



ASSOCIATION POUR
LA SANTÉ AU TRAVAIL
DES SECTEURS
TERTIAIRE ET FINANCIER

ANNUAL REPORT 2023



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The eternal quest for happiness



Dr Patrizia Thiry-Curziotti
GENERAL DIRECTOR

The people we meet in our consultations often say that they are unhappy, that their lives have no meaning, that they feel useless, exploited, drained.

If this defines unhappiness, what is the definition of its opposite, happiness?

The answer is simple and follows directly from their complaints: to find meaning in what we do, to feel useful, free and fulfilled.

Let's start with the latter: many people focus on what they lack, their « emptiness ». There's no doubt that this state of lack is a feeling that comes from childhood: at some point in our development we all lacked something. It could be attention, tenderness, esteem, recognition or respect.

What matters is not whether we received it or not, but how we experienced it as a small child. It may have created an emptiness within us that we continue to carry throughout our lives and that we cannot fill from the outside.

Here is a little remedy: try to fill it from the inside with gratitude!

Gratitude for the gifts that life has given you: your family, security, a roof over your head, friends, enough to eat and drink... If you focus on the lack, you will attract the lack. Try to focus on abundance and abundance will come to you, because we create our reality through our inner perception.

How do you change focus? It's easy:

1. Decide to do it;
2. Believe in it ;
- and 3. Take action!

The first belief to be eliminated will be the most painful of all:

« I cannot do it ».

Once the stage of fulfilment has been reached, inner freedom can set in. When you feel full of gratitude, you feel free. This allows them to turn to the third aspect of happiness: feeling useful. Free to support others, to commit to our society and our values, to give love to our family, to succeed in our professional lives. You are free as long as you do this out of gratitude for life's gifts and not out of the expectation that others will repay you or praise you!

And finally, it all creates meaning. I take pleasure in enjoying life's gifts and sharing them with those around me. In this way I can develop a healthy egoism that consists of doing what fills me up with meaning. Again, the natural consequence is that I leave my self-centredness behind and turn to sharing freely with those around me, who will naturally return the favour a hundredfold. And there you have it!

In our new «Lighthouse, preventing burn-out» programme, this is our aim. To turn participants towards happiness and away from a life of misery for good.

All it takes is a little bit of gratitude.

KEY FIGURES & EVOLUTIONS

In the year 2023, **668** companies were affiliated to the ASTF. The service's activities included **8 964** hiring visits (-3,92%), **989** medical check-ups (+17,88%), and **105** occupational reclassifications (+34,62%) compared with the previous year.

As part of an ongoing drive to improve the health monitoring of employees as a result of their professional activity, **869** periodic examinations were carried out, and **11** employees were integrated into the Lighthouse project and benefited from several consultations with the multidisciplinary team comprising doctors, psychologists, nurse-sophrologists and personal development coaches.

Let's take a look at consultations for special situations: **4 070** visits were made in 2023, an increase of 18,35% partly due to the strengthening of the psychosocial team.

Finally, the vaccination campaign was once again a success, with **5 312** vaccinations carried out, 348 more than in 2022.

All ASTF activities provided personalized advice and support to 11821 employees (+7,2%).

	2023	ÉVOLUTION	2022
Affiliated Companies	668	▲0,91%	662
Affiliated Employees	56 777	▲3,87%	54 663
Employees Followed-up	11 821	▲7,16%	11 031
Appointments & Consultations	15 422	▲12,43%	13 735
Medical Examinations on Recruitment	8 964	▼-3,92%	9 330
Consultations for Special Situations	4 070	▲18,35%	3 439
Professional Reclassification	105	▲34,62%	78
Medical Check-Ups	989	▲17,88%	839
Periodic Examinations	869	▲3376%*	25
Participants in the new Lighthouse program	11	-	-
Flu Vaccinations	5 312	▲7,01%	4 964

* see Periodic Examinations, page 10.

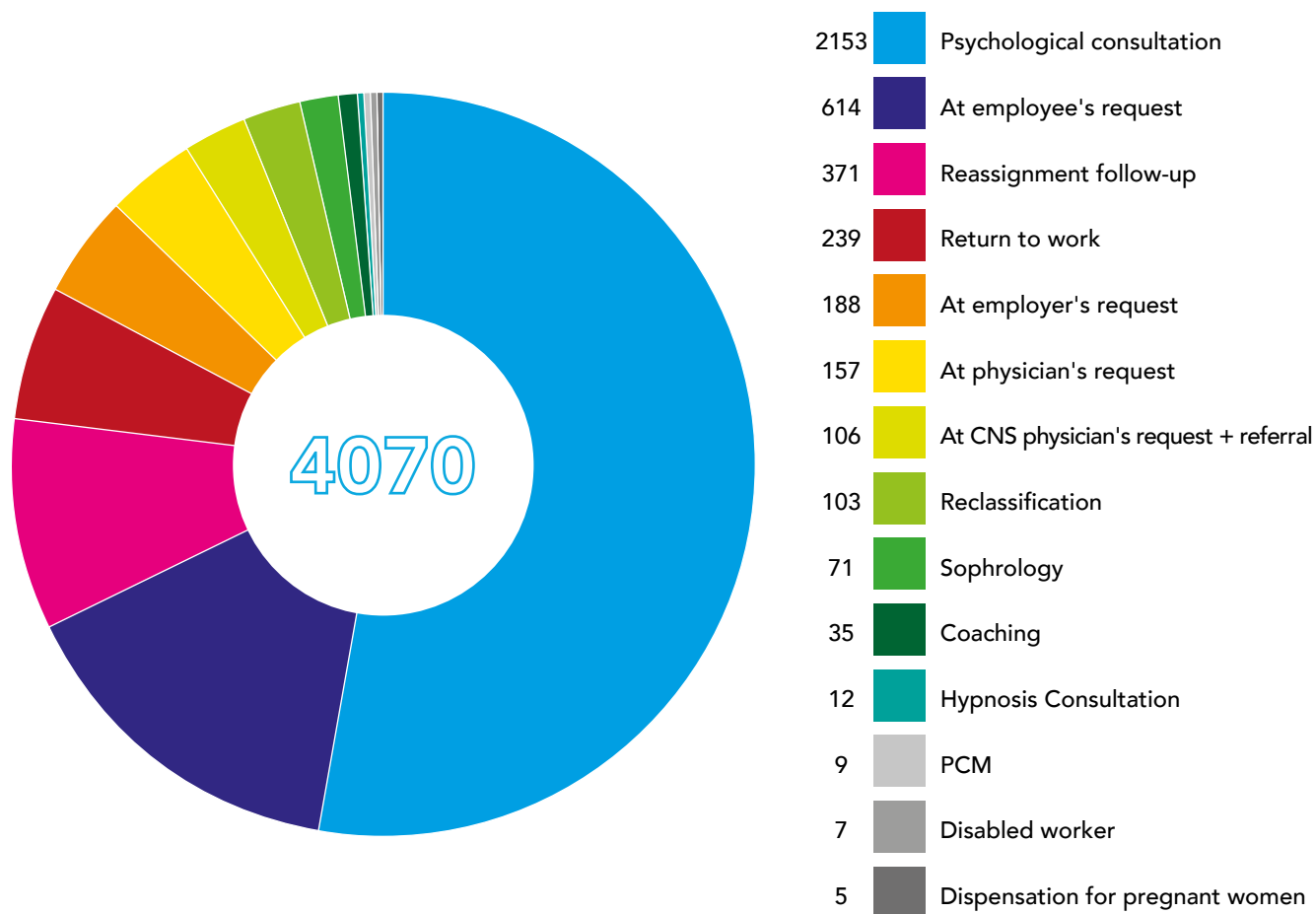
CONSULTATIONS TO FOLLOW UP SPECIFIC SITUATIONS

In 2023, the data show an increase in the number of visits at the request of the employee (614, +5,4%), visits at the request of the occupational physician (157, +15,4%) and visits at the request of the employer (188, +15,3%) compared to 2022.

2 153 visits were carried out by psychosocial staff, representing an increase of +28,6% on the previous year.

As part of our ongoing efforts to prevent psychosocial risks, 35 personalized coaching sessions were carried out in 2023, along with 71 sophrology consultations.

These figures once again underline the importance of pursuing prevention initiatives and the support provided by ASTF to companies.



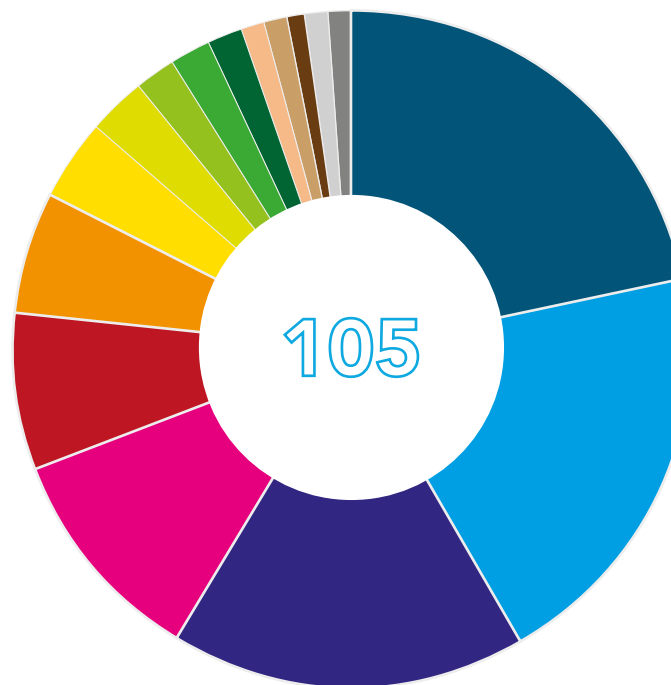
VISITS FOR PROFESSIONAL RECLASSIFICATION

The number of occupational reclassifications reached **105**, an increase of 34,62% compared with 2022

This year, mental illnesses (**21**) are no longer the main reason for reclassification; they have been dethroned by neurological diseases (**23**), even though the gap remains minimal. Oncological diseases (**18**) complete the top of this ranking.

Next come rheumatic or auto-immune diseases (**11**), systemic diseases (**8**) and cardiovascular diseases (**6**).

The other pathologies at the origin of the occupational reclassification procedure are more anecdotal or were isolated reasons.



23	Neurological pathologies	2	Endocrine pathologies
21	Mental illnesses	2	Orthopedic pathologies
18	Oncological pathologies	2	Pneumological pathologies
11	Rheumatological or autoimmune diseases	1	Dermatological pathology
8	System disease	1	Hematological pathology
6	Cardiovascular pathologies	1	Genetic pathology
4	Ophthalmologic pathologies	1	Traumatological pathology
3	Gastroenterological pathologies	1	Urological pathology

BURN-OUT FOLLOW-UP

A comparison of the results of the « burn-out self test » questionnaires was carried out between employees seen during visits for special situations (reference group) and those seen during medical check-ups and periodic examinations (control group).

918 stress tests were carried out during consultations for special reasons, compared with 1485 during check-ups and periodic examinations.

Generally speaking, the results show higher scores, and therefore more unfavorable ones, for patients seen during visits for special situations than for patients seen during check-ups, which is comparable to the observation made in 2022.

Over the course of 2023, the number of burnouts recorded, all consultations combined, amounted to 184 cases (-20 cases compared with 2022). In addition, there were 130 cases of depression (versus 147 in 2022) and 39 cases of harassment, including 4 cases of sexual harassment (versus 24 and 1 respectively in 2022).

As in the previous year, some subjects may have experienced both burn-out and depression, or bullying combined with either burn-out or depression.

As these situations are still widespread within companies, we need to continue our prevention efforts.

SELF TEST RESULTS (Special visits)

918 people

57
(6,2%)

Risk of burn-out severe

220
(24%)

Risk of burn-out

399
(43,4%)

Definitely at risk

225
(24,5%)

Minor symptoms

17
(1,9%)

No risk

SELF TEST RESULTS (Medical Check-ups)

1485 people

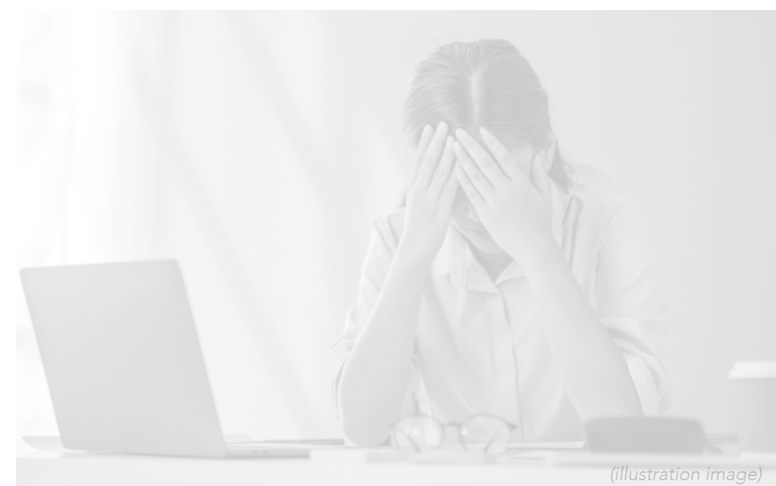
1
(0,1%)

39
(2,6%)

530
(35,7%)

858
(57,8%)

56
(3,8%)



MEDICAL CHECK-UPS

Review of 2023 check-ups

	2023	2022
Companies	69	38
Participants	989	839
Average age	45 ½ y.o.	47 y.o.
Pathologies screened	818	1226

The Check-up activity was once again flourishing in 2023 as no fewer than **989** check-ups were carried out and **69** companies offered this service to their employees.

The average age of participants was 45 ½.

The check-ups enabled us to diagnose a number of pathologies (**818** in total) mainly cardiovascular pathologies which can remain silent for a long time, without symptoms, such as hypercholesterolemia (144 cases), hypertriglyceridemia (47 cases) or high blood pressure (65 cases). This examination also makes it possible to detect the impact of psychosocial risks on certain patients at more or less advanced levels (28 cases in all).

Other pathologies were also highlighted during these check-ups, including endocrinological (notably diabetes and thyroid dysfunction), hepatic, ophthalmological and gastroenterological conditions.

During check-ups, the medical examination is an ideal opportunity to raise the patient's awareness of pathologies and prevention, to emphasise the importance of a healthy lifestyle (eating well, moving well, sleeping well), but it also enables the employee to find out about the ASTF and its various services, and to maintain or improve his or her state of health. Let's not forget that the health of a company depends on the health of its employees, and that medical follow-up is beneficial for both employee and employer.

On the other hand, it's important to remember that the main purpose of check-ups, when this service was first offered, was to provide regular monitoring of employees' state of health, as periodic visits were not carried out. However, as you will read later, since June, periodic examinations have been introduced by ASTF in order to better monitor employees' state of health, and as check-ups can be assimilated to periodic examinations, since that date a job fitness certificate containing a periodicity has been issued at the end of each check-up.

One copy of this form, which of course contains no medical data, is sent to the employee's professional e-mail address, and another is forwarded to human resources.

If, as a company, you are interested in check-ups or have any questions, please contact us at:

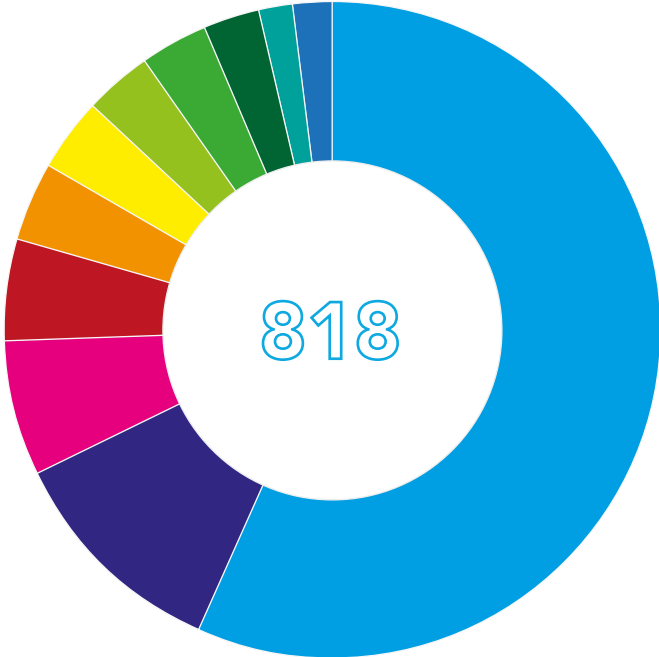
accueil@astf.lu or check-up@astf.lu

or visit our website:

www.astf.lu/check-up

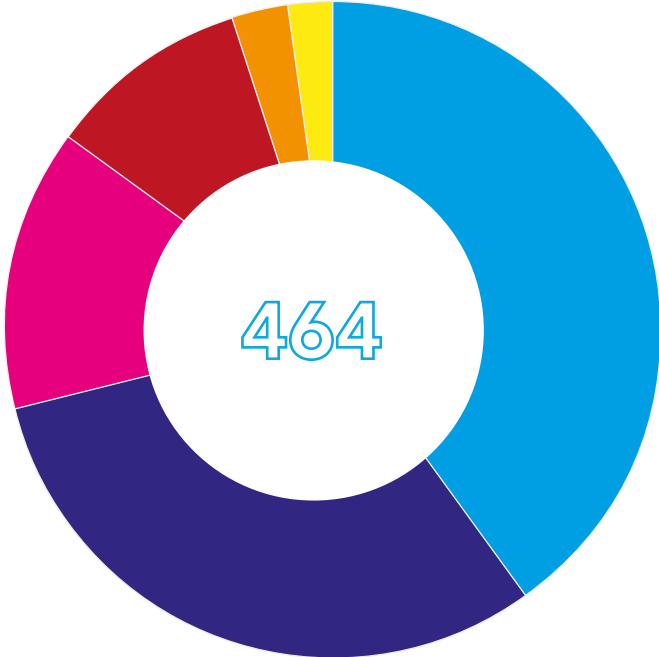
MEDICAL CHECK-UPS

Pathologies screened



464	■	Cardiology	28	■	Ophtalmology
92	■	System (fatigue, obesity)	28	■	Psychiatry
55	■	Urology	22	■	Hematology
40	■	Endocrinology	14	■	Rheumatology
31	■	Various pathologies	14	■	Ear-Nose-Throat
30	■	Hepato-gastro-enterology			

Distribution of cardiac pathologies



186	■	Elevated LDL cholesterol
144	■	Hypercholesterolemia
65	■	High blood pressure
47	■	Hypertriglyceridemia
12	■	Rhythm disorders
10	■	Other (ventricular hypertrophy, heart murmur)

PERIODIC EXAMINATIONS

The laws of June 17, 1994 made health and safety regulations mandatory for all companies and all employees in the Grand Duchy of Luxembourg, and the law of July 31, 2006 introduced them into the Labor Code.

The law aims to protect workers in their working environment by organizing, among other things, medical surveillance, and stipulates that a periodic examination every 5 years is recommended for all employees under the age of 50, and every 3 years for all employees over 50, unless the risk justifies a shorter frequency.

It is up to the occupational physician to determine the frequency, and he or she can ask to see the company's employees at any time.

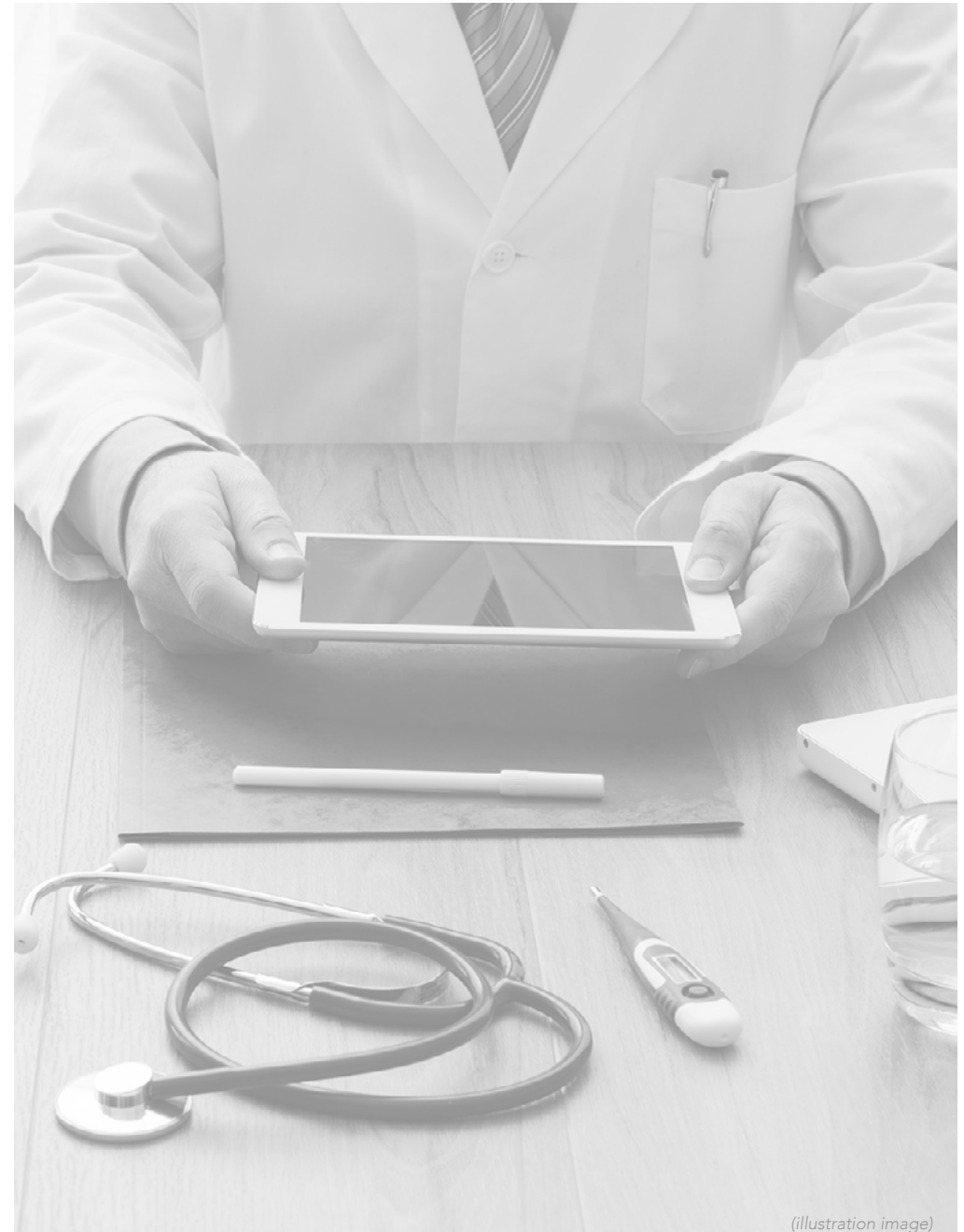
In 1995, the social partners agreed that the tertiary sector was risk-free and that periodic check-ups were not necessary. In the meantime, working conditions have changed as a result of digitization, and psycho-social risks are a major risk on a daily basis.

This is why, as of June 1st 2023, the ASTF has set a periodicity in accordance with the law after each recruitment visit and after each consultation.

Employee job fitness certificates marked « not submitted » remain valid, however, we advise all companies to send us all their employees for periodic examinations, starting with the most senior.

Periodic medical examination slots have been set up and will be available in the first instance for all people hired before 1995, the date on which the law on occupational medicine came into force.

Each company is responsible for managing the periodicity of the records, and we strongly recommend that you keep all your skills records, so that you can present them in the event of an inspection by the Inspection du Travail et des Mines (ITM).



(illustration image)

TRAININGS

Deepening and broadening content and learning methods

**« It's what we think we already know
that often prevents us from learning. »**

(Claude Bernard, 19th century French physician)

This proverb makes perfect sense when it comes to health and health prevention in the workplace. This is particularly true of stress management.

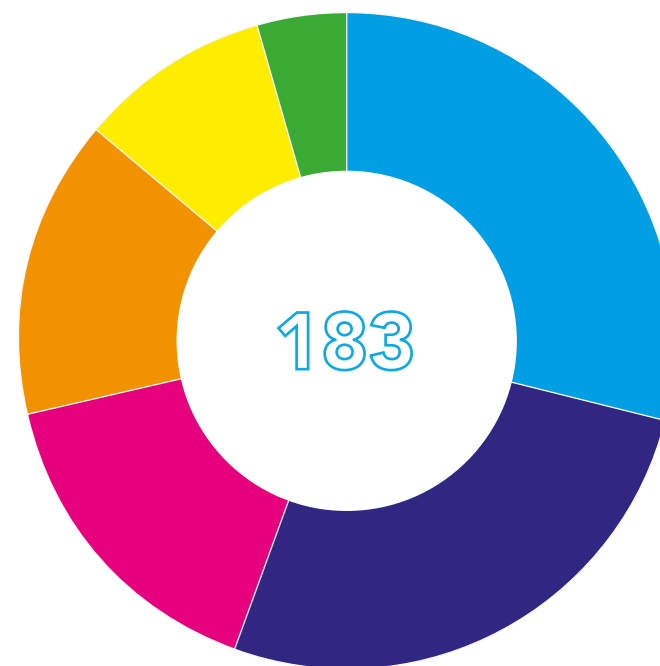
Stress is part of our lives, everyone talks about it and in theory we all know what sleep, nutrition, relaxation and activity do for our health, well-being and motivation, but adopting a healthier lifestyle is very difficult. According to science, it takes two to eight months from the initial idea to the actual change in habit.

Our training courses can only be the beginning of individual and organisational awareness. But the drop of water finally digs the rock and for that to happen, human beings need 1, to understand, 2, to see an interest in change and 3, (often forgotten), to have the energy for change, because change, before bringing us any, requires energy.

We are therefore fully motivated to constantly adapt our training courses to this objective of learning and change.

We hope that the present times do not contribute to a lower training effort, because times of change and uncertainty, create a greater need for support for collective and individual health and resilience.

	2023	2022	2021
Number of courses	183	194	220
Hours of training	423,5	717	529,5



- 53 Stress management
- 49 Healthy lifestyle
- 29 Healthy leadership
- 27 Psychosocial risks
- 17 Mental health
- 8 Ergonomics

TRAININGS

Support for managers, a vector for health prevention

Aware of the manager's important role as a vector of prevention, and also of their mental burden, we have continued and strengthened this area of training (29 courses in all).

23 training courses on healthy leadership were delivered. This training program is designed to support the development of health-promoting leadership styles, in which the manager plays the role of role model in the healthy management of work-life balance.

To this end, the themes of working conditions, psychosocial risks, the components of fundamental needs, values and self-esteem, emotional management and communication are tackled from a theoretical and practical point of view through role-playing.

In addition, we have completed our specific offer for managers by introducing a specific mental health awareness course. This course aims to help them understand the impact of mental health on the human being at work, the emotions and behaviors associated with it, and above all to enable them to practice role-playing communication situations in this context. Three of these courses have already taken place in the second half of 2023, and the concept has received positive feedback.

Process communication training, which has been deployed extensively in previous years to allow interested managers to develop an understanding of their own personality profile and communication styles, was also in demand, but in smaller numbers.

Mental health first aid.

A total of 9 Mental Health First Aid courses have been delivered, bringing the total number of courses on this topic to 43 training groups since we started delivering it (2021).

New training courses in 2023

This year, we developed three new training courses, two of which were in response to the need for information linked to the introduction of new laws in the Labour Code: one on moral harassment and the other on the right to disconnect. Then, more recently, in response to requests from certain affiliates, « Thriving abroad », a series of three training courses aimed at reducing the potential health effects of expatriation for new arrivals in Luxembourg.

Projects

- Continue to seek dialogue and involve management in the importance of raising awareness and developing a corporate culture that is aware of and active in health prevention;
- Continue and reinforce support for management teams by offering specific training to help them understand their role in organizational and team health;
- Continue to develop themes and learning methods aimed at deepening our areas of intervention;
- Develop a specific training cycle for human resources professionals.

Protection against moral harassment in the workplace (Law of March 29, 2023)

Luxembourg's Chamber of Deputies has passed a law designed to protect employees against moral harassment, meaning: « any behavior which, by its repetition or systematization, undermines the dignity or psychological or physical integrity of a person. » With this new law, Luxembourg has given itself a clear and precise legal framework that meets the interests of employers and all employees.

First and foremost, this law defines the measures to be taken by the employer in the event of moral harassment within the company. The role of the staff delegation is also central, as it must ensure that cases of moral harassment within the company do not occur. If a situation of moral harassment is brought to its attention, it will be tasked with supporting and advising the employee concerned.

If, despite the measures taken by the employer, the moral harassment does not cease, the new law defines a procedure to be followed by the Labour and Mines Inspectorate (Inspection du Travail et des Mines - ITM).

How does ITM handle this complaint?

The ITM investigates the case and interviews the alleged victim, the alleged perpetrator, any other witnesses and the employer. A detailed report is submitted to the employer within 45 days of receipt of the complaint.

The employer is then under an obligation to take the measures set out in the report sent to him by the ITM Director.

The new system provides for the protection of the victim and witnesses against possible reprisals by the employer, as well as the possibility for the alleged victim to terminate her employment contract on the grounds of moral harassment, without notice, with damages to be paid by the employer if moral harassment is proven.

Former labor minister Georges Engel pointed out that this new law will help guarantee employee protection against all forms of harassment. In his view, it also demonstrates the political will to pay greater attention to the health and safety of employees in the workplace.

As part of a preventive approach, the ASTF team offers information and training sessions on harassment in the workplace and the corresponding laws.

We also provide psychological support to people who need it.



(illustration image)

Lighthouse program

One of the highlights of the year was the pilot phase of our Lighthouse project. The aim of this program was to support and help participants develop a set of resources to prevent and repair the damage caused by burnout.

**« Health is important,
not just physical health. »**

(testimonial from satisfaction survey)

Over a 3-month period, program participants had a medical check-up, received psychological support, took part in sophrology and discussion group sessions, and attended training courses on various health-related topics. A large part of our team was called upon to organize these various activities. This aspect was at the heart of the program's reflections, as interdisciplinarity is beneficial in the care of people suffering from burnout (and more broadly, in the accompaniment of mental disorders). Moreover, there are many advantages to combining individual support with group sessions.

**« Sharing with others in the same situation
helps them feel better and supported. »**

(testimonial from satisfaction survey)

All participants took part, at the start and end of the program, in a psychometric assessment of burnout risk, anxiety and depression symptoms and other psychosomatic indicators. They also completed a short questionnaire assessing participants' positive outlook and well-being (see tool references below).

Firstly, these data were essential in determining whether it was appropriate to include them in the program, and whether their situation did indeed indicate a risk of burnout. Secondly, it enabled us to assess the participants' progress, and thus the potential effectiveness of a program of this kind.

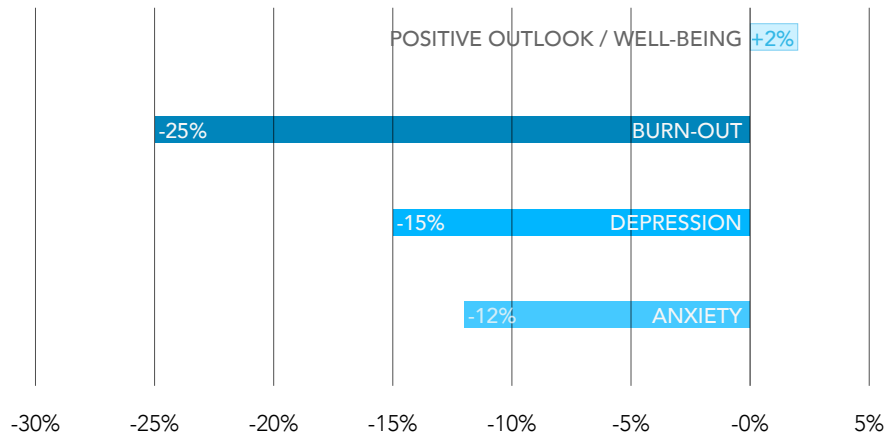
Assessment tool references:

- Emotional distress - anxiety - short form for adults; 2008-2012 PROMIS Health Organization
- Emotional distress - depression - short form for adults; 2008-2012 PROMIS Health Organization.
- DSM-5-TR Measurement of self-assessed cross-sectional level 1 symptoms - adult, 2013 APA.
- Lukat, J., Margraf, J., Lutz, R., van der Veld, W.M., Becker, E.S. (2016). Psychometric properties of the Positive Mental Health Scale (PMH-scale). BMC Psychology, 4;8.
- Doi: 10.1186/s40359-016-0111-x.

PSYCHOLOGY

On average, on the four scales assessed, results improved, meaning that anxiety and depressive symptoms and the risk of burnout decreased, while the positive outlook/well-being scale showed an increase. This confirms the program's approach of raising awareness and strengthening participants' coping resources.

Average change between two measurements



For all participants, the psychosomatic signs assessed (anger, sleep problems, pain, etc.) decreased in variety and intensity.

**« This program helped me to get out of my situation
and to see the future in a positive and sustainable way »**

(testimonial from satisfaction survey)

On the whole, the program has been well received by those enrolled. At the end of the program, they showed positive changes, and had kind words for the program. Their comments on the organization and our team's observations have been taken into account to improve care and facilitate the implementation of version 2 of Lighthouse, from January 2024.



SOPHROLOGY

The ASTF has offered its affiliates the opportunity to discover and practice sophrology, through information and practice sessions at companies or individual sessions on our premises.

The motives are different, and so are the benefits, but the guiding principle remains the same: relaxation, positive thinking and self-care.

The goals of companies are many and varied, from offering their employees a regular relaxation break, to providing a pleasant way to bring a team together, to enabling them to discover a method of relaxation and self-awareness, to showing their staff that they are cared for, that their stress is recognized and that they are trying to bring well-being to the workplace.

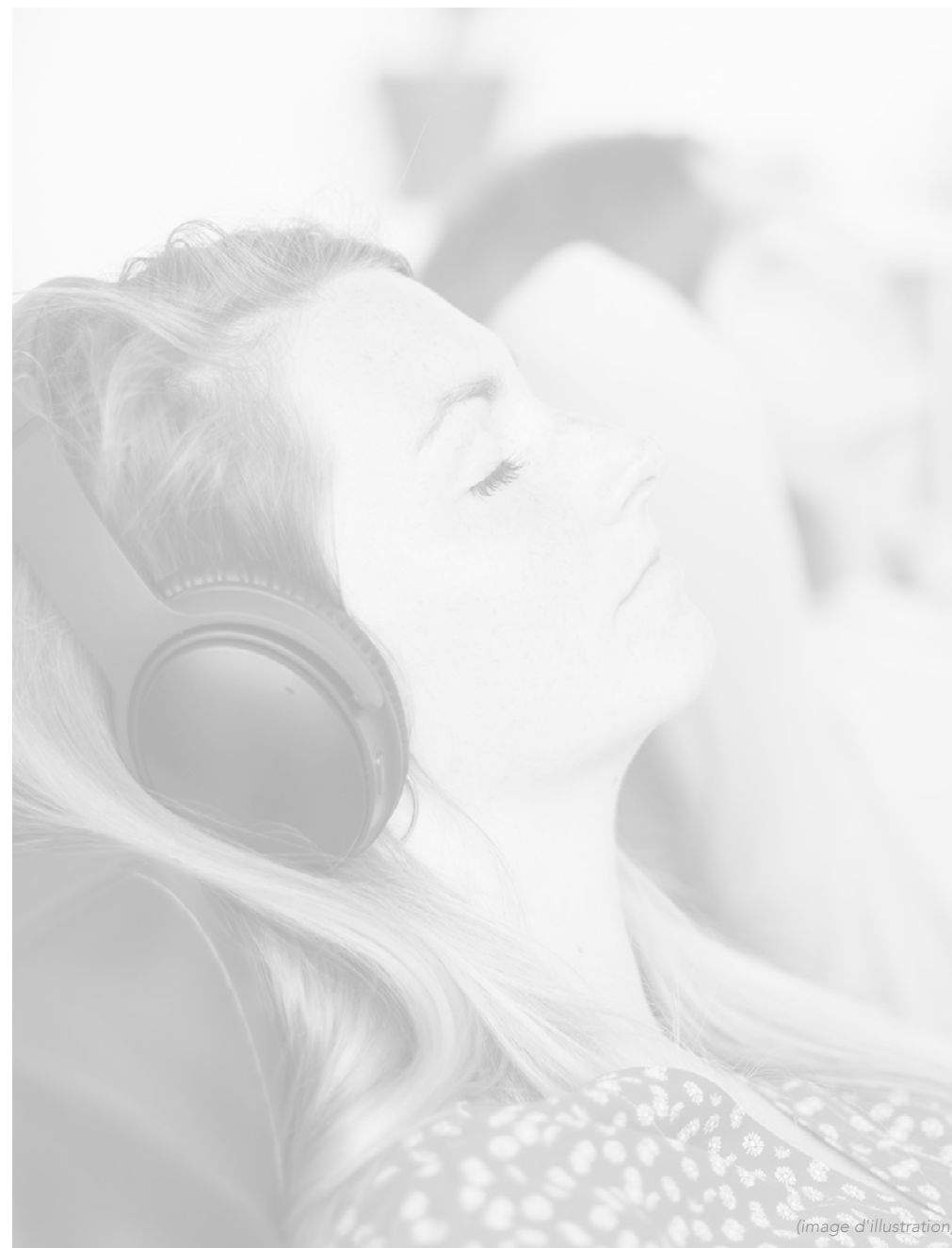
Individual follow-up sessions are offered by doctors and psychologists as part of a multidisciplinary approach.

The advantage of this joint effort is that it maximizes the effect of each visit, thereby shortening the duration of care.

They also offer a wide range of tools and/or a broader approach to meeting people's needs when they come to the occupational health service for help.

15 in-company sessions were carried out and 71 individual appointments were honored in 2023.

SOPHROLOGY SESSIONS	2023	PEOPLE
In-company sessions	15	80
Individual appointments	71	71



Working in « Flex-Office», opportunities and risks

Open workspaces continue to appeal to companies, who prefer shared workspaces to traditional individual offices. While the logistical and relational advantages are often put forward, we note that this organizational model can also be the source of nuisance, discomfort and conflict.

Employees are far from unanimous in their support.

The open-space of the 2000s has evolved into a « Flex-Office »

This new principle of organising workspaces has become even more restrictive. The aim of this model is to optimise the use of workstations by anticipating their under-utilisation, taking into account absences due to leave, sick leave, external appointments or teleworking.

This concept aims to offer a lower number of positions than the actual number of employees in the company. In Luxembourg, a ratio of 80% is generally applied in the tertiary sector. The aim is to meet economic targets, which require a significant reduction in rental space. We believe that the rhetoric about improving team spirit and well-being at work was subsequently used to legitimise this transition to open-space and Flex-Office.

Even though some employees are adept at this new mobility, we find that many employees find the experience uncomfortable, are nostalgic for the traditional office and develop strange behaviours that allow them to return to a workstation assigned to them personally. It's true that offices have become more « impersonal », but the Flex-Office marks the end of dedicated spaces within the company.

This can lead to a feeling of interchangeability or depersonalisation among employees, which can be detrimental to their commitment.

The evidence of discomfort and unease is many and varied. Many nuisances, such as cacophony, lack of privacy and confidentiality, the feeling of being under surveillance and the lack of control over the working environment, are the subject of these complaints. All of these annoyances can interfere with employees' concentration and productivity, and can even lead to chronic fatigue.

For employers, from an organisational point of view, the Flex-Office maximises the use of available space. By eliminating dividers and individual desks, the layout of workstations is optimised and the working environment becomes more flexible and adaptable. It's an effective way of making financial gains and adding environmental value. By dispensing with the need to maintain one workstation per employee and reducing the surface area required, employers can improve the profitability of their premises. In this way, they can provide their employees with attractive, high-quality workspaces that have been redesigned.

Furthermore, by limiting floor space, energy costs such as heating, air conditioning and electricity are reduced. At the same time, as flex-desking can be perfectly combined with the option of teleworking, staff commuting times are reduced, and the company's carbon footprint is therefore improved.

While the Flex-Office has been on a roll in recent years, it should not be seen as the ultimate solution when it comes to reorganising workspaces. Its success lies in its ability to be adapted to suit different professions, corporate cultures and teams. The aim is to formulate a tailor-made response to each organisational challenge. Implementing a flexible organisation also means supporting employees to meet their needs and preferences, which can vary according to the type of tasks performed and the specific dynamics of their various activities.

**Setting up flex-desking is not something to be taken lightly:
it requires good preparation, rigorous organisation and assiduous support.**

How can I work peacefully in a Flex-Office or Open-Space environment?

- Put up a visual signal if you want to minimise interruptions, for example a «do not disturb» sign to indicate to colleagues that you do not wish to be disturbed;
- Don't hesitate to use the areas set aside for silence or isolation to help you concentrate better;
- Plan tasks in advance and determine which require the most concentration. For example, you might choose to work on the most tedious tasks in the morning, when the Flex-Office is still calm and unoccupied;
- Take regular breaks to limit the fatigue caused by the noise and bustle around you. This is an opportunity to stretch, hydrate, have a snack and stretch your legs;
- As far as possible, show flexibility so as not to harm the general atmosphere, while making your limits known and respected.

Simple rules of conduct to make group life in a Flex-Office or Open-Space environment run more smoothly.

- Respect shared areas and take care not to invade other people's workspaces with your own belongings;
- Don't talk or laugh too loudly;
- Put your mobile phone on silent mode and leave if you receive a call;
- Remember to set up a telephone line forwarding system in case of absence;
- Do not call out to a colleague from across the room, opt for a move;
- Limiting repeated, unobtrusive comings and goings;
- Discussing and agreeing on the operation of the air conditioning or heating system;
- Avoid generating odours that are too strong and disturbing (food, cigarettes, scented candles, etc.)

	2023	2022
Workplace study following a medical advice	43*	43
Workstation adaptation follow-up	-	-
Workstation visit	45	110
Deck chair and work equipment assessment	-	-
Air quality analysis	3	-
Analysis of the air quality: in-company activity	12	-
Analysis of the lighting environment	2	-
Sonometric analysis	-	-
Ergonomics training in companies	3	7
Continuing education Ergo-Scout	1	4
Certified Ergo-Scouts	7	16
« Ergonomics and Home Office » webinars	1	9
Workspace and layout advice	3	2
Ergonomic Study on Plan	1	1
Designated Workers interviews	2	2

* of which 31 were carried out remotely



(illustration image)

COMMUNICATION

The 2023 statistics have no longer been totalled in terms of sessions (1 display = 1 session) because the tool and the collection method have evolved. The approach is user-centric, making it possible to track interactions across multiple devices. The tool only counts one user when the same person has used a 'computer' and then a 'mobile', for example. The number of sessions is always higher than the number of users. The trends are incomparable with those of the previous year, when the statistics would have appeared to be decreasing, but the breakdowns by device and by language show that they have remained constant.

Website

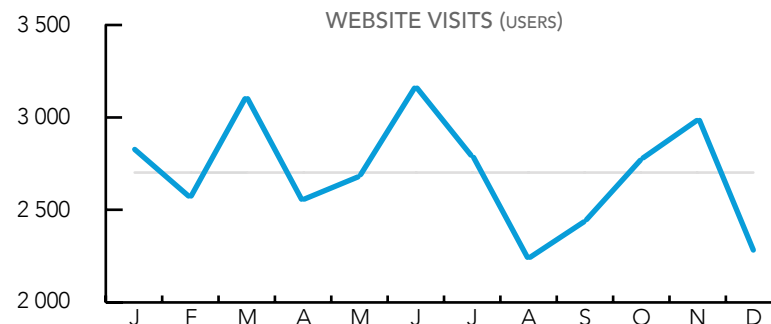
The website had 32 427 total visitors in 2023, an average of 2 702 unique monthly visitors. The themes developed in the monthly newsletters can have a significant impact on website traffic (for example: Periodic medical check-ups - in June and Blue light - in November 2023).

The most popular pages are similar regardless of the language in which they are displayed (French leads English by around 11%): 1st, home page, 2nd, forms, 3rd, medical check-ups..

Origins of visitors

Search engines remain the main source of visitor acquisition, accounting for 65.44% (+2,94%). On the other hand, direct access decreased by 2,37% to 21,31%. While these visitors are typing «astf» into their browsers, they are not necessarily specifying «.lu». They are then redirected to a search engine rather than to the website. Requests for «astf» and «astf Luxembourg» accounted for 56,14% of those leading to the website. Access via emailings (newsletters, invitations to training courses) remained stable at 9,34% (+0,38%). Visitors from incoming links (pages or sites pointing to the ASTF website) were slightly down (-1,37%). This drop can be explained by the absence of events in which the ASTF participated and which could have generated additional traffic to the website.

ORIGINS	2023	EVOLUTION	2022
Search	65,44%	▲2,94%	62,50%
Direct access	21,31%	▼2,37%	23,68%
Emailing	9,34%	▲0,38%	8,97%
Incoming Links	2,60%	▼1,37%	3,97%



User's languages

The trend continues for the second year running. English-speaking users are still the most numerous, now accounting for half the audience (50,41%). French speakers are a close second with 38,22%. Germans complete the podium with 6,57% of users. This statistic is based on the language of the web browser, not the language in which the pages are displayed. 40 other languages are used on the browsers of the remaining 4,81% of users.

VISITORS	2023	EVOLUTION	2022
English speakers	50,41%	▲0,60%	49,81%
French speakers	38,22%	▼0,25%	38,47%
German speakers	6,57%	▲0,15%	6,42%
Others	4,81%	▼0,49%	5,30%

Types of device

The proportion of mobile devices continues to rise, now accounting for 34,65% (+2,75%), while desktops and laptops account for 64,29%. Tablets are becoming less prevalent, accounting for 0,63%.

It should be noted that 0,43% of devices were «unidentifiable», a first.

DEVICES	2023	EVOLUTION	2022
Desktop	64,29%	▼3,02%	67,31%
Mobiles	34,65%	▲2,75%	31,90%
Tablets	0,63%	▼0,16%	0,79%
Others	0,43%		--

Newsletters

As in previous years, 11 monthly newsletters (with the exception of August) were distributed to an average of **1 167** contacts (-6,41%). A number of non-affiliated users unsubscribed as they were unable to take part in events and training courses. On the other hand, 97,2% of mailings reached their intended recipients, as the audience, although slightly smaller, is better targeted. The open rate, 30,77% (+1,58%) and click rate, 10,25% (+0,57%) remain stable.

Invitation mailings for training courses (for example *Continuing Education for Designated Workers*), are not taken into account in these statistics but have a significant impact on website traffic, in March 2023.

Event

In March, a full day of training was organised on the ASTF's premises. **60** participants took turns to benefit from 6 modules (*Return to Work, Teleworking, Emotion Management, Healthy Leadership, Lifestyle Hygiene, Mental Health First Aid*) presented by ASTF doctors and psychologists.

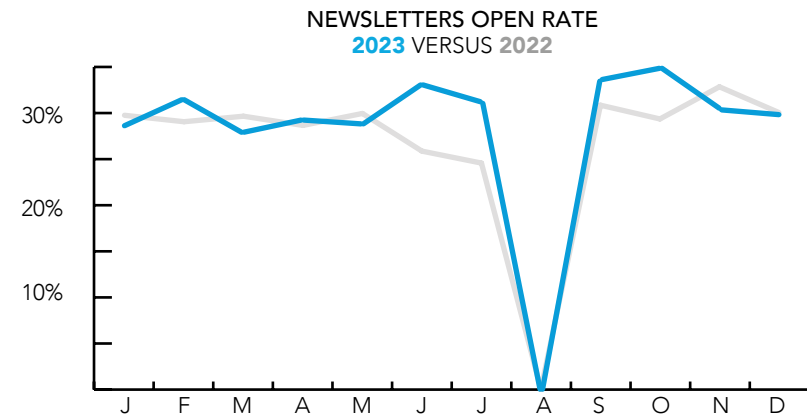
This training day, recognised by the Labour and Mines Inspectorate (Inspection du Travail et de Mines - ITM) enabled Designated Workers to benefit from a quota of training points as part of their continuing training.

Social Media

At the end of 2023, the ASTF's LinkedIn page had **632** subscribers (+128) after deleting a dozen inactive or fake accounts.

The Facebook page has been closed because this network is a personal and very diverse social network. As our target audience is made up of professionals, mainly human resources staff, they are naturally more interested in the features and benefits of a social network designed specifically for professionals.


We are aware that this decision may have disappointed some of our subscribers who were only using Facebook. However, it is important to adjust our communication efforts to reach our target audience as a priority.




Continuing Education Program for Designated Workers © ASTF

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Medical director

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 Dr Albert NYOBE (since sept. 18th, 2023)


 Dr Carole PICARD


 Dr Stefan WEICHERDING (until sept. 30th, 2023)

Sociologist, Personal development coach

 Patrice MARCHAL

Psychologists

 Petra BUDERUS (since july 17th, 2023)

 Samy BOUTIBA

 Gilliane GRANDJEAN

Executive Assistant

 Bernadette MARCHER


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 Christiane RECKINGER

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Nurses


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 Sandra VAZQUEZ-PARRAS

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 Claudia BARTH (until sept. 14th, 2023)

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