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# Emotional Workers Protection Begins with Me

KOSHA Launches '#andYOU,' Pan-National  
Campaign to Protect Emotional Workers



## 01

In October, KOSHA launches '#andYOU,' a pan-national campaign in order to elevate society-wide awareness and build nationwide consensus for protection of emotional workers (customer service workers).

- Since the amendments to Occupational Safety and Health Act\* containing provisions to protect emotional workers enter into force on October 18<sup>th</sup>, this campaign is to be implemented aiming to educate the public and escalate public awareness of the amendments.

\*With enactment of the Article 26-2 (Preventive Measures for Health Problems from Abusive Language of Customer) of the Occupational Safety and Health Act, employers are obliged to take necessary measures, including temporary suspension or conversion of works, in order to prevent health problems of customer reception workers.



## 02

The campaign theme, '#andYOU' carries a meaning encouraging the public to work together to address the issues with emotional labors, and KOSHA is to deliver a message to the public to protect and respect emotional workers through various channels and promote their participations.

- It is first to open up a micro site ([www.andyoukosha.com](http://www.andyoukosha.com)) to push the campaign forward through online and to unfold a pan-national pledge event where general public makes pledges to eradicate abusive behaviors toward emotional workers.
- Moreover, it plans to post cases of emotional labors, interviews and snap video footages and eventually to mobilize the website as a online window to help building a culture protecting emotional workers.

# Emotional Workers Protection Begins with Me

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Campaign to Protect Emotional Workers



- And it is also to introduce cases of emotional labors to commuters during rush hours and operate the campaign through radio stations with contents that everyone can empathize with the seriousness of the issue.

- It is to unveil actual cases of malicious customers during phone conversations and to inform the public of newly amended laws empowering and the rights of customer service workers to hang up the phones.

- At the same time, it is to launch a wrapping public advertisement designed to wrap up the interior of some subway trains at the No.2 Subway Line with the contents on protection of customer reception workers.

- 4 major topics will be presented in a story-telling format: current situation of emotional labors, introduction of protective regulations, disciplinary regulations upon violations and reminders to protect emotional workers.

- In addition, KOSHA plans to produce campaign phrases and voice messages, designed to put a stop on abusive language and violent behavior against emotional workers, through stickers and ring back tones and also to post them at the official website of the KOSHA.

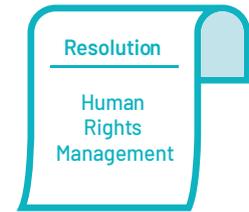


## 03

An expert of KOSHA said, "We all truly hope this campaign to be a corner stone helping fostering a culture where emotional workers are respected in our society and ensuring all emotional workers to focus on their jobs in a safe and healthy manner without getting hurt by abusive languages and violent acts."

# KOSHA Proclaims the Charter of Human Rights Management

Resolution on Implementation of Fair and Discrimination-Free Occupational Accident Prevention Service through Human Rights Management



## 01

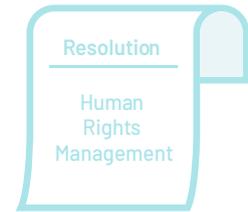
KOSHA proclaimed the Charter of Human Rights Management and resolved on September 10<sup>th</sup> (Mon) to practice occupational accident prevention services that are discrimination-free and fair for everyone through human rights management.

- KOSHA embodies 9 executive actions into the Charter of Human Rights Management, including safeguard of workers' rights to safety and efforts to ensure occupational safety, and upholds the charter to be the standards for the code of conduct and value judgment preserved by executives and employees.
- This year, KOSHA operates the human rights management system for the purpose of protecting human dignity and values by means of establishment of human right management rules and formation of human rights management committee.
- KOSHA also plans to make further efforts in the near future to implement human rights management by conducting a human rights impact assessment upon the entire business activities of KOSHA and providing remedial procedures against human rights violation.



# KOSHA Proclaims the Charter of Human Rights Management

Resolution on Implementation of Fair and Discrimination-Free Occupational Accident Prevention Service through Human Rights Management



## 02

President Park, Doo Yong of KOSHA said, "It is an utter responsibility for a public institution to fulfill human rights norms internationally established and pay due respects to human rights."

- "KOSHA is determined to protect human rights of all people, including not only KOSHA executives and employees but also local residents, customers and every member of business partners, at all costs," Park asserted.



# KOSHA Honored with Award at ISSA Good Practice Award for Asia and the Pacific



## 01

KOSHA won the Certificate of Merits with Special Mention at the ISSA Good Practice Award for Asia and the Pacific 2018 hosted by the International Social Security Association (ISSA) in Kuala Lumpur, Malaysia on October 2<sup>nd</sup> through 4<sup>th</sup>, 2018.

- The ISSA Good Practice Award was inaugurated in 2008 and the Award held every 3 years in 4 regions (Asia-Pacific, Africa, America and Europe) where exemplary cases are selected from the cases submitted by members and shared through its website.



## 02

At this year's awards, a total of 76 exemplary cases from 20 agencies in 15 countries within the Asia-Pacific region, and the case of 'Health Protection for Workers from Vulnerable Groups' submitted by KOSHA was honored with the Certificate of Merits with Special Mention based on the deliberation by the review committee formed by the ISSA.

## 03

The KOSHA offers free health promotion services, including consultations on health, exercise, working environment and psychological assistance, by installing workers' health centers in 21 locations around the nation for the sake of health promotion for vulnerable workers (non-regular workers, day workers, migrant workers and workers at small business sites with less than 50 employees), and significant contributions made by the KOSHA to promote health for vulnerable workers through the above were highly recognized.

## KOSHA Honored with Award at ISSA Good Practice Award for Asia and the Pacific



### 04

Lee, Cheol Woo, Vice President of Planning at KOSHA, said, "This Awards was a great opportunity to share not only the exceptional case from KOSHA but also various experiences and cases with diverse workers in numerous countries, and we will continue making further efforts to protect workers from vulnerable groups."



# Give a Life to Your Innovative Idea



KOSHA Accepts New Ideas for the Contest by 15<sup>th</sup> Open to Everyone with \$4.5 Million Prize Money for Winners

## 01

KOSHA holds an idea contest for new occupational accident prevention projects in order to protect safety and health of all working people.

- This upcoming content is prepared under the mission to create a new driving force based on innovative ideas from the general public for the purpose of reducing fatalities from occupational accidents by half by the year 2022.

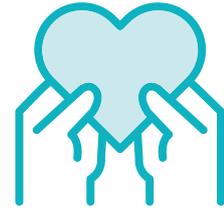
## 02

Eligibility for the contest is open to everyone interested in prevention of occupational accidents, and the theme of the idea must be a brand new project not listed in the official website of KOSHA as existing occupational accident prevention projects.

- Applications will be accepted until November 15<sup>th</sup> through the official website of KOSHA or e-mail (idea@kosha.or.kr), and winners will be announced through the official website on December 3<sup>rd</sup>.
- A total of \$4.5 thousands in prize money will be awarded to 5 winners, including one grand prize winner, and outstanding proposals will be employed for future occupational accident prevention projects.



# KOSHA Engages in Labor-Management Joint Activities of Sharing Love to Celebrate Thanksgivings



## 01

On September 18<sup>th</sup> (Tue), both labor and management of KOSHA came together to practice the activities of sharing love by visiting Hyejinwon, a welfare facility for disabled children located in Ulju-gun, Ulsan as a way of celebrating this year's Thanksgivings.

- 'Safety & Love Community Service Group' comprised of executives and employees of KOSHA presented its donation, participated in food distribution and mean assistance and posted skid-proof plates on stairways in order to prevent slipping accidents.

## 02

President Park of KOSHA said, "KOSHA is here to keep making efforts to contribute to local communities in order to fulfill social responsibilities bestowed on public institutions." He added, "I sincerely would like to convey my best wishes to everyone at Hyejinwon for pleasant and happy holidays."





# Ulsan Public-Private Integrity Governance Hosts 'The 3<sup>rd</sup> Ulsan Get-Together for Integrity'



## 01

Ulsan Public-Private Integrity Governance hosted 'The 3<sup>rd</sup> Ulsan Get-Together for Integrity' attended by 400 residents and executives and employees of public institutions at the main auditorium of KOSHA on September 19<sup>th</sup> (Wed).

- Ulsan Public-Private Integrity Governance is a consultative group launched by the City of Ulsan, Ulsan Metropolitan Office of Education, public institutions for innovative city\* and civic organizations\*\* in last July in order to vitalize public-private networks.

\* KOSHA, Korea Workers' Compensation & Welfare Service, Human Resources Development Service of Korea, Korea East-West Power, Korea National Oil Corporation and Korea Energy Agency

\*\* Ulsan Young Korean Academy and Ulsan YWCA

- The event of the day was featured with integrity performances, lectures on integrity, integrity-themed play and integrity concert where over 400 residents and executives and employees of public institutions attended.
- An official of the Governance said, "This year's event was jointly hosted by public and private organizations in order to further promote integrity culture throughout the Ulsan region, which is significant as it provided an opportunity for everyone to relive the significance of integrity and corruption prevention."



# Design Innovation with the Public

Plans to Lead Realization of Social Value and  
Reduce Occupational Accidents by Half through  
Implementation of Policies to Fulfill Public's  
Expectations



## 01

KOSHA hosted a workshop on innovative design to realize social value of safety & health together with the People's Participatory Innovation Alliance at the main office of KOSHA located in Ulsan on September 19<sup>th</sup> (Wed).

- In June, KOSHA launched the People's Participatory Innovation Alliance consisting of civil & social groups, clients and ordinary citizens in order to establish innovation plans with public insights reflected.
- And in August, the foundation for communication-oriented innovation was enhanced by adding 9 members from Gyeongsang region of 2018 National Shareholders Group of Public Institution\* selected by the Ministry of Strategy and Finance and 1 Ulsan resident to the alliance.



\*The Ministry of Strategy and Finance selected the National Shareholders Group (100 citizens) to act as a communication medium by narrowing the distance between public institutions and general public, and the KOSHA additionally appointed 9 members of the group and 1 Ulsan resident to the People's Participatory Innovation Alliance (on August 23<sup>th</sup>, 2018).

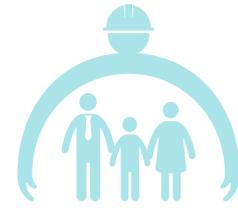
## 02

This workshop, together with the People's Participatory Innovation Alliance, was featured with  $\Delta$  examination on progresses made by innovation plans,  $\Delta$  discussion on new visions and strategies of KOSHA,  $\Delta$  announcement of exemplary cases from partners (small-and-medium-sized enterprises, cooperatives, etc.) and  $\Delta$  performances of innovations built together with the public.



# Design Innovation with the Public

Plans to Lead Realization of Social Value and Reduce Occupational Accidents by Half through Implementation of Policies to Fulfill Public's Expectations



- The People's Participatory Innovation Alliance made requests regarding implementation of innovation and presented diverse views to realize social values during the workshop.
- Kim, Ji Eun, a college student and an alliance member, said, "Just about every college student is dealing with agonies while preparing for job searches. It would be really nice if KOSHA's job innovation assignment creates a plenty of good jobs."
- Cha, Jae Hak, another alliance member from one of the partners, offered his views, "I do hope safety and health is guaranteed for all working people through the innovation assignment to reduce fatal accidents by half."

## 03

President Park of KOSHA said, "We are dedicated to invest efforts to ensure social values to be accomplished by expanding public participation and cooperation throughout all processes of innovation and making innovations of new changes for everyone."





# IoT-Based Accident Prevention System in Public-Private Cooperation

KOSHA Developed Accident Prevention System for Telephone Pole Aerial Works Together with KICA and KT



## 01

With cases where workers suffer fatality due to fall or electric shock during aerial works\* around telephone poles, extra cautions are required to prevent such accidents.



\* The term represents all works installing and managing communication wires by climbing up telecommunication poles (telephone poles) through ladders or similar equipment.

## 02

KOSHA developed an IoT technology-based accident prevention system for telecommunication pole aerial works through cooperation with the Korea Information & Communication Contractors Association (KICA) and KT Co., Ltd.

- This newly developed system is composed of Beacon, a signal detection sensor installed at telecommunication poles, and App installed at mobile phone, and these two are interlinked via bluetooth, a short-distance wireless communication technology.

- When a worker holding a mobile phone with the App installed approaches a telecommunication pole equipped with Beacon, the phone automatically mobilizes an alert sound followed by a voice message\* notifying work-related safety regulations.

\* A total of 7 voice messages, such as "Please stop working upon bad weathers" and "Please check for potential risks of electric shocks around you"

- In addition, work-related safety & health information as well as information on working environment such as wind speed and temperature near Beacon will be delivered to on-site workers through mobile phones equipped with the App.





# IoT-Based Accident Prevention System in Public-Private Cooperation

KOSHA Developed Accident Prevention System for Telephone Pole Aerial Works Together with KICA and KT



- Prior to full operation of the system, a pilot operation is scheduled to be launched later in November after 100 telecommunication poles prone for risks of accidents are selected and installed with Beacon by October.
- In the future, KOSHA plans to expand the application of the system through cooperation with major telecommunication companies in Korea following the analysis on outcome of pilot operation and feedbacks.

## 03

Meanwhile, the latest development of the system came to reality through the 'Public Project on Proliferation of Safety Culture', KOSHA's project supporting accident prevention projects of private organizations in order to widen the base for safety awareness and elevate society-wide awareness for safety & health.



## 04

President Park of KOSHA noted, "With the latest system, I have a high hope that it would help preventing accidents by escalating cautious behaviors and keen attentions to safety since the system is fully capable of delivering work-related information to workers in real time."

- "KOSHA aims to continue investing more efforts to prevent occupational accidents through cooperation with major players both in public and private sectors," Park said.

# Supply-Demand Matching Concert for New Safety Technology

Better Safety Competitiveness for Business Corporate!  
Better Opportunity for Start-up in Safety Industry!



## 01

KOSHA hosted the Supply-Demand Matching Concert for New Safety Technology on the 25<sup>th</sup> in Yeosu, together with the Ulsan Center for Creative Economy & Innovation (Executive Director : Gweon, Young Hae).

- This matching concert is a part of development platform for start-ups armed with new safety technologies co-promoted by KOSHA and the center where it offers start-ups in the safety industry opportunities to introduce and demonstrate their superb products and technologies for demand companies in order to help out their market expansion efforts.
- Celebrating its 3<sup>rd</sup> event during this year following the ones in the Seoul Metropolitan Area and Gyeongsangnam-do region in July and September respectively, this latest concert aimed to serve demand companies in the Jeollanam-do region.
- Demand companies for the upcoming concert included a total of 35 companies nested in the petrochemical complex of Yeosu, such as LG Chem and Kumho Petrochemical, and 6 start-ups recognized with honors at the 2018 New Safety Technology Contest participated as suppliers.
- The concert oversaw product displays and consulting services for potential purchases in addition to introduction of a variety of new safety technologies :
  - △ flexible extinguisher sheet for first-aid firefighting against electric fire,
  - △ active ladder safety device for all-topography,
  - △ monitoring system for harmful chemicals using grapheme compound,
  - △ safe asbestos slate dissolution/removal technology,
  - △ IoT-based lighting platform for accident and
  - △ spray device for emergency evacuation route using luminous fluorescent paints.





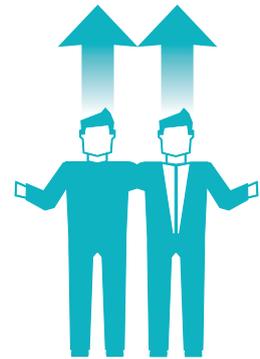
# Supply-Demand Matching Concert for New Safety Technology

Better Safety Competitiveness for Business Corporate!  
Better Opportunity for Start-up in Safety Industry!



## 02

Overall, the matching concert has been positively received by all demand companies and suppliers since it builds win-win and cooperative relations between large businesses and small-and-medium-sized enterprises from the aspects where it helps demand companies enhancing their safety competitiveness and supports start-ups to expand their markets.





# Training to Develop Local Talents

Joint Operation of 'Elevation of Safety Consensus'  
Training Course with Foundation for Industry  
Cooperation at University of Ulsan



## 01

Occupational Safety and Health Training Institute (OSHTI, Director General : Shin, In Jae) under the KOSHA and the Foundation for Industry Cooperation at the University of Ulsan (Director : Cho, Hong Rae) are to jointly operate an open campus of 'Elevation of Safety Consensus.'

- This open campus represents a training program co-operated by a public institution re-located and local university in order to develop local talents, driving force for advancement of local communities, and to realize balanced developments around the nation.
- KOSHA aims to further spread safety culture throughout industrial sites and local communities by offering field-placement-oriented safety & health training to students, future industrial workforce, by operating a training course, 'Elevation of Safety Consensus.'
- The training course focuses on on-the-job training based on the National Competency Standards (NCS) and teaches the entire fields of occupational safety, construction safety and occupational health.
- The course is comprised of
  - △ flip learning\* training using e-Learning contents,
  - △ on-the-job training utilizing practice labs and
  - △ field trips to exemplary businesses on industrial site safety & health.

\* It represents a 'teaching method in reverse order' where prior learning is first offered through online and then open-panel lectures with instructors are conducted.





# Training to Develop Local Talents

Joint Operation of 'Elevation of Safety Consensus'  
Training Course with Foundation for Industry  
Cooperation at University of Ulsan



- The 'Elevation of Safety Consensus' program is being offered for junior and senior students at the University of Ulsan for 16 weeks from September 13<sup>th</sup> (Thur) through December where credits will be given to those who complete the program.

## 02

Director General Shin of OSHTI under the KOSHA, said, "We are determined to make best efforts to develop outstanding local professional workforce in the field of occupational safety & health and to further spread safety culture in the local communities through operation of this open campus."





Published by  
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