







Programme of Work

2020



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01 Foreword



This is the second year for implementation of our strategy for the period 2019-2021 and this published document connects some of our key programme activities to the relevant strategy goals. Our mandate is wide and varied with many tasks assigned through the legislation governing our regulatory and accreditation roles.

This means that there is a significant amount of our work that we regard as business as usual and we have not specifically listed these items in this document, but regular and detailed progress reports will be made throughout the year to the Board of the Authority and the Department of Business, Enterprise and Innovation.

In 2019 we took the opportunity to look back and evaluate our programmes, our structure and our business intelligence gathering. In 2020, we will be building on this evaluation across all our mandates. In occupational health and safety, we continue to focus on the three priority sectors of construction, agriculture and health and social care. However, we will also be targeting actions in other sectors including docks, transport, wholesale and retail, based on evidence coming to the fore in 2020 showing increased fatalities and incidents arising.

This year the UK is expected to leave the European Union on 31 January. As a result of this change, we will be increasing our activities in market surveillance of products coming into Ireland to ensure full compliance with all EU regulations within our mandate. We will also be actively engaging in EU decision-making to ensure that Irish interests continue to be met.

We will contribute to the Government's Future Jobs Ireland initiative and build on our 2019 research and engagements in relation to the challenges and opportunities arising from how work will be positioned in the future, and how employees and employers will need to adapt.

We will continue to promote and advance the benefits of accreditation to companies, enterprises and regulators alike. We will publish our national accreditation strategy taking into account outcomes from the governance review of the Irish National Accreditation Board (INAB) completed in 2019.

The staff of the Authority and our organisational structure are essential to our effective operation and to the realisation of our mission and vision. We will continue to review our operating model to determine the best use of our resources and our expertise and to update our technology systems to ensure that they continue to be future-proofed, secure and robust.

Finally, in 2020, we will also welcome several new members to the Board of the Authority and we will be working to ensure a seamless transition and structured induction so they can work with us, the Minister and the Department of Business, Enterprise and Innovation, to deliver on our strategy and this programme of work.

Dr. Sharon McGuinness

Chief Executive Officer



Our mission is to regulate and promote work related safety, health and welfare, market surveillance, the safe use of chemicals and products, and provide the national accreditation service.

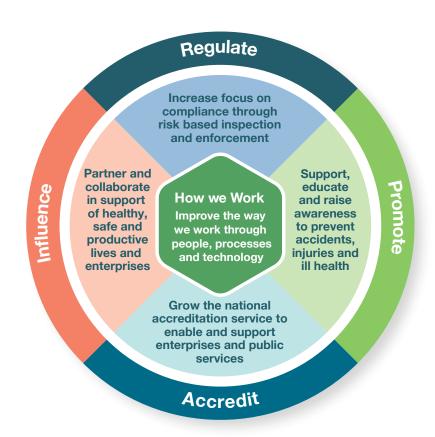
The core elements of our mandate can be summarised as follows:

- To regulate and promote the safety, health and welfare of people at work and those affected by work activities
- To promote improvement in the safety, health and welfare of people at work and those affected by work activities
- To regulate and promote the safe manufacture, use, placing on the market, trade and transport of chemicals
- To act as surveillance authority in relation to relevant single European market legislation
- To act as the national accreditation body

03 Strategy 2019-2021

Our long-term vision to enable "healthy, safe and productive lives and enterprises" will be met through our five strategic priorities:

- Increase focus on compliance through risk based inspection and enforcement (Regulate)
- Support, educate and raise awareness to prevent accidents, injuries and ill health (Promote)
- Grow the national accreditation service to enable and support enterprises and public services (Accredit)
- Partner and collaborate in support of healthy, safe and productive lives and enterprises (Influence)
- Improve the way we work through people, processes and technology (How we work)





Programme of Work 2020 04

The main elements of our programme of work in 2020 are set out below. For reasons of clarity and brevity, this outline contains only the headline items in our programme. Much of our work is governed by legislative requirements and these day-to-day functions are not detailed in this published document.

- a. **Competent and Designated Authority** functions will be met across a range of areas including machinery, lifts, Personal Protective Equipment (PPE), Carriage of Dangerous Goods by Road (ADR), Transportable Pressure Equipment (TPE), and chemicals (REACH, COMAH, CLP, Detergents, Export-Import) through provision of technical advice, approvals and inspections.
- b. **Business and Enterprise Support** will be provided through the provision of online services and tools such as BeSMART.ie, HSAlearning.ie, WorkPositive.ie and guidance and information documents. We will continue to identify how best to communicate to our stakeholders with a view to providing the right format for our target audience.
- c. **Priority sectors** for 2020 remain agriculture, construction and health and social care. We will ensure that our promotion, prevention and enforcement activities are targeted towards these sectors and the identified hazards/risks as set out below. Inspections will happen through proactive inspections or defined campaigns run throughout the year.
 - **Construction:** working at height; work related vehicle safety; occupational health
 - **Agriculture:** animal handling; working at height; work related vehicle safety
 - Health and Social Care: work related violence and aggression; manual handling; slips, trips and falls

- d. Further to the completion of the Farm Safety
 Partnership Advisory Committee evaluation in 2019, we will implement the recommendations of this evaluation in 2020 and publish our future plans for supporting and regulating agriculture. We will also implement the recommendations arising from the evaluation of our Construction Safety Partnership Advisory Committee and define future plans as appropriate.
- e. With the high levels of fatalities in Irish docks and also in the wider transport sector in 2019 and 2018, we will run campaigns addressing work related vehicle safety and load securing as well as general health and safety management. We will also look into running parallel campaigns in wholesale/retail to address similar issues given the increased warehousing of stock ahead of Brexit.

 A number of other campaigns in 2020 will also be run to address particular issues in specific sectors (for example, mines and quarries) or issues that apply across sectors such as incident reporting and psychosocial risks.
- f. **Inspections** will be proactive or driven by planned inspection campaigns. The level of inspection will be set to leave scope for the Authority to direct activities towards specific issues that arise under the three sectoral programmes or other targets.
- g. We will continue to provide a full range of supports and advice to Irish companies following the expected UK exit from the European Union. We will do this in line with Government objectives and in conjunction with agencies such as Enterprise Ireland. In Europe, we will be working with our **EU** partners in the Commission, the European Chemicals Agency (ECHA), the European Agency for Safety and Health at Work (EU-OSHA) and the remaining member states to ensure that EU decision making continues and that Irish interests are kept to the top of the agenda as the EU adapts to the new arrangements. We will continue to ensure that we make the most effective use of our resources in contributing to EU committees and working groups in the development of policies relating to OSH, chemicals and accreditation.

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With the UK no longer participating in EU meetings, we will be looking to assume a lead role in particular committees and working groups, and these will be prioritised in line with our national and strategic interests.

- h. We will publish the **national accreditation strategy** and will commence its implementation. INAB will continue to deliver on its national and European obligations as well as addressing the new and emerging areas of focus arising from, for example, Brexit and cybersecurity. We will also implement any recommendations arising from the review of INAB governance structure completed in 2019.
- We will support the Minister and the Department in the development of policy and legislative proposals relating to OSH, chemicals and dangerous substances nationally and at EU and international levels.
- j. In support of the Government's Future Jobs Ireland initiative we will review and update our guidance on employees with disabilities and provide support and advice to address occupational safety and health challenges as the world of work changes, particularly for the ageing workforce.

k. We will provide the necessary systems and processes relating to financial management, human resources, information technology, data protection and corporate governance to ensure that the Authority is managed in an effective way and makes the best use of resources to deliver on statutory mandates. We will implement our quality assurance and standards model for delivery of our OSH, chemicals and market surveillance mandates. As part of this increased focus on quality assurance and standards, we will also be implementing the first phase of our new IT system for inspections, surveillance and investigations.

Further specific actions and metrics related to each of the five strategic priorities and goals are listed below in more detail.



Strategic Priority 1: Regulate

Increase focus on compliance through risk based inspection and enforcement.

Strategic Goal

Key Actions 2020

Continue to drive increased focus on work related health and safety.

We will continue to base our inspection programme on a combination of proactive, reactive and campaign based approaches. Emphasis and activities under the inspection programme will be directed at the specific issues and hazards under the three priority sectors.

Construction: Complete an inspection programme including two inspection campaigns focused on the following risks - working at height; plant, machinery and work related vehicles; duty holders and workforce structure; occupational health and hygiene (including manual handling and chemical agent exposures).

Agriculture: Complete an inspection programme including three inspection campaigns focused on the following risks - tractors and farm vehicles; livestock handling; working at height; as well as addressing culture, behavioural change and education.

Health and Social Care: Complete an inspection programme including three inspection campaigns focused on the following risks - manual handling; slips trips and falls; work related violence and aggression.

Increase and broaden the inspection programme, focus on higher risks, less compliant and vulnerable workers.

Targeted inspection campaigns will be directed towards the following sectors/areas:

- · Mines and quarries
- Transport
- Docks and wholesale/retail warehousing: safety and health management, high risk activities associated with loading/unloading, load securing and vehicle operations
- · Chemical/biological/physical agents
- Accident reporting and psychosocial risks

Complaints and incidents arising in all sectors will be prioritised on a case-bycase basis.

A proportion of our overall inspections will involve re-visiting and inspecting companies who received enforcement notices during the period 2016-2018.



Strategic Priority 1: Regulate

Increase focus on compliance through risk based inspection and enforcement.

Strategic Goal Key Actions 2020 Act as the lead national Fulfil Competent Authority and Designated National Authority roles in competent authority on relation to the following pieces of legislation: chemicals and market • COMAH Regulations surveillance • Chemical Weapons Act REACH Regulation • Classification, Labelling and Packaging (CLP) Regulation • Detergent Regulations • Rotterdam Regulation • Transport of Dangerous Goods by Road (ADR) Regulations • Transportable Pressure Equipment (TPED) • Dangerous Substances Act (DSA) Lifts • Personal Protective Equipment (PPE) Machinery • Products for Explosive Atmospheres (ATEX) Gas Appliances · Pressure Equipment Carry out market surveillance inspection campaigns for chemicals, industrial Enforce market surveillance requirements of products sold and machinery products under the following regulations and directives: on the Irish market, including REACH those sold to consumers. • CIP Rotterdam Detergent Machinery Lifts Pressure Equipment ATEX Gas Appliances Monitor and prioritise for follow up relevant RAPEX alerts and ICSMS notifications. Participate in ECHA enforcement project (REF8) on chemical products sold online. Take proportionate enforcement Complete a programme of targeted inspections and investigations arising action to encourage and ensure from incidents reported, complaints received and market surveillance

completed.

compliance.





Strategic Priority 1: Regulate

Increase focus on compliance through risk based inspection and enforcement.

Strategic Goal

Advise and make regulatory and policy proposals to the Minister.

Key Actions 2020

Support the conclusion of the legal settlement process to introduce the following regulations which are currently with the Office of Parliamentary Counsel (OPC):

- Detergent Regulations
- Quarries Regulations
- Onshore and Offshore Regulations

Complete legislative process in respect of draft all-terrain vehicle safety regulations and submit final draft regulations to the Minister.

Complete the update of Code of Practice on Prevention and Resolution of Bullying at Work.

Develop a Code of Practice for industrial trucks [forklifts].

Commence update of Biological Agents Code of Practice and Regulations.

Support the legal settlement process to transpose updates in European legislation in the following areas:

- EU Market Surveillance and Compliance of Products
- ADR
- COMAH
- Carcinogens and Mutagens



Programme of Work 2020 – Actions and Metrics

Strategic Priority 2: Promote

Support, educate and raise awareness to prevent accidents, injuries and ill health.

Strategic Goal

Key Actions 2020

Continue to increase knowledge and understanding of how to manage work related health and welfare.

Continue to increase the uptake of tools and advice provided in BeSMART.ie and HSAlearning.ie.

Complete promotional campaigns in the three prioritised sectors to promote the safe management of the key risks identified.

Increase awareness of information, supports and guidance available on the Authority website with target audience.

Develop and roll out, together with construction industry partners, workshops for (a) designers on small projects, (b) contractors engaged in agricultural buildings, and (c) practical ergonomic risk assessment for those working in construction.

Implement recommendations of the 2018 Survey on Chemical Usage.

Participate in seminars and events organised by relevant stakeholders on OSH in health and social care.

Continue to develop innovative techniques targetting the relevant audience using the full suite of Authority communication channels including social media, website and advertising campaigns.

Increase visibility and encourage uptake of the Authority's online tools and services including BeSMART.ie, HSAlearning.ie and WorkPositive.ie.

Develop a new platform for BeSMART.ie.

Develop strategic links with representative bodies for small businesses, start-ups and sectoral representative bodies to promote and embed key business and education supports within their organisations.

Review and improve the theme, user experience and functionality of HSAlearning.ie.

Promote WorkPositive.ie on digital channels and other media.

Develop awareness campaign to increase reporting of incidents to our online incident reporting tool.

Utilise corporate communications channels to increase visibility and amplify awareness and use of online tools and services.





Strategic Priority 2: Promote

Support, educate and raise awareness to prevent accidents, injuries and ill health.

Strategic Goal

Provide information and guidance to enable duty holders to understand the benefits of proactively managing safety, health and chemicals to the highest standards.

Key Actions 2020

Review and update the Authority's guidance on employees with disabilities.

Develop information and guidance for duty holders to plan and proactively manage the OSH challenges arising from, and associated with, new forms of work and an ageing workforce.

Review and update Health and Safety at Work in Residential Care Facilities guidance.

Review and update the ADR guide for business.

Review and update the Carriage of Asbestos Containing Materials (ACMs) by Road guide.

Develop guidance on managing ergonomic risk in the construction sector.

Review and update website and information sheets arising from recommendations of the 2018 Survey on Chemical Usage.

Publish and promote Code of Practice for the Chemical Agents and Carcinogens Regulations.





Strategic Priority 2: Promote

Support, educate and raise awareness to prevent accidents, injuries and ill health.

Strategic Goal

Key Actions 2020

Provide educational resources to the formal education system and for the workplace. Roll out Choose Safety transition year/senior cycle programme for 2019/2020 and (a) promote the programme into further education colleges, and (b) increase the take up of the digital badges as a reward for incremental learning.

Run a nationwide programme of Keep Safe events, aimed at raising risk awareness in a primary school setting.

Update, develop and promote the range of Authority farm safety resources for primary school children and post-primary students.

Launch elearning course on managing safety, health and welfare at work in schools and workplace induction course (MOOC) on HSAlearning.ie.

Develop elearning course on managing ergonomic risk in the workplace.

Develop and rollout a blended elearning refresher course for first aid in conjunction with Pre-Hospital Emergency Care Council (PHECC).

Increase knowledge and awareness of the dangers from applicable products and hazardous chemicals.

Highlight aims and outcomes of the Reach Enforcement Forum (REF-8) project on online sales of chemical products to raise awareness of the levels of non-compliant products sold over the internet.

Complete awareness campaign relating to hazardous chemicals in construction products.





Programme of Work 2020 - Actions and Metrics

Strategic Priority 3: Accredit

Grow the national accreditation service to enable and support enterprises and public services.

Strategic Goal	Key Actions 2020
Develop and implement a national accreditation strategy.	Secure the participation of key policy actors to inform a national accreditation strategy.
	Identify four to six core strategic goals, following consultation with identified strategic stakeholders, thereby providing an informed and justified base from which to engage in a nationwide public consultation.
	Final strategy presented to the Board of the Authority.
Promote the value of independent accreditation	Communicate clearly to ensure a wider public understanding of the role of INAB.
in building confidence in the quality and integrity of public and private services.	Deliver key messages to targeted audiences, specifically in relation to supply chains and World Accreditation Day.
	Increase visibility of the work of INAB and support business and regulatory reliance on accreditation through active stakeholder management.
	Raise awareness of the relevance and positive contribution of accreditation to everyday life in Ireland.
Prepare and accredit clients operating in evolving areas, including cybersecurity, data	Develop schemes and business plans for accreditation in the following sectors:
protection and robotics.	BiobanksVerification and validationAutopsy services
Monitor, anticipate and respond to increasing demand arising	Promote the value of INAB accreditation and mutual recognition of accreditation.
from the UK withdrawal from EU and other regulatory changes.	Support Irish businesses and regulators relying on conformity assessment.
	Respond to increased demand for accreditation.
Maintain the international recognition and reputation of INAB and the Irish accreditation	Fulfil existing commitments with accredited clients and process applications to award of accreditation.
services.	Fulfil INAB's statutory functions in relation to Good Laboratory Practice (GLP) and European Eco-Management and Audit Scheme (EMAS).
	Expand international recognition and fulfil all obligations to retain international recognition.
	Address any recommendations arising from the 2019 governance review of INAB.



Strategic Priority 4: Influence

Partner and collaborate in support of healthy, safe and productive lives and enterprises.

Key Actions 2020

Strategic Goal

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Co-operate and proactively engage with stakeholders and regulatory bodies to achieve shared aims

In conjunction with the Government's Future Jobs Ireland initiative, review and update information and guidance to assist duty holders to provide a healthy and safe workplace for an ageing workforce and employees with disabilities.

In conjunction with Department of Health and other stakeholders, promote Healthy Ireland's Healthy Workplaces Framework.

In conjunction with the Road Safety Authority (RSA) and An Garda Síochána, co-operate and collaborate on the work related vehicle safety programme focusing on driving for work and working on or near the road

Continue to review and update existing Memorandum of Understanding agreements and data sharing agreements with key regulatory agencies and bodies and identify new agreements as required.

In co-operation with the Construction Industry Federation (CIF), engage with stakeholders to increase the knowledge, understanding and application of ergonomic risk assessment tools in the construction sector.

Engage with regulators in health and social care to ensure a co-ordinated approach to regulation across the sector and also engage with service providers around managing the risk of work related violence and aggression.

Engage with key stakeholders in the construction sector through the Construction Safety Partnership Advisory Committee (CSPAC) and its 2020 programme of work.

Engage with key stakeholders in the agriculture sector through the Farm Safety Partnership Advisory Committee (FSPAC).

Engage with our parent department, Department of Education and Skills (DES), Quality and Qualifications Ireland (QQI), Solas and the construction sector in development of a new construction training framework.

Present objective research based proposals to Government, to achieve increased funding for the Authority.

Collate data on the socio-economic benefits deriving from the Authority's regulatory role under our OSH, chemicals and market surveillance mandates. Using this data, identify and commission research to demonstrate the economic and societal benefits that regulation under these mandates can deliver.





Strategic Priority 4: Influence

Partner and collaborate in support of healthy, safe and productive lives and enterprises.

Strategic Goal

Collaborate and influence the need for better reporting and recording of occupational illness and ill health and develop mechanisms to ensure data is shared.

Key Actions 2020

In conjunction with Central Statistics Office (CSO) and the Department of Employment Affairs and Social Protection (DEASP), continue to improve data gathering on occupational illness and ill health related to hazards such as stress, Musculoskeletal Disorders (MSDs) and cancers.

Continue to increase awareness of THOR (The Health and Occupation Research) ROI amongst specialist doctors, GPs and professional associations to promote voluntary reporting of occupational illnesses by specialists and GPs. In conjunction with the RSA and An Garda Síochána improve data gathering of work related road incidents and dangerous occurances.

Engage actively and constructively in the EU agenda and discussions on Occupational Safety and Health, chemicals, market surveillance and accreditation.

Participate in committees and working groups under UN, EU Commission, ECHA and EU-OSHA.

Contribute to EU agenda through the provision of position papers, inputs into regulatory and policy decision making.

Provide experts and expertise on key committees and working groups to address loss of UK from decision-making processes.

Partner with Government to provide support to businesses in preparing for, and dealing with, UK withdrawal from the EU.

Provide advice to companies through events, direct meetings, the workplace contact unit, chemicals helpdesk and online resources.

Continue to partner with business support agencies and other stakeholders as opportunities arise.

Provide input as required into Government-led business support initiatives.



Programme of Work 2020 – Actions and Metrics

Strategic Priority 5: How we Work

Improve the way we work through people, processes and technology.

Strategic Goal	Key Actions 2020
Value, engage and develop staff to strengthen organisational capacity and capability.	Implement a robust workforce plan to align structures and staff with our strategic objectives and resource the organisation effectively. Having obtained the necessary sanction, recruit to deliver a full complement of staff. Ensure that our people are specifically trained and supported to do the challenging work that we undertake. Deliver on the objectives set out in our Workplace Health and Wellbeing Strategy. Undertake a staff engagement survey to inform HR policies.
Adapt our structure, operating model and allocation of resources to target key areas based on evidence, research, analysis and evaluation.	Review our operating model and resource allocation in line with strategic priorities and new area challenges (Future of Work, Future Jobs Ireland, emerging issues)
Apply the highest standards of governance to the running of the Authority.	Continue to maintain an appropriate governance framework to ensure compliance with the Code of Practice for the Governance of State Bodies and to facilitate efficient and effective management which translates into value for our various stakeholders. Deliver a comprehensive induction process for new Board and committee members. Maintain positive and effective liaison relationship with the Department.
Optimise technology and research to improve efficiencies and services.	Prioritise the implementation of the key projects for Year 2 of the ICT Strategy 2019/2022 while maintaining an ongoing programme of analysis to identify opportunities for ICT solutions to improve internal business processes. Undertake a requirements gathering exercise prior to designing the functional specification for an internal core application to support OSH, chemical and market surveillance activities. Determine the extent to which OSH learning outcomes are covered in post-Leaving Certificate agriculture-related courses and the methodologies adopted in same. Update the profile of work related vehicle deaths, from 2008 to 2018, to provide an accurate evidence base for prioritising and targeting interventions in this area in the future.





Strategic Priority 5: How we Work

Improve the way we work through people, processes and technology.

Strategic Goal

Challenge our mandate and strategy annually to ensure we adapt to the changing environment.

Key Actions 2020

Develop a quality assurance programme to identify and propose solutions to process issues arising from a quality audit process in order to continually improve delivery under our OSH, chemicals, and market surveillance mandates.





Key Performance Measures and Indicators for 2020

Enforcement indicators (Strategic Priority - Regulate)	Measure / Indicator
Total number of inspections completed v target	10,410
Total number of investigations completed v target	1,000
Total number of market surveillance interventions of chemical products v target	300
Total number of market surveillance interventions of industrial products v target	200
Total number of prosecutions summarily and indictable	N/A
Fines imposed	N/A
Business support indicators (Strategic Priority - Promote)	
Number of customer centre inbound contacts(phone/email/letter/drop-in)	15,000
Number of HSA website visitors	1,500,000
Number of publication downloads	400,000
Number of new publications and information sheets	N/A
Number of BeSMART.ie users to date (cumulative total)	72,000
Number of farmsafely.com users (cumulative total)	N/A
Number of organisations/users implementing WorkPositive.ie	N/A
Number of online courses taken on hsalearning.ie (cumulative total)	115,000
Number of students taking Choose Safety education programmes (per each academic year)	N/A
Number of REACH information requests processed	N/A
Number of CLP information requests processed	N/A
Number of land use planning requests processed	250
Public awareness: Agree HSA important in reducing accidents and deaths	85%
Public awareness: Agree health and safety of employees is taken seriously in my workplace	85%
Public awareness: Agree effective management of health and safety contributes to business success	85%
Public awareness: Agree workers very/fairly well informed about health and safety	85%
Legislative development indicators (Strategic Priority - Influence)	
Number of legislative proposals sent to DBEI	N/A
Number of codes of practice sent to DBEI	N/A
Number of EU/international committee/working group meetings attended under OSH	N/A
Number of EU/international committee/working group meetings attended under Chemicals	N/A
Number of EU/international committee/working group meetings attended under Market Surveillance	N/A





Key Performance Measures and Indicators for 2020

Corporate governance indicators (Strategic Priority - How We Work)	Measure / Indicator
Total number of FOI requests processed	N/A
Total number of AIE requests processed	N/A
Total number of Data Protection requests processed	N/A
Total number of FOI/DP/AIE appeals processed	N/A
INAB indicators (Strategic Priority - Accreditation)	
Accreditations awarded by INAB Board	20
Accreditation decisions by INAB Manager	200
New applications for accreditation received	N/A
Assessment events completed	N/A
International meetings attended by INAB	N/A
Injury data (Strategic Outcomes)	
Number of fatal accidents	N/A
Number of non-fatal injuries, 4+ days absence (CSO data)	2018 Data Available Q1
Number of non-fatal illnesses, 4+ days absence (CSO data)	2018 Data Available Q1

Notes		



Visit our website at www.hsa.ie, telephone our contact centre on 1890 289 389 or email wcu@hsa.ie

Use BeSMART, our free online risk assessment tool at www.besmart.ie

Check out our range of free online courses at www.hsalearning.ie



Our Vision:
Healthy, safe and
productive lives
and enterprises

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