

MUSCULO-SKELETAL DISORDERS IN TELECOMMUNICATIONS

Project Outline

LISBON

20 & 21 October 2005

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Background

- Context of European Social Dialogue & Sectoral Committee
- Previous work on teleworking, contact centres & enlargement
- Common concerns about health & safety issues
- Implications of technological change & ageing workforce
- Range of MSD affecting every Telco

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UNI / ETNO survey in 2003

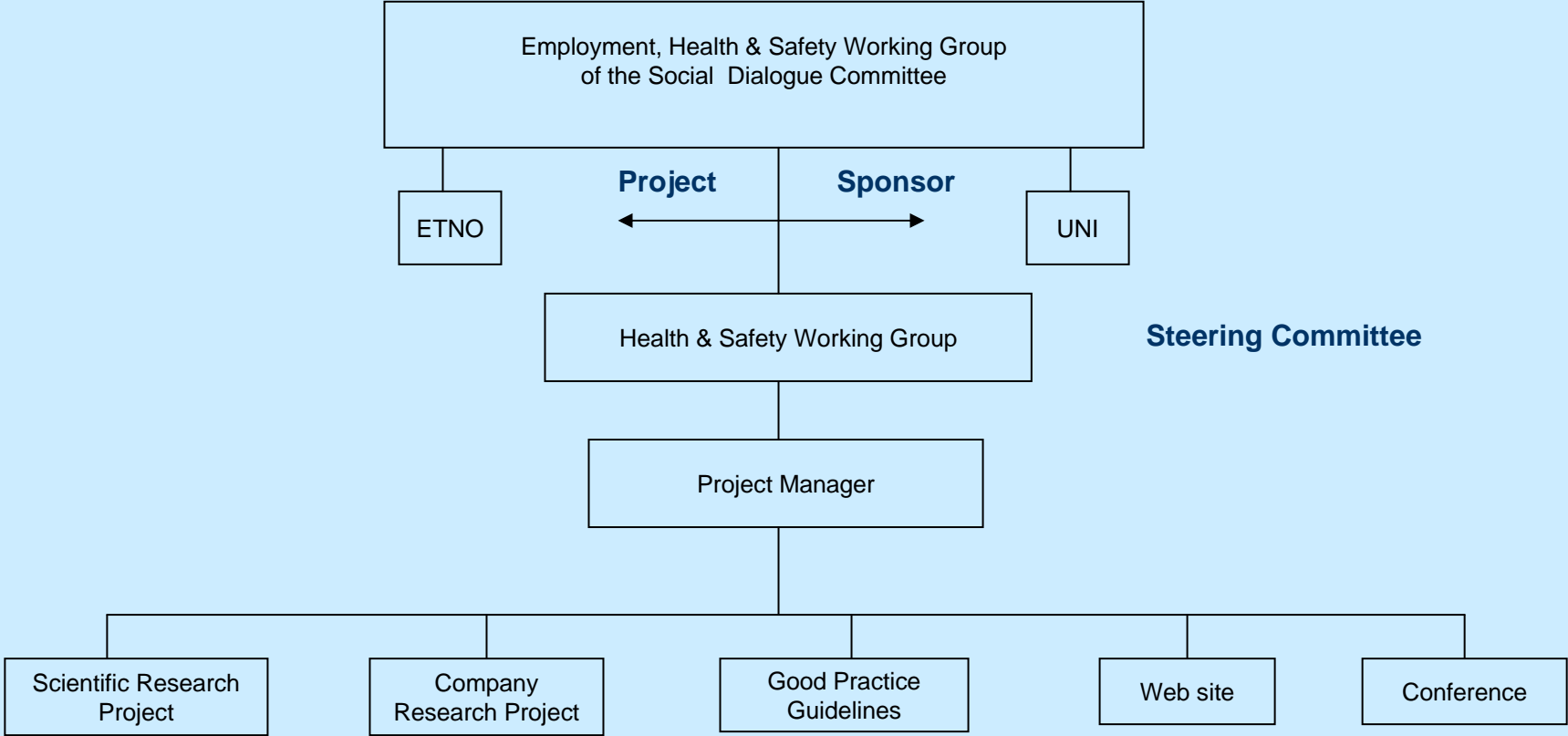
- Responses relating to 500,000 Telco workers
- DSE workers - 35% medium/high risk of MSD
- Service technicians - 88% medium/high risk of MSD
- Range of differing control measures
- No clear model of Good Practice

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MSD Project

- _Proposal submitted August 2004
- Scientific Research
- Review of Working Practices
- Good Practice Guidelines
- MSD Website
- MSD Conference
- Funding approved - December 2004

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Key Personnel

Working Group

Jane Murray

Marc Moris

Colin Medland

Bernard Siano

Are Solli

Paul Litchfield

Project Manager

Claire Ibrahim

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Scientific Research Methodology

- Definition of a rating system, based on the quality of the work, to assign to the evidence.
- Interrogation of several databases using standardised search terms.
- Use of a cascade methodology to review articles referenced in those identified in the database search.
- Rating of the methodological quality of the selected articles.
- Synthesis of the output and comment on the consistency of findings.
- Production of a series of evidence-based statements.
- Definition of gaps in knowledge and the future research agenda.

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Scientific Research Questions

- Which MSD are likely to be associated with telecommunications working and, specifically, underground cabling and portable DSE use in vehicles?
- Which functional activities in this type of work are particular risk factors for the development of MSD?
- How important are psycho-social factors in the development of MSD?
- Can these physical and psycho-social risk factors be quantified?
- What predictive factors are there for the development of MSD in this type of work?
- What measures are effective in the prevention of MSD in this type of work?
- Is health surveillance of benefit in preventing or modifying the progression of MSD?

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Working Practices Specification

- Collation and comparison of written work procedures.
- Comparison of identified risk factors for MSD.
- Collation and comparison of training schedules for the avoidance of MSD
- Collation and comparison of health surveillance and rehabilitation protocols.
- Comparison of specific measures developed for older workers undertaking this type of work.
- Collection of statutory and of non-statutory MSD data collected by companies.
- The creation of a recommended common minimum data set to allow cross country/company benchmarking of information.
- Evaluation of health surveillance and rehabilitation measures in preventing MSD and speeding return to work after injury/illness.

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Partner Selection

- Multi-national competitive tender process
- Scoring against pre-defined criteria
- Assessment of value for money
- Scientific research - University of Birmingham (UK)
- Working Practices Review - Prevent (Belgium)
- Web site Production - D & T Designs (UK)
- Conference facilities - Hotel Altis (Lisbon, Portugal)

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Project Deliverables

- Scientific Research - August 2005
- Working Practices Review - September 2005
- Good Practice Guidelines - October 2005
- Web Site - October 2005
- Conference - October 2005
- Presentation to SDC - October 2005
- Final Report to Commission - December 2005