



issa

INTERNATIONAL SECTION OF THE ISSA ON PREVENTION IN AGRICULTURE

ANNUAL REVIEW 2021

e-services in agriculture



VISION ZERO
Safety. Health. Wellbeing.



INTERNATIONAL SECTION OF THE ISSA ON PREVENTION IN AGRICULTURE

International Section of the Issa on Prevention in Agriculture is a specialized, technical body in the area of prevention of the International Social Security Association (ISSA), set up by decision of the ISSA Bureau. It is one of the fourteen sections of the Special Commission on Prevention. It was founded in 1968 and currently operates under Standing Orders adopted on 30th April 2013 in Erding, Germany. The section comprises ordinary and corresponding members. Majority of members have their representatives in the Advisory Board. Its objectives are to promote prevention, in particular the prevention of occupational accidents and diseases in agriculture, livestock farming, horticulture and forestry through international cooperation. The Section is non-profit oriented.

The role of the Section on Prevention in Agriculture is to undertake a wide range of preventive actions aiming at occupational safety improvement, to prevent accidents at work and to protect health of farmers and persons employed in agriculture and forestry and their families.

The Section is composed of two executive bodies: the Bureau and the General Assembly, which is composed of a Chairperson, two Vice Chairpersons and a Secretary General. The Bureau is assisted by the International Advisory Board composed of experts from various countries. It deliberates about the Section's future activities and defines the tasks and objectives of the international accident prevention in agriculture on a long-term basis.



Chairperson
Aleksandra Hadzik, PhD, President of Agriculture
Social Insurance Fund (KRUS), Poland



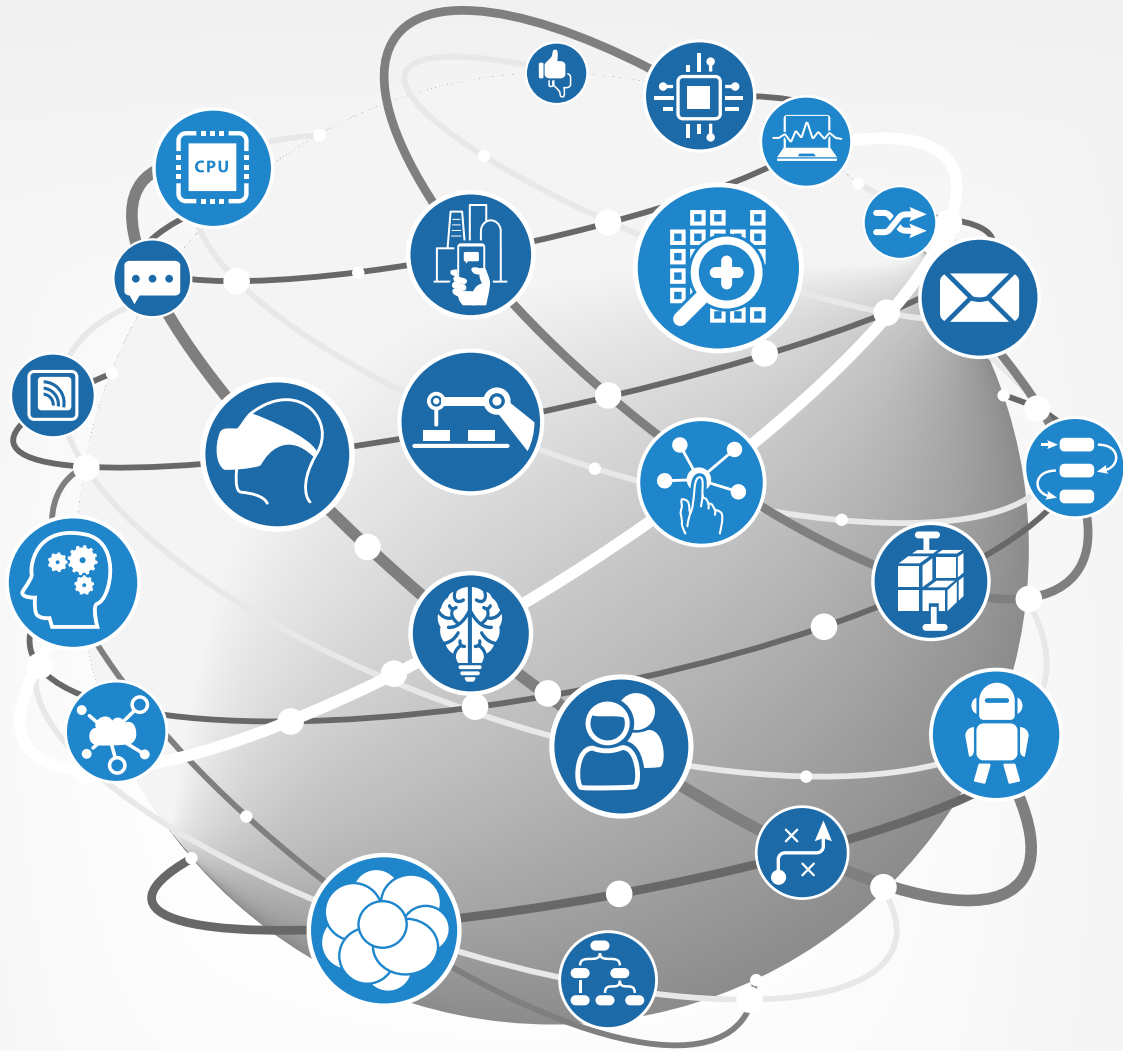
Vice Chairperson
Päivi Huotari, CEO, Farmers' Social Insurance
Institution (Mela), Finland



Vice Chairperson Ad Interim
Isabelle Despreaux, member of MSA's Central
Office Board of Governors, Caisse Centrale de la
Mutualité Sociale Agricole (MSA), France



Secretary General
Magdalena Wachnicka-Witzke, Director of the
Communication and International Cooperation
Office of KRUS, Poland



MACHINE LEARNING

WHAT E-SERVICES WE OFFER TO INSURED IN OUR COUNTRIES?



The National Institute for Safety and Health at Work (INSST) is the scientific and technical specialized body of the Spanish General Administration whose mission is the analysis and study of OSH, as well as the promotion and support for its improvement.

The work conditions in the agricultural and fisheries Department, belonging to the Protective Measures National Center of the INSST carried out during 2021 mainly the following activities:

Studies and Research

- *Tractors and machinery for agriculture and forestry – Methodology for reporting accidents*. This methodology, based on the EN 16831:2017 standard, was developed with the aim of collecting information related to the accidents involving agricultural machinery to improve the OSH during the use of work equipment.
- *GO-PHYTODRON*, fostering the use of drones as a safe Pesticide Application Equipment

Collaboration and Technical Advice

- The European Labour Authority (ELA) campaign “Rights for all seasons”, to raise the awareness of seasonal workers and the employers hiring them on existing rights, obligations, and counselling services
- *The EFSA OPEX Guidance*, updating the previous version with the inclusion of additional scenarios and revision of default values, on the basis of the evaluation of additional evidence.
- *The Spanish Awareness campaign “Don’t overturn your life”*, promotes the safe use of tractors and their protective elements (ROPS and seat belts) and persuades farmers to replace or retrofit non-ROPS tractors.

Dissemination

- *SEMA software application*, which provides information on the compliance with the main health and safety requirements for agricultural machinery
- *SEGTRACTOR software application*, a tractor driving simulator available for mobile devices and computers, to experience the effect of the different combinations of tractors and implements in the stability against overturning
- *Poster: The accident rate in the agricultural sector*, intended to draw attention to the high accident rate in the agricultural sector and to the most frequent forms of accidents, providing some significant data of preventive interest
- *Poster: Prevention of biological risks in agricultural activities*, presenting the main biological agents to which workers could be exposed in different agricultural tasks and a non-exhaustive series of preventive measures
- *Leaflet: Women in the agricultural sector*, drawing attention to the importance of considering all gender aspects in OSH practices in the sector, from the knowledge and acceptance of the biological differences between them



Contact: Isaac Abril Muñoz

T: 0034/954 268 373, M: 0034 607 589 375, E: isaac.abril@insst.mites.gob.es

www.insst.es



WE CARE ABOUT ACCESS TO E-SERVICES AND DIGITAL SOLUTIONS



KASA ROLNICZEGO
UBEZPIECZENIA SPOŁECZNEGO

Care for safety, health and well-being is also manifested in the activities of the Fund in Consisting in providing insured persons and beneficiaries with digital solutions and computerization of services. The Polish farmer is modern, uses a computer, tablet, mobile phone and many other tools of modern technology every day. He or she would like to save his or her time and be able to deal with as many matters as possible electronically.

According to the Report of the Polish Village and Agriculture Survey, carried out annually in cooperation with the Ministry of Agriculture and Rural Development, The Agency for Restructuring and Modernisation of Agriculture (ARiMR) and National Support Centre for Agriculture (KOWR), approx. 44% of all farmers and **40% of farmers over the age of 55** use the Internet as a source of information useful for running a farm.

The share of non-cash benefit payments to the bank account is also growing.

eKRUS – the portal for farmers

In 2016, the Fund launched the „**Portal for Farmers eKRUS**”, called in short “eKRUS” as a response to the growing needs of farmers in terms of availability of e-services.

Each visitor to the portal has access to **basic information about social security and health insurance for farmers**, as well as benefits due under insurance.

After registering with eKRUS, it is possible to:

- gain access to personalized data, including registration data, insurance history, list of premiums, as well as information on upcoming payment dates and the amount of premiums,
- the payment of farmers’ social security and health insurance premiums, as well as the repayment of debts due to these premiums in the form of direct online payment orders to the KRUS bank account,
- generate the e-certificate on his or her own: certificate of periods of being subject to social insurance of farmers, certificate of periods of being subject to health insurance and payment of health insurance premiums, certificate of being subject to insurance,
- make an application for accident, sickness and maternity insurance and for health insurance of farmer’s helpers during the period of their providing assistance on the farm on the basis of a contract for assistance with harvesting,
- make an online payment for the contributions for the farmer’s helpers, searching for and reviewing the helpers’ contributions and reviewing the periods covered by the farmer’s helpers’ insurance.

Statistics on the eKRUS system – the number per portal has an increasing tendency:

2019 – 37388

2020 – 80715

2021 – 90747

In year 2021 – 2.5 times higher than in 2019.

ePUAP Portal

The Fund also launched the **ePUAP Portal**, which allows the users to:

- make an e-application for farmers' social insurance and health insurance,
- report an accident electronically.

Reporting an accident at agricultural work can be done without a visit to the premises of the Local Branch or the Regional Branch, i.e. via the **ePUAP platform**.

The accident may be reported by the injured party or other person as soon as possible (without undue delay), but **not later than within 6 months from the date of its occurrence**.

The injured person or other person reporting the accident should in particular:

- secure, as far as possible, the place and objects related to the accident,
- make the place of the accident and objects related to it available for the KRUS employee,
- indicate witnesses to the accident,
- collect and provide the treatment documentation,
- provide full information and comprehensive assistance to the KRUS employee authorized to conduct proceedings to take evidence in the matter of determining the circumstances and causes of the accident.

On the basis of the data contained in the *Reporting an accident at agricultural work* form, the KRUS employee, who will conduct post-accident proceedings aimed at discovering the causes and circumstances of the accident, contacts the person reporting the accident. As part of the carried out activities, the site of the accident is inspected and the injured person and witnesses of the accident are interviewed, **which requires the consent for the entry of the KRUS employee to the farm**. After collecting the necessary evidence, the KRUS employee will prepare a Post-accident Report, which is the basis for granting or not a one-off post-accident compensation. The post-accident report is sent to the injured person (the applicant) by traditional mail to the indicated correspondence address.

Other digital channels of communication

The website www.krus.gov.pl has been operating for more than twenty years. The website of the Fund, as well as the Public Information Bulletin, contain detailed information related to the activities of Farmers' Social Security Fund (KRUS). KRUS makes intensive use of digital communication channels with farmers, social media, webinars, etc.

Information materials prepared by KRUS also have their own electronic versions.



Contact: Magdalena Szewczyk

T: +48 22 592 65 12, M: +48 519 319 066, E: agro.issa@krus.gov.pl

www.krus.gov.pl



WHAT E-SERVICES WE OFFER TO INSURED IN OUR COUNTRIES?



The Farmers' Social Insurance Institution Mela, Finland

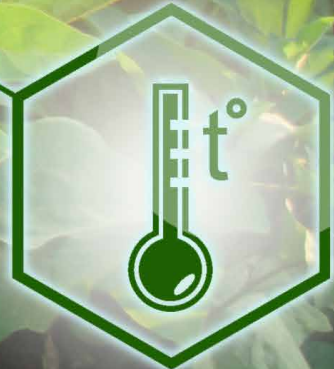
The Farmers' Social Insurance Institution (Mela) provides comprehensive pension cover and social security to farmers, reindeer herders, fishermen, forest owners and recipients of scientific or artistic grants and scholarships. We also offer our customers preventive services to maintain and improve their safety, health and wellbeing at work.

Mela's customer service

- We introduced a new pension and insurance application (ELVA) in 2021 and its implementation was successful. At the same time, the customers' electronic transaction service was renewed.
- Corona accelerated and encouraged our customers to move from face-to-face service to use more e-services at the same time as Mela's e-service offering increased. This will enable the further development of electronic services in the coming years.
- Our customers have an opportunity to handle insurance and benefit matters electronically, by telephone and at our customer service points. During the Covid-19 period face-to-face service decreased and the same service could be provided over the phone.
- Due to the possibilities of our electronic services and telecommuting opportunity, Covid-19 period did not significantly affect our application services or application processing. Processing times were somewhat prolonged by the post work of a large-scale application project.
- The trend for the whole sector has been the decrease in the number of disability pension applications due to the corona. The effect is thought to be related to e.g. scarcity of health care resources and schedules for obtaining medical opinions. There are probably other, even more unexplored, reasons for the decline in the number of applications.
- Customer satisfaction remained at a good level despite exceptional circumstances.

Occupational wellbeing services and safety promotion

- Mela has created an APP to help farmers and their occupational health care providers to work in closer co-operation. The aim is to support farmers workability by making contacts with OHS easy and prompt also during the covid-isolation time.
- "Support the Farmer" project workers contacted their customers both face-to-face and digitally via Teams/telephone. There were 711 digital meetings during 2021.
- Vouchers for short-term therapy were issued normally – therapy sessions were carried out by web-based tools and face-to-face.
- Mela started to develop new kind of tool to measure farmers wellbeing at work/workability/safety at work. The tool provides customers information about their wellbeing at work /workability and how it relates to other farmers
- New types of digital services were developed for customers: webinars, digital coaching to strengthen mental wellbeing, digital wellbeing day, digital peer groups/interactive workshops on wellbeing at work.



Farmers' holiday and stand-in scheme

- Usage of our e-services "Lomitusnetti" increased
- Due to the upcoming change of legislation, we started the renewal of our information system with business process modeling and software requirements specification
- We reminded the municipalities/local units of data privacy when communicating with us and our shared customers via email
- We improved the data security of our information system

Mela's internal processes

- Due to Covid-19, almost all employees worked remotely during whole year.
- We succeeded in creating a positive Employee Experience and Company Culture by comprehensive well-being and upskilling measures (e.g., Microsoft Office 365, managing own work remotely).
- The proof is that Mela was selected one of the Most Inspiring Workplaces in Finland (Eezy Flow's People Power®- survey) during this challenging year of Covid-19. We also obtained the best results ever in our Employee Experience survey.
- In these exceptional circumstances, we supported our employees by implementing good managerial work as coach approach and by increasing the occupational health services.
- We succeeded well in the complex introduction of the application ELVA for pensions and insurances.
- We improved internal processes e.g., ICT and compliance governance procedures.



Contact: Paivi Wallin

T: + 358 29 435 2343, M: + 358 40 740 4728, E: paivi.wallin@mela.fi

www.mela.fi



WHAT E-SERVICES WE OFFER TO INSURED IN OUR COUNTRIES?



MSA's 2021 Occupational Health and Safety activity report on the actions or changes in the MSA's OHS organisation conducted in connection with the e-service

MSA's Plan Santé-Sécurité au Travail en agriculture 2021-2025 (PSST 2021-2025)

In 2021, MSA launched its new Occupational Health and Safety Plan for Agriculture for the period 2021-2025. Its objective is to give agricultural professionals the ability to act for their health and the performance of their business.

The actions proposed in this PSST 2021-2025 have been made accessible to all online, via the MSA's OHS documentary website „ssa.msa.fr”

Communication tools :

- Leaflet presenting the orientations of the PSST 2021-2025
- Infographic presenting the orientations of the PSST 2021-2025
- Video presentation of the orientations of the PSST 2021-2025

„Promotion of innovative prevention methods and tools for agricultural beneficiaries”

Design in 2021 of a website („Mon Projet de Chai”, launched at the beginning of 2022) and organisation of a presentation webinar, to accompany winegrowers in the design or fitting out of a winery, through questioning of human interventions.

With this tool, MSA wished to help winegrowers in their reflection, to introduce the questions relating to the future work operations and their realization.

Simple, intuitive and free of charge, this site can be consulted by all via the Internet from any connected equipment: computer, mobile phone, tablet, etc. (Website: monprojetdechai.fr)

Software for monitoring the activity of the MSA's OHS services „@toutprev”:

The @toutprev software is the „pivotal” business tool of OHS services. It enables multidisciplinary cooperation between the OHS teams of the MSA funds.

It is used by the four OHS professions and their managers (occupational physicians, nurses, prevention advisors, administrative staff) and enables them to:

- Manage and organise OHS activity, particularly through the organisation of occupational health examinations and visits and interventions in companies
- Trace the OHS activity: trace medical examinations and visits as well as workplace actions in the Individual Occupational Health Files and in the Computerised Company Files, but also to trace Related Time Actions (actions that are not directly linked to a company or an individual).
- Managing OHS activity: stakeholders, actions to be carried out.
- Reporting on OHS activity via activity reports, indicators and assessments.

In 2021, the OHS IT Strategic Project Management Team was created to coordinate changes to the @toutprev software, with a view to complying with regulations and meeting the needs of OHS teams.

The major 2021 developments are:

- The implementation of new monitoring procedures for civil servants, as described in the decree on preventive medicine in the State civil service
- The implementation of activity recording methods in line with the new medical monitoring practices for agricultural employees as proposed by the MSA Health at Work experiment
- The creation of new functionalities allowing for better management of the monitoring of agricultural employees, with recruitment to be processed and assistance in planning medical visits.
- The modernisation of the application to facilitate data entry.

On the network side, the focus was on supporting the funds with the overhaul of @toutprev training engineering and the start of work on creating a new e-learning training course.



Collaborative tools of the MSA OHS network

Galaxie MSA – SST

Launched in December 2021, the Galaxie MSA-SST website is the information-sharing tool that replaces the „Pl@net MSA“ intranet previously used by the MSA. It provides information divided into the following sections: OHS Network, Themes, Sectors, Populations, Transverse (financial measures, regulations, public health, etc.), thematic newsletters, documentation portal, etc.

This tool has made it possible to ensure continuity of access to OHS news and to share it with the entire network of MSAs “prevention advisors”.

CCMSA Sharepoint – DSST – PSST 2021-2025

This SharePoint site was created in November 2020 during the construction phase of the PSST 2021-2025, which required collaborative work between the DSST and all the employees of the OHS departments and their managers. It has a dual purpose of sharing information and providing a collaborative workspace for all the players in MSA’s OHS departments. During the health crisis period, it facilitated exchanges between MSA’s OHS departments and the DSST to ensure continuity in the construction of the local OHS plans

SharePoint CCMSA – DSST – Managers SST

This SharePoint site was created in March 2021 and initially opened to provide the network with a tool for reporting on local OHS plans. It was then enriched by various sections divided by professions and by theme (PSST, Statistics, @toutprev, budget, workforce, etc.). This site has facilitated exchanges between managers of MSA’s Central Fund and MSA funds by being a tool for information and collaborative work at the same time, particularly in times of health crisis

MSA’s digital information tools for its OHS network

Newsletter « F@SST »

It is a newsletter that includes all the OHS news for the MSA OHS network, sent five times in 2021 to MSA’s and CCMSA’s OHS network of prevention advisors (approximately 1,100 recipients).

It provides information on OHS events (trade fairs, congresses, etc.), new tools and materials for the network and for members, new tools and materials produced by MSA funds, action reports, regulatory information and new hires.

“Chemical risk” newsletter

This newsletter includes all the OHS news on chemical risk, sent out once or twice a to the network of MSA and CCMSA OHS prevention advisors (approximately 1,100 recipients). The last issue of 2021 was distributed in November.

It provides information on the latest key events, the „Phyt’attitude“ network, studies and surveys carried out or in progress, RC tools and supports, regulations, and news (upcoming events „to note in your diaries“).

“Chemical risk Newsflash”

This is a digital communication tool on chemical risk that is distributed reactively as soon as necessary to provide information and understanding in support of prevention initiatives. It is sent out to all prevention advisors in of MSA funds and MSA Central Fund (approximately 1,100 recipients). The last Flash sent in 2021 dealt with the subject of crystalline silica

“SESAME

It is a digital collection (interactive slide show) intended for all MSA’s OHS professions (occupational physicians, prevention advisors, occupational health nurses, secretaries, administrative managers). It brings together the channels and information essential to the OHS network and provides information on the role and general organisation of the OHS Directorate.

It is updated annually and sent to the administrative managers of MSA funds for distribution to all new OHS staff.

ssa.msa.fr, the documentary site for OHS in agriculture

All of the MSA’s OHS documentation is accessible on the ssa.msa.fr website, which includes publications produced by the Central Fund and MSA funds OHS professionals, alone or in partnership.

In 2021, a campaign on the MSA’s support for employers of seasonal workers during the Covid-19 period was carried out in April/May 2021 (Google Adwords campaign, publication of the websites entraid.com, agriaffaires.com, etc.). The MSA website was highlighted on this occasion with the creation of a page and a sheet presenting the support for seasonal workers (9,856 visits to this page and 996 consultations of the sheet were recorded).



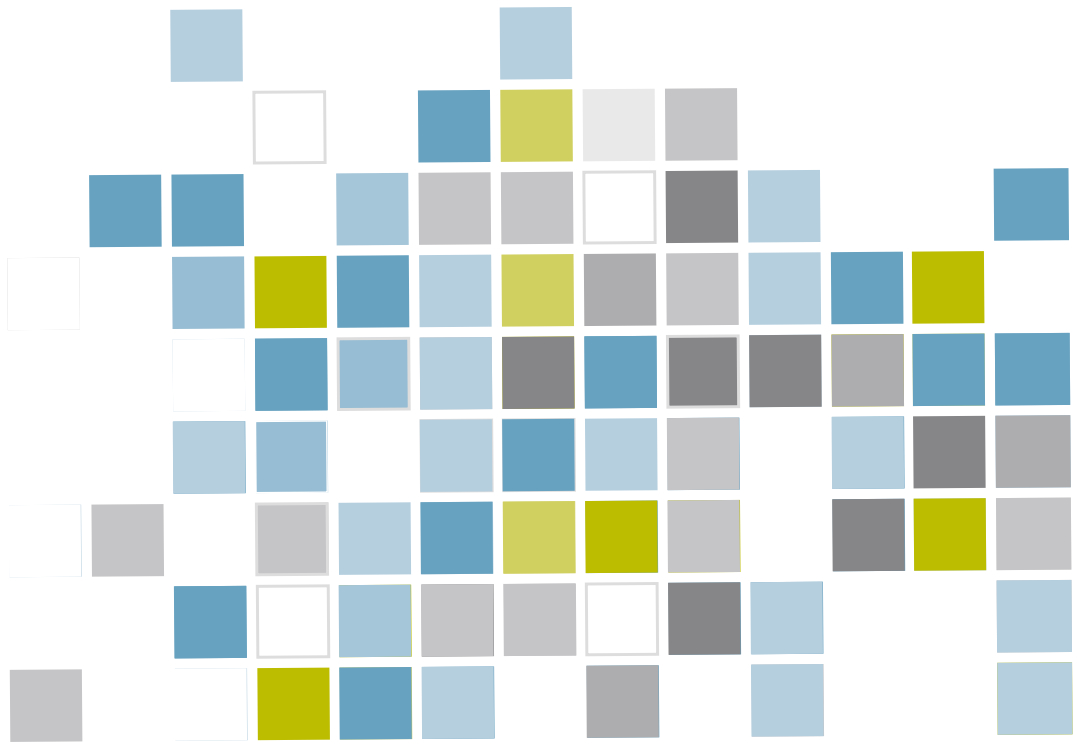
Contact: Anne Roudot

T: +33 1 41 63 73 65, E: roudot.anne@ccmsa.msa.fr

www.msa.fr

ARE YOU INTERESTED IN PREVENTION IN AGRICULTURE?

JOIN OUR AGRICULTURE FAMILY!



The International Section of the ISSA on Prevention in Agriculture comprises ordinary and corresponding members.

The following entities may become **ordinary members** of the Section:

- affiliate and associate members of the International Social Security Association, as defined in Articles 5 and 6 of the ISSA Constitution;
- an institution, is part of a federation of institutions, government department, agency or other entity that is an affiliate or associate member of the ISSA;
- all organizations whose objectives are consistent with those described in Article 2 (of the Section's Standing Orders) and which are not qualified to become a member of the ISSA.

The following may become **corresponding members** of the Section:

- individuals as well as other interest groups, who are experts in occupational safety and health protection in agriculture, livestock farming, horticulture and forestry.

more information: www.issa.int/prevention-agriculture

INFORMATION

The International Section of the ISSA on Prevention in Agriculture brings together institutions and individuals who are engaged in the promotion of occupational safety and health in agriculture. It gives its members opportunities to exchange information and experience and seeks to provide practical solutions to specific issues.

www.issa.int/prevention-agriculture

Contact:

Agricultural Social Insurance Fund (KRUS),
al. Niepodległości 190, 00–608 Warszawa, Poland
Secretary General

Ms Magdalena Wachnicka-Witzke,

T: +48 22 592 65 92, M: +48 601 317 197, E: agro.issa@krus.gov.pl.
Secretariat

Ms Magda Wieczorkiewicz, T: +48 22 592 66 25, M: +48 519 319 054,

Ms Magdalena Szewczyk, T: +48 22 592 66 12, M: +48 519 319 066,

E: agro.issa@krus.gov.pl