

SECTOR GUIDE ABOUT WORKPLACE ASSESSMENT FROM THE JOINT SECTOR COUNCIL ON WORKING ENVIRONMENT FOR COMMERCE, FINANCE, AND OFFICE AND ADMINISTRATION

TIME FOR YOUR WORKPLACE ASSESSMENT!

BFA
KONTOR



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A good working environment is good for everyone. Using a workplace assessment (WPA) tool can help ensure a good and healthy working environment and a systematic approach to working environment efforts.


A good working environment has many benefits: increased employee satisfaction, increased efficiency and a better bottom line. This applies to both large and small businesses.

This guide provides good advice about workplace assessment and examples of how you can perform them in your workplace - it's easier than you think. In fact, a significant part of the assessment can actually be covered in a single meeting.

This guide will help you get started with your WPA, and is aimed at managers, employees and all members of the working environment organisation.

We hope you find it useful! If you need more information about WPA, visit the BFA Kontor website at www.bfakontor.dk.

The Danish Working Environment Authority ("Arbejdstilsynet") has reviewed this pamphlet and has assessed that the guidelines provided here are in accordance with the Working Environment Act. However, the Working Environment Authority has only considered whether the content of the guide is accurate; it has not considered whether the guide covers all areas.



How will you brief staff about WPA and motivate them to get involved? ?

WHAT IS WPA?

WPA stands for WorkPlace Assessment ("APV" in Danish) and is an assessment of health and safety risks in the workplace. A WPA provides a good overview of risk focus areas.

Before you get started on your WPA, it's important to allow time for planning the entire process. WPA should include the following steps:

- mapping of the working environment,
- assessment of the mapping and any problems identified,
- any work-related absence due to sickness,
- prioritisation of working environment problems and action plan, and
- follow-up.

This guide will take you through the different steps.

WHY CARRY OUT WPA?

The purpose of conducting WPA is to ensure that businesses consider all relevant areas regarding the working environment, and make ongoing and systematic efforts to deal with any working environment problems. The WPA provides an overview that enables businesses to target, plan and prioritise their working environment efforts.

WPA REQUIREMENTS IN BRIEF

- > All businesses with employees have a duty to prepare a WPA. The employer is responsible for ensuring this.
- > A WPA must be conducted at least once every three years, or when significant changes are made in the workplace that affect the working environment, for example, if operations are moved.
- > A WPA must be in writing and cover all relevant working environment areas.
- > The employer must ensure that the working environment organisation is involved in planning, organising, carrying out, and following up on the WPA.
- > For businesses with no working environment organisation (less than 10 employees), management and staff must prepare WPA together.
- > A manager and an employee representative must sign the WPA documents as documentation of employee involvement.
- > All employees, management and the Working Environment Authority must have access to the WPA.
- > The company must be able to document that it has been through all the steps of WPA.



8 THE WORKING ENVIRONMENT AND WPA

WPA must cover all relevant areas related to the working environment, including:

- physical conditions
- ergonomic conditions
- psycho-social conditions
- chemicals, and
- risk of accidents.

The checklist at the back of this guide includes the most common working environment areas. More BFA Kontor guides and tools are available at www.bfakontor.dk

PHYSICAL AND ERGONOMIC CONDITIONS

For office-based workplaces, the most common physical and ergonomic working environment conditions are the indoor climate, lighting, noise, office design, work postures and computer use. For example

- design of computer workstations
- intensity of computer work
- use of computer devices.

See the checklist on pages 36-39 that includes relevant areas for office-based workplaces. More information is available in the following BFA Kontor guides:

- Working on a computer
- Indoor climate in the office
- Good lighting in the office (in Danish)
- Noise in the office (in Danish)

You can download the guides at www.bfakontor.dk



Updating your WPA

Note that you may have to adjust and update your WPA if an employee has a work-related accident.

PSYCHO-SOCIAL CONDITIONS

The psycho-social working environment is included in the workplace assessment. Employee well-being and the psycho-social working environment are the result of a combination of many factors. There are six principles to consider when dealing with the psycho-social working environment.

The six principles:

- Demands at work - balance between demands and resources
- Social support from colleagues and management
- Meaningful work - is the work meaningful?
- Influence - on your working conditions and tasks
- Predictability - information about significant changes
- Rewards - recognition, training/education, salary, etc.

When assessing the psycho-social working environment, you should consider all aspects of the work carried out and not just individual incidents. This is why, when planning how to deal with the psycho-social working environment, it's a good idea to base your WPA on your organisation's structure and corporate culture.

Several studies have shown that failing to follow up on any issues related to the psycho-social working environment identified in an organisation's WPA leads to even more problems regarding the psycho-social working environment. It's important to keep employees informed about any such issues and to follow-up on them.

If you know that there are issues with regard to the psycho-social working environment, it's important to involve someone who has the trust of the employees, and who can facilitate a good process. More information on the psycho-social working environment is available in the BFA Kontor guide on employee satisfaction that can be downloaded from www.bfakontor.dk or www.arbejdsmiljoforskning.dk

CHEMICALS

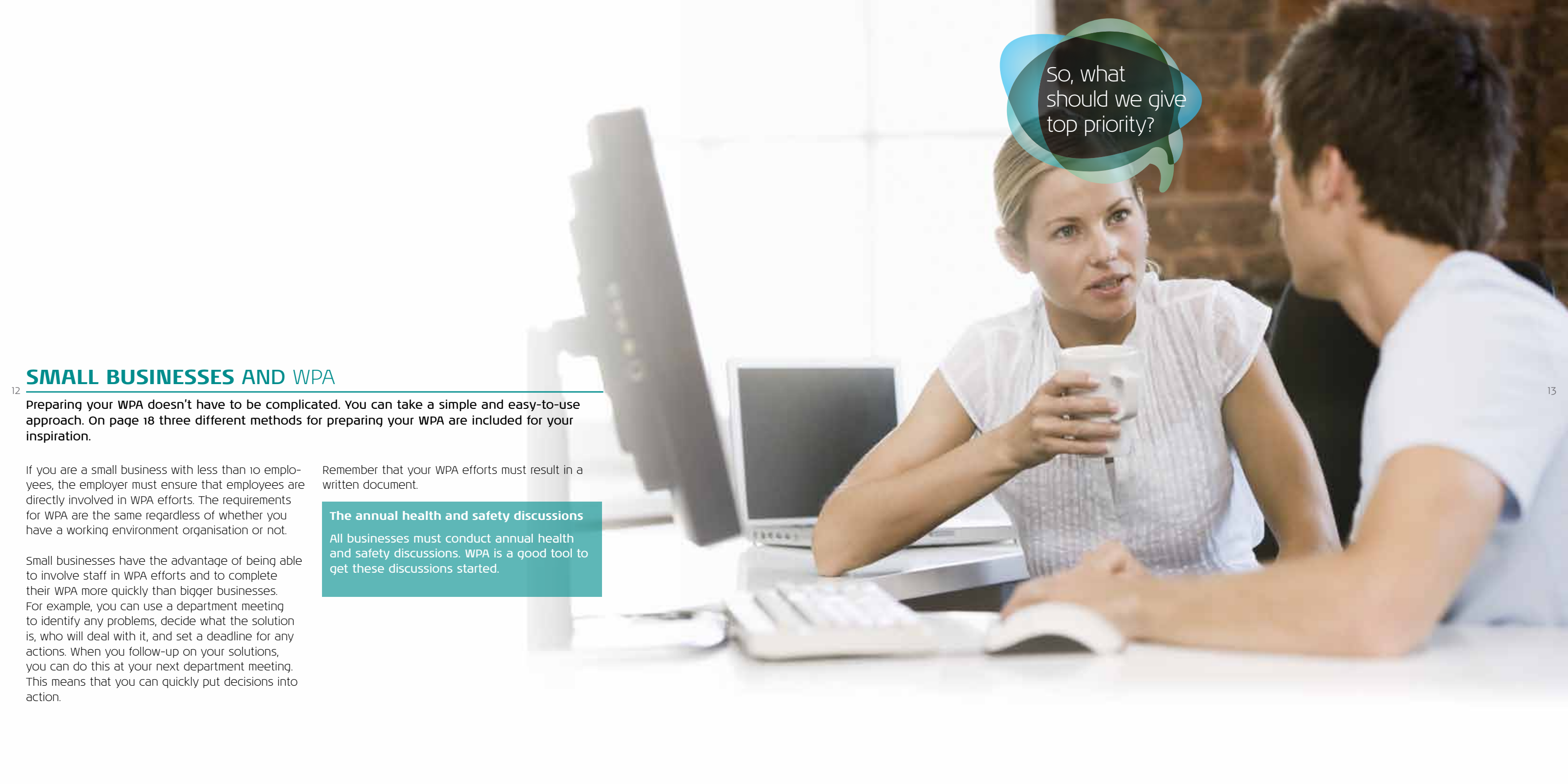
For some employees their job function may involve working with hazardous substances, for example, employees who work in cleaning, storage, the postal department, printing and the staff canteen. In these types of job, the WPA should include questions about whether instructions for use in the workplace have been prepared, and whether staff have access to, and use, any required protective equipment. More information is available about instructions for use in the workplace at the BFA Kontor website.

RISK OF ACCIDENTS

When working with your WPA, you should assess whether there are any areas where there is a risk of accidents. The objective is to collect observations made by employees about potential hazards, for example, loose ceiling panels or risk of tripping due to people reading documents while walking up or down the stairs.

One of the tasks of the working environment organisation is to examine and help to prevent accidents and near-miss accidents (dangerous situations). A structured approach to WPA can provide additional information from staff about any risk of accidents.





So, what should we give top priority?

12 **SMALL BUSINESSES AND WPA**

Preparing your WPA doesn't have to be complicated. You can take a simple and easy-to-use approach. On page 18 three different methods for preparing your WPA are included for your inspiration.

If you are a small business with less than 10 employees, the employer must ensure that employees are directly involved in WPA efforts. The requirements for WPA are the same regardless of whether you have a working environment organisation or not.

Small businesses have the advantage of being able to involve staff in WPA efforts and to complete their WPA more quickly than bigger businesses. For example, you can use a department meeting to identify any problems, decide what the solution is, who will deal with it, and set a deadline for any actions. When you follow-up on your solutions, you can do this at your next department meeting. This means that you can quickly put decisions into action.

Remember that your WPA efforts must result in a written document.

The annual health and safety discussions

All businesses must conduct annual health and safety discussions. WPA is a good tool to get these discussions started.

PREPARING YOUR WPA

Before you get started, it's a good idea to discuss

- any lessons learned from your last WPA,
- which approach to WPA you want to take,
- who should participate (internal/external),
- how you plan to brief management and employees about WPA and motivate them throughout the process, and
- your timeline for your WPA.

For businesses with less than 10 employees, the manager typically takes the lead with regard to WPA. For businesses with 10 or more employees, this is typically done by the working environment organisation.

A WPA must be conducted at least once every three years, or when significant changes are made in the workplace that affect the working environment. For example, if the company moves, rebuilds or significantly reorganises tasks.

LESSONS LEARNED FROM YOUR LAST WPA

What went well, and what didn't go so well? If you draw on your previous experience, this may improve the content and process of your next WPA.

DIFFERENT APPROACHES TO WPA

There are several different approaches to carrying out workplace assessment: You can discuss the matter at a department meeting, during a tour of the workplace, or you can use a questionnaire. The different approaches are described on page 18. Choose the approach that's best for you and your organisation. Whichever one you choose, the aim is for you and your colleagues to discuss the status of your working environment and whether anything needs to be changed.

On pages 19, 20 and 22, you can read more about how three different companies and types of organisation have chosen to conduct their WPA.





How should we plan things?

Who should participate?

WHO SHOULD PARTICIPATE

(INTERNAL/EXTERNAL)

Ideally, you should conduct your own WPA as this helps employees get involved and generates a feeling of ownership. The people who work in the organisation are a valuable source of solutions - they are more familiar with their work routines than anyone else. But sometimes an organisation doesn't have the resources to conduct its WPA itself, or to find solutions to identified problems. When this is the case, it's time to get help from an external consultant.

You can seek advice from, for example, an employer, management or employee organisation, or an authorised health and safety consultancy. If your organisation draws on external professional counselling services for WPA-related tasks, you must consult with your working environment organisation before you enter into an agreement with the external consultant.

KEEP PEOPLE INFORMED

It's important that you regularly brief your staff during the process. If they sense that the organisation takes the WPA seriously, they will be more motivated and committed to your WPA efforts.

It's a good idea to appoint a specific individual to be responsible for informing employees about

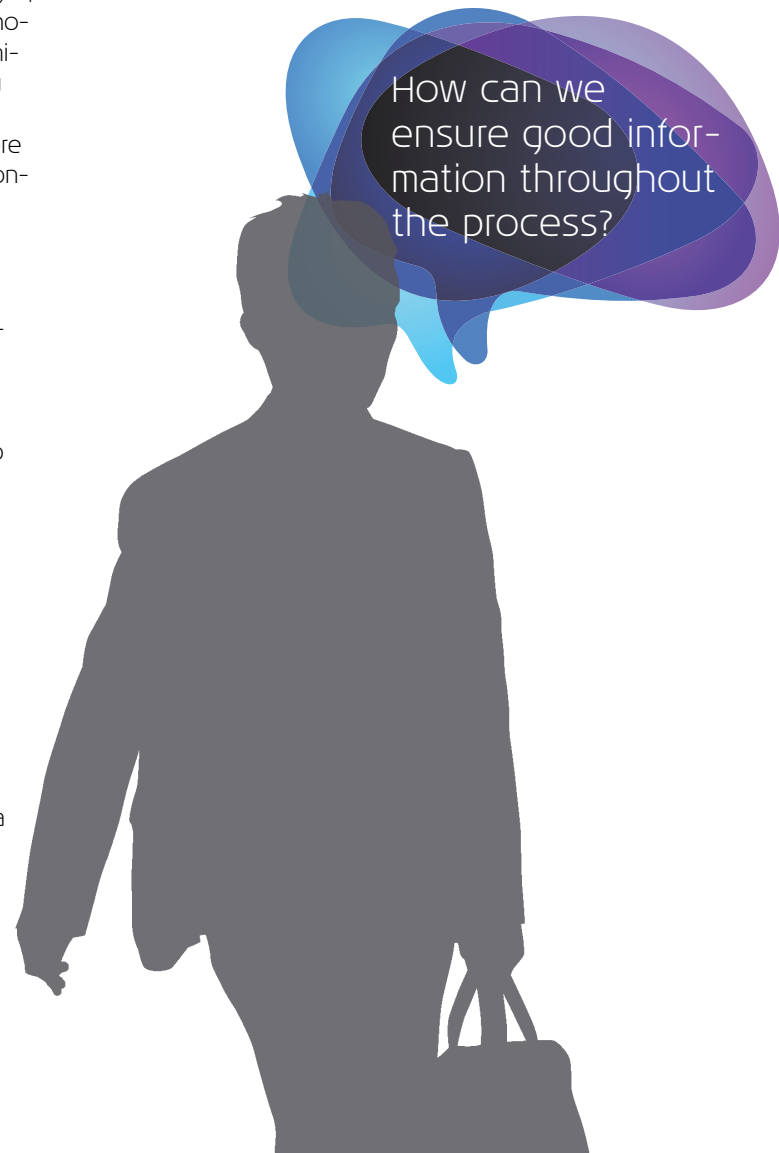
- when the process of WPA will begin,
- what is expected of the individual employee,
- timeline and what will happen,
- what your expectations are, and
- results.

This information can be communicated at staff meetings, via email, on your intranet, or through a combination of all of the above.

TIMELINE

When preparing your WPA, it's important that you're realistic with regard to timing. When planning, you should make sure to keep the time gap between the mapping phase and the action phase as short as possible. This is to keep up employee motivation and commitment to the process.

If you use external consultants, make sure you have a clear agreement about the timeline. It's a good idea to set fixed meeting dates already in the planning phase.



How can we ensure good information throughout the process?

WPA must cover all functions

Remember that your WPA must cover all areas of work and all tasks, including work in the reception area and kitchen, and work performed in the employee's own home.

MAPPING

When you are done preparing for your WPA, the next step is to describe the actual working environment conditions in your organisation – this is called the mapping process. It should cover any physical, ergonomic, psycho-social and chemical conditions as well as any risk of accidents. You can read more about these areas on pages 8-11.

CHOOSING YOUR APPROACH

It's up to you how you map your working environment. You can do it at a department meeting, during a tour of the workplace, or you can use a questionnaire. Or you can choose to combine several of these approaches. How you choose to do it depends on the structure, culture and needs of your organisation. A large company may choose to use a questionnaire, whereas a smaller company or an individual department in a large company may find it more relevant to discuss their working environment at a department meeting or during a tour of the workplace, see page 20.

Checklist

BFA Kontor has prepared a checklist that you can use if you choose to map your working environment at a department meeting or during a tour of the premises.

The checklist will help you cover the most common working environment areas in an office environment. You will find the checklist at end of this guide and at www.bfakontor.dk

Questionnaire

If you choose to use the questionnaire approach, BFA Kontor has prepared a questionnaire that allows employees and managers to add descriptions and possible solutions to any problems. The working environment organisation needs this information to be able to prepare an overall assessment, prioritise problem areas and prepare an action plan. The questionnaire is available at www.bfakontor.dk

DEPARTMENT MEETING

If you choose to map the status of your working environment in connection with a department meeting, it's a good idea to disseminate the BFA Kontor checklist prior to the meeting so everyone knows what issues will be addressed at the meeting. This will also help you cover all aspects of the working environment at the meeting.

Advantages: This is an inclusive approach that allows you to examine any problem areas from several angles. In addition to this first step of WPA, you can also cover the next steps and even prepare an action plan at one and the same meeting. This creates a sense of ownership among the employees because they are given the opportunity to describe any problems themselves. You may even identify issues that are not covered by the questionnaire.

Disadvantages: It is not suitable for meetings with many participants. There's a risk that sensitive issues such as bullying are not exposed because of the lack of anonymity. This approach requires a high level of trust between the participants.

Recommendations: Max. 20 participants.

An example: WPA at a department meeting
Karen Møller, health and safety representative, Health, Safety and Environmental Department, SAS:

"For the first time, we conducted our WPA in connection with a department meeting. A week before the meeting, everyone in the department was given a written description of things to consider in connection with our WPA. During the meeting, people were teamed up in pairs and did a round of 'speed dating' where they interviewed each other about what they thought were the three most prominent working environment issues. Then the results of these interviews were written on a whiteboard and discussed in a plenary session.

The objective was to reach a shared understanding of any issues. Finally, we divided all the issues presented into overall headlines and prioritised them according to how important the participants felt they were. We ended up with a prioritised list of areas to be addressed. After that we discussed what our next step should be and which problems we could do something about. We did this in groups. So we set up a WPA group for each of the top-priority issues. People were free to choose which group they wanted to be in and were involved in the next steps. The remaining issues are still on the list and will be addressed at a later stage.

This approach works really well with our organisation structure, because our department is fairly small – we're only 10 people – and we could all be present at the same time. It helped us quickly get an overview and get started on an action plan. It would have taken longer if we first had to fill in a questionnaire. I also think we get better input when we can discuss an issue at a department meeting. For example, we can ask clarifying questions right away when an issue is raised. We're all involved in the process from the very beginning. And we agree on which issues are relevant to discuss and what we can do about them.

The participants were very positive about this approach, and they think it definitely has advantages because you can get working on solutions to the problems so quickly.

The next step is to keep up the momentum – with a status report on how far the WPA groups have come with regard to the action plans, and how any changes have affected daily routines."

TOUR OF THE WORKPLACE - OBSERVATION AND DIALOGUE

You can map your working environment by letting one or two employees do a tour of the company where they talk to their colleagues about the working environment. It's a good idea to use a checklist on your walk around to remember what to ask about and what to look out for. You will find the BFA Kontor checklist at end of this guide and at www.bfakontor.dk

Advantages: This is an inclusive method, employees/the working environment groups speak directly to other colleagues. The observations made provide useful insight into any problem areas. Solutions to simple problems can sometimes be found immediately.

Disadvantages: This can be time-consuming in large companies where the working environment groups have to speak to many employees. A tour consists of one-to-one conversations and therefore doesn't allow for the same exchange of ideas in a group as is possible at a department meeting. Similarly, there is no room for assessing and prioritising problems or for preparing an action plan during a tour of the workplace.

Recommendations: Recommended for smaller companies/departments. It's a good idea to collect detailed information and suggestions for solutions to any problems you identify on your tour of the premises. This will make it easier to move forward with your WPA.

An example: WPA during tour of company **Allan Pleman, working environment consultant,** **Prosa:**

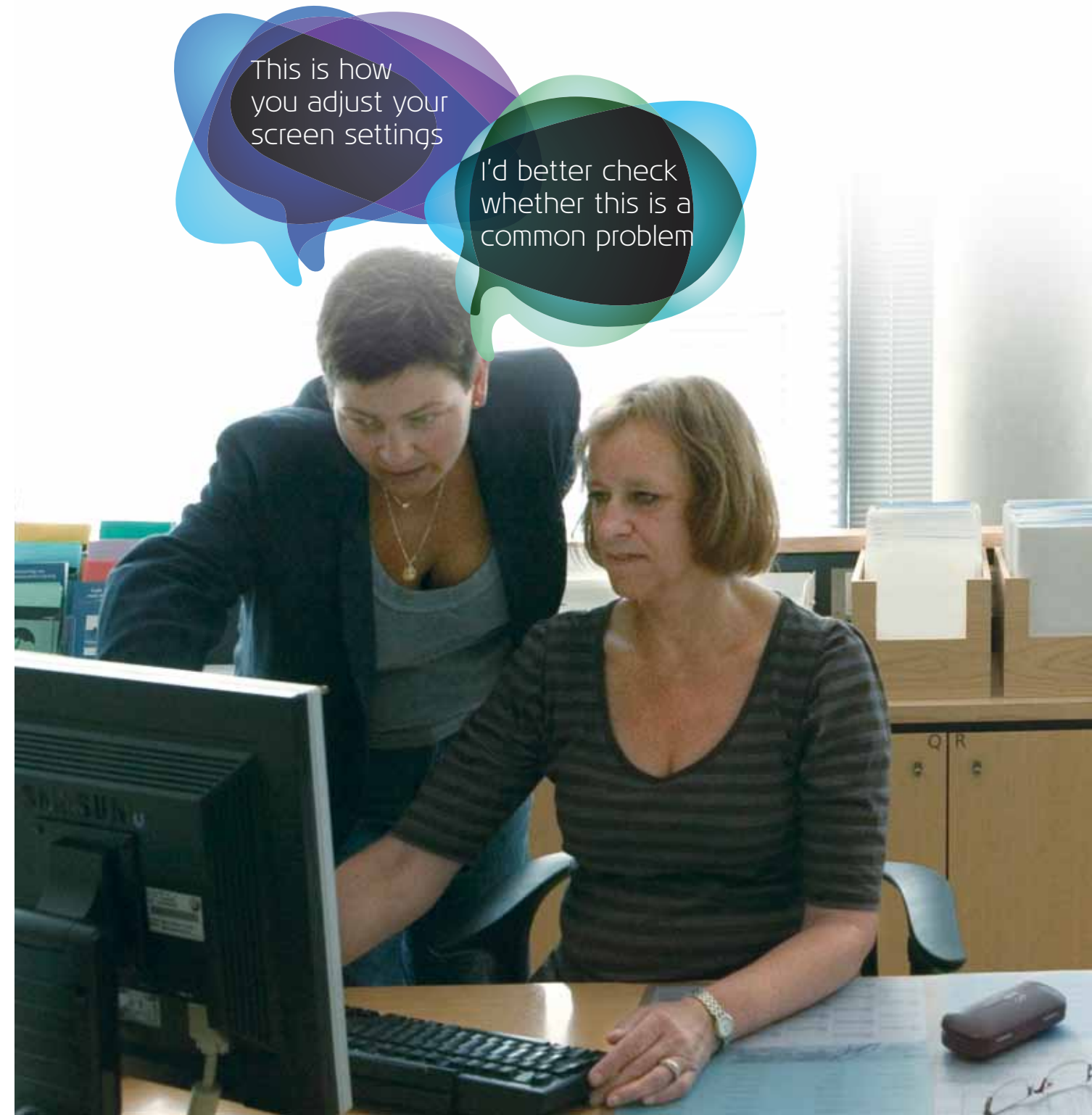
"I think the best way to do your WPA is to walk about and talk to people and hear what kind of problems they experience. For example, is it too hot?, too cold?, too bright? - things that need to be fixed quickly. It's easier to just talk about it and get it fixed. We can sort out a lot of the small stuff when we're standing at someone's desk. And some of the questions are easier to understand if you can show people what is meant. Finally, I think the tour approach is good because it helps ensure that both sides understand the question in the same way.

In practice, the working environment group stops by each employee's workstation. However, we've agreed that the head of the working environment group doesn't deal with their own staff. I deal with them. And the head of the working environment group deals with my boss.

Everyone in the working environment organisation has agreed to use the same checklist. We send it to the people we will interview when we're setting up a time to drop by and talk. We also cover cleaning staff. We add some more questions when dealing with this group.

If there's anything we can deal with immediately, we do so. Maybe we need to move someone's telephone, so it's closer to them, or they need a desk lamp or a RollerMouse. Typically, we've already got these things, or we can order them right away. If we can't deal with it on the spot, we add it to our list.

We've got two working environment groups, so when we've interviewed everyone, we discuss our findings together and decide what we need to do. Then we make an action plan for each question and designate a person for each task and agree on a follow-up date."



QUESTIONNAIRE

Large companies often use a questionnaire to map the status of their working environment. This approach is very efficient, however it requires subsequent assessment of any problems identified, prioritisation of these problems and preparation of an action plan. The questionnaire can be handed out physically or sent by email. You can either use the questionnaire prepared by BFA Kontor available at www.bfakontor.dk, or you can make your own questionnaire based on the BFA Kontor checklist found on pages 36-39 in this guide. The most important thing is that you address all aspects of the working environment in your organisation.

Advantages: When you use a questionnaire, you can cover all aspects of the working environment relatively quickly.

Disadvantages: However, the questionnaire approach does not always allow for a thorough discussion of any issues identified because there is no on-the-spot dialogue. And areas that are not included in the questionnaire are easily overlooked.

²² This can lead to more work for the working environment organisation, who have to follow up with detailed questions about the identified problem areas. Getting enough people to fill in the questionnaire can also be challenging.

Recommendations: Adapt the questionnaire so it matches the working environment in your organisation. It's important that you let the respondents know whether their response is anonymous. It's a good idea to make room for employees to describe any problems and suggest solutions to things they want changed. This will make it easier for you to move forward with your WPA.

Example of the questionnaire approach Rie Kejser, HR/Learning & Development Business Partner, Canon Denmark:

"We've been using internet-based questionnaires for our WPA since 2003, and we've done three WPAs since then. We put a lot of effort into the questionnaire, and think about the wording, the answers, and number of questions. We used to ask about so many things, and this made the questionnaires really difficult to complete and act on afterwards. There were more than 50 questions. Then, in 2009 we decided that this was too much, and we simplified things so now the questionnaires we use have a maximum of 30 questions.

We have chosen to use the questionnaire approach because we need to ask 230 people with very different types of work about their working environment. So, we need to be able to adapt the questions we ask to different types of work. This means that we differentiate the questionnaires, but we try to keep them as similar as possible so we can compare them and use them. But they ARE different because they are used for different types of work.

There's a difference between examining something and taking action based on what you find. It's not that difficult to make the questionnaires, but it's difficult to follow up on them and make changes in the different types of working environment. We've tried to use pre-defined action modules that we found online, but we had to stop doing that because we were drowning in checklists and control questions. That's because some areas are in fact relatively simple to do something about and don't need complex action modules. We used an Excel sheet for our most recent WPA, and it worked just fine. We still haven't found the perfect solution with regard to choosing an action plan. But all in all, I think we've reached a good solution. And we can see that many more action plans are actually implemented today than in 2006."

RESULTS OF THE MAPPING

Working environment issues that can be dealt with immediately

Many working environment issues can be dealt with immediately and don't have to be included in the subsequent action plan.

Working environment issues that cannot be dealt with immediately

You've mapped your working environment and have identified several issues that you can't deal with immediately. This may be because your need to plan what to do, and need to allocate the time and the resources to remedy the problem. Any problems that you can't solve immediately must be included in your action plan.

When you have no working environment issues

If your mapping shows that you have no working environment issues, you must document in writing that you have completed the mapping, that your working environment organisation/employees participated in the process, and that no working environment issues were identified. An employee representative and a manager must sign the documentation.



You can make your own questionnaire based on the BFA Kontor checklist found at www.bfakontor.dk

ABSENCE DUE TO SICKNESS AND WPA

In your WPA, you should assess whether there are any aspects of your working environment that give rise to absence due to sickness.

This is to increase the company's awareness of any connection between absence due to sickness and the working environment as this will help you prioritise focus areas.

You can choose how you examine whether there is a connection between absence due to sickness and the working environment. For example, you can include questions about absence due to sickness in the preliminary mapping stage. You must focus on absence due to sickness at organisation level and not at individual level.

More information about who is responsible for doing what when an employee is absent due to sickness is available in the BFA Kontor guide on absence due to sickness that can be found at www.bfakontor.dk

Examples of absence due to sickness caused by the working environment:

An employee gets a headache and goes home early and reports in sick for one day the following day. A headache can signal poor indoor climate, for example, inadequate ventilation or noise. Will airing out the office or reducing noise in the office help?

An employee tripped on the stairs and sprained an ankle and has reported in sick. Can grip be added to the stairs so sprain accidents are avoided?

Several employees often suffer back pain and are unable to come to work due to sickness. Can work routines be organised more appropriately?

WPA SHEET

Description, assessment, prioritisation and action plan

Once the WPA sheets have been filled in, you can use them when preparing your action plan.

PLACE OF WORK: _____ FILLED IN BY: _____
DATE: _____

PROBLEM
WHAT IS THE TASK/PROBLEM?

CAUSE
WHAT IS THE CAUSE(S) OF THE PROBLEM?

Overview of your WPA sheets

BFA Kontor has prepared a worksheet you can use to get an easy overview of your action plan and subsequent follow-up activities.

OVERVIEW ACTION PLAN

PREPARED BY

Date: _____

By: _____

PROBABILITY

PROBLEM

CAUSE

SOLUTION

START DATE

You can find the WPA sheets on pages 40-43 and at www.bfakontor.dk

ASSESSMENT, PRIORITIES AND ACTION PLAN

It's a good idea use the BFA Kontor WPA sheet when you need to assess your working environment, prioritise any risks and prepare an action plan. The worksheet is available on pages 40-41.

It covers the four focus points: Problem, Cause, Solution and Follow-up. Fill in these points first. Use one sheet per problem. When you have finished completing the sheets, the next step is to prioritise in which order you will deal with the problems. When you have filled in all the sheets, you can use them as an action plan.

How to use the WPA sheet:

Problem: Describe the problem: How serious is it, how many people are affected, and what is the greatest nuisance?

Cause: Describe what you think causes the problem.

Suggested solutions: Describe your suggestion(s) for how to solve the problem. Consider how easily each solution can be implemented and what resources are required. This will help you choose the best solution for you. Remember to think about how to include prevention measures.

Solution: Describe the solution you have chosen for the specific problem, who is to implement the solution, who has the overall responsibility, and state the deadline for dealing with the problem.

Follow-up: Describe how and when you will follow-up on how a problem has been dealt with. State who is responsible for ensuring this happens. Read more on page 28, Follow-up of action plan.

INCORPORATE PREVENTION MEASURES IN YOUR SOLUTIONS

When describing how serious the problem is, consider whether:

- the solution(s) can prevent a similar problem from arising,
- the solution(s) target the cause of the problem,
- work routines can be changed so they are more appropriate,
- the inappropriate aspect of the work can be replaced or avoided,
- the solutions protect as many employees as possible, and
- staff receive adequate and relevant training and instruction.

Fact sheets and guides for specific areas regarding the working environment are available at www.bfakontor.dk

One problem, several causes

Remember that sometimes there are several causes to the same problem. For example, noise in the office can be due to

- colleagues speaking on the phone,
- people talking in the hallway,
- colleagues walking past your desk
- many hard surfaces,
- a noisy photocopy machine
- or several of the above.

Has the problem
been solved?
Should the
action plan be
updated?

FOLLOW-UP ON YOUR ACTION PLAN

WPA is an ongoing process.

You should assess and follow up on whether:

- the solutions chosen have been implemented
- the solutions have had the intended effect

It's important that you update the action plan, so you always know how far you have come with your efforts.

You can do this by

- documenting when you have solved a problem,
- updating the action plan if you can't meet the deadline, or
- updating the action plan if you need to find an new solution.





FURTHER INFORMATION

The Danish Working Environment Authority ("Arbejdstilsynet")

www.amid.dk

National Research Centre for the Working Environment

www.nfa.dk

BFA Kontor

www.bfakontor.dk

Organisations in BFA Kontor

Danish Chamber of Commerce - www.danskerhverv.dk

HK/Privat - The Union of Commercial and Clerical Employees in Denmark, Private sector - www.hk.dk/privat

Confederation of Danish Industries - www.di.dk

HK/Handel - The Union of Commercial and Clerical Employees in Denmark, Commerce sector - www.hk.dk/handel

Danish Associations of Managers and Executives - www.lederne.dk

PROSA - Association of IT Professionals in Denmark - www.prosa.dk



BFA KONTOR

BFA Kontor is part of the Joint Sector Council on Working Environment for Commerce, Finance, and Office and Administration.

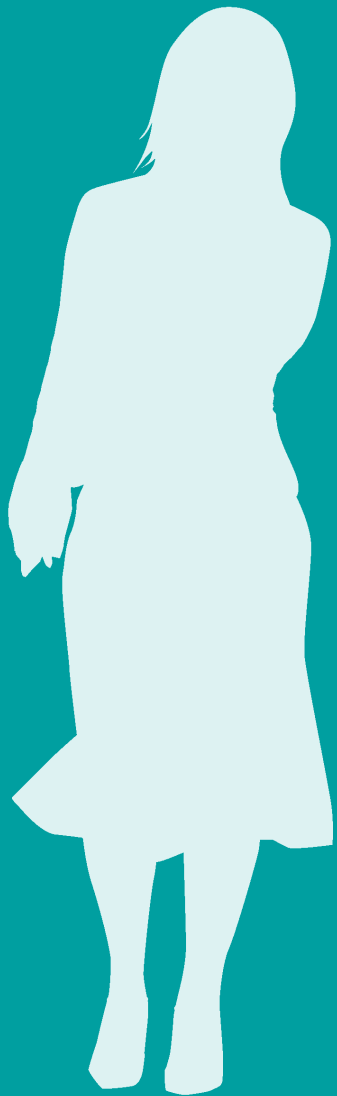
BFA Kontor covers office and administrative workplaces in the private sector based on sector codes. This includes IT companies, law and accounting firms, temp agencies, consultancy agencies, travel agents, architects and other office and administrative workplaces. However, as almost all businesses have some type of clerical work, BFA Kontor's guides are relevant for almost all types of business.

The purpose of BFA Kontor is to help enterprises solve issues regarding the working environment, and thereby improve working environment efforts at office and administrative workplaces in the private sector.

BFA Kontor can offer businesses specific guidance on how to deal with working environment issues in the office and administration sector, for example through sector guides, campaign material, tools, and workshops on specific themes.

BFA Kontor is composed of representatives from employer, management and employee organisations within the private office and administration sector.

In accordance with Danish legislation, there are five sector working environment councils in total, including the Sector Working Environment Council for Commerce, Finance, and Office and Administration.

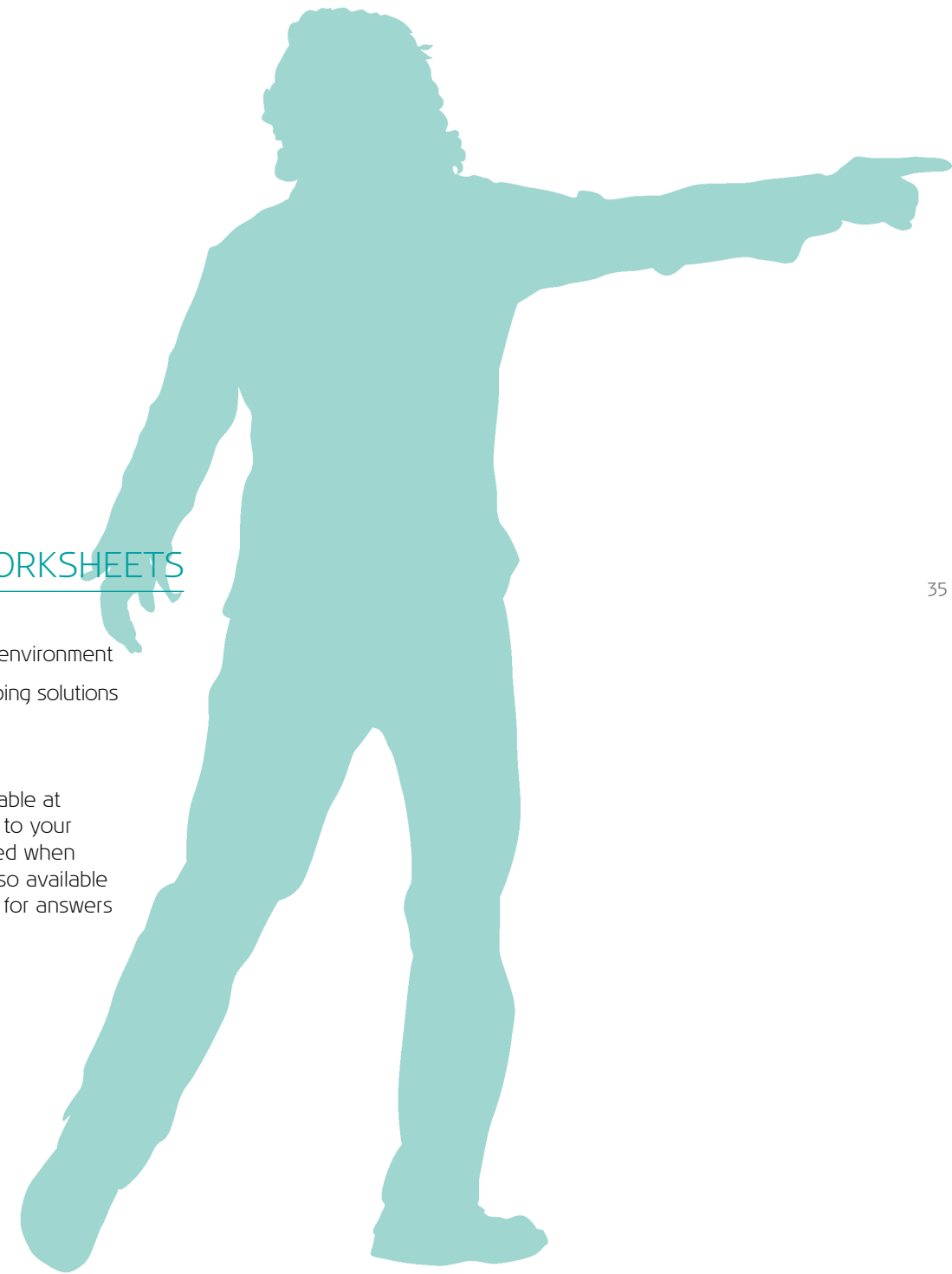


CHECKLISTS AND WORKSHEETS

This guide includes:

- A checklist for mapping the working environment
- A WPA sheet for assessing and describing solutions
- An overview of action plan

All checklists and worksheets are available at www.bfakontor.dk. You can adapt them to your needs. A questionnaire that can be used when mapping the working environment is also available on the website. It includes more boxes for answers than the checklist in this guide.



CHECKLIST FOR MAPPING

You can use this checklist if you choose to map your working environment at a department meeting or on a walk around the premises. Download the checklist at www.bfakontor.dk

PHYSICAL CONDITIONS	WRITE ANY COMMENTS HERE
INDOOR CLIMATE (read more in the guide "Indoor climate in the office")	
Is the office tidy so the cleaners can clean?	
Is the standard of cleaning satisfactory?	
Is the temperature comfortable?	
Can employees avoid uncomfortable heat, cold or drafts?	
In your opinion, does the ventilation system (if any) work properly?	
Can you prevent annoying glare, reflection and heat caused by the sun?	
Is the office frequently aired out?	
Are office machines, e.g. photocopiers and printers that are used a lot, located in ventilated rooms with no permanent workstations?	
Are there damp spots on the walls or ceiling, and do areas often smell musty?	
Is there discomfort due to static electricity?	
Any other indoor climate issues?	
LIGHTING (read more in the guide "Good lighting in the office")	
Is there access to natural lighting?	
Is the working area adequately lit?	

Are desk lamps positioned so the light shines in from the side just below eye level?	
Can work be performed without annoying reflection and glare?	
Any other comments about lighting:	
NOISE (read more in the guide "Noise in the office")	
Is there discomfort due to noise or any other sounds?	
Any other comments about noise:	
ERGONOMICS (read more in the guide "Working on a computer")	
Can working postures be varied?	
Are employees familiar with the settings of the equipment they use (screen, keyboard, chair, desk, etc.) - and do they use them?	
Can the chair seat and back rest be adjusted to fit the employee and their task?	
Are the keyboard and mouse positioned so the employee's lower arms are supported?	
Is there room for a screen, keyboard, mouse/pointing device, documents and document holder on the desk?	
Is the screen at a height so it is viewed at a slight downward angle?	
Is the screen positioned so the viewing distance is 50-70 cm?	
Is the screen flicker free?	

Is it possible to avoid glare on the screen?	
Do all employees have sufficient space at their desk to push their chair back and stand up?	
Are there any boxes or other objects or mess that prevent the employees from performing their work?	
Any other comments about ergonomics:	
PSYCHO-SOCIAL CONDITIONS (read more in the guide "Well-being in the office")	WRITE ANY COMMENTS HERE
Is the workload heavy for longer periods?	
Can the employees rest after busy periods?	
Is it often necessary for employees to work overtime?	
Do the employees have a clear understanding of what is expected of them?	
Do employees have influence on their workload and how work is to be carried out?	
Do employees have the information they need to perform their work satisfactorily?	
Is there any bullying?	
Are there cases of sexual harassment?	
Do the employees feel acknowledged and appreciated?	
Is there a risk of violence in connection with work-related tasks?	
Do employees have access to training/development, including variation in their work?	

Do employees get the support they need in the their daily work from management and colleagues?	
Any other comments about psycho-social conditions	
ABSENCE DUE TO SICKNESS	WRITE ANY COMMENTS HERE
Are there conditions in the working environment that may contribute to absence due to sickness?	
Any other comments about absence due to sickness?	
OTHER CONDITIONS	WRITE ANY COMMENTS HERE
Do employees get adequate instructions and training?	
What hazardous actions and situations have you observed?	
Is action taken to prevent accidents and near-miss accidents?	
Do employees who work with products with a hazard label have access to instructions for use in the workplace for these products and access to protective equipment, e.g. gloves?	
Other conditions:	

In addition to the checklist, at www.bfakontor.dk you can find a questionnaire that has room for answers. You can adapt the checklist and questionnaires to match your organisation.

WPA SHEET

Description, assessment, prioritisation and action plan.

Once the WPA sheets have been filled in, you can use them when preparing your action plan.

PLACE OF WORK: DATE:	FILLED IN BY:	PRIORITY:
PROBLEM WHAT IS THE TASK/PROBLEM?		
CAUSE WHAT IS THE CAUSE(S) OF THE PROBLEM?		
SUGGESTED SOLUTION DESCRIBE POSSIBLE SOLUTIONS:		

SOLUTION WHICH SOLUTION HAS BEEN CHOSEN?		
WHO IS RESPONSIBLE?	START DATE:	DEADLINE:
FOLLOW-UP HOW WILL YOU FOLLOW-UP?		
WHO IS RESPONSIBLE?	DATE OF FOLLOW-UP:	HAVE THE PROBLEMS BEEN SOLVED?

The sheet is also available at www.bfakontor.dk
You can adapt it to match your organisation.

"Time for your workplace assessment!" is a sector guide about workplace assessment for office-based businesses. The guide provides an overview of how you can carry out workplace assessment at your workplace in a way that is easy and that will benefit your business. It includes specific examples and experiences from several companies.

This sector guide was published by:
**Joint Sector Council on Working Environment
for Commerce, Finance and Office and
Administration**

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The joint sector council on working environment cooperates with the social partners to ensure a good working environment and publishes specific guides on how to deal with working environment issues, for example through its sector guides, campaign material, tools, and workshops on specific themes.

This sector guide was prepared by the committee for private sector office and administrative workplaces under BFA Handel, Finans og Kontor. The committee comprises representatives from the Danish Chamber of Commerce, the Union of Commercial and Clerical Employees in Denmark - private sector, the Confederation of Danish Industry, the Union of Commercial and Clerical Employees in Denmark - commerce sector, the Danish Association of Managers and Executives, and Prosa - association of IT Professionals in Denmark.

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The sector guide is also available on the office committee's website
www.bfakontor.dk

ISBN 978-87-91880-32-3
2nd edition, 1st print 2019



SILVER
PurePrint™ by KLS
Produced 100% chlorine-free
at KLS Papperen A/S