

2<sup>nd</sup> European Survey of Enterprises on New and Emerging Risks

## **ESENER-2**

# **Final Master Questionnaire**

Master Version for the

Main Survey

**Country: Country name**

**Language version: Language name**

June 2014

### **Basic structure of the questionnaire**

A. Contact phase .....	3
B. Introductory questions (part of background information) .....	17
C. Day-to-day health and safety management Part I: Available expertise and general policy .....	23
D. (Traditional and new) health and safety risks in the establishment.....	27
E. Day-to-day OSH management Part II: Risk Assessments.....	29
F. New risks: Psychosocial risks and Musculo-skeletal disorders .....	34
G. Employee participation in OSH issues .....	38
H. Sources of support.....	41
I. Final background questions .....	42

## ESENER-2 Master Questionnaire

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### PLEASE NOTE:

Questions which are to be read out are printed in **bold face**.

All answers that must not actively be read out are marked with two fences: ##. These items are to be offered only if it becomes clear that the respondent's answer would not fit well into the answer options that are provided.

If multiple answers are allowed, answer items are lead by numbers: \_01), \_02), \_03) etc. otherwise only one single answer is to be given.

Instructions to the interviewers are printed in boxes and italics.

Instructions to the programmers are printed in italics.

Not all questions have to be answered by each respondent. Filters are set out before the questions (entry filters). They are in [red font and square brackets]. If there is no filter the question which immediately follows is to be asked.

Hints for the programmer and filtering instructions were not translated into national languages because the questionnaire was programmed centrally. The chapter headings were also not translated because they were not part of the programmed script, but are introduced on this paper version for an easier orientation.

## ESENER-2 Master Questionnaire

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### A. Contact phase

*[To all respondents in first contact (with the telephone number indicated in the address register)]*

**Q001**

**Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting the European survey on health and safety. For our interview I would like to speak with the person who knows best about health and safety in this establishment.**

*[If number of employees < 50 (all sectors)]*

**Often this person is the managing director or branch manager.**

*[If number of employees ≥ 50 and NACE 2-digit = 01 through 44]*

**Often this person is the technical director or personnel manager.**

*[If number of employees ≥ 50 and NACE 2-digit = 45 thru 96]*

**Often this person is the personnel manager.**

*Interviewer: Stress as necessary:*

*- The survey is conducted on behalf of the European Agency for Safety and Health at Work. The Agency is an autonomous body of the European Union that provides information to improve health and safety at work.*

*- The questions are about health and safety policies and practices in your establishment.*

*- Good health and safety at work is an increasingly important issue and is a key factor in the success of the European economy. Participation in the survey will help to provide better information and assistance to workplaces. This contributes to improving safety measures and health protection of employees.*

*- Results will be used to support workplaces and to improve legislation.*

*- Details are available online at the [esener.eu](http://esener.eu) website. First results will be published there at the beginning of 2015.*

The respondent is this person	( 1 ) go to Q004a
Appointment for later call	( 2 ) take up time for recall**
Respondent puts through to another person	( 3 ) go to Q003
Respondent names another person to call	( 4 ) take up name & tel.**
Refused	( 5 ) END1
Motivation letter	( 9 ) take up Email

\*\* then go to END2

## ESENER-2 Master Questionnaire

*[If second interview within a multi-site organisation in a screening country]*

**Q002**

**Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting the European survey on health and safety at work.**

**We have already conducted an interview with your head office and would like to speak with someone in your local branch regarding the same subject. Are you the person who is responsible for health and safety at this establishment?**

*Interviewer: (add if being asked about the first interview): The first interview was conducted with the person responsible for health and safety at the head office of this company or organisation. Person named in previous calls:*

\_\_\_\_\_

- |   |                             |
|---|-----------------------------|
| Respondent is this person                 | ( 1 ) go to Q004b           |
| Respondent puts through to another person | ( 2 ) go to Q002 again      |
| Respondent names another person to call   | ( 3 ) take up name & tel.** |
| Refused                                   | ( 4 ) END1                  |
| Motivation letter                         | ( 9 ) take up Email         |

*\*\* then go to END2*

*[If new contact with a person named in previous call(s)]*

**Q003**

**Good morning / afternoon. My name is ... from <INSTITUTE> in <location of institute>. We are conducting the second European survey on health and safety at work. For this interview I would like to speak with the person who knows best about health and safety in this establishment.**

**Are you this person?**

- |  |                                 |
|--|---------------------------------|
| Respondent is this person and OK to continue | ( 1 ) go to Q004a               |
| Appointment for a later call                 | ( 2 ) take up time for recall** |
| Respondent puts through to another person    | ( 3 ) go to Q003 again          |
| Respondent names another person to call      | ( 4 ) take up name & tel.**     |
| Refused                                      | ( 5 ) END1                      |
| Motivation letter                            | ( 9 ) take up Email             |

*\*\* then go to END2*

## ESENER-2 Master Questionnaire

*[If Q001 or Q003 = 1]*

### Q004a

The survey is conducted in cooperation with the European Agency for Safety and Health at Work and TNS Infratest in Munich. Participation is of course voluntary.

*Interviewer: Your workplace has been selected at random to represent its sector and size. To obtain representative results, however, it is important that as many of the selected establishments as possible take part.*

**All data will be treated with absolute confidentiality and the results will be totally anonymous. Would you be so kind as to participate in this interview?**

- |  |       |                           |
|--|-------|---------------------------|
| OK to conduct interview right now  | ( 1 ) | go to FILT050             |
| Appointment for a later call   | ( 2 ) | take up time for recall** |
| Refused because health and safety is managed at the headquarters of the organisation, not at the local level | ( 3 ) | go to Q005                |
| Refused because health and safety services are outsourced to a service provider                              | ( 4 ) | go to Q006                |
| Does generally not participate in telephone interviews   | ( 5 ) | go to Q007                |
| Refusal for other reasons  | ( 6 ) | END1                      |
| Motivation letter  | ( 9 ) | take up Email             |

*\*Optional text element*

*\*\* then go to END2*

*[If Q002 = 1, i.e. if second interview within a multi-site organisation in screening country]*

### Q004b

The survey is conducted in cooperation with the European Agency for Safety and Health at Work and TNS Infratest in Munich. Participation is of course voluntary.

*Interviewer: To obtain representative results, however, it is important that as many of the selected establishments as possible take part.*

**All data will be treated with absolute confidentiality and the results will be totally anonymous. Would you be so kind as to participate in this interview?**

- |  |       |                           |
|--|-------|---------------------------|
| OK to conduct interview right now  | ( 1 ) | go to FILT050             |
| Appointment for a later call   | ( 2 ) | take up time for recall** |
| Refused because health and safety is managed at the headquarters of the organisation, not at the local level | ( 3 ) | go to Q005                |
| Refused because health and safety services are outsourced to a service provider                              | ( 4 ) | go to Q006                |

## ESENER-2 Master Questionnaire

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- Does generally not participate in telephone interviews ( 5 ) go to Q007  
Refusal for other reasons ( 6 ) END1  
Motivation letter ( 9 ) take up Email

*\*Optional text element*

*\*\* then go to END2*

*[If Q004a or b = 3]*

### **Q005**

**Even if health and safety activities are mainly dealt with at your head office, there should normally be somebody at the local level who has some information about this subject. The questions are of a general nature and do not require specialized knowledge on the topic. May I speak with the person who is best informed regarding the subject at this branch?**

- Respondent is this person and OK to continue ( 1 ) go to Q050/Q100  
Appointment for a later call ( 2 ) take up time for recall\*\*  
Respondent puts through to another person ( 3 ) go to Q003 again  
Respondent names another person to call ( 4 ) take up name and tel.\*\*  
Refusal maintained ( 5 ) END1

*\*\* then go to END2*

*[If Q004a or b = 4]*

### **Q006**

**Even if health and safety issues are mainly dealt with by an external service provider, there should normally be somebody at the local establishment who has some information about this subject. This is normally the managing director or another executive who is in contact with the external service provider.**

- Respondent is this person and OK to continue ( 1 ) go to Q050/Q100  
Appointment for a later call ( 2 ) take up time for recall\*\*  
Respondent puts through to another person ( 3 ) go to Q003 again  
Respondent names another person to call ( 4 ) take up name and tel.\*\*  
Refusal maintained ( 5 ) END1

*\*\* then go to END2*

## ESENER-2 Master Questionnaire

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*[If Q004a or b = 5]*

**Q007**

**You mention how you generally don't participate in telephone interviews. Would you be willing to complete the questionnaire in an online version instead?**

- |           |       |            |
|-----------|-------|------------|
| Yes       | ( 1 ) | go to Q008 |
| No        | ( 2 ) | go to END1 |
| No answer | ( 9 ) | go to END1 |

*[If Q007 = 1]*

**Q008**

**Would you please be so kind as to give me your email address so that we can send you the online version of the questionnaire?**

Email address: \_\_\_\_\_

- |         |       |            |
|---------|-------|------------|
| Refused | ( 9 ) | go to END1 |
|---------|-------|------------|

**END1**

**Thank you for your time, nevertheless. Good bye.**

Interviewer:: End call ( ) END (no further call; record non-response reason).

**END2**

**Thank you for your help. Good bye.**

Interviewer:: End call ..... ( ) END (try again later, start with Q001).

## ESENER-2 Master Questionnaire

### TURKEY, HUNGARY AND MONTENEGRO – ADDITIONAL QUESTIONS ON THE SECTOR OF ACTIVITY

*[Asked only in Hungary and Turkey, and in Montenegro if no sector information available from the address]*

**Q030**

**Which of the following is the main activity of your company or organisation?**

*Interviewer::*

*The main activity is the activity with which a firm mainly earns its money: For non-profit organisations it is the activity to which most working hours are dedicated. Text in [ ] brackets is optional.*

	F1	NACE
	Code	1-digit
The manufacturing of any products	1	C; go to Q031
Construction [NOT including architectural or engineering services]	2	F
Agriculture, fishing or forestry	3	A
Electricity, gas, steam and air conditioning	4	D
Water supply, sewerage or waste management	5	E
Mining and quarrying or	6	B
Any other type of economic activity	7	Go to Q032

*If Q030 = 2,3,4,5 or 6: Continue with FILT050*



## ESENER-2 Master Questionnaire

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*[If Q030 = 1]*

**Q031**

**Which type of products does your company mainly produce?**

Food, beverage or tobacco products	1	C1 (10-12)
Textile and leather products	2	C2 13-15
Petroleum, chemical, pharmaceutical, mineral or plastic products	3	C3 19-23
Metal and metal products, machinery, vehicles and other transport equipment [such as aircrafts or boats]	4	C4 24, 25, 28-30
Or any other products	5	C5 16-18, 26, 27, 31-33

*Continue with FILT050*

*[If Q030 = 7]*

**Q032**

**And which of the following other types of activity is your firm carrying out as main activity?**

Wholesale or retail trade	1	G1
Travel agency or tour operator	2	N1
Accommodation and food services [incl. hotels, restaurants, bars or catering]	3	I
Transportation and storage [of persons or goods, incl. postal services]	4	H
Telecommunication and IT services	5	J1
Real estate, finance and other business service	6	Go to Q033
Education [at all levels]	7	P
Health and social services	8	Go to Q034
Public administration and compulsory social security [includes also police, defence, and justice activities]	9	O
Other Services	10	Go to Q035

*If Q032 = 1,2,3,4,5,7 or 9: Continue with FILT050*

## ESENER-2 Master Questionnaire

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*[If Q032 = 6]*

**Q033**

**And which of the following more detailed descriptions meets your main activity best?**

Bank and insurance activities	1	K
Real estate activities	2	L
Legal, tax and business consultancy	3	M1
Call centre, employment agency or business support activities	4	N5

*Continue with FILT050*

*[If Q032 = 8]*

**Q034**

**And which of the following more detailed descriptions meets your main activity best?**

Human health	1	Q1
Social work and residential care	2	Q2
Veterinary activities	3	M5

*Continue with FILT050*

## ESENER-2 Master Questionnaire

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*[If Q032 = 10]*

**Q035**

**Which of the following other services best describes your main activity?**

Arts and entertainment [e.g. libraries, museums, sports, amusement or recreation activities]	1	R
Architectural and engineering services	2	M2
Publishing activities [e.g. of newspapers, books or software], video or sound production	3	J2
Repair of vehicles	4	G2
Repair of any other products	5	S1
Personal service activities [such as hairdressing, textile cleaning, funerals]	6	S2
Scientific research and development [including market research]	7	M3
Advertising, photography or translation	8	M4
Rental and leasing of any goods	9	N2
Private security and detective activities	10	N3
Cleaning and maintenance of buildings or landscapes	11	N4
Activities of political, religious or other membership organisations	12	S3
None of these	13	Go to END3

*If Q035 = 1,2,3,4,5,6,7,8,9,10,11,12: Continue with FILT050*

## ESENER-2 Master Questionnaire

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### Special Screening Questions (asked in some countries only)

FILT050 (Filter before question Q050)

If country = AL, AT, BE, BG, CY, CZ, EE, EL, HR, HU, IS, LT, LV, ME, MK, MT, PT, RO, RS, SI, SK, TR, and first interview in multi-site organisation:

Go to Q050

If country = AL, AT, BE, BG, CY, CZ, EE, EL, HR, HU, IS, LT, LV, ME, MK, MT, PT, RO, RS, SI, SK, TR, and second interview in multi-site organisation (i.e. if Q002 was asked):

Go to Q100

If country = CH, DE, DK, ES, FI, FR, IE, IT, LU, NL, NO, PL, SE, UK:

Go to Q100

#### Q050\_txt

**Before starting with the actual interview, we have some questions that are important for statistical reasons.**

*[Asked to all]*

**Q050 (=Q102 in countries without screener)**

**Is this establishment a single organization, or is it one of several establishments at different locations in {{country}} belonging to the same company or organization?**

- |  |       |            |
|--|-------|------------|
| A single company or organisation   | ( 1 ) | go to Q100 |
| One of a number of different establishments the organisation has in this country | ( 2 ) | go to Q051 |
| ## Don't know  | ( 8 ) | go to Q100 |
| ## No answer   | ( 9 ) | go to END3 |

## ESENER-2 Master Questionnaire

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*[If Q050 = 2]*

**Q051**

**Approximately how many different establishments with 5 or more employees – including the headquarters – does your company or organisation have in {{country}}?**

*Interviewer: Enter "0" if none of the establishments has 5 or more employees. If the precise number of establishments is not known, a guess will be sufficient. Only employees on the payroll of the company or organisation are to be counted, no temporary agency workers or subcontracted workers.*

\_\_ establishments with 5 or more employees go to FILT052

## No answer ( 999 ) go to END3

FILT 052

"0" establishments with 5 or more employees go to END4

"1" establishments with 5 or more employees go to Q052a

"2" establishments with 5 or more employees go to Q053a

"3 - 998" establishments with 5 or more employees go to Q054a

*[If Q051 = 1]*

**Q052a**

**Does the establishment at this address have at least five employees?**

Yes ( 1 ) go to Q100

No ( 2 ) go to Q052b

## No answer/refused ( 9 ) go to END3

*[If Q051 = 1 and Q052a = 2]*

**Q052b**

**In this case, this establishment is unfortunately not eligible for the interview because our study is conducted only in establishments with at least 5 employees. Would you please give me the telephone number of the establishment with 5 or more employees and – if possible – the name of the person who knows best about health and safety there?**

## Information about additional respondent obtained ( 1 ) go to Q080\_adr

## Refused ( 9 ) go to END3

## ESENER-2 Master Questionnaire

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*[If Q051 = 2]*

**Q053a**

**Does the establishment at this address have at least five employees?**

- |                      |       |             |
|----------------------|-------|-------------|
| Yes                  | ( 1 ) | go to Q053b |
| No                   | ( 2 ) | go to Q053c |
| ## No answer/refused | ( 9 ) | go to END3  |

*[If Q053a = 1]*

**Q053b**

**In this case, we would very much like to conduct an interview in this establishment. For statistical reasons, it is however very important for our study to conduct interviews at different sites of multi-site organisations.**

**Would you be so kind as to give us the name and telephone number of the other establishment with 5 or more employees your organisation has in this country so that we can contact them afterwards for an additional interview?**

- |   |       |                 |
|---|-------|-----------------|
| ## Information about additional respondent obtained                                       | ( 1 ) | go to Q081_adr1 |
| ## Ask again at the end of the interview (respondent first wants to answer the interview) | ( 2 ) | go to Q100      |
| ## Refused  | ( 9 ) | go to Q090      |

*[If Q053a = 2]*

**Q053c**

**In this case, this establishment is unfortunately not eligible because our study is conducted only in establishments with at least 5 employees. But we would very much like to interview the two establishments of your company that have at least 5 employees.**

**Would you please be so kind as to give us their name and telephone numbers so that we can ask them for an interview?**

- |   |       |                 |
|---|-------|-----------------|
| ## Information about additional respondent obtained | ( 1 ) | go to Q081_adr1 |
| ## Refused  | ( 9 ) | go to END3      |

*[If Q051 = 3 thru 998]*

**Q054a**

**Does the establishment at this address have at least five employees?**

- |                      |       |             |
|----------------------|-------|-------------|
| Yes                  | ( 1 ) | go to Q054b |
| No                   | ( 2 ) | go to Q054c |
| ## No answer/refused | ( 9 ) | go to END3  |

## ESENER-2 Master Questionnaire

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*[If Q054a = 1]*

**Q054b**

**In this case, we would very much like to conduct an interview in this establishment. It is however very important for the survey to conduct interviews at different sites of multi-site organisations**

**Would you be so kind as to give us the telephone number of the subsidiary with 5 or more employees that – within {{country}} is located farthest away from your site so that we can contact it afterwards for an additional interview?**

- |   |       |                 |
|---|-------|-----------------|
| ## Information about additional respondent obtained                                       | ( 1 ) | go to Q081_adr1 |
| ## Ask again at the end of the interview (respondent first wants to answer the interview) | ( 2 ) | go to Q100      |
| ## Refused  | ( 9 ) | go to Q090      |

*[If Q054a = 2]*

**Q054c**

**In this case, this establishment is unfortunately not eligible because our study is conducted only in establishments with at least 5 employees. But we would very much like to interview two of the establishments of your company that have at least 5 employees.**

**Would you please be so kind as to give us the name and telephone number of the establishment that is located closest to yours as well as that of the establishment that is farthest away so that we can ask them for an interview?**

- |   |       |                 |
|---|-------|-----------------|
| ## Information about additional respondent obtained | ( 1 ) | go to Q081_adr1 |
| ## Refused  | ( 9 ) | go to END3      |

*[If Q053 = 3 or Q054 = 3]*

**Q090**

**I understand that you do not want us to conduct a second interview in this organisation. May I however continue the interview with you?**

- |     |       |            |
|-----|-------|------------|
| Yes | ( 1 ) | go to Q100 |
| No  | ( 2 ) | go to END6 |

## ESENER-2 Master Questionnaire

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### **END3**

**Thank you nevertheless for your time. Good bye.**

*END call*

*No further call attempt.*

*Record non-response reason 47 "Refusal to provide information in the screening phase"*

### **END4**

**In this case, your organisation is not eligible for the interview since the survey is conducted only if there is an establishment with 5 or more employees in the organisation. Thank you for your time, nevertheless, and for your willingness to participate. Good bye.**

*END call*

*No further call attempt.*

*Record non-response reason 44 "No single establishment with 5 or more employees"*

### **END5**

**Thank you for this information. We will then call the selected establishment and ask for an interview there. Good bye.**

*END call*

*Make sure that information collected so far is stored and will be available for second call and for final data file.*

*Record non-response reason 42 "Size out of target"*

### **END6**

**Thank you nevertheless for your time. Good bye.**

*END call*

*No further call attempt.*

*Record non-response reason 46 "Interview terminated after screening phase, not to call back"*



## ESENER-2 Master Questionnaire

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### B. Introductory questions (part of background information)

*[Asked to all]*

**Q100**

**May I first of all check: What is your function in this establishment?**

**Are you...**

*INT: Multiple answers possible*

- |  |       |
|--|-------|
| _1) The owner or a partner of this firm                          | ( 1 ) |
| _2) The managing director, site or branch manager                | ( 1 ) |
| _3) Another manager  | ( 1 ) |
| _4) The health and safety officer                                | ( 1 ) |
| _5) An employee representative in charge of health and safety or | ( 1 ) |
| _6) Another employee in charge of the subject                    | ( 1 ) |
| _7) ## An external health and safety consultant                  | ( 1 ) |
| 9) ## No answer  | ( 1 ) |

*[If Q100\_3, \_4 or \_5 or \_6= 1]*

**Q101**

**Is health and safety your main task or is it just one of a number of tasks you have at this establishment?**

- |                          |       |
|--------------------------|-------|
| Main task                | ( 1 ) |
| One of a number of tasks | ( 2 ) |
| ## No answer             | ( 9 ) |

*[Asked to all respondents in non-screening countries]*

**Q102**

**Is this establishment a single organisation, or is it one of several establishments at different locations in {{country}} belonging to the same company or organisation?**

- |  |       |
|--|-------|
| A single company or organisation   | ( 1 ) |
| One of a number of different establishments the organisation has in this country | ( 2 ) |
| ## Don't know  | ( 8 ) |
| ## No answer   | ( 9 ) |

## ESENER-2 Master Questionnaire

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*[If Q102 = 2 (non-screening countries only)]*

**Q103a**

**Is this the headquarters or is it a subsidiary site?**

- Headquarters ( 1 )
- Subsidiary site ( 2 )
- ## No answer ( 9 )

*[If Q050 = 2 (screening countries only)]*

**Q103b**

**May I confirm once again: Is this the headquarters of your company or organisation or is it a subsidiary site?**

- Headquarters ( 1 )
- Subsidiary site ( 2 )
- ## No answer ( 9 )

*[Asked to all]*

**Q104**

**Approximately how many people work at this establishment during a normal week, regardless of whether they are physically present or carry out their work outside of the premises?**

*[if Q050 or Q102 = 1]*

**Please include directly employed persons as well as temporary agency workers, subcontractors and self-employed. An estimate is sufficient.**

*[if Q050 or Q102 = 2, 8 or 9]*

**Please include directly employed persons as well as temporary agency workers, subcontractors and self-employed, but refer to the local site only. An estimate is sufficient.**

*Interviewer: add if necessary: Each employee is counted as one person, regardless whether they are working full-time or part-time (= headcount).*

## No answer

( 99999 )

## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q105**

**And roughly how many of these people are directly employed by your establishment?**

*Interviewer: add if necessary: With directly employed people we mean those who are on the payroll of your organisation.*

\_\_\_\_\_ Number of directly employed people in the establishment

→ Filter to END if <5 employees or if "No answer"

## All of them (programmer: insert figure from Q104)

## No answer ( 99999 ) → END

*[Asked if figure given in Q105 is larger than figure given in Q104]*

**Q105\_check**

**The number of directly employed people you just indicated is larger than the total number of people working in the establishment as indicated in the previous question. Are you sure that this is correct or do you want to correct any of these two figures?**

The given figures are both correct ( 1 )

Respondent wants to correct figure for total number (Q104) ( 2 )

Respondent wants to correct figure for directly employed People (Q105) ( 3 )

Respondent wants to correct both figures ( 4 )

## No answer ( 9 )

**Q106\_txt:**

**All following questions refer to all people working at this establishment in a normal week, i.e. including temporary agency workers, subcontractors and self-employed working at your premises. From now on, we will refer to all of these groups together as "employees".**

## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q107**

**Do any of the employees have difficulties understanding the language spoken at your premises?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[Asked to all]*

**Q110**

**And about what proportion of the employees is aged 55 years or older? Is that...**

None at all	( 1 )
Less than a quarter	( 2 )
A quarter to half or	( 3 )
More than half of your workforce	( 4 )
## No answer	( 9 )

*[Asked to all]*

**Q111**

**Do any of the employees work from home on a regular basis, for example one day per week?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[Asked to all, except for Hungary and Turkey, and in Montenegro if sector information available from the address]*

**Q112**

**According to the information in the database, this establishment belongs to the sector [[\*]]. Is this correct?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*\*Text for the respective NACE sector at the 2-digit level inserted here from official translations of the NACE codification.*

## ESENER-2 Master Questionnaire

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*[If Q112 = 2 or 9]*

**Q113**

**Could you please describe briefly the main activity of this establishment?**

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## No answer ( 9 )

*[Asked to all]*

**Q114**

**Does this establishment belong to the public sector?**

*Interviewer: add if necessary: A public sector organisation is wholly or mainly owned by the state.*

Yes ( 1 )

No ( 2 )

## No answer ( 9 )

*[Asked if Q114 = 2 or 9]*

**Q115**

**In about which year did this establishment start to operate? Please include time at previous locations or under a different ownership.**

*Interviewer: Enter the named year in the box. If respondent cannot spontaneously name the year of foundation, tick "don't know" and read out the categories appearing on the screen!*

Year: (allow values from 1500 to 2014)

## Don't know ( 9998 )

## No answer ( 9999 )

## ESENER-2 Master Questionnaire

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*[Asked if Q115 = 9998]*

**Q115x**

**Could you please give me your best estimate using the following time periods?**

Before 1990	( 1 )
1990 to 2005	( 2 )
2006 to 2010 or	( 3 )
After 2010	( 4 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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### C. Day-to-day health and safety management Part I: Available expertise and general policy

The next questions are about how health and safety is organized at your establishment.

*[Asked to all]*

**Q150**

**What health and safety services do you use, be it in-house or contracted externally?**

	Yes	No	No answer
_1) An occupational health doctor	( 1 )	( 2 )	( 9 )
_2) A psychologist	( 1 )	( 2 )	( 9 )
_3) An expert dealing with the ergonomic design and set-up of workplaces	( 1 )	( 2 )	( 9 )
_4) A generalist on health and safety	( 1 )	( 2 )	( 9 )
_5) An expert for accident prevention	( 1 )	( 2 )	( 9 )

*[Asked to all]*

**Q155**

**Is a document that explains responsibilities and procedures on health and safety available to the people working in the establishment?**

Yes	( 1 )
No	( 2 )
## Yes, but only to some types of employees	( 3 )
## No answer	( 9 )

*[Asked to all]*

**Q156**

**Is there a specific budget set each year for health and safety measures and equipment in your establishment?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q157**

**Does your establishment arrange regular medical examinations to monitor the health of employees?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[Asked to all]*

**Q158**

**Does your establishment take any of the following measures for health promotion among employees?**

	Yes	No	No answer
_1) Raising awareness about healthy nutrition	( 1 )	( 2 )	( 9 )
_2) Raising awareness on the prevention of addiction, e.g. to smoking, alcohol or drugs	( 1 )	( 2 )	( 9 )
_3) Promotion of sports activities out of working hours	( 1 )	( 2 )	( 9 )
_4) Promotion of back exercises, stretching or other physical exercise at work	( 1 )	( 2 )	( 9 )

*[Asked to all]*

**Q160**

**Are sickness absences routinely analysed with a view to improving the working conditions?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )



## ESENER-2 Master Questionnaire

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*[If q105 >49 and <99999]*

**Q161**

**Is there a procedure to support employees returning to work after a long-term sickness absence?**

*Interviewer: add if necessary: If the establishment has not had any returners from long-term sickness absence so far, we want to know whether or not a procedure has been set up for the event of such cases.*

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[If q105 >19 and <99999]*

**Q162**

**In your establishment, are health and safety issues discussed at the top level of management regularly, occasionally or practically never?**

Regularly	( 1 )
Occasionally	( 2 )
Practically never	( 3 )
## Not applicable	( 4 )
## No answer	( 9 )

*[If q105 >19 and <99999]*

**Q163**

**Do the team leaders and line managers in your establishment receive any training on how to manage health and safety in their teams?**

Yes	( 1 )
No	( 2 )
## Just some of them	( 3 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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*[if (Q100\_3, Q100\_4, Q100\_5, Q100\_6 or Q100\_9 = 1) and Q100\_1,Q100\_2≠1]*

**Q164a**

**Have you personally received any training on how to manage health and safety?**

*[if Q100\_1 or Q100\_2 = 1]*

**Q164b**

**Have you personally received any training on how to manage health and safety in your establishment?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[Asked to all]*

**Q165**

**Has your establishment been visited by the {{labour inspectorate}} in the last 3 years in order to check health and safety conditions?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[Asked to all, size depending on national thresholds for these bodies]*

**Q166**

**Which of the following forms of employee representation do you have in this establishment?**

	Yes	No	No answer
_1) {{A works council}}	( 1 )	( 2 )	( 9 )
_2) {{A trade union representation}}	( 1 )	( 2 )	( 9 )
_3) {{An health and safety representative}}	( 1 )	( 2 )	( 9 )
_4) {{A health and safety committee}}	( 1 )	( 2 )	( 9 )

## ESENER-2 Master Questionnaire

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### D. (Traditional and new) health and safety risks in the establishment

*[Asked to all]*

**Q200**

Depending on the type of work there are different types of risks and hazards. Please tell me for each of the following risk factors whether it is present or not in your establishment, regardless of whether it is currently under control and regardless of the number of employees it affects.

	Yes	No	No answer
_1) Tiring or painful positions, including sitting for long periods	(1)	(2)	(9)
_2) Lifting or moving people or heavy loads	(1)	(2)	(9)
_3) Loud noise	(1)	(2)	(9)
_4) Repetitive hand or arm movements	(1)	(2)	(9)
_5) Heat, cold or draught	(1)	(2)	(9)
_6) Risk of accidents with machines or hand tools	(1)	(2)	(9)
_7) Risk of accidents with vehicles in the course of work but not on the way to and from work	(1)	(2)	(9)
_8) Chemical or biological substances in the form of liquids, fumes or dust	(1)	(2)	(9)
_9) Increased risk of slips, trips and falls	(1)	(2)	(9)

*[Asked to all]*

**Q201**

Besides these risks, there may also be health risks resulting from the way work is organised, from social relations at work or from the economic situation. Please tell me for each of the following risks whether or not it is present in the establishment?

	Yes	No	No answer
_1) Time pressure	( 1 )	( 2 )	( 9 )
_2) Poor communication or cooperation within the organisation	( 1 )	( 2 )	( 9 )
_3) Employees' lack of influence over their work pace or work processes	( 1 )	( 2 )	( 9 )
_4) Job insecurity	( 1 )	( 2 )	( 9 )
_5) Having to deal with difficult customers, patients, pupils etc.	( 1 )	( 2 )	( 9 )
_6) Long or irregular working hours	( 1 )	( 2 )	( 9 )
_7) Discrimination, for example due to gender, age or ethnicity	( 1 )	( 2 )	( 9 )

## ESENER-2 Master Questionnaire

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*[Asked if any of Q200\_1 to 9 = 1 or any of Q201\_1 to \_7 = 1]; only items ticked with "yes" in Q200 (for items 1 to 9) respectively Q201 (for items 10 to 16) are shown*

### Q202

**For which of the risks - if any - is your establishment lacking information or adequate preventive tools [to deal with them effectively]?**

Interviewer: Multiple answers possible

- |  |     |
|--|-----|
| _1) Tiring or painful positions, including sitting for long periods    | (1) |
| _2) Lifting or moving people or heavy loads                            | (1) |
| _3) Loud noise   | (1) |
| _4) Repetitive hand or arm movements                                   | (1) |
| _5) Heat, cold or draught  | (1) |
| _6) Risk of accidents with machines or hand tools                      | (1) |
| _7) Risk of accidents with vehicles in the course of work              | (1) |
| _8) Chemical or biological substances                                  | (1) |
| _9) Increased risk of slips, trips and falls                           | (1) |
| _10) Time pressure   | (1) |
| _11) Poor communication or cooperation within the organisation         | (1) |
| _12) Employees' lack of influence on their work pace or work processes | (1) |
| _13) Job insecurity  | (1) |
| _14) Having to deal with difficult customers, patients, pupils etc..   | (1) |
| _15) Long or irregular working hours                                   | (1) |
| _16) Discrimination, for example due to gender, age or ethnicity       | (1) |
| _17) ## None of these  | (1) |
| _99) ## No answer  | (1) |

## ESENER-2 Master Questionnaire

### E. Day-to-day OSH management Part II: Risk Assessments

*[Asked to all]*

**Q250**

**Does your establishment regularly carry out workplace risk assessments?**

*Interviewer: add if necessary: A risk assessment is a structured review of what, in your work could harm people, and how these risks will be controlled.*

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[if Q250 = 1]*

**Q251**

**Are workplace risk assessments mainly conducted by internal staff or are they contracted to external service providers?**

Conducted mainly by internal staff	( 1 )
Contracted mainly to external providers	( 2 )
## Both about equally	( 3 )
## No answer	( 9 )

*[if Q250 = 1]*

**Q252**

**Which of the following aspects are routinely evaluated in these workplace risk assessments?**

	Yes	No	No answer
_1) The safety of machines, equipment and installations	( 1 )	( 2 )	( 9 )
_2) If Q200_8 = 1 Dangerous chemical or biological substances	( 1 )	( 2 )	( 9 )
_3) Work postures, physical working demands and repetitive movements	( 1 )	( 2 )	( 9 )
_4) Exposure to noise, vibrations, heat or cold	( 1 )	( 2 )	( 9 )
_5) Supervisor-employee relationships	( 1 )	( 2 )	( 9 )
_6) Organisational aspects such as work schedules, breaks or work shifts	( 1 )	( 2 )	( 9 )

## ESENER-2 Master Questionnaire

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*[If Q250 = 1 and Q111 = 1]*

**Q253a**

**Do risk assessments cover workplaces at home?**

- |                      |       |
|----------------------|-------|
| Yes                  | ( 1 ) |
| No                   | ( 2 ) |
| ## Only some of them | ( 3 ) |
| ## No answer         | ( 9 ) |

*[If Q250 = 1 and Q104 > Q105 and Q104 < 99999]*

**Q253b**

**Do risk assessments cover only people directly employed by your establishment or do they also cover other types of workers at your establishment?**

- |   |       |
|---|-------|
| Only the directly employed people are covered   | ( 1 ) |
| Other types of workers are also covered         | ( 2 ) |
| ## Only some types of other workers are covered | ( 3 ) |
| ## No answer                                    | ( 9 ) |

*[if Q250 = 1]*

**Q254**

**In what year was the last workplace risk assessment carried out?**

Year: \_\_\_\_\_ *[allow values from 1970 to 2014]*

- |               |          |
|---------------|----------|
| ## Don't know | ( 9998 ) |
| ## No answer  | ( 9999 ) |

*[if Q254 = 1970 to 2014 or 9998]*

**Q255**

**Has it been documented in written form?**

- |              |       |
|--------------|-------|
| Yes          | ( 1 ) |
| No           | ( 2 ) |
| ## No answer | ( 9 ) |

## ESENER-2 Master Questionnaire

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*[if Q254 = 1970 to 2014 or 9998]*

**Q256**

**Who has been provided with the findings of the workplace risk assessment?**

	Yes	No	No answer
_1) The management	( 1 )	( 2 )	( 9 )
_2) [If Q166_3 = 1]: {{The health and safety representatives}}	( 1 )	( 2 )	( 9 )
_3) [If Q166_1 = 1]: {{The works council}}	( 1 )	( 2 )	( 9 )
_4) [If Q166_2 = 1]: {{The trade union representatives}}	( 1 )	( 2 )	( 9 )
_5) The employees themselves	( 1 )	( 2 )	( 9 )

*[If Q250=1]*

**Q258b**

**If measures have to be taken following a risk assessment: Are the employees usually involved in their design and implementation?**

Yes	( 1 )
No	( 2 )
## That depends on the type of measures	( 4 )
## No answer	( 9 )

*[if Q250 = 1]*

**Q259**

**In your establishment, is the risk assessment procedure seen as a useful way of managing health and safety?**

Yes	( 1 )
No	( 2 )
## There are conflicting views about this	( 3 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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*[If Q250 = 2]*

**Q261**

**Are there any particular reasons why workplace risk assessments are not regularly carried out? Please tell me for each of the following whether it applies to your establishment or not?**

	Yes	No	No answer
_1) the hazards and risks are already known anyway	( 1 )	( 2 )	( 9 )
_2) there are no major problems	( 1 )	( 2 )	( 9 )
_3) the procedure is too burdensome	( 1 )	( 2 )	( 9 )
_4) the necessary expertise is lacking	( 1 )	( 2 )	( 9 )

*[If Q250 = 2]*

**Q262**

**Are any other measures taken to check for health and safety in the establishment?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[If Q262 = 1]*

**Q263**

**What do these other checks consist of? Is that...**

	Yes	No	No answer
_1) checking that emergency routes are kept free	( 1 )	( 2 )	( 9 )
_2) visual checks on whether employees stick to safety rules	( 1 )	( 2 )	( 9 )
_3) regular, but undocumented workplace inspections	( 1 )	( 2 )	( 9 )



## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q264**

**In your establishment, how important are the following reasons for addressing health and safety? For each reason, please tell me whether it is a major reason, a minor reason or not a reason at all.**

	Major reason	Minor reason	Not a reason	No answer
_1) Fulfilling legal obligation	(1)	(2)	(3)	(9)
_2) Meeting expectations from employees or their representatives	(1)	(2)	(3)	(9)
_4) Maintaining or increasing productivity	(1)	(2)	(3)	(9)
_5) Maintaining the organisation's reputation	(1)	(2)	(3)	(9)
_6) Avoiding fines and sanctions from the {{labour inspectorate}}	(1)	(2)	(3)	(9)

*[Asked to all]*

**Q265**

**What are the main difficulties in addressing health and safety in your establishment? Please tell me for each of the following options whether it is a major difficulty, a minor difficulty, or not a difficulty at all.**

	Major reason	Minor reason	Not a reason	No answer
_1) A lack of time or staff	(1)	(2)	(3)	(9)
_2) A lack of money	(1)	(2)	(3)	(9)
_3) A lack of awareness among staff	(1)	(2)	(3)	(9)
_4) A lack of awareness among management	(1)	(2)	(3)	(9)
_5) A lack of expertise or specialist support	(1)	(2)	(3)	(9)
_6) The paperwork	(1)	(2)	(3)	(9)
_7) The complexity of legal obligations	(1)	(2)	(3)	(9)

## ESENER-2 Master Questionnaire

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### F. New risks: Psychosocial risks and Musculo-skeletal disorders

The following questions are about psychosocial risks at the workplace such as those resulting from the way work is organised, from social relations at work or from the economic situation.

*[If q104 >19 and <99999]*

**Q300**

**Does your establishment have an action plan to prevent work-related stress?**

*Interviewer: add if necessary: Work-related stress is experienced when the demands of the work exceed the employees' ability to cope with or control them. If stress is considered as not prevalent in the establishment, we nevertheless like to know whether procedures are in place in case that stress might become an issue.*

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[If q104 >19 and <99999]*

**Q301**

**Is there a procedure in place to deal with possible cases of bullying or harassment? Bullying or harassment occurs when employees or managers are abused, humiliated or assaulted by colleagues or superiors.**

*Interviewer: add if necessary: If bullying or harassment is considered as not prevalent in the establishment, we nevertheless like to know whether procedures are in place in case that these might become an issue.*

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

*[If q104 >19 and <99999 and Q201\_5 = 1]*

### Q302

**And is there a procedure to deal with possible cases of threats, abuse or assaults by clients, patients, pupils or other external persons?**

*Interviewer: add if necessary: If such threats, abuse or assaults are not prevalent in the establishment, we nevertheless like to know whether procedures are in place in case that it might become an issue.*

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[Asked to all]*

### Q303

**In the last 3 years, has your establishment used any of the following measures to prevent psychosocial risks?**

*Interviewer: add if necessary: With psychosocial risks we mean health risks such as work-related stress, bullying, harassment or violence at the workplace.*

	Yes	No	No answer
_1) Reorganisation of work in order to reduce job demands and work pressure	( 1 )	( 2 )	( 9 )
_2) Confidential counselling for employees	( 1 )	( 2 )	( 9 )
_3) Set-up of a conflict resolution procedure	( 1 )	( 2 )	( 9 )
_4) Intervention if excessively long or irregular hours are worked	( 1 )	( 2 )	( 9 )

*[If any of Q303\_1 to Q303\_4 = 1]*

### Q304

**Were the measures taken triggered by concrete problems with stress, bullying, harassment or violence in the establishment?**

Yes	( 1 )
No	( 2 )
## Partly	( 8 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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*[If any of Q303\_1 to Q303\_4 = 1]*

**Q305**

**Did the employees have a role in the design and set-up of measures to address psychosocial risks?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

*[If at least one of Q201\_1 to Q201\_7 = 1]*

**Q306a**

**Considering the situation in your establishment: Do any of the following factors make addressing psychosocial risks more difficult than addressing other health risks?**

	Yes	No	No answer
_3) A lack of awareness among staff	( 1 )	( 2 )	( 9 )
_4) A lack of awareness among management	( 1 )	( 2 )	( 9 )
_5) A lack of expertise or specialist support	( 1 )	( 2 )	( 9 )
_6) Reluctance to talk openly about these issues	( 1 )	( 2 )	( 9 )

*[Asked to all]*

**Q307**

**Do you have sufficient information on how to include psychosocial risks in risk assessments?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q308**

**Now turning to musculoskeletal problems such as pain in the back, neck, arms, hands or legs, are any of the following preventive measures in place in your establishment?**

	Yes	No	No answer
_1) [if Q200_2 = 1]: Equipment to help with the lifting or moving of loads or other physically heavy work	( 1 )	( 2 )	( 9 )
_2) [if Q200_4 = 1]: Rotation of tasks to reduce repetitive movements or physical strain	( 1 )	( 2 )	( 9 )
_3) Encouraging regular breaks for people in uncomfortable or static postures including prolonged sitting	( 1 )	( 2 )	( 9 )
_4) Provision of ergonomic equipment, such as specific chairs or desks	( 1 )	( 2 )	( 9 )

## ESENER-2 Master Questionnaire

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### G. Employee participation in OSH issues

*[If any of Q166\_1 to Q166\_4 = 1]*

**Q350**

**How often is health and safety discussed between employee representatives and the management? Do such discussions take place regularly, only when particular health and safety issues arise or not at all?**

- |   |       |
|---|-------|
| Regularly   | ( 1 ) |
| Only when particular issues arise                         | ( 2 ) |
| Not at all  | ( 3 ) |
| ## Does not apply (there are no employee representatives) | ( 7 ) |
| ## No answer  | ( 9 ) |

*[If Q350 = 1 or 2]*

**Q351**

**And how often do controversies related to health and safety arise? Is this often, sometimes or practically never the case?**

- |                   |       |
|-------------------|-------|
| Often             | ( 1 ) |
| Sometimes         | ( 2 ) |
| Practically never | ( 3 ) |
| ## No answer      | ( 9 ) |

*[If Q351 = 1 or 2]*

**Q352**

**And what are the main areas of controversy?**

- |   | Yes   | No    | No answer |
|---|-------|-------|-----------|
| _1) Investments in equipment  | ( 1 ) | ( 2 ) | ( 9 )     |
| _2) Provision of training for employee representatives              | ( 1 ) | ( 2 ) | ( 9 )     |
| _3) Provision of training for employees                             | ( 1 ) | ( 2 ) | ( 9 )     |
| _4) What measures need to be taken                                  | ( 1 ) | ( 2 ) | ( 9 )     |
| _5) The degree of involvement of employees or their representatives | ( 1 ) | ( 2 ) | ( 9 )     |

## ESENER-2 Master Questionnaire

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*[If Q166\_3 = 1]*

**Q354**

**Are { {the health and safety representatives} } provided with any training during work time to help them perform their health and safety duties?**

- |                               |       |
|-------------------------------|-------|
| Yes                           | ( 1 ) |
| No                            | ( 2 ) |
| ## Yes, but only some of them | ( 3 ) |
| ## No answer                  | ( 9 ) |

*[If Q166\_3 = 1]*

**Q356**

**And what about the employees themselves: On which of the following topics does your establishment provide them with training?**

*[Asked to all others, i.e. if Q166\_3 = 2 or 9 or missing]*

**On which of the following topics does your establishment provide the employees with training?**

	Yes	No	No answer
_1) The proper use and adjustment of their working equipment and furniture	( 1 )	( 2 )	( 9 )
_2) If Q200_8 = 1: The use of dangerous substances	( 1 )	( 2 )	( 9 )
_3) On how to prevent psychosocial risks such as stress or bullying	( 1 )	( 2 )	( 9 )
_4) If Q200_2 = 1: On how to lift and move heavy loads or people	( 1 )	( 2 )	( 9 )
_5) Emergency procedures	( 1 )	( 2 )	( 9 )

*[If Q107 = 1]*

**Q357**

**Is any of this training also provided in different languages?**

- |              |       |
|--------------|-------|
| Yes          | ( 1 ) |
| No           | ( 2 ) |
| ## No answer | ( 9 ) |

## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q358**

**Are health and safety issues regularly discussed in staff or team meetings?**

Yes	( 1 )
No	( 2 )
## In some departments only	( 3 )
## No answer	( 9 )



## ESENER-2 Master Questionnaire

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### H. Sources of support

*[Asked to all]*

**Q400**

**Has your establishment used health and safety information from any of the following organisations?**

	Yes	No	No answer
_1) Employers' organisations	( 1 )	( 2 )	( 9 )
_2) Trade unions	( 1 )	( 2 )	( 9 )
_3) Insurance providers	( 1 )	( 2 )	( 9 )
_5) {{The labour inspectorate}}	( 1 )	( 2 )	( 9 )
_6) Other official institutes for health and safety at work	( 1 )	( 2 )	( 9 )

*[Asked to all]*

**Q401**

**Are you aware of the Healthy Workplaces Campaigns run by the European Agency for Safety and Health at Work?**

Yes	( 1 )
No	( 2 )
## No answer	( 9 )

## ESENER-2 Master Questionnaire

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### I. Final background questions

*[Asked to all]*

**Q450**

**How would you rate the level of absenteeism in your establishment compared with other establishments in the sector? Is it very high, quite high, about average, quite low or very low?**

- |               |       |
|---------------|-------|
| Very high     | ( 1 ) |
| Quite high    | ( 2 ) |
| About average | ( 3 ) |
| Quite low     | ( 4 ) |
| Very low      | ( 5 ) |
| ## No answer  | ( 9 ) |

*[Asked to all]*

**Q451**

**How would you rate the current economic situation of this establishment? Is it very good, quite good, neither good nor bad, quite bad or very bad?**

- |                      |       |
|----------------------|-------|
| Very good            | ( 1 ) |
| Quite good           | ( 2 ) |
| Neither good nor bad | ( 3 ) |
| Quite bad            | ( 4 ) |
| Very bad             | ( 5 ) |
| ## No answer         | ( 9 ) |

*[If Q451 = 3, 4 or 5]*

**Q452**

**Has the economic situation over the last three years resulted in a reduction of the resources available for health and safety at your establishment?**

- |              |       |
|--------------|-------|
| Yes          | ( 1 ) |
| No           | ( 2 ) |
| ## No answer | ( 9 ) |

## ESENER-2 Master Questionnaire

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*[Asked to all]*

**Q453**

**May we or the European Agency for Safety and Health at Work contact you again later if we should have any additional questions for a follow-up study based on your answers in this survey?**

- |                    |       |
|--------------------|-------|
| Yes, agrees        | ( 1 ) |
| No, does not agree | ( 2 ) |
| ## No answer       | ( 9 ) |

*[If Q453 = 1]*

**Q454**

**In order to re-contact you for this purpose, can I ask your name, email address and direct phone number please?**

Full name: \_\_\_\_\_ ( 1 )

Email address: \_\_\_\_\_ ( 2 )

Direct phone number: \_\_\_\_\_ ( 3 )

## Refuses to provide this information ( 9 )

## ESENER-2 Master Questionnaire

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*[If Q053b=2 or Q054b=2]*

**Q601**

As mentioned in the beginning, it is very important for the survey to conduct interviews at different sites of multi-site organisations. These are unfortunately not listed in any suitable address register.

*[If Q051 > 2]* May I ask you again whether you could give us the telephone number of the subsidiary with 5 or more employees that - within { {country}} is located farthest away from your site so that we can contact it afterwards for an additional interview?

*[If Q051 = 2]* May I ask you again whether you could give us the telephone number of the subsidiary with 5 or more employees so that we can contact it afterwards for an additional interview?

- |  |       |                 |
|--|-------|-----------------|
| ## Information about additional respondent obtained  | ( 1 ) | go to Q081_adr1 |
| ## Refused because health and safety situation is the same in all establishments of the organisation | ( 8 ) | go to END7      |
| ## Refused   | ( 9 ) | go to END7      |

**END7**

I understand that you do not want us to conduct a second interview in this organisation.

*[Read out to all]*

Thank you very much for your cooperation.

**END of the interview.**

*[If screening country with take-up of additional address]*

**Q602**

*Interviewer: If in the course of the interview the respondent withdrew his/her allowance to contact a further establishment of this organisation, this needs to be recorded here so that the address can be deleted.*

- |  |       |
|--|-------|
| ## It is still OK to contact the other site. | ( 1 ) |
| ## Allowance was explicitly withdrawn        | ( 9 ) |