



PROJECT: ESTABLISHMENT OF HELP DESK ON OSH MANAGEMENT

Project Implementer: Association of Employers in the FBH



ABOUT PROJECT



Following the adoption of a new OSH Law and by laws by the Federation of Bosnia and Herzegovina, enterprises have been struggling to comply with a wide array of new responsibilities and higher costs associated with the implementation of the new regulations. Apart from the complexity of the new regulations which are difficult to understand and follow by most enterprises, the new law introduces the obligation of the employer to conduct a workplace risk assessment. According to the new law, risks assessments shall be conducted only by the authorised organisations accredited by the Federal Ministry of Labor and Social Policy.

However, shortly after the implementation of the new law, an increasing number of enterprises have been reporting cases of abusive behaviour by the afore mentioned authorised organisations.

On the one hand, the costs for risks assessments are very high and set in an untransparent manner, which significantly increases the costs of doing business that smaller businesses cannot even afford. On the other hand, the demand for such services cannot be met by the available network of accredited service providers, which is very limited and underdeveloped. Hence, enterprises run the risk of being fined for not having a risk assessment conducted within the timeframe set by the law, simply because such services

are in very high demand and thus unavailable for all enterprises.

To address this paradoxical situation, the Association of Employers in the Federation of Bosnia and Herzegovina with the ILO support started the Project named "Establishment of Help Desk on OSH Management" in order to assess the main needs and challenges that enterprises are facing while implementing the new Law.

The assessment was used to define the main areas of training and consulting for companies related to the implementation of occupational safety regulations, conducted by the UPFBiH for its members, but also for companies that are not members of the UPFBiH.

Also, the assessment findings will be used by the UPFBiH to submit an initiative to amend the new Law in terms of its improvement.

The Help Desk platform for OSH management has been created, as a platform that contains useful information, tools, and guidelines on how to better align business with occupational safety standards.

Also, a comprehensive training toolkit which was integrated into the Help Desk platform has been developed within the Project.

HELP DESK ON OSH MANAGEMENT

Help Desk on OSH Management is a platform with useful information, tools and guidelines on how to better align business with occupational safety standards, which is a priority interest of employees, employers, but also of entire society as a whole.

Users of the Help Desk have at their disposal useful information, in order to better implement measures of safety at work in line with the provisions of the Law on Occupational Safety of the FBiH and increase the level of prevention.

The following services are available to Help Desk users:

NORMATIVE ACTS

Applicable laws, bylaws and legal provisions regulating occupational safety in the Federation of BiH

Within the Help Desk, all at one place, users have at their disposal legal solutions, bylaws and legal provisions which will, if implemented, ensure the highest level of implementation of occupational safety measures in their companies and organizations.



More informations
<https://helpdesk.upfbih.ba/zakonska-regulativa>

RISK ASSESSMENT

How and in what way to carry out a risk assessment at workplaces in a company, taking into account the current legislation and the highest standards of safety at work?

OSH experts guide users step by step through the process of risk assessment in order to perform a quality risk assessment in companies and ensure a safe workplace for their employees, and minimize risks.



More informations
<https://helpdesk.upfbih.ba/procjena-rizika>



OSH MANAGEMENT

Good practices

Through stories about good practices of applying OSH measures implemented in specific companies, users have the opportunity to get acquainted with the necessary measures they need to take in the implementation of occupational safety measures.

Individual examples of successfully implemented occupational safety measures in real companies in the Federation of BiH will help users to obtain additional information to ensure a safe working environment for their employees.

What measures need to be taken, how to implement occupational safety measures, how to ensure that employees comply with the prescribed

measures, what makes a safe working environment, are just some of the questions to which users can get information through examples of good practice of occupational safety management in companies operating in the FBiH.



More informations

<https://helpdesk.upfbih.ba/dob-re-prakse>

OUR SERVICES

In the help desk section called Our Services, users can get acquainted with all the services they can get within the Help desk. All services can be obtained by members of the Association of Employers in the Federation of Bosnia and Herzegovina and some services are available for companies that are not members of UPFBiH.

ACTUAL

Latest OSH information and news

The subsection is constantly updated and brings news in the field of legal regulations. Here you can find information on available trainings, round tables, publications, and articles about recently changed regulations related to the field of occupational safety. Also, we constantly update the subsection with new examples of good practice and invite companies to provide us with their own examples of how they successfully implement safety measures at work.



CONSULTANCY

Responses to queries

Within the subsection Consultancy, we offer company representatives the opportunity to solve dilemmas, doubts or controversial issues related to the implementation of occupational safety measures in their work environment by answering their questions.

The procedure for submitting an inquiry is very simple. Users should enter the appropriate information in the relevant sections under the Set-up query subsection and describe the problem as precisely as possible in order to get a satisfactory answer.



More informations

<http://pravnapomoc.upfbih.ba/postavi-upit>

Users need to know that:

- The answer to the question can be expected within 24 to 72 hours
- The answer is given by the top experts to whom the question relates
- All answers are free

- The transfer of information and data they choose to share is secure, and the data remains secret
- Part of the requested information is mandatory, and these fields are marked with an asterisk *
- Information that is not mandatory will help and facilitate communication

TRAININGS

Information on OSH trainings and education

Through training announcements within this subsection, users will be informed about the topic of training, lecturers, place, and time of training.

Also, users will receive information on how they will apply for training, to timely ensure their participation in these useful, interactive educations aimed at acquiring new knowledge and skills in order to implement occupational safety measures in their companies in accordance with legal regulations and the highest OSH standards.



More informations

<http://pravnapomoc.upfbih.ba/reninzi>

ADVOCACY

Hotline for reporting abuses and irregularities

Users should carefully follow the instructions and describe the problem as accurately as possible so that the UPFBiH can undertake appropriate activities to launch initiatives to prevent future irregularities.

The only required field on the form for reporting irregularities is the description of irregularities. If users want feedback, it is enough to enter an e-mail address.

The transfer of information and data that users choose to share is secure, and user data remains secret.

Complaints, questions, and suggestions can also be submitted by users by phone.

Monday to Friday (9:00-15:00)

+387 33 264 830

+387 33 264 832

NETWORKING

Connecting through social networks

Through the Networking subsection Help Desk enables users to constantly be at the source of information, familiar with the latest developments in the field of occupational safety.



TRAINING CENTRE

Training Materials

As part of this subsection, users will have access to materials from the OSH trainings held in UP FBiH - manuals, presentations, etc.

The help desk offers users to get familiar with previously held trainings, lectures and educations presented by OSH experts.

In order to download training materials, it is necessary to register via a simple registration form.



More informations

[http://pravnapomoc.upfbih.ba/
moduli](http://pravnapomoc.upfbih.ba/moduli)

RESEARCH AND ANALYTICS

Surveys and analysis

Within this subsection users will have at their disposal useful information, which are the result of research conducted in the field of occupational safety.

In addition to the results of the conducted research, users will also have access to analysis that will provide them with information and bring closer the modalities of application of occupational safety measures.

RESOURCES

Useful links

Links to publications and articles of domestic and international institutions and organizations whose scope of work partly or wholly relates to the OSH field can help users to get acquainted with news in the region and the world related to the implementation of OSH measures.



More informations

[http://pravnapomoc.upfbih.ba/
resursi](http://pravnapomoc.upfbih.ba/resursi)

***Properly trained staff can
save lives or spare you
various inconveniences
and accidents.
Knowledge is power!***

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