



ERGOHAIR – Workshop 1. Development and promotion of a healthy and safe working environment through the design of ergonomic workplaces and work processes in the hairdressing sector

“Improving OSH in micro and small companies / hairdressing salons”

Lorenzo Munar, EU-OSHA



European Agency
for Safety and Health
at Work



The Presentation

- **The EU - OSH / policy context**
- **The SESAME project**
 - Micro and Small companies and OSH
 - Focus on what works (success factors) when trying to improve things among MSEs
- **EU-OSHA´ s MSDs overview project – 2018/2020**
- **Healthy Workplaces Campaign 2020/21 on MSDs**
- **EU-AGENCY support to the hairdressing sector:**
 - OiRA promotion plans (to allocate resources to promote the OiRA tools hairdressing)
 - Support your current project (give visibility to your project,)
- **Examples of OSH Resources for the sector**



1. The EU OSH / Policy context

- **98.8% enterprises in the European Union are micro and small (1-49 workers)**
 - Nearly 50% of workforce
- **EU Strategic Framework on Health and Safety at Work 2014-2020 defines MSDs as one of the main challenges to address**
- **Safer and Healthier Work for All - Modernisation of the EU Occupational Safety and Health Legislation Policy (2017)**

Top Three Occupational Safety and Health Actions

1) Stepping up the fight against occupational cancer through legislative proposals accompanied by increased guidance and awareness-raising;

2) Helping businesses, in particular micro-enterprises and SMEs, comply with occupational safety and health rules;

3) Cooperating with Member States and social partners to remove or update outdated rules and to refocus efforts on ensuring better and broader protection, compliance and enforcement on the ground.

1. Helping businesses, in particular microenterprises and SMEs, comply with OSH rules

- Focus on micro and small enterprises;
- Practical guidance for employers published with the Communication;
- Practical guides and tools (with EU-OSHA), including further development of OiRA, including a call on Member States;
- Identify good practices with help of Member States;
- Helping business cover rapidly increasing OSH risks and of growing concern
 - Psychosocial risks,
 - MSDs,
 - Diversity-sensitive risk assessments (ageing, gender)

2. The SESAME project. Micro and Small companies and OSH

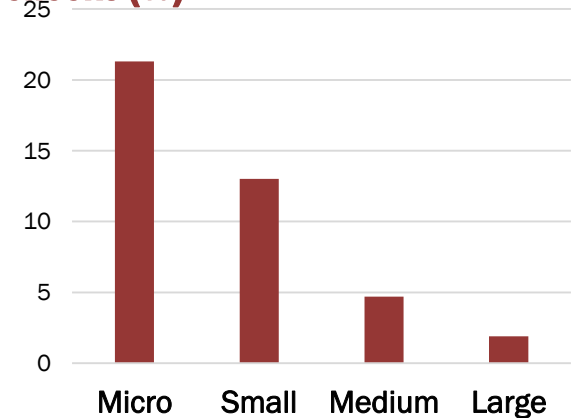
➤ Different needs and motivation:

1. **Avoiders** *'Accidents are stupid coincidences which are very difficult to foresee'*
2. **Reactors** *'Risk assessment is not what we really like doing in our jobs, but it has to be done'*
3. **Learners** *'I know the knowledge is out there, I just have to find it'*

➤ Many managers and workers:

- Follow reactive approach and rely on 'common sense'
- Perceive risks as 'part of the job', underestimate health risks
- Believe in individual responsibility for OSH

Lack of risk assessment or other checks (%)

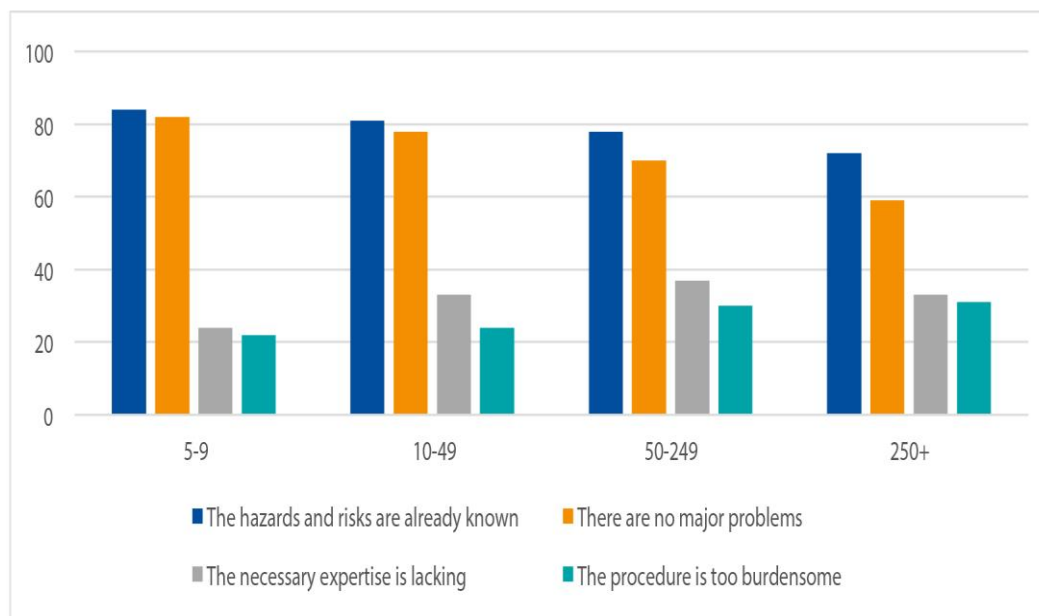


SESAME project – Phase 2: Qualitative in-depth interviews with MSEs (160 case studies across 9 countries)

REPORT: *'OSH in micro and small enterprises in the EU: a view from the workplace'* (EU-OSHA, in preparation)

2. Micro and Small companies and OSH (ESENER)

Figure 6. Reasons why workplace risk assessments are not carried out regularly, by establishment size (% establishments, EU-28)



Base: establishments in the EU-28 that do not carry out risk assessments regularly.

2. The SESAME project. Micro and Small companies and OSH

- **One key reason for many MSEs having a reactive approach to OSH is (at least partly) their poor knowledge on OSH and OSH requirements, as shown by the findings from workplace interviews;**
- **Increasing MSEs awareness of OSH is essential to improve OSH in MSEs;**
- **However, even with knowledge, there is no guarantee that the MSEs will act;**
- **Providing information / training is not an end in itself, but aims to increase awareness, which subsequently may increase motivation for making OSH improvements.**

2. The SESAME project. Focus on what works (success factors) when trying to improve things among MSEs

- **Actions by Authorities (Inspection Campaigns)**
 - Supporting a reactive strategy, which is common among MSEs
- **Recommendation by authorities, endorsed by the social partners**
 - Recommendation by authorities as a way of complying with regulatory demands
- **Direct, face-to-face interaction**
- **Solutions to concrete problems**
 - Good practice, concrete technical and organisational advice on measures to improve OSH
- **Use of IT to provide advice, guidance**
 - Faster and easier than making a RA and deciding on control measures without any support

2. The SESAME project. Focus on what works (success factors) when trying to improve things among MSEs

- **Simple, free of charge, less “risk of being in trouble” when using a tool validated by the authorities (provided that they have been properly used)**

- **E-tools (OiRA) seem to work well in combination with:**
 - Awareness of the problems
 - Some kind of personal support
 - OSH training

- **Sectoral approach** so relevant and easily understandable

2. The SESAME project. Focus on what works (success factors) when trying to improve things among MSEs

➤ Coordinated approaches including:

- Information, increasing awareness, training actions, practical tools (like OiRA);
- Many OSH and non OSH actors

➤ Key success factors for non-OSH intermediaries:

- Making use of an existing network and a stakeholder with high legitimacy;
- MSEs appreciate “one-stop-shop” (one advisor for everything);
- Non-OSH advisor has a good knowledge of the sector;
- Advisors can also transfer experiences and solutions to problems between companies;
- Provide face-to-face contact and practical ‘real-world’ advice.

3. EU – OSHA´s MSDs project 2018 – 2020. Objectives

An OSH overview on MSD will be carried out in order to:

1. Encourage **more and better-targeted policy instruments at EU and national level** by providing a better picture of the prevalence and costs of MSD in Europe
2. Contribute to improving the **prevention of MSD**, as well as the **management of chronic MSDs**, in European workplaces by raising awareness and by identifying and disseminating good practice among national authorities, employers and sector-level organisations in particular.
3. Stimulate and support measures at national level among policy-makers and OSH intermediaries designed to **improve preventive action at the workplace** through the identification and sharing of successful initiatives
4. Promote greater success in the sustainable **reintegration of workers with MSD** by identifying successful schemes and workplace measures
5. Identify **research priorities and improve understanding of underlying causes of MSD** through a targeted analysis of research and data

4. Healthy Workplace Campaign 2020 / 2021 on MSDs.

Objectives (still to be validated)

1. Raising awareness of the **importance and relevance of managing MSDs** in many European workplaces by providing facts and figures on the exposure to / impact of MSDs.
2. Preventing exposure to factors giving rise to work-related MSDs is important for the **sustainability of work in the context of the ageing workforce**
3. Improving knowledge about new and emerging risks in the area of MSDs: prolonged sitting; prolonged standing; multiple exposures. Factors which seem to increase the risk of MSDs when they occur in combination with MSD factors, such as stress.
4. **Identifying and disseminating MSDs resources:** good practice, checklist, tools, guidance, audio visual material (to help manage companies to manage MSDs) .
5. **Targeting groups of workers / sectors in which the prevalence of MSDs is critical** (by improving knowledge / through the “campaign partners”)
6. **Improving awareness of policy developments / interesting initiatives / schemes** (by providing an overview of the existing framework and existing guidance).
7. **Contributing to the improvement of the reintegration of workers with MSDs** (early intervention, back to work protocols / initiatives, good practice cases)
8. Involving in the campaign the public health sector (and related NGS, networks,...).

MSDs products / outcomes

- **Several reports**
 - Facts and Figures
 - New & emerging risks in relation to MSDs
 - OSH policies, strategies, programmes, actions and initiatives on MSDs
 - Working with MSDs / pain
 - Prolonged static postures (sitting/standing) and lower limb disorders
 - Diversity of the workforce and MSDs
 - Participatory ergonomics
 - Psychosocial risk factors and MSDs
- **Campaign Info sheets (+ info sheets related to some of the reports)**
- **Infographics**
- **Pictograms**
- **MSDs database (including resources like audio-visual material, good practice, tools, guides, ...)**
- **OSH Wiki articles**
- **Workshops + Final conference (related Seminar Online Surveys)**

5. EU-AGENCY support to the hairdressing sector



OiRA in the sector

✓ 12 tools published:

- Belgium (BE & NL);
- Cyprus (EL);
- Czechia (CZ);
- EU Level (EN);
- Greece (EL)
- Iceland (IS);
- Latvia (LV) : Beauty salons
- Portugal (PT)
- Slovenia (SL);
- Spain (ES & Catalan);



See full list [here](#)

5. EU-AGENCY support to the hairdressing sector

- **OiRA Hairdressing dissemination project**
 - Development 1 infographic + 1 video with you
 - Involvement of national OiRA partners

OiRA OiRA Tool in the Hairdressing Sector

The Tool

- 12 TOOLS PUBLISHED ACROSS EUROPE
- PILOT PROJECT IN LATVIA
- TAILORED PROMOTIONAL MATERIALS AVAILABLE

The Sector

MAIN OCCUPATIONAL SAFETY AND HEALTH RISKS

- Ergonomic factors
- Hazardous substances
- Biological factors
- Physical factors
- Electrical risks
- Slips, trips and falls
- Burns and cuts
- Fire risks
- Psychosocial risks

OiRA (Online Interactive Risk Assessment) is a free web-based platform solution put at the disposal of micro and small enterprises (MSEs) to help them assess and manage occupational safety and health risks in a wide range of sectors.

More than one million people employed across 400,000 hairdressing salons in Europe (and self-employed workers);
• Around 250 million potential customers received by sector;
• Gender (over 80% women), age (about 80% under 30) and demographic (migrant dominated sector) dimensions.

More information at <https://oiraproject.eu>

Video - OiRA tools for the live performance

YouTube ES Search

User account - Safety and health at work - EU-OSHA
<https://osha.europa.eu/en/user/login?destination=admin/content/events>

WHAT COULD POSSIBLY GO WRONG?

0:06 / 1:09

OiRA Tools for the Live Performance Sector

EUOSHA

Subscribe 1,944

1,373 views

Tailored promotional materials



Tailored promotional materials

All promotional materials are available in the OiRA private zone

Icons

✓ Examples



Tailored promotional materials

Web banners: Sectoral Level

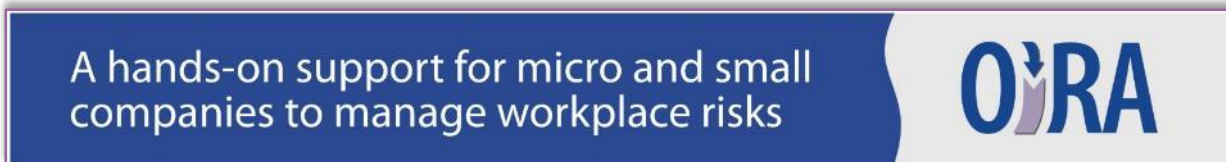
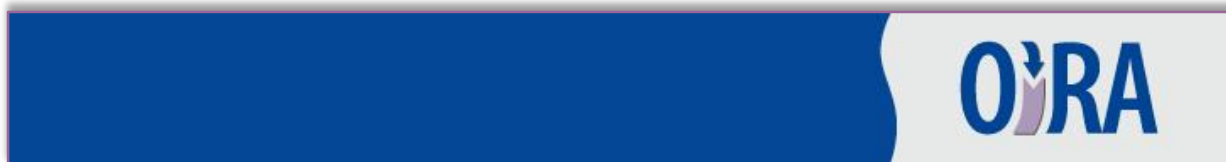
✓ Examples



Tailored promotional materials

Web banners: National Level

✓ Examples



Tailored promotional materials

Social Media: Twitter and Facebook posts ready to use (EU level)

✓ Examples



To present a new OIRA update	
	To date, [number] #OIRAtools published, [number] sectors & [number] countries covered, [number] #RiskAssessments done ³⁵ . Join us! http://bit.ly/2k7fQMm
Full link	https://oiraproject.eu/sites/default/files/OIRA update - February 2017.ppt
Suggestions of tags/mentions	@EU_EASME ³⁶ , @EEN_EU ³⁷ , @EU_Social ³⁸ , @EESC_SOC ³⁹ , @UEAPME ⁴⁰ , @etic_ces ⁴¹ , @EU_CoR ⁴² , etc.
Illustration	Preview of latest OIRA in numbers infographics developed as part of the Communication toolkit (<i>only if figures coincide at that moment</i>).
Momentum	Upon launching of a new monthly OIRA update.
	To date, [number] #OIRAtools have been published, [number] sectors have been covered, [number] countries have been involved, and [number] #RiskAssessments have been carried out ⁴³ . Check which sectors and countries are covered & join the Community! http://bit.ly/2rjmLRR
Full link	https://oiraproject.eu/en/what-is-new
Suggestions of tags/mentions	@EnterpriseEuropeNetworkEU ⁴⁴ , @socialeurope ⁴⁵ , @EuropeanEconomicAndSocialCommittee, @UEAPME ⁴⁶ , @ETUCCES ⁴⁷ , @European.Committee.of.the.Regions ⁴⁸ , etc.
Illustration	Preview of a OIRA in numbers infographics developed as part of the Communication toolkit.
Momentum	Upon launching of a new monthly OIRA update.

To present a new finalised OIRA tool	
	New #riskassessment tool for [name of the sector as a hashtag + word "sector" if necessary] is out! With #OIRAtools solutions to risks at work exist [Link to the new tool shortened using bit.ly]
Full link	Link to the new tool shortened using bit.ly
Suggestions of tags/mentions	Tag to OIRA community partner(s) that helped develop the tool, e.g. @pearleurope ⁴⁹ Accounts of European sectoral member of UEAPME (if exists), etc.
Illustration	Icon developed as a part of the Communication toolkit for the specific sector, or corresponding meta-sector icon.
Momentum	Upon launching of a new OIRA tool.
	New #riskassessment tool for [name of the sector as a hashtag + word "sector" if necessary] has been released! Companies in the sector in [name of the country of the tool or 'Europe' if generic] can start using it to assess safety and health risks in their workplaces. With #OIRAtools solutions to risks at work exist. See [Link to the new tool shortened using bit.ly]
Full link	Link to the new tool shortened using bit.ly
Suggestions of tags/mentions	Tag to OIRA community partner that helped develop the tool (if they have a Facebook account). Accounts of European sectoral member of UEAPME (if exists), etc.
Illustration	Icon developed as a part of the Communication toolkit for the specific sector.
Momentum	Upon launching of a new OIRA tool.

Tailored promotional materials

Social Media: Twitter and Facebook posts for sectoral level

✓ Examples  

To highlight main risks for the sector

Hairdressing



Did you know that hairdressers may suffer from musculoskeletal disorders and skin diseases? #OiRAtools help manage specific safety and health risks in the hairdressing sector by offering a free online tailored #riskassessment guide. Learn how to prevent ill health and accidents in the workplace: <http://bit.ly/2tpCe3o>

Hairdressing



Hairdressers may suffer from musculoskeletal disorders & skin diseases. #OiRAtools can minimize the risk <http://bit.ly/2tpCe3o>

5. EU-AGENCY support to the hairdressing sector

Support your current project ERGOHAIR

- **To give visibility to your project / workshops / outcomes**
- **To contribute to the dissemination of the outcomes of the project**
 - Through our website / promotion channels (social media, ...)
 - In the framework of the MSDs overview project we could...
 - include the outcomes in the MSDs database?
 - mention your studies in our reports?
 - publish some of your outcomes as OSHwiki articles?
- **Something else?**

6. Examples of OSH Resources for the sector

15' Coach L'Oréal Pro - Description

<https://itunes.apple.com/us/app/15-coach-lor%C3%A9al-pro/id1106342234?mt=8>

15' Coach L'Oréal Pro on the App Store

https://itunes.apple.com/us/app/15-coach-loréal-pro/id1106342234?mt=8

Search



15' Coach L'Oréal Pro

[View More by This Developer](#)

By L'Oreal

This app is only available on the App Store for iOS devices.



Description

Fight musculoskeletal disorders (MSDs) in only 15 minutes per day! Follow simple advice, especially designed for all hairdressers whether in a salon or at home, to prevent these conditions. Warming up, stretching and a good posture will ease your pain and protect your health.

[L'Oreal Web Site](#) [15' Coach L'Oréal Pro Support](#)

[...More](#)

What's New in Version 1.1.2

Updates, new languages

Free

Category: [Health & Fitness](#)

Updated: Feb 28, 2017

Version: 1.1.2

Size: 84.4 MB

Languages: English, French, German, Italian, Portuguese, Russian, Simplified Chinese, Spanish

Seller: L'Oreal

© 2016–2017, L'Oreal SA

Rated 4+

Compatibility: Requires iOS 9.0 or later. Compatible with iPhone, iPad, and iPod touch.

Customer Ratings

This application hasn't received enough ratings to display a summary.

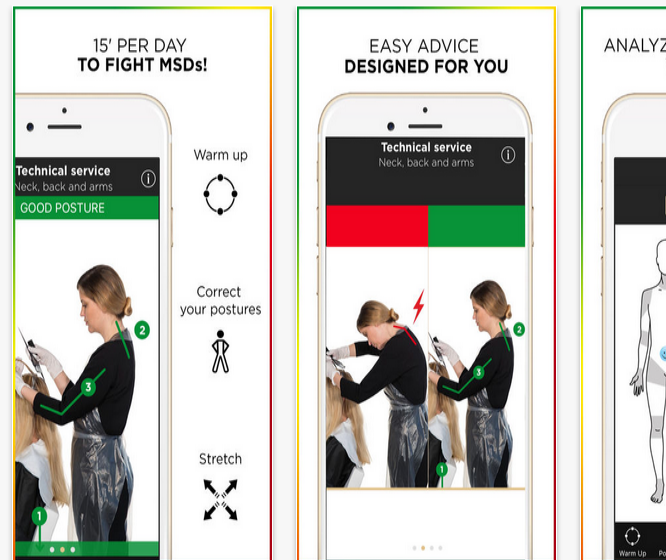
More iPhone Apps by L'Oreal



[DiaLight-Richesse L'Oréal Prof...](#)



iPhone Screenshots



15' Coach L'Oréal Pro - Description

Fight MSDs in only 15 minutes per day! Follow simple advice, especially designed for all hairdressers whether in a salon or at home, to prevent these conditions. Warming up, stretching and a good posture will ease your pain and protect your health.

SAY NO TO PAIN

MSDs are problems affecting muscles, tendons, nerves and joints. They are responsible for:

- **about 3 out of 4 professional diseases among hairdressers***
- **loss of earnings due to sick leave***
- **early retirement***

***Source: Health Care Insurance Fund, 2014**

FOLLOW OUR EXERCISES TO EASE YOUR PAIN

Your personal coach will design a tailor-made programme with daily exercises to warm up muscles before your activities and stretch them at the end of the day. 15 minutes a day are enough:

- **5 minutes to warm-up the body ready for activity**
- **5 minutes to adopt good posture**
- **5 minutes of stretching to relax the muscles**

PERSONALIZED ADVICE

Analyse your posture and correct it by adopting the right gestures. A good posture during a shampoo, a cut, a styling or a technical application will help you prevent MSDs.

Dangerous Substances e-tool



European Agency
for Safety and Health
at Work



Healthy
Workplaces
MANAGE
DANGEROUS
SUBSTANCES



DANGEROUS SUBSTANCES E-TOOL | ABOUT THE DANGEROUS SUBSTANCES E-TOOL | GLOSSARY | CONTACT US & FAQS

Find and reduce the safety and health hazards from dangerous substances and chemical products at the workplaces in your company.

You can decide to start with a very short questionnaire (Quick Start) with seven questions or immediately start with a more detailed questionnaire of 36 questions. (My Chemical Guide). If you use the long questionnaire you can save your answers and continue later. You will also be able to print a report including your answers, a checklist about To-Do's and recommendations for good practices and measures.

QUICK START

7 Questions

Seven questions will prompt you to answers about your current practices with dangerous substances and chemical products. If improvements are needed, you immediately get tips and advice on what you need to do and how you can do it as easily and efficiently as possible.

When you're done with the seven questions, you can also continue with the longer questionnaire. This will help you with a more accurate analysis of the rules applicable to the chemical products and dangerous substances. You will also receive tips and advice tailored to your company regarding procedures for safe chemical handling and good practice measures.



MY CHEMICAL GUIDE

Up to 36 Questions

The long questionnaire will help you with a more accurate analysis of your current situation related to chemical products and dangerous substances. You will also receive a report containing your answers, To-Do's, recommendations and advice. In this report the advice is tailored to the needs of your company or work places based on your responses. You will be informed about procedures and good practice measures that help you to create a good and safe chemical work environment.



Two options:
Quick start
with seven
questions
Longer
version with
36 questions

Limitation to OSH
legislation
with few very
limited info
about other
aspects such
as waste from
dangerous
substances,
environmental
risks of DS,
transport
regulations
and REACH



Dangerous Substances e-tool

Three chapters:

1. Use, handling and storage of dangerous substances
2. Your current practices and routines
3. Your measures

Healthy Workplaces

European Agency for Safety and Health at Work

Healthy Workplaces
MANAGE
DANGEROUS
SUBSTANCES

DANGEROUS SUBSTANCES E-TOOL | ABOUT THE DANGEROUS SUBSTANCES E-TOOL | GLOSSARY | CONTACT US & FAQs

All Questions

1. Use, handling and storage of dangerous substances

2. Your current practices and routines

3. Your measures

Legend:

- answered
- not answered
- skipped

> Summary

> Save and continue later

> View the checklist

> View the Recommendations

1. Use, handling and storage of dangerous substances

Hazard pictograms

Do you use, handle or store some chemical products or chemical substances at your work place which are labelled with one or more so-called hazard pictograms (black and white in a red frame), or with one or more of the previous hazard pictograms in orange in colour?

Current hazard pictograms

Former hazard pictograms that might also be on chemical products that have been purchased a while ago, look like this:

Previous hazard symbols


Yes
 No

Progress summary

0 answered
0 skipped

Comments

NEXT

All Questions 

1. Use, handling and storage of dangerous substances

- Hazard pictograms
- Products with fire or explosion risks
- Specific chemical products and dangerous substances

2. Your current practices and routines


3. Your measures

Legend:

- answered
- not answered
- skipped

> Summary

 > Save and continue later

 > View the checklist

 > View the Recommendations

1. Use, handling and storage of dangerous substances

Specific chemical products and dangerous substances

Tick boxes for the chemical products and for such substances which you handle, use or generate in your company

Choose all that apply

- Substances which are carcinogenic or mutagenic or reprotoxic
- Sensitising substances
- Lead
- Asbestos
- Anaesthetic gases
- Cytostatics or any other medical product which may cause adverse effects
- Curing adhesives, paints or other material containing isocyanates/polyurethane, epoxy, acrylates or cyanoacrylate
- Dust containing quartz, e.g. from streets, stone or concrete
- Mineral wool, e.g. glass wool, rock wool, or glass fibre
- Refractory fibres, special fibres or crystalline fibres
- Pesticides
- Any other dangerous substance that is not covered
- Specific national regulations 1
- Specific national regulations 2
- Specific national regulations 3
- We use none of this

Comments

Progress summary

2 answered
0 skipped



Occupational health and safety in the hairdressing sector

Occupational health and safety in the hairdressing sector

E-FACTS 34

Risk assessment for Hairdressers

Summary

Following a brief introduction to the hairdressing sector and occupational health and safety in this sector, this article provides authors on how to do a risk assessment and how to use it. Overall, it contains a brief overview to help identify the hazards in the sector, the importance of assessing conditions and methods of prevention measures. It also contains the official questionnaire used at the specific research. It can be used as a reference, to show the importance of identifying hazards and taking the appropriate preventive measures. Finally, sources of further information are provided at the end of the article.

Introduction to the hairdressing sector

There are approximately 100,000 hairdressing businesses and 400,000 hairdressers in Europe [1]. The hairdressing sector is a typical SME sector, and most salons are independent businesses. It is one of the most active (in terms of turnover) of large retail shops, by some countries – in particular the Netherlands, Switzerland and Germany – a significant number of businesses carry out retail business of fabric or of a clothing. The number of employees in the sector is estimated to be around 100,000. There are 10% of them who are formally self-employed and 90% are based in France and the United Kingdom. About 80% of hairdressers work full-time. The employment turnover is relatively high [1].

Occupational risk exposure to various occupational health risks, such as use of toxic substances from hair, very dry and cold working conditions, and relatively young staff. Consequently, improving the working conditions of hairdressers is a high priority.

Introduction to the health and safety risks of hairdressers

Physical load and ergonomics

The number of hairdressers reporting with neck or regular musculoskeletal symptoms is estimated to be around 40% for neck aches/pains, 30% and shoulder complaints and 10% for back aches/pains [2]. The high prevalence of musculoskeletal complaints is caused by the long periods of standing, long and repetitive work patterns, limited movements of the torso and legs [2]. In many of these tasks, hairdressers work for prolonged periods, with elevated arms, bent back and poor posture. In addition, hairdressers are often exposed to high noise and vibration levels from hairdryers, in washing, bleaching and dyeing.

OiRA CASE STUDY

At the cutting edge of risk assessment
The development of the OiRA Online tool for the hairdressing sector by the Department of Labour Inspection (Gyűjtőintézmény) of the hairdressers' Association



The OiRA Online tool for the hairdressing sector is a free, user-friendly, and easy-to-use risk assessment tool. It is designed to help hairdressers identify and assess the risks in their workplaces. The tool is available in multiple languages and can be used by hairdressers of all levels of experience. It is a valuable resource for hairdressers who want to improve the safety and health of their employees and themselves.

E-fact 34 - Risk assessment for Hairdressers

OiRA - Case study: At the cutting edge of risk assessment

To learn more about risk assessment tools visit our OiRA website at <https://oiraproject.eu/en>

Explore and use all the OiRA tools available at <https://oiraproject.eu/en/oiratools>

Please spread the news and share our tools using the hashtag [#OiRAtools](#)

Thank you!
OiRA Team – EU-OSHA