational safety and health issues identified in the context of call centre working. Another is the risk of

>> It has been the arrival of contact centres which has led to the syndrome known as acoustic shock receiving attention, for example. It was in the early 1990s that word first began to emerge of a possible new risk of this kind. In Denmark, the telecommunications union reported that staff at call centres were complaining about very loud noises coming through their headsets when taking customer calls. The noises, the union reported, came suddenly and without warning, but nobody seemed to be able to track down exactly what it was that was causing the problem.

It was a similar story in the United Kingdom. As early as 1991, the Communication Workers Union first instructed their legal advisors to investigate two cases of apparent injuries sustained by telephone operators, the first of over 100 cases of acoustic shock which the CWU has now taken up on behalf of its members (it claims in total to have obtained more than a million pounds in damages for them). In 1999, the UK Trades Union Congress collaborated on a survey with the Royal National Institute for Deaf People which found that more

© David Ewing



developing voice loss, a condition experts suggest can be avoided through appropriate air conditioning (the office climate should not be too dry); a third is the risk of infection if headsets are shared. Call centre workers are also in the same situation as all whose work involves computer screens and keyboards, where there can be risks of developing muscular-skeletal complaints such as repetitive strain injuries (RSI), and eye strain. Good ergonomic design and regular screen breaks are among the recommended solutions here.

Perhaps the greatest health issue for call centre workers, however, is that of stress, a subject which has been widely discussed in recent years. The French Institut National de Recherche et de Sécurité, for example, suggests that both the high level of control in a call centre environment and the lack of a real career path can contribute towards causing stress, leading in turn to increased rates of absenteeism and staff turnover. The INRS adds that the use of scripts (forms of words which staff are obliged to use when talking to customers) may add to the pressure.

Call centres have been referred to as the white-collar equivalents of the car assembly line plants, and certainly the degree of control over the working day which is imposed by automated call distribution technology is a very new phenomenon for office workers. Generally, calls are passed to call handlers automatically when the system detects that they are free. Pressure can be particularly intense in a sales-orientated environment where sales targets are imposed, and where staff are penalized when calls last longer than the target call time.

The physical and psychological health of over 2,000 call handlers in contact centres in the Lyon area of France was the focus of a recent research project funded by the French government. In their report published last year, the researchers found some evidence of muscular-skeletal problems, eye strain and hearing problems among the workers studied, but they particularly emphasized the high level of stress they encountered. Using the internationally used Karasek job content questionnaire, they reported that 36 per cent of workers showed moderate or high levels of stress. Medium-sized call centres, with between 50 to 200 staff, appeared to be significantly more stressful workplaces.

What could be done? The researchers accepted that some aspects of the working environment were intrinsic to the very nature of contact centres, though they called for attention to be paid to orga-

nizational factors which could be changed, such as involving workers more in the way their work was structured and removing time limits on calls.

Work-related stress has been described as the major occupational health issue of the twenty-first century and it is one which was the subject of successful negotiations in the European Union in the context of European social dialogue. The 2004 framework agreement signed between the European employers' organizations and the European Trade Union Confederation was a landmark document, acknowledging the issue and calling for action. As it pointed out, "Tackling stress at work can lead to greater efficiency and improved occupational health and safety, with consequently economic and social benefits for companies, workers and society as a whole."

While designed to cover all work situations, the agreement seems particularly relevant to working environments like contact centres which depend on the utilization of new technology. It states, "Identifying whether there is a problem of work-related stress can involve an analysis of factors such as work organization and processes (working time arrangements, degree of autonomy, match between workers skills and job requirements, workload, etc), working conditions and environment (exposure to abusive behaviour, noise, heat, dangerous substances, etc), communication (uncertainty about what is expected at work, employment prospects, or forthcoming change, etc) and subjective factors (emotional and social pressures, feeling unable to cope, perceived lack of support, etc)."

Miners in coal mines like those of Yorkshire's Dearne valley used to keep canaries with them as a way of detecting if methane gas was building up. Today we have other health risks at work and other ways of tackling them, but when it comes to stress perhaps a canary or two in the workplace might help relieve the pressure. Metaphorically speaking, of course.



© UKSI, Treenabeera/Fotolia.com

ILO information on work-related stress can be found at <http://www.ilo.org/public/english/protection/safework/stress/index.htm>.

Information on the Lyon contact centre study is at <http://tinyurl.com/4p4cal>

The Acoustic Safety Programme website is <http://www.acousticshock.org>



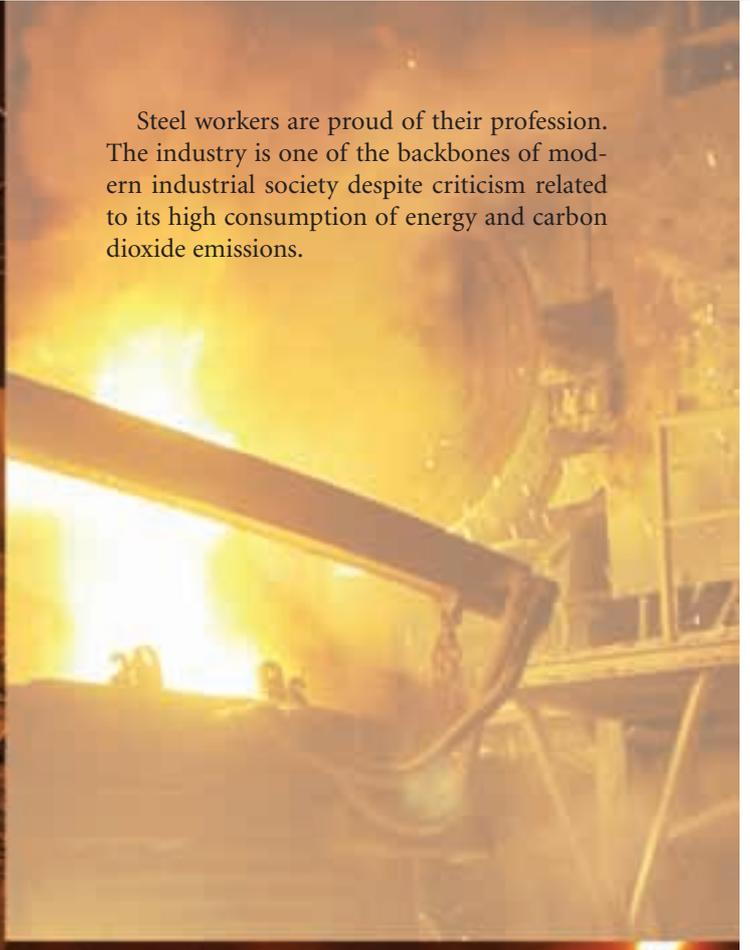
Working at 1700° C

Nearly seven million people are employed in basic metal production worldwide. The iron and steel sector alone accounts for about 75 per cent of the total. But the sector is vulnerable to cyclical fluctuations, recent mergers and acquisitions, and overproduction. Despite the rise in commodity prices and the upturn for the industry since 2001/02 (largely fuelled by

demand in Asia, particularly China), employment in the major steel-producing countries continues to stagnate.

ILO photographer Marcel Crozet recently visited a traditional steel plant in Alexandria, Egypt. The plant produces high-quality long and flat steel for use in a wide range of end applications and employs more than 2,000 skilled workers.





Steel workers are proud of their profession. The industry is one of the backbones of modern industrial society despite criticism related to its high consumption of energy and carbon dioxide emissions.



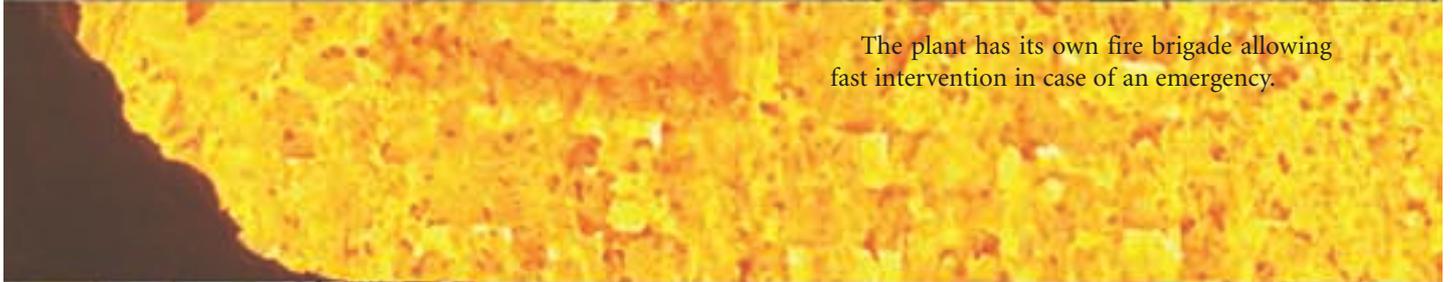


Temperature extremes, hostile environments and a glowing hot product are only a few of the challenges facing workers in steel-making. Methods of production have considerably improved over the years, but even in modern plants, the challenge of handling an incredibly hot and heavy fluid in a controlled way demands a lot from machinery and workers.



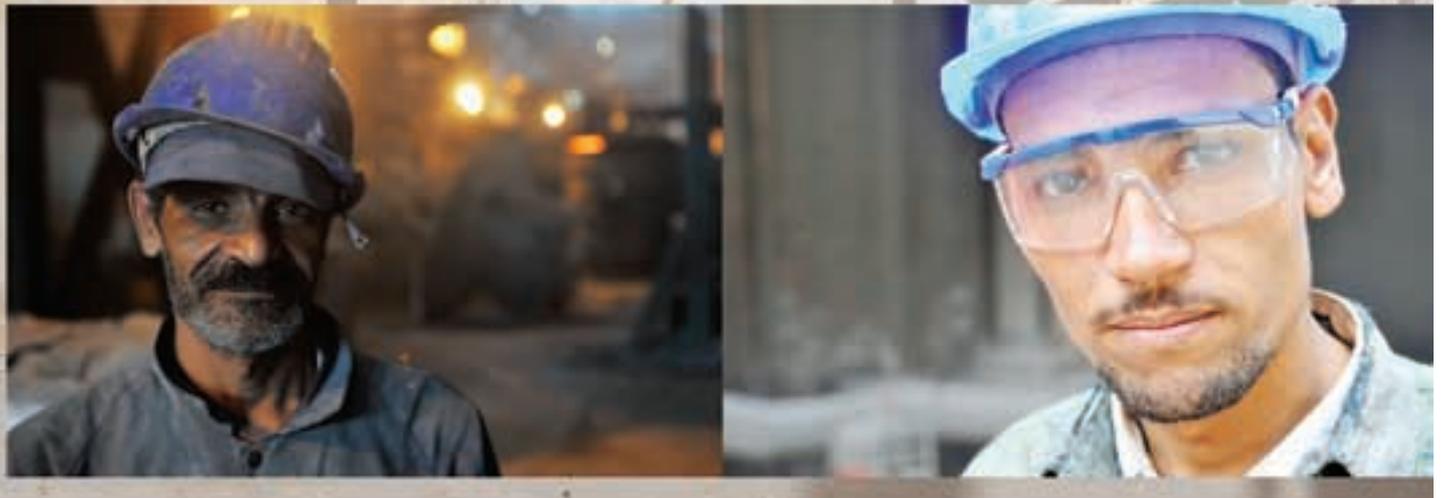


The plant has its own fire brigade allowing fast intervention in case of an emergency.





Occupational safety and health remains one of the main challenges in the sector. In comparison to other manufacturing industries, risk of severe injury is generally higher in basic metal production, due to the presence of molten metal, toxic chemicals and by-products. For this reason, the ILO has paid particular attention to assisting all those involved in the industry to improve their safety and health records by developing codes of practice on safety and health for non-ferrous metals as well as iron and steel production.



Spotlight on OSH guides and manuals

ILO publications on the various aspects of OSH cover a vast range. In this feature **World of Work** looks at two recent books, and dips into the series of ILO codes of practice and guides.

ILO codes of practice



The ILO has been publishing codes of practice and guides for over fifty years. Some – such as *HIV/AIDS and the world of work* – have been translated into many languages; others have been revised or reprinted several times over the decades. Their scope is huge, covering either different sectors such as mines, agriculture, forestry, construction, iron and steel, ports, accidents on board ship, dock work, shipbreaking; or particular risks such as ionizing radiations, noise and vibration, exposure to airborne substances, or the use of synthetic vitreous fibre insulation wools, as well as cross-cutting issues such as transfer of technology, managing disability in the workplace, the protection of workers' personal data, workplace violence, or the management of alcohol- and drug-related issues.

Presented in small format – just right for a back pocket – and in the form of detailed technical specifications, they indicate “what should be done”. They are not legally binding and are not intended to replace the provisions of national laws or regulations. They aim to serve as practical guides for public authorities and services, employers and workers concerned, specialized protection and prevention bodies, enterprises and safety and health committees. They are prepared by tripartite meetings of experts and approved for publication by the ILO Governing Body.

A list of selected codes and guides since 1990 reveals the astonishing range of these popular technical tools for improving the health and safety of workers. Many of them are available online at www.ilo.org.

- *Safety and health in underground coalmines* (2008)
- *Safety and health in the iron and steel industry* (2005)
- *Guidelines for labour inspection in forestry* (2005)
- *Safety and health in ports* (2005)
- *Security in ports* (2005, with IMO)
- *Safety and health in shipbreaking: Guidelines for Asian countries and Turkey* (2004)
- *Workplace violence in services sectors and measures to combat this phenomenon* (2003)
- *Safety and health in the non-ferrous metals industries* (2003)
- *Managing disability in the workplace* (2002)
- *Guidelines on occupational safety and health management systems* (2001)
- *Ambient factors in the workplace* (2001)
- *HIV/AIDS and the world of work* (2001)
- *Use of synthetic vitreous fibre insulation wools (glass wool, rock wool, slag wool)* (2000)
- *Safety and health in forestry work* (1998)
- *Technical and ethical guidelines for workers' health surveillance* (1998)
- *Safety in the use of radiofrequency dielectric heaters and sealers* (1998)
- *Protection of workers' personal data* (1997)
- *Accident prevention on board ship at sea and in port* (1996)
- *Management of alcohol- and drug-related issues in the workplace* (1996)
- *Recording and notification of occupational accidents and diseases* (1995)
- *Safety in the use of chemicals at work* (1993)
- *Safety and health in construction* (1992)
- *Safety and health in opencast mines* (1991)
- *Prevention of major industrial accidents* (1990)

Occupational injuries statistics from household surveys and establishment surveys: An ILO manual on methods

By Karen Taswell and Peter Wingfield Digby



Statistics of occupational injuries are essential for accident prevention. The ILO's global strategy on occupational safety and health adopted in 2003 recognizes the importance of targets and indicators in national OHS programmes. They are a "tool for the evaluation of progress by constituents, as well as a

basis for periodic review and identification of future priorities for action".

While most countries have some statistics of occupational injuries, in many their coverage is limited, with certain industries, groups of workers or types of injury not included. Statistics are lacking in about one-third of countries around the world. The principal data sources in most countries are the administrative records of compensation schemes and the systems for notifying occupational injuries to labour inspectorates, health and safety organizations and other relevant authorities. These reflect the requirements of national labour legislation, and many have restricted coverage in terms of workers' activities or types of injuries. Typically, they cover paid employees engaged in some or all private sector activities. The coverage of the self-employed is usually far from complete, and some activities, such as public administration, agriculture or those in the informal sector, are often excluded altogether. Even where coverage is broad, many occupational injuries go unrecorded because of inadequacies in reporting and notification systems.

The main purpose of this recently published manual is therefore to provide guidance to national labour statisticians engaged in or proposing to start compiling statistics of occupational injuries through household surveys or establishment surveys. The methods proposed are not to be seen as replacing or duplicating existing methods for collecting data: the ILO Protocol of 2002 to the Occupational Safety and Health Convention, 1981 (P. 155), recommends notification systems as the major source of statistics in this field, but it will be some time before all national notification systems have achieved the coverage and efficiency required.

Occupational injuries statistics provides

- Practical guidance for the production of statistics on occupational injuries through household surveys and establishment surveys
- In-depth explanation of the concepts underlying the statistics, as well as types of data, classification schemes, calculation of indicators and other important aspects, including international standards
- A step-by-step approach for developing household and establishment surveys and processing and disseminating the data
- Model questionnaires and training materials

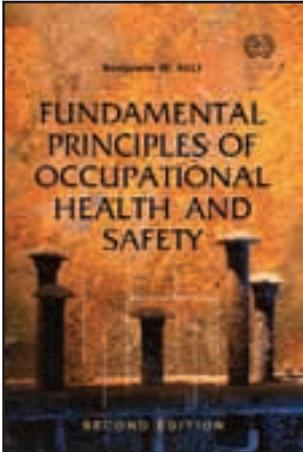
A secondary aim of the manual is to improve the comparability of data between countries, by promoting the application of the internationally recognized standards in this field. While the methodologies described in the book may need to be adapted to the special conditions prevailing in some countries, nonetheless, by basing their methodologies on these guidelines, countries will be in a better position to produce statistics that are more comparable with those of other countries.



© M. Crozet/ILO

Fundamental principles of occupational health and safety

By Benjamin O. Alli
Second edition



Why are there constant shifts in the nature of hazards, affected population and people's perception of occupational health and safety? Are there different ways in which the topic of OSH is being perceived by national and international bodies and different mechanisms and

methods of prevention? How is the ILO addressing these changes? *Fundamental principles of occupational health and safety* brings together comprehensive knowledge and facts about occupational safety and health from national, enterprise and global levels. The first edition, a bestseller and widely regarded as the definitive ILO work on OSH, has been expanded and updated to include specifically recent workplace concerns. This second edition introduces new ILO instruments promoting OSH, details national OSH policies and their implementation and operational methods including legislation and collective bargaining. Written with the goal of addressing cutting-edge issues and concerns in the field, it highlights many important developments in the field of OSH, both within and outside the ILO.

Globalization and OSH

The repercussions of globalization have been perceived as the greatest force for change in the world of work, and consequently in the scope of occupational safety and health, in both positive and negative ways. Liberalization of world trade, rapid technological progress, significant developments in transport and communication, shifting patterns of employment, changes in work organization practices, the different employment patterns of men and women, and the size, structure and life cycles of enterprises and of new technologies can all generate new types and patterns of hazards, exposures and risks. Demographic changes and population movements and the consequent pressures on the global environment can also affect safety and health in the world of work.

Promotional framework for OSH Convention

A recent development in the field of OSH is the adoption of the Promotional Framework for Occupational Safety and Health Convention (No. 187) and its accompanying Recommendation (No. 197) by the International Labour Conference in 2006. This book recognizes as the purpose of this Convention the integration of the ILO's fundamental strategies to better OSH. The content of the Convention, promotional rather than prescriptive, highlights the two strategies: the development and maintenance of a preventive safety and health culture, and the application at the national level of a systems management approach to occupational safety and health.

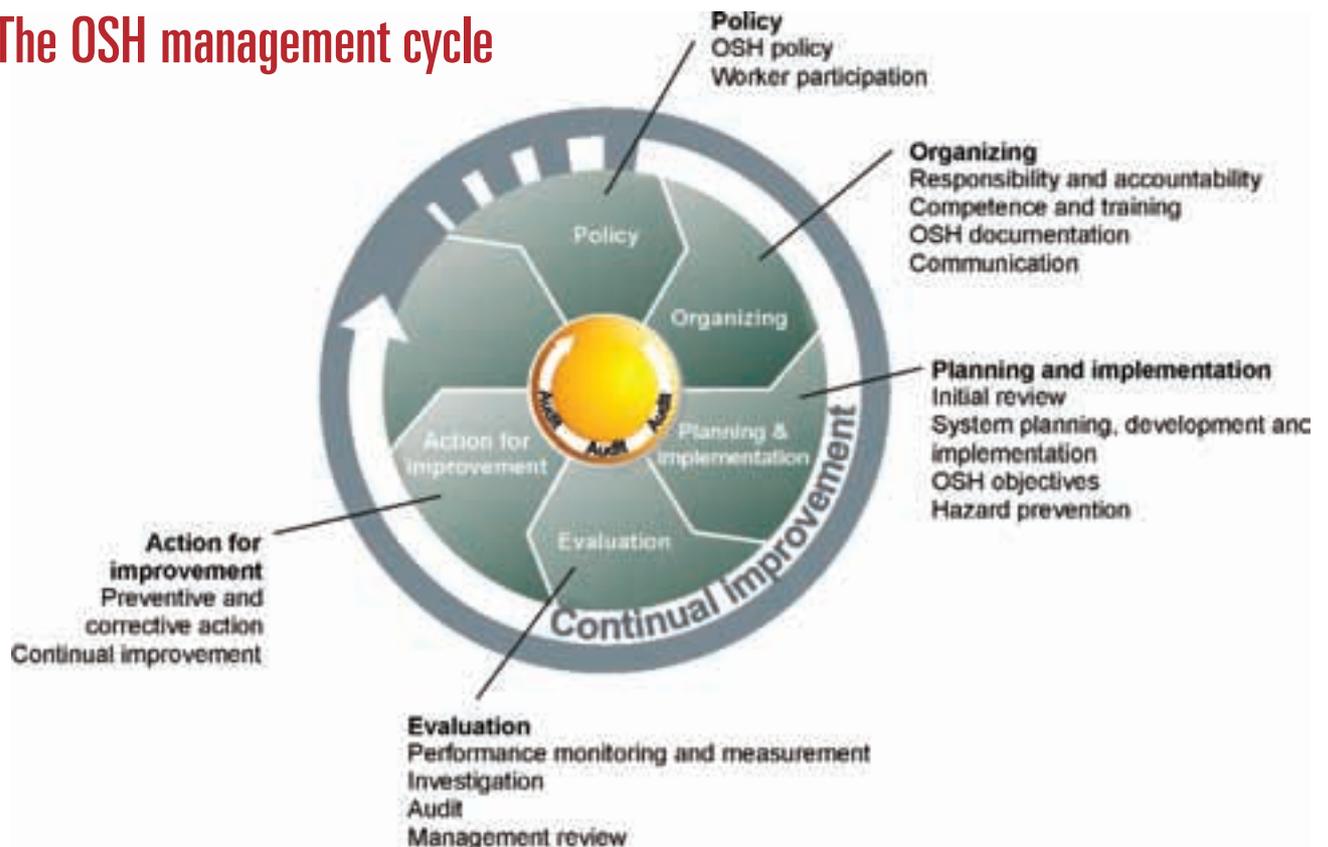
National policy frameworks

Another development presented in the book is the changing focus of national policy frameworks that countries design and implement to prevent occupational accidents and diseases. In the past, many of these frameworks were hampered by fragmented ideals and organization and could not keep up with shifting demands of the world of work, therefore having little impact. The traditional strategies and methods for prevention and control need radical updating to respond effectively to the fast and continuous changes in the workplace. In addition, there is a perpetual need to train new generations of workers as they replace retiring ones. Mechanisms and strategies must therefore be developed to always keep occupational safety and health at the forefront of national and enterprise priorities. Convention No. 187's focus on not only the development but also the maintenance of OSH culture addresses this need.

OSH management systems

The book also expands on the OSH management systems which help companies accept and administer the culture of health and safety as their prime responsibility. The new edition offers samples of how a comprehensive evaluation system would include baseline evaluations, auditing, self-inspection and self-correction, incident investigation, medical surveillance and management review activities. The OSH management cycle diagram captures the main elements of how such a system would work.

The OSH management cycle



HIV/AIDS and the world of work

The second edition has a section on HIV/AIDS in the world of work and how the ILO has responded to the epidemic. It is crucial to realize that the workplace plays an important role in national and global efforts to combat HIV/AIDS. Around 36 million people around the world living with the disease are of working age and 70 per cent of them are involved in formal or informal employment. How can the workplace help workers and workers' families and friends living with HIV/AIDS and improve their lives? This book introduces and expands on many concepts, including organizational and capacity building ideas and methods such as training and support in the workplace; ways of how to deal with discrimination and maintain confidentiality; encouraging voluntary testing of employees; and worker assistant programmes.

There have been several ILO standards relevant to HIV/AIDS, yet the ILO code of practice is so far the only ILO instrument devoted exclusively to the subject and is written as a model regulation. However, in 2009 the International Labour Conference will discuss "the development of an autonomous Recommendation on HIV and AIDS in the world of work on the basis of a double discussion."

Chemical safety

This edition also includes a section on international chemical health safety. Amid growing concerns for human

and environmental health, the prevention of exposure to hazardous chemicals in the workplace is a major focus of occupational safety and health. The safe production, handling, use and disposal of hazardous chemicals have been developed over the past two decades and the ILO has taken part in the development of hazard communication and management tools, such as the International Chemical Safety Cards (ICSCs) project developed in 1984. The ICSCs, designed to serve as an international reference source for chemical safety information, summarize essential safety and health information on chemical substances in a clear way and are intended for use at the shop-floor level by workers, and by those responsible for workplace safety and health.

Small and medium-sized enterprises especially in emerging economies are increasingly relying on chemical production and use. In these settings, the access to people with experience in assessing and controlling exposure to chemicals is limited. Therefore, a new approach to the control of chemicals, *control banding*, has been developed. It is a complementary approach to protecting worker health by focusing resources on exposure controls and bands chemicals in different groups according to their dustiness/volatility. This method forms the basis of the ILO's International Chemical Control Toolkit (ICCT).



PLANET WORK

A REVIEW OF TRENDS AND DEVELOPMENTS IN LABOUR ISSUES

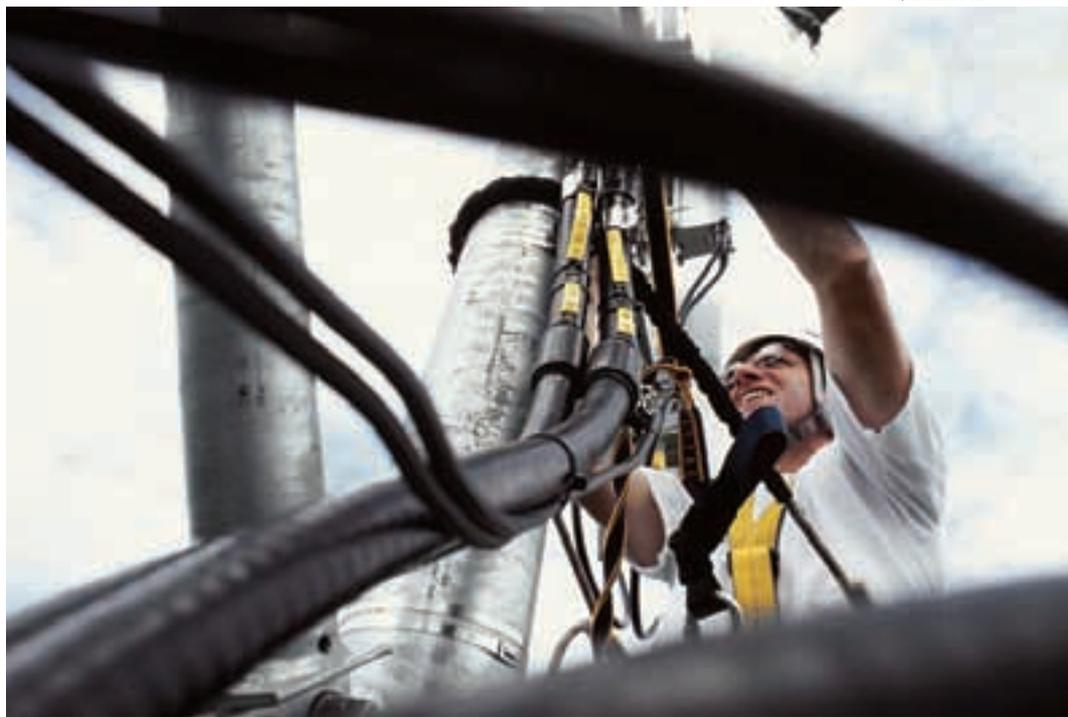
Making work safer

How are governments, organizations and policy-makers around the world dealing with the staggering number of occupational injuries and diseases? Planet Work looks at recent press reports on how the world is responding to occupational hazards and promoting safety and health in the workplace.

© J. Delorme/ILO

■ **Seoul, Republic of Korea** – The Industrial Accident Prevention Association (IAPA) won first place at the 7th International Film and Multimedia Festival during the XVIIIth World Congress on Safety and Health in Seoul, Republic of Korea. An international jury awarded IAPA's First 4 Weeks programme first place in the Multimedia Training category at the Festival. IAPA, a non-profit organization based in Ontario, Canada, developed their First 4 Weeks programme – a comprehensive, job-specific health and safety orientation programme that aims to train the supervisor, as well as the new and young worker, to reduce their risk of injuries on the job especially during the first month of work. This year's International Film and Multimedia Festival saw more than 150 entries from 24 different countries. The International Film and Multimedia Festival is recognized as an integral part of the World Congress on Safety and Health at Work, the largest health and safety event in the world. (*CNW Telbec*, 10 July 2008)

■ **United States** – The deadliest job in the United States is tower climbing for the maintenance of mobile-phone and



other communications towers. Because of the relatively small number of employees in the business compared to other industry sectors, tower climbing – which suffered five fatalities during a 12-day span this spring and seven deaths overall this year so far – may be the most overlooked, deadly job in the country. In 2006, 18 tower workers lost their lives. The tower fatalities come during growth and expansion in the wireless industry, yet it remains unclear

whether any association can be drawn between the rise in tower industry deaths and the current era of 3G networks. According to Edwin Foulke Jr., head of the Occupational Safety and Health Administration, most fatalities occur as a result of climbers not being tied to a safe anchorage point at all times or relying upon faulty personal protection equipment. Foulke said, "Many fatalities have occurred during the erection, retrofitting or dismantling



© K. Mehra-Kepelman/ILO

of a tower. 'Tie or Die!' has become synonymous with the requirement for 100 per cent fall protection." (*RCR Wireless News*, 9 July 2008)

■ **Qatar** – Some construction firms in Qatar are continuing to ignore safety and health precautions for their workers on site. Workers perch precariously in cradles cleaning high-rise buildings' windows, walking on makeshift scaffolds with no safety gear or carrying out simple brick-and-mortar work with bare hands. Most workers are exposed to dust above the acceptable level, making them vulnerable to serious respiratory complications. In workshops and garages, vehicle mechanics are rarely observed following the occupational health and safety standards. According to an environmental, safety and health manager of an international company with major operations in Qatar, the practice must be "reversed through education and

awareness. It is the job of supervisors, other managerial staff and the company's owners to provide both precautionary information and material." (*Gulf Times*, 11 July 2008)

■ **Sydney, Australia** – Occupational safety measures are taking into account employer responsibilities of the mental health of workers. Bosses should support a national "stress down" day, to boost worker productivity and improve mental health, former NSW liberal leader John Brogden says. Lifeline NSW is a telephone counselling service. Speaking from his own experience, Brogden says that the high stress levels induced by problems in the workplace are incredibly harmful for health. "If their workforce has got the balance right between work and their private life then that's better for them, it's better for the individual, but it's also better for the business," he says. National "stress down" day is important to set a good example to workers by employers looking after their own mental health. (*Sydney Morning Herald*, 9 July 2008)

■ **New Brunswick, Canada** – Workplace Health, Safety and Compensation Commission (WHSCC) has charged a speciality pulp producer a 10,000

Canadian dollar fine for failing to provide a safe working environment. The charges stem from an accident last year involving an employee, whose hand got caught between two rollers inside a machine used in the mill's pulp-making process. The man's hand was severely damaged and had to be amputated. After an extensive investigation by the WHSCC, the company was charged under the Occupational Health and Safety Act for failing to have adequate safeguards on the machine, as well as failing to establish a code of practice for the neutralization, clearance, release and start-up of the machine when it needed repairs. (*Bugle Observer*, 11 July 2008)

■ **Scotland** – One of the most important and even fatal occupational hazard facing paramedics in the Lothians region in Scotland is violence. Paramedics face attacks and even death threats as they respond to emergencies, with at least one incident being recorded every month. In one instance, a paramedic based at Livingston was attacked so badly she was off work for six months. The service now refuses to send crew into certain situations, such as pub brawls, without police assistance. However, thanks to the Emer-



© M. Crozet/ILO

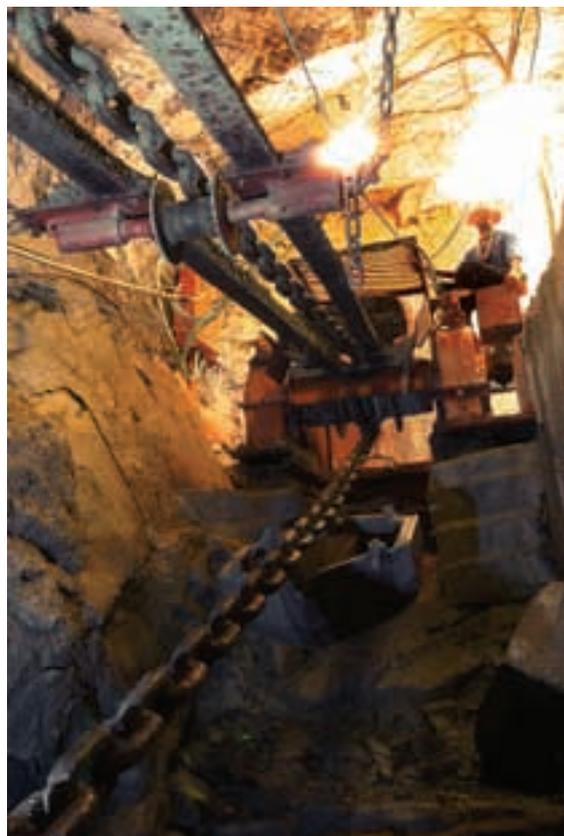


© R. Silverman/ILO

gency Workers Act, figures are declining. The Act, introduced in Scotland in 2005, makes it an offence to impede a fire fighter, police officer or paramedic in an emergency situation. Shona Robison, Minister for Public Health, said: "Attacks on our emergency workers are completely unacceptable and the Emergency Workers Act gives vital additional legal protection to people who often have to work in difficult or dangerous situations." (*New Scotsman*, 30 June 2008)

■ **Johannesburg, South Africa** – South African former mine workers with lung diseases had filed a lawsuit against Johannesburg-based AngloGold Ashanti. The lawsuit has failed in a case where Thembekile Mankayi, who worked for the Vaal Reefs mine until 1995, sued the company for 2.7 million SA rand (US\$342,000). Mankayi was discharged after contracting silicosis. The mine was owned at the time by Anglo American, which later set up AngloGold. Mankayi was awarded compensation of 16,316 rand when he left his job. "Employees who qualify for benefits in respect of the Occupational Diseases in Mines and Works Act may

not, in addition, lodge civil claims," AngloGold said. Silicosis is caused by exposure to silica dust, which causes scar tissue in the lungs, and has been linked to lung cancer and tuberculosis. South Africa's Chamber of Mines,



© AngloGold Ashanti

which represents mining companies including AngloGold, has pledged to eradicate silicosis by 2013 by improving working conditions. (*Bloomberg*, 26 June 2008)

■ **Malaysia** – The National Institute of Occupational Safety and Health (NIOSH) has advised employers not to introduce or implement cost-cutting measures at the expense of the safety and health of their employees. Chairman Tan Sri Lee said companies must maintain safe machinery, provision of personal protective equipment and an even investment in occupational safety and health. He said that employers, when cutting costs for their operations arising from the hike in fuel prices, should not do so at the expense of their employees. When accidents occur, employers stand to endure great losses in terms of work stoppage and medical compensation, adding that accidents can be prevented. (*The Star*, 8 July 2008)

97th International Labour Conference

Delegates highlight new ways to promote the ILO's Decent Work Agenda



© M. Crozet/ILO

H. E. Mr. Danilo Türk, President of the Republic of Slovenia, is welcomed to the Conference by ILO Director-General Juan Somavia

The 97th International Labour Conference held discussions on a wide range of issues, spanning new ways of responding to the growing challenges of globalization to rural poverty reduction, enhancing skills development, and a number of issues regarding adherence to international labour standards. In addition, it hosted a high-level panel discussion on the global food crisis and marked the annual World Day Against Child Labour. The annual Conference also adopted a landmark Declaration designed to strengthen the promotion of Decent Work and develop new ways of responding to the growing challenges of globalization.

GENEVA -The Conference hosted three eminent guest speakers: H.E. Mr. Danilo Türk, President of the Republic of Slovenia, H.E. Mr. Mar-

tin Torrijos Espino, President of the Republic of Panama, and the Right Honourable Mr. Pakalitha Mosisili, Prime Minister of the Kingdom of Lesotho.

The Conference was presided over by Mr. Edwin Salamín Jaén, Minister of Labour and Labour Development of Panama. Conference Vice-Presidents were Mr. Tayeb Louh, Minister of Labour, Employment and Social Security of Algeria, Mr. Ashraf W. Tabani, President of the Employers' Federation of Pakistan and Ms. Rabi-atou Sérah Diallo, Secretary General of the National Confederation of Workers (CNTG) of Guinea.

At the conclusion of the Conference, ILO Director-General Juan Somavia said the Conference had "placed decent work at the heart of the ILO's institutional system" through the adoption of the Declaration on Social Justice for a Fair Globalization (see pp.40-41).

"This Conference demonstrated again the vitality of tripartism at the heart of the Organization, now re-energized to fully discharge its mandate in the context of the challenges of today."

Juan Somavia
ILO Director-General

During the closing plenary, Dr. Carlos Tomada, Minister of Work, Employment and Social Security, Republic of Argentina, announced formally the recipients of the ILO's second annual *Decent Work Research Prize* as Nobel Prize-winning economist Joseph Stiglitz and leading Canadian labour researcher Harry Arthurs (for further details see press release ILO/08/22).

On 6 June, the Conference Plenary discussed the ILO's new Global Report on freedom of association. During the last 10 years, the ILO has achieved a 50 per cent increase in ratifications of its eight fundamental Conventions on forced labour, child labour, discrimination, and freedom of association and collective bargaining, bringing universal ratification within reach.

On 2 June, the Conference elected new members to the ILO's Governing Body for its next three-year term.

The Committee on Rural Employment held an in-depth discussion on the promotion of rural employment for poverty reduction. The Committee underscored the central role of agriculture as an engine of growth and poverty reduction. A wide range of topics were analysed, including trends in rural employment and decent work deficits, extending social protection coverage and the application of international labour standards in rural areas, as well as promoting better governance, empowerment and institutions.

The Committee on Skills adopted a set of conclusions to guide governments and the social partners in strengthening the linkages between skills, productivity, employment, development and decent work. Improving the quality and availability of education and training for women and men can engender a virtuous circle in which



H. E. Mr. Martin Torrijos Espino, President of the Republic of Panama, speaking at the International Labour Conference on 10 June



The Right Honourable Mr. Pakalitha Mosisili, Prime Minister of the Kingdom of Lesotho, speaking at the International Labour Conference, High-Level Panel on the Food Crisis, Production, Investment and Decent Work, on 11 June

skills development fuels the innovation, investment, technological change, enterprise development, economic diversification and competitiveness that are needed to accelerate the creation of more and better jobs and improve social cohesion.

For more information on the Conference see press release ILO/08/31 and others at www.ilo.org.



Mr. Edwin Salamín Jaén presides over the International Labour Conference; Vice-Presidents Mr. Tayeb Louh, Ms. Rabiataou Sérah Diallo and Mr. Ashraf W. Tabani

Tuvalu becomes 182nd ILO member State

GENEVA – Tuvalu has become the 182nd member State of the International Labour Organization (ILO) following receipt in Geneva of a letter from Mr. Apisai Ielemia, Prime Minister and also Minister of Foreign Affairs and Labour, stating on behalf of the Government that Tuvalu

had formally accepted the obligations of the ILO Constitution. Tuvalu's membership became effective on 27 May 2008. The country has been a member of the United Nations since 5 September 2000.

ILO DECLARATION ON SOCIAL JUSTICE FOR A FAIR

GENEVA – Governments, workers and employers of the ILO have adopted a landmark Declaration designed to strengthen the ILO's capacity to promote its Decent Work Agenda and forge an effective response to the growing challenges of globalization. The "Declaration on Social Justice for a Fair Globalization" and an accompanying resolution, were adopted by acclamation of member States, workers and employers attending the 97th International Labour Conference following months of negotiations among its tripartite constituents representing its 182 member States.

"The demands of the modern world of work are changing and this Declaration strengthens our effort to respond through the Decent Work Agenda," said ILO Director-General Juan Somavia. "Not only does it signal a major change towards balanced economic and social policies, but it equips the ILO with a formidable tool to pursue the promotion of a fair globalization based on Decent Work."

Through the Declaration governments, employers and workers from all member States call for a new strategy to sustain open economies and open societies based on social justice, full and productive employment, sustainable enterprises and social cohesion. The Declaration acknowledges the benefits of globalization but calls for renewed efforts to implement decent work policies as the means to achieve improved and fair outcomes for all.

Specifically, the Declaration establishes a new foundation on which the ILO can effectively support the efforts of its con-

stituents to promote and achieve progress and social justice through the four strategic objectives of the ILO through the Decent Work Agenda – employment, social protection, social dialogue and tripartism, and fundamental principles and rights at work. What is more, the Declaration also underscores the fact that failure to promote any one of these objectives would hinder progress towards promoting the others by stressing their mutually supportive nature and interdependence.

At the same time, it gives ILO constituents a key responsibility to contribute, through their social and economic policy, to the realization of a global and integrated strategy for the implementation of the Decent Work Agenda. The Declaration also asks the ILO to invite other international and regional organizations to promote decent work, adding "as trade and financial market policy both affect employment, it is the ILO's role to evaluate these employment effects to achieve its aim of placing employment at the heart of economic policies".

The Declaration highlights that globalization is reshaping the world of work in profound ways. It states that on the one hand it has helped a number of countries to benefit from high rates of economic growth and employment creation, to absorb many of the rural poor into the modern urban economy, to advance their developmental goals, and to foster innovation in product development and the circulation of ideas. On the other hand, it has caused many countries and sectors to face major challenges of income inequality, continuing high levels of unemployment and poverty, vulnerability of economies to external shocks, and the growth of both unprotected work and



© M. Crozet/ILO

GLOBALIZATION

the informal economy, which impact on the employment relationship and the protections it can offer.

The Declaration on Social Justice for a Fair Globalization marks the most important renewal of the Organization since adoption of the historic Declaration of Philadelphia in 1944. In addition, it marks a significant step forward in respecting, promoting and realizing the Declaration on Fundamental Principles and Rights at Work adopted by the ILO in 1998.

That Declaration stresses the fundamental principles of freedom of association and the right to collective bargaining, the elimination of all forms of forced labour, the effective abolition of child labour and the elimination of discrimination in employment and occupation as the Organization's bedrock principles. The Declaration adopted this year underscores the particular significance of these rights as enabling conditions for the realization of the ILO's four strategic objectives.

"What we now have is a compass" for the ILO and its members, said Jean-Jacques Elmiger, chairperson of the Committee on Strengthening the ILO's Capacity, adding that "it is now up to all of us to shape the future while the Declaration and the Resolution show us the way to take".

In his presentation to the plenary, the reporter of the Committee, Mr. Sergio Paixao Pardo, said that the Declaration will have "a direct impact on living and working conditions of women and men in developed and developing countries". He called it a "guide for generations to come".

Worker vice-chair Ebrahim Patel said the Declaration "addresses the big themes that will certainly resonate with the contemporary concerns of societies, workers, entrepreneurs and governments, and, we hope, also anticipate the emerging issues of the future".

Employer vice-chair Emmanuel Julien said "with this Declaration, the Organization is equipped with the best tool it has ever had to change so as to meet the challenges of globalization", adding that it would also lead to the ILO "delivering more whilst adhering to our fundamental values".

The Declaration includes a follow-up mechanism to ensure the means by which the Organization will assist the Members



© M. Crozet/ILO

in their efforts to promote the Decent Work Agenda, including a review of the ILO's institutional practices and governance; regular discussion by the International Labour Conference responding to realities and needs in member States and assessing the results of ILO activities; voluntary country reviews, technical assistance and advisory services; and strengthening research capacities, information collection and sharing.

ILO Declaration on Social Justice for a Fair Globalization and Resolution on strengthening the ILO's capacity to assist its Members' efforts to reach its objectives in the context of globalization.

http://www.ilo.org/global/What_we_do/Officialmeetings/ilc/ILCSessions/97thSession/pr/lang--en/docName--WCMS_094042/index.htm

World Day Against Child Labour 2008 focuses on education as the “right response”



© J. P. Pouteau/ILO

Hundreds of events took place on 12 June 2008 in some 60 countries around the world to mark the World Day which each year focuses attention on child labour worldwide.

GENEVA – In a message distributed globally, ILO Director-General Juan Somavia said, “We must work for every child’s right to education so no child has to work for survival. The goal is quality education for children and decent work for adults.”

The ILO’s International Programme on the Elimination of Child Labour (IPEC) published a new technical report on child labour and education based on surveys of child labour in 34 countries from all regions of the world. At the same time, as part of a new year-long campaign on “Gender Equality at the Heart of Decent Work”, the ILO Bureau for Gender Equality also highlighted combatting child labour through education with the slogan “Formula for progress: Educate both girls and boys!”

Mr. Somavia called for an “educational dimension” in the struggle against child labour, saying “let us pledge to work together for education for all children at least to the minimum age

of employment, education policies that reach out to child labourers and other excluded groups, properly resourced quality education and skills training and education for all children, and decent work for adults. I urge you to lend your voice and action to the worldwide movement against child labour.”

As part of its efforts to strengthen action to tackle child labour by boosting access to education, the ILO is coordinating the work of an inter-agency partnership, the Global Task Force on Child Labour and Education for All, which brings together UN agencies, teachers, and civil society representatives, to strengthen measures to help child labourers. In addition, 12 UN agencies through the UN Inter-Agency Coordinating Committee on Human Rights Education (UNI-ACC) have issued a joint Statement for World Day which can be found at:

http://www2.ohchr.org/english/issues/education/Child_labour_and_education:_Evidence_from_SIMPOC_surveys_by_F_Blanco_Allais_and_F_Hagemann_Geneva:_IPEC/ILO,_2008
(<http://www.ilo.org/ipecinfo/product/viewProduct.do?productId=8390>).

For more information on the campaign, please see: <http://www.ilo.org/chlldlabour08>.

ILO launches year-long campaign “Gender Equality at the Heart of Decent Work”



The ILO is launching a one-year global campaign to highlight the central role of gender equality in its Decent Work Agenda and in the work of its constituents – governments, employers’ and workers’ organizations. The campaign is built around 12 different

Decent Work themes. These themes will be looked at through a gender lens to illustrate how various issues in the world of work may affect women and men in different ways, particularly in their accessing rights, employment, social protection and social dialogue.

GENEVA – “Mainstreaming gender equality is central to the ILO’s Decent Work Agenda,” said ILO Director-General Juan Somavia. “Although progress is being made, gender equality is still lagging behind in the rapidly changing world of work. By increasing overall awareness and understanding of gender equality issues, we can actively contribute to securing Decent Work for all women and men.”

For the past decade the ILO has had an active gender mainstreaming strategy to redress gender-based inequalities in policies, programmes and projects, and to promote the empowerment of women so that they may participate in – and equally benefit from – development efforts.

The awareness-raising campaign will be effective for one year and will lead into a general discussion on gender equality at the heart of decent work at the International Labour Conference in

June 2009. Delegates from governments, employers’ and workers’ organizations of the ILO member States will then have the opportunity to study the issues and draft a roadmap to promote gender equality for the decade to come.

The campaign will produce an information brief for each theme, accompanied by a poster and postcard. A specific campaign website has been developed and during the one-year campaign new materials on different themes will be uploaded regularly.

For more information on the campaign, please visit:

<http://www.ilo.org/gender/Events/Campaign2008-2009/lang--en/index.htm> or contact the ILO Bureau for Gender Equality at +41 22 799 6730, gendercampaign@ilo.org

XVIIIth World Congress on **Safety and Health** concludes with call for new global partnership to **improve work safety**

SEOUL – The XVIIIth World Congress on Safety and Health at Work took place in Seoul, Republic of Korea from 29 June to 2 July. The Congress was preceded by a high-level Safety and Health Summit. The 50 high-level participants, including government ministers, CEOs of major multinational companies, social security leaders, senior safety and health experts, and representatives of employers and workers, adopted an unprecedented Declaration on Safety and Health aimed at reinforcing tripartite efforts to reduce workplace accidents and diseases.

The Congress concluded with a call for a new global partnership to strengthen safety and health in the workplace and reinforce efforts to reduce work-related fatalities and illnesses. The Congress, which is jointly organized by the International Labour Organization (ILO) and the International Social Security Association (ISSA) every three years. It gathered some 4,500 occupational safety and health professionals and other participants from over 120 countries, making it the largest

gathering in the event’s 60-year history.

During the Congress, participants recognized that globalization, migration and pressure to increase productivity posed new challenges to the safety and health of workers. They also underlined that investing in training, prevention and better working conditions makes economical sense.

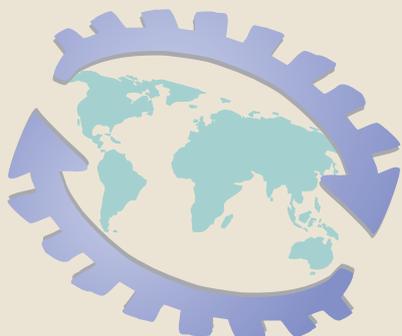
During the closing plenary, Mr. Mustafa Konuk, Deputy Undersecretary at the Ministry of Labour and Social Security of Turkey, confirmed the invitation of his country to host the XIX World Congress on Safety and Health at Work, in Istanbul in 2011, in collaboration with the ILO and the ISSA.

*For further information, please contact the ILO Programme on Safety and Health at Work and the Environment (SAFEWORK).
phone: +41 22 799 6715 e-mail: safework@ilo.org*



AROUND THE CONTINENTS

A REGULAR REVIEW OF THE INTERNATIONAL LABOUR ORGANIZATION AND ILO-RELATED ACTIVITIES AND EVENTS TAKING PLACE AROUND THE WORLD



Helping people to get back to work

■ As part of a wider UN response to the earthquake in the Chinese province of Sichuan, the ILO, with financial support by the UK Department for International Development (DFID), will provide targeted assistance to re-establishing at least 1,000 destroyed small businesses and setting up 700 new ones for those who lost their jobs. The project will start in July 2008 for a period of 12 months, focusing on rural townships in the cities of Mianyang, Deyang and Guangyuan. From 2004



© GCPRC

to 2007, the ILO has been working with provincial and local labour offices on entrepreneurship development through the “Start and Improve Your Business” training packages, composed of a suite of training products for business startups and business expansion. This project, funded by DFID, has created more than one million jobs. It has also led to the establishment of a

network of trainers and business counsellors who can be mobilized at short notice, including in the earthquake-affected areas.

*For further information, please contact the ILO office in Beijing
phone: 0086 10 6532 5091
e-mail: Beijing@ilo.org*

The European Social Model and globalization

■ How can we renew the European Social Model to make it sustainable and extend it to other regions of the world? This was just one of the issues and the challenges discussed at an international conference held at the ILO’s International Training Centre in Turin, Italy, from 1 to 3 July. International experts and delegations from a range of European countries attending the “High-level tripartite dialogue on the European Social Model in the context of globalization” discussed the links between the ILO’s Decent Work Agenda and the social dimension of the European model.

The conference was attended by the Ministers of Labour of Brazil, Denmark, France, India, Italy, Poland and the United Republic of Tanzania, the Director-General of the ILO, Juan Somavia, the European Commissioner Vladimír Špidla, as well as representatives of the social partners.

*For further information, please contact the ILO Turin Centre
phone: 0039 011 693 6111
e-mail: communications@itcilo.org*



© M. Ruffigliano/ITCILO

High-level meeting on the European Social Model and globalization, Turin, 1-3 July



Denmark extends partnership with ILO

■ The Danish Ministry of Foreign Affairs has significantly expanded its partnership agreement with the International Labour Organization (ILO) with a new grant of DKK 60 million (approximately US\$12.5 million) for 2008-09. The new infusion of funds will expand an already existing partnership allocation of DKK 40 million that tackled poverty reduction, child labour, trafficking, and promotion of the rights of indigenous peoples. The new projects are to promote decent work and improve job quality including in particular the strengthening of tripartism in a number of African countries, and to explore the possibility of learning from the Danish model of “flexicurity” in Viet Nam. An additional gender component will assure effective mainstreaming of the gender issues within the projects of the partnership. The Government of Denmark was the first to enter into a partnership agreement with the ILO and in the years 1997-2007 was the ninth largest donor, with a total extra-budgetary contribution to ILO programmes and projects of more than US\$50 million.

*For more information, contact Donor Relations, Department of Partnerships and Development Cooperation Secretariat +41 22 799 7309
Fax: +41 22 799 6872
e-mail: codev@ilo.org*

Freedom of association in Indonesia

■ To mark the tenth anniversary of the ratification of ILO core Convention No. 87 on Freedom of Association by Indonesia, the Government of Indonesia and the International Labour Organization (ILO) launched a Photo Exhibition, “A Portrait of the World of Work in Indonesia”, on 9 June 2008 at the ILO Library in Geneva. The Indonesian Manpower Minister, in providing opening remarks, said that the ratification of Convention No. 87 by Indonesia was accomplished in 1998, a historic year for Indonesia. “It was the year that was also marked by the rebirth of democracy, the beginning of the reform era and a new paradigm in industrial relations after several decades of the discredited New Order regime,” he said. He explained that 1998 also marked the beginning of the Indonesia’s labour law reform programme, aimed to modernize the labour laws consistent with international labour standards, in particular the fundamental principles and rights at work. The three major labour acts, the Trade

Union Act, the Manpower Act and the Industrial Relations Disputes Settlement Act enacted under the labour law reform programme, are now being implemented.

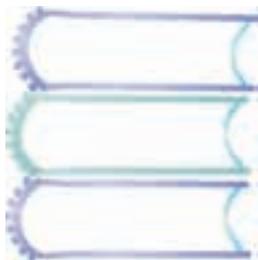
New ILO-FAO website

■ The ILO and the Food and Agriculture Organization (FAO) have launched a new website designed to highlight the many areas in which they already work together and others in which they are contemplating joint activities. The joint FAO-ILO website: “Food, Agriculture and Decent Work” (www.fao-ilo.org) describes the joint work of the two agencies in 10 major fields, including decent employment, child labour, youth employment, cooperatives, small and medium enterprises, rural workers, safety and health, crisis management, crops, fisheries and forestry, and labour statistics. It also provides extensive links to related information sources. This cooperation derives in part from an action-oriented agreement between the organizations signed in 2004.



Launching “A Portrait of the World of Work in Indonesia” in the ILO Library, Geneva

MEDIA SHELF



■ **Cross-border social dialogue and agreements: An emerging global industrial relations framework?**

Konstantinos Papadakis (ed.)
ISBN 978-92-9014-862-3. International Institute for Labour Studies, Geneva, 2008. US\$29.95; £16.95; €23; 35 Swiss francs

Globalization has generated a mismatch between the scope of the activities of global actors such as multinational enterprises and that of social actors such as trade unions, NGOs and consumers' organizations, which remain largely embedded at the national level. International framework agreements (IFAs) have been one response. This book examines various facets of IFAs and other efforts to introduce a global "social floor", bringing together contributions of 13 specialists in cross-border social dialogue and agreements.



■ **Governance, international law and corporate social responsibility**
ISBN 978-92-9014-860-9. International Institute for Labour Studies Research Series No. 116, Geneva, 2008. US\$20; £10; €13; 20 Swiss francs

To what extent does CSR contribute to the promotion of core workers' rights as embodied in ILO Conventions or national law? This volume contributes to the debate by discussing the legal dimensions of the issue. Among the questions addressed are the definition of CSR from a legal perspective; the relationship between "hard" and "soft" laws; and the impact of private appropriation of normative capacity on the international judicial system, including the link between ethics and sustainable development in the social domain.



■ **Driving for change: A training toolkit on HIV/AIDS for the road transport sector**

ISBN 978-92-2-120806-8. ILO, Geneva, 2008.

Intended for instructors, man-

agers, drivers and other workers in the road transport industry, this toolkit has been produced as a joint initiative of the International Road Transport Union (IRU) Academy, the International Transport Workers' Federation (ITF) and the ILO. It includes modules for instructors, drivers, managers and for use in informal settings; *Driving for change*, a short promotional film on HIV/AIDS; PowerPoint presentations, the ILO Code of Practice *HIV/AIDS and the world of work*, a CD-ROM containing key publications such as the *ILO Guidelines for the transport sector*, and the leaflet *Know your status*.



■ **Human trafficking and forced labour: Case studies and responses from Portugal**

Sónia Pereira and João Vasconcelos
ISBN 978-92-2-120299-8. ILO, Geneva, 2008.

The result of research by the Portuguese Ministry for Labour and Social Solidarity and the ILO, this report improves understanding of human trafficking for the purpose of labour exploitation. In particular, it contributes to a better understanding of the situation that migrant workers face in Europe as well as of adequate responses to end their exploitation.



■ **Skills development through community based rehabilitation (CBR): A good practice guide**

ISBN 978-92-2-120108-3. ILO, Geneva, 2008. US\$27; £14; €20; 30 Swiss francs

How can CBR best be used as a strategy for poverty reduction among disabled people? This guide describes the key steps required in the planning and implementation of community approaches to skills development and access to work. Case studies from Africa (Malawi, South Africa, Uganda, Zimbabwe), the Middle East (Lebanon, Jordan), and Asia (India, Cambodia and the Philippines) illustrate how CBR programmes can contribute to the economic well-being of disabled people living in different economic, political and cultural contexts.

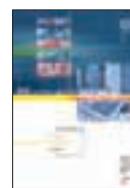


■ **Working conditions laws 2006-2007: A global review**

ISBN 978-92-2-120725-2. ILO, Geneva, 2008.

This report offers a concise and accessible picture of working conditions laws in the early years of the 21st century. Part of the challenge of improving conditions of work is the lack of reliable data on both actual working conditions and the policies which have been designed to address them, especially in countries beyond the industrialized world. This report aims to respond to this by comparing

national laws on three of the most significant conditions of work: wages, working hours and maternity protection.



■ **IPEC action against child labour: Progress and future priorities 2006-2007**

ISBN 978-92-2-121011-5. International Programme on the Elimination of Child Labour (IPEC). ILO, Geneva, 2008

This report reflects upon IPEC's work during the fifteen years of its existence and sets out a vision for the next five years. It also examines three topics of immediate importance: education and child labour; the worldwide movement against child labour; and experiences and opportunities in conditional cash transfers.



■ **Saving lives, protecting jobs: International HIV/AIDS Workplace Education Programme. Second Report**

ISBN 978-92-2-121062-7. ILO, Geneva, March 2008.

An insight into the SHARE programme (Strategic HIV/AIDS Responses in Enterprises), now five years old, this report captures major developments and innovations in the fight against HIV/AIDS, with special focus on the experiences and achievements of the pioneer country projects in Belize, Benin, Cambodia, Ghana, Guyana, India and Togo.

See stories from this report featured on pages 18-22.



■ **2007 Labour Overview: Latin America and the Caribbean**

ISBN 978-92-2-120443-5. ILO Regional Office for Latin America and the Caribbean, Lima, 2007.

Cautious optimism runs through the 2007 edition of this annual publication. It demonstrates that Latin America and the Caribbean have made progress in improving key labour market indicators, especially in reducing unemployment. But greater progress toward decent work is still needed: significant gaps persist that affect the most vulnerable populations, and respect for labour rights is still an issue. This edition focuses on the prospects of economic growth in 2008 and on equal opportunity for indigenous people and people of African descent in the region. Includes a statistical annex.



■ **Handbook on cooperatives for use by workers' organizations**

Guy Tchami

ISBN 978-92-2-115655-0. ILO, Geneva, 2007.

This book aims at improving the knowledge of workers' organizations about various aspects of cooperative enterprise, including the characteristic features of cooperatives; how they work; their relevance to the goals of workers' organizations in

defending their members' rights and allowing them to access economic and social services; and the close ties existing between the ILO and cooperatives.

INTERNATIONAL LABOUR REVIEW - VOL. 146 (2007), NO. 3-4

■ **Improving the quality of low-wage work: The current American experience**

Despite the recent strength of the United States job market, about one fifth of the private-sector workforce is in poor-quality employment, earning poverty-level wages or less, with scant prospects for improvement. Against this background, the article focuses on demand-side policies, aimed at influencing firms' decision-making in the direction of better quality employment. Describing and evaluating a variety of programmes pursued to that end, Paul Osterman argues for more policy coherence and a balanced approach combining training and economic development programmes working directly with employers, on the one hand, and increased unionization and better wage and working-time standards, on the other.

■ **The state of worker protections in the United States: Unregulated work in New York City**

Using original data gathered in 2003-06, Annette Bernhardt, Siobhán McGrath and James DeFilippis examine the prevalence and types of non-compliance with labour law in New York City. Workplace violations – or “unregulated work” – are widespread across a range of low-wage industries and have been driven by a mix of economic factors as well as public policy. The solution, the authors argue, is to strengthen law enforcement and provide for the new types of employment relationships that have resulted from changes in the organization of work and production.

■ **Monitoring quality in work: European Employment Strategy indicators and beyond**

Within the framework of the European Employment Strategy, the European Union has defined a set of indicators to monitor employment quality – the so-called Laeken indicators. This article, by Lucie Davoine, Christine Erhel and Mathilde Guergoat-Larivière, discusses and implements these indicators. From a theoretical perspective, it shows that the concept of work quality encompasses several dimensions, which are likely to be related to national institutions, particularly industrial relations and welfare systems. It then proceeds with a comparative analysis of quality in work across the 27 Member States, which confirms the existence of several models in Europe and suggests that the Laeken indicators should be supplemented by additional measures.

■ **Promoting sustainable compliance: Styles of labour inspection and compliance outcomes in Brazil**

Can workers' rights and social protections be reconciled with firms' competitiveness and productivity? In contrast to current development policy advice, which emphasizes the “flexibilization” of labour laws, this article, by Roberto Pires, contributes to an ongoing debate about styles of inspection by exploring the causal links between different regulatory practices and economic development and compliance outcomes. Findings from subnational comparisons in Brazil challenge established theories about the behaviours of firms and regulatory agencies, and indicate that labour inspectors have been able to promote sustainable compliance (legal and technical solutions linking up workers' rights with firms' performance) by combining punitive and pedagogical inspection practices.

■ **Offshore employment practices: An empirical analysis of routines, wages and labour turnover**

Theories of efficiency wage and human capital formation suggest that both should have a significant influence on employee turnover in offshore manufacturing. In the article by Kurt Loess, Van V. Miller and David Yoskowitz, this influence is explored and examined empirically with a stratified, random sample of northern Mexican maquilas – the historical choice for offshoring in that country and one of the world's earliest and most enduring offshore manufacturing sites. Statistical tests reveal the strong influence on production-level turnover of direct wages and human capital formation when the latter variable is measured in terms of “maquiladora generations”. The distinctive human resource practices of maquiladora generations are then presented and discussed.

■ **Tripartite consultation in China: A first step towards collective bargaining?**

Tripartite consultation has become widely established in China and is often referred to as “collective bargaining” by the Government and the All-China Federation of Trade Unions. This article reviews its development and structure, and examines its role in dispute settlement, labour regulation and collective bargaining. China's tripartite consultation system is found to differ from that advocated by the ILO due to its lack of neutrality and independent workers' representation, poor legal enforcement of consultation outcomes, and restricted responsibilities. Notwithstanding these major deficiencies, Jie Shen and John Benson conclude, tripartite consultation is a first step towards more genuine collective bargaining.

ILO publications for sale can be obtained through major booksellers or ILO local offices in many countries, or directly from ILO Publications, International Labour Office, 4 route des Morillons, CH-1211 Geneva 22, Switzerland. Tel: +4122/799-7828, fax: +4122/799-6938, email: pubvente@ilo.org, web site: <http://www.ilo.org/publns>. Catalogues or lists of new publications are available free of charge from the above address. The ILO Publications Center in North America can be contacted by phone: +613/745 2665, fax: +613/745 7660, email: order.dept@renoufbooks.com. Customers from developing countries can benefit from special discounts on the regular prices indicated in this magazine and may be able to pay in local currency through an ILO field office. For more information, email us at pubvente@ilo.org.

GENDER EQUALITY AT THE HEART OF DECENT WORK



The year 2009 is significant in many ways for gender equality in the ILO. It is the 10th anniversary of its gender equality action plan and the year the International Labour Conference will hold a general discussion on “Gender Equality at the Heart of Decent Work”.

The ILO has embarked on a year-long global public awareness-raising campaign “Gender Equality at the Heart of Decent Work” aiming to:

- Increase the understanding of gender equality issues in the world of work;
- Highlight the specific linkages between gender equality and securing decent work for all women and men;
- Promote the ratification and application of key ILO gender equality labour standards; and
- Advocate the importance of overcoming existing barriers to gender equality as beneficial for all.

The campaign is built around Decent Work themes. The selected themes are looked at through a gender lens, showing how various issues may affect women and men differently in their access to rights, employment, social protection and social dialogue.

Visit the campaign website www.ilo.org/gender for information and materials on the themes already covered such as maternity, paternity and work; gender, education and child labour; gender and youth employment; equality and non-discrimination. Or contact us on gendercampaign@ilo.org