

## DENMARK. INSPECTION ACTIVITIES

Title of the inspection activities: **Implementation of virtual meetings in OSH-inspections**

Duration of the inspection activities: **The project started in the fall of 2022, and is continuing indefinitely**

Aim of the inspection activities: **The aim is to change the method of inspection, so that inspections-meetings that do not require a physical presence can instead be virtual**

Scope of the inspection activities: **The project have three phases. In the first phase, a few chosen inspectors experimented with virtual meetings, laying the ground for the principles for when to convert a physical meeting to a virtual one. In the second phase, the project was implemented to one of the four groups of inspectors, laying the foundation for the project to be implemented for all inspectors in the third phase. The final phase is still in an early stage, why the questionnaire will mainly focus on the first two phases. There was conducted a thorough evaluation of the second phase, which is the one referred to in the questionnaire**

Sector covered by inspections: **The two first phases of the project has unfolded in one of the four section of inspectors, who only inspect certain branches of business. The group was chosen because this group's branches of businesses was thought to be most accustomed to use virtual meetings in their own line of work. Further, the group of inspectors were most experienced with using virtual meetings as a part of inspection (due to COVID) and the group's line of inspections were thought to hold the most potential physical meetings that could be converted to virtual meetings**

The number of labour inspectors involved in implementing the inspection activities: **In the first phase, only three inspectors were involved in the project. In the second phase, 77 inspectors were involved, and in the next and third phase, all inspectors will be involved**

The number of persons involved in supervising the implementation of the inspection activities (including development of inspection documents and summarizing results of inspections): **3-4 persons in the Working Environment Advisory Center in the Danish Working Environment Authority (DWEA)**

Short summary of the outcome of the inspection activities: **The project of implementation of virtual meetings in inspection activities is a change of method in inspection in order to make inspections more efficient, and thereby improving more occupational health and safety for the same means. Further, the project was initiated to both accommodate the subjects of inspection with more flexibility, modernise the inspections activities for today and the future and to get the best and most efficient Danish Working Environment Authority**

**The focus of the project is to replace all physical meetings as a part of an inspection with virtual ones, when it complies with the set criteria. These principles read: 1. The setting of the meeting**

**must correspond to a physical meeting in a meeting room at the company. 2. It must be possible to uncover the essentials and detect violations virtually. 3. The meeting will typically be part of an inspection, but can constitute a full special inspection in the case of notified inspections.**

No.	question	yes/no	comment
<b>Inspection activity</b>			
<b>A. Selecting priority areas for inspection</b>			
1.	What sources of information did you use in selecting the priority area for inspection?		<input checked="" type="checkbox"/> others (please specify) <b>Inspectorate's internal database on inspection activities and the inspectors sector specific knowledge.</b>
2.	What was the main reason for selecting the inspection priority area?		<input checked="" type="checkbox"/> stakeholders' expectations <input checked="" type="checkbox"/> others (please specify) <b>The project was initiated to both accommodate the subjects of inspection with more flexibility, modernise our inspections activities for today and the future and to get the best and most efficient Danish Working Environment Authority.</b>
3.	What was defined as priority area?		<input checked="" type="checkbox"/> others (please specify) <b>The focus of the project is to replace all physical meetings as a part of an inspection with virtual ones where it is possible to uphold the same inspection standard as usual and where it is both a practical and technical advantage for either DWEA or the company to do so. In the beginning of the project, the focus was solely on those sectors where there was thought to be the most potential. However, the project is expanding to every sector, where virtual meetings should replace physical meetings, when it complies with the set criteria.</b>
4.	What was the predominant aim of workplace inspections?		<input checked="" type="checkbox"/> others (please specify) <b>The aim was to change the inspection form, from physical to virtual where it proves</b>

			<b>advantageous for the company or/and DWEA.</b>
5.	How did you determine the number of entities to be inspected?		<input checked="" type="checkbox"/> other criteria (please specify) <b>So far, there have been no determination of the number of physical meetings that have to be converted to virtual ones in the project. Instead all meetings that live up to the set criteria should be converted.</b>
6.	What was taken into consideration when determining the number of inspections to be carried out by individual field offices (regions):		<input checked="" type="checkbox"/> others (please specify) <b>There was no specific number of inspections.</b>
7.	Were IT tools used to identify the priority area in the described inspection campaign?		- A brief description of IT tools <b>DWEA's internal database of inspections</b> - what data was analysed to determine the priority area? The type of data: <b>DWEA's internal data of inspections (to assess the potential of the number of meetings that could be converted).</b>
8.	Were IT tools used to identify the target group of inspected entities in the described inspection campaign?	No	
<b>B. Determining the time span of inspection activities</b>			
9.	How was the breakdown of inspections planned? Were the inspections carried out:		
a)	evenly throughout the whole period of the planned activities	No	<b>In the three described phases.</b>
b)	as a series of intensified inspections in predetermined short periods of time	Yes	<input checked="" type="checkbox"/> three inspection periods during the campaign;
10.	What was the average duration of a workplace visit conducted in the framework of the programme implementation (the time it took to		<input checked="" type="checkbox"/> within one day, between 2 and 4 hours;

	complete inspection activities at an individual establishment)?		
11.	What was the average duration of the activities carried out in the office of the labour inspectorate (excluding the penal and administrative sanctions)?		<input checked="" type="checkbox"/> within one day, between 2 and 4 hours;
<b>C. Selecting establishments for inspection.</b>			
12.	What criteria were used when selecting establishments for inspection?		<input checked="" type="checkbox"/> personal knowledge of labour inspectors who supervise particular workplaces (groups of workplaces) <input checked="" type="checkbox"/> sectoral criterion <input checked="" type="checkbox"/> others (please specify) <b>It have to be possible to convert the physical meeting to a virtual one while upholding the same inspection standard as usual.</b>
13.	What sources of information were used when selecting establishments for inspection?		<input checked="" type="checkbox"/> inspectorate's own database <input checked="" type="checkbox"/> labour inspectors' knowledge of workplaces
<b>D. Provision of staff for carrying out inspections</b>			
15.	What group of inspectors was involved in the inspection activities?		<input checked="" type="checkbox"/> other (please specify). <b>In the first phase of the project, less than 10% of the inspectors were a part of the project. In the second phase, it was between 10% and 30% and in the forthcoming third phase, all inspectors will be made a part of the project.</b>
16.	How were inspectors prepared for the inspection activities (additional training)?		<input checked="" type="checkbox"/> central-level training was provided for a group of leaders, whose task was to train inspectors at a regional level;
17.	Were IT tools used to prepare labour inspectors to carry out activities	Yes	- A brief description of IT tools <b>Skype for business.</b>

	within the described inspection campaign?		- what scope of knowledge and/or skills did labour inspectors acquire using the indicated IT tools? <b>How to carry out a virtual meeting as a part of an inspection.</b>
18.	What materials were at the inspectors' disposal during the activities?		<input checked="" type="checkbox"/> the rationale of the inspection activities; <input checked="" type="checkbox"/> description of the ways in which to implement the activities (tasks to be completed); <input checked="" type="checkbox"/> information about the rules of programme evaluation; <input checked="" type="checkbox"/> description of the reporting requirements; <input checked="" type="checkbox"/> manuals of good practice regarding the issues covered by the inspection activities; <input checked="" type="checkbox"/> promotional and communication materials for employers;
19.	Did labour inspectors use IT tools when carrying out activities within the described inspection campaign?	Yes	- A brief description of IT tools: <b>Skype for business and exceptionally other virtual platforms.</b> - IT tools were used : <input checked="" type="checkbox"/> when performing inspection activities during the inspection - how did they support the labour inspector in (a short description): - performing inspection activities? <b>The meeting was held though the virtual platform.</b>
<b>E. Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.</b>			
20.	Can other regulators, institutions, authorities for labour protection and social partners submit their proposals of inspection topics to the inspectorate's plan of work?		Which regulators, institutions and authorities for labour protection can submit their proposals? <b>All can submit proposals.</b>

21.	Was the inspection activity the result of a proposal submitted by another regulator, institution, authority for labour protection or social partner?	No	
22.	Was there any cooperation between the labour inspectorate and another regulator, institution, authority for labour protection or social partner?	No	
25.	Are there any legal requirements obliging other regulators, institutions, authorities or social partners to make their data accessible to the labour inspectorate for inspection needs?		<b>Not relevant in this context.</b>
26.	Does the labour inspectorate have direct online access to information and data collected by other bodies, institutions and authorities?		<b>Not relevant in this context.</b>
<b>F. Supporting inspection activities with training provided for employers or workers (combining inspection and educational activities)</b>			
28.	Were establishments covered by inspections provided with information or training <b>prior to the commencement of the inspection task</b> ?	Yes	<p>How was it provided?</p> <p><b>The establishments covered by inspections were sent guides in both the technical and organisational aspects of a best practice in virtual meetings.</b></p> <p>What percentage of establishments selected for inspections participated in training events (or other forms of provision of information)?</p> <p><b>Ideally, all establishments covered by inspections were sent the guides, however, due to handheld administration of the project, we do not know if this has actually been the case.</b></p>
29.	Is the effectiveness of prior information or training activities	Yes	How is the effectiveness of information and training activities assessed?

	taken into account when evaluating the results of the inspections?		<p><b>Part of the evaluation of the second phase of the project (where the project was sector specific) was a questionnaire to establishments covered by inspections with questions regarding the guides.</b></p> <p>What tools are used for that purpose?</p> <p><b>An online questionnaire as well as individual qualitative interviews.</b></p>
30.	Once the <b>inspection activity is completed</b> , are representatives of inspected establishments provided with recommendations and proposed corrective measures – in the form of guidance or training – regarding the identified compliance level in establishments operating in the field covered by inspection?	No	
<b>G. Monitoring the implementation of inspection activities</b>			
31.	Was the implementation of inspection activities in any way monitored and coordinated?	Yes	<p>How many people were involved in monitoring and coordination of the inspection activity?</p> <p><b>3-4 persons in the Working Environment Advisory Center.</b></p> <p>What was the function of those persons in relation to labour inspectors who implemented the activity (fellow labour inspectors, immediate supervisors, national coordinator at the labour inspectorate's headquarters)?</p> <p><b>National coordinators at the labour inspectorate's headquarters (Working Environment Advisory Center).</b></p>
32.	What was the scope of monitoring and coordinating actions regarding the inspection activity?		<input checked="" type="checkbox"/> monitoring the implementation level of the developed quantitative plan

			<input checked="" type="checkbox"/> monitoring the implementation level of the developed qualitative plan (how?) <b>Through internal data.</b>
33.	Were IT tools used to carry out monitoring and coordination activities as part of the described inspection campaign?	Yes	If so: - A brief description of IT tools: <b>WEA own data of inspections.</b> - IT tools were used to: <input checked="" type="checkbox"/> monitoring the implementation level of the developed quantitative plan
<b>H. Communicating the information about inspection campaign and its results.</b>			
34.	Did you develop any plan to communicate the information about the inspection activities to:		
a)	stakeholders in the sector covered by the inspection activity ?	No	
b)	the general public?	No	
<b>I. Evaluating the results of the inspection activities. Evaluation methods and tools.</b>			
37.	How were the <b>results</b> of inspection campaign evaluated?		
a)	based on a checklist	No	
b)	based on the number of legal measures issued	No	
c)	based on the type of legal measures issued	No	
d)	based on the number of implemented legal measures	No	
e)	based on the type of implemented legal measures	No	
f)	other way		<b>The evaluation of the project was concerned with the number of physical meetings converted to virtual ones, which type of meetings that were converted as well as qualitative and quantitative data</b>

			<b>from both inspectors and establishments covered by inspections through questionnaires and interviews.</b>
38.	How was the information about the <b>effects</b> of inspection campaign obtained (e.g. about the elimination of irregularities, introduction of higher standards)?		
a)	information provided by the employer	Yes	<p>If so, what form did the information provided by the employer have?</p> <p><b>Participation in questionnaires and interviews.</b></p> <p>Was the information provided by employers randomly verified by labour inspectors?</p> <p><b>No</b></p> <p>What is the employer's liability for providing false information?</p> <p><b>None, as it would have no consequence for their inspection. Further, they were questioned by analysts in WEA, not inspectors, and their data was kept anonymous.</b></p> <p>What is the ratio of information provided by the employer to the overall pool of information about the effects of inspections?</p> <p><b>This information was a central part of the evaluation.</b></p>
b)	information provided by the labour inspector who conducted the next inspection at the workplace	Yes	<p>If so, what form did the information provided by the inspector have?</p> <p><b>Through qualitative interviews selected inspectors shared their experience and thoughts about the physical meetings converted to virtual ones. Also the evaluation consisted of the data the inspectors registered about the meetings.</b></p> <p>What is the ratio of information provided by the labour inspector who conducted the next</p>

			inspection at the workplace to the overall pool of information about the effects of inspections? <b>This information was a central part of the evaluation.</b>
c)	other way	No	
39.	What performance indicators were used to evaluate the effectiveness of the inspection campaign?		Please list and briefly describe the indicators: <b>The evaluation were more focused on the barriers for propagation of the project.</b>
40.	Were IT tools used to assess the effectiveness of the inspection campaign?	No	
41.	How were the project <b>effects</b> evaluated?		
a)	Was any final summary evaluation of the inspection task (inspection campaign) made?	Yes	If so, what was the scope of such evaluation? <b>The evaluation of the project was concerned with the number of physical meetings converted to virtual ones, which type of meetings that were converted as well as qualitative and quantitative data from both inspectors and establishments covered by inspections through questionnaires and interviews.</b>
b)	Were partial assessments made during the inspection activity?	No	
c)	Did you prepare a formal document with evaluation of the inspection activity after its completion?	Yes	If so, was the formal evaluation document prepared by the labour inspectorate or an external evaluator? Please name the entities which conducted such external evaluation. <b>Internal evaluator.</b> If so, what aspects of the evaluation were included in the formal document? (Please specify and describe the evaluation shortly).

			<p><b>All the described elements: The evaluation of the project was concerned with the number of physical meetings converted to virtual ones, which type of meetings that were converted as well as qualitative and quantitative data from both inspectors and establishments covered by inspections through questionnaires and interviews.</b></p> <p>How were the report conclusions disseminated?</p> <p><b>The evaluation was only shared internally in DWEA, and was presented to the executive board and a number of relevant leaders.</b></p>
42.	How was the final document utilized in practice?		<p><b>The evaluation (of the second phase of the project) was presented to relevant leaders and the executive board, in order to decide the scope and method of implementation of the third phase, where it is to be implemented for all inspectors.</b></p>