



Temporary Workers Health & Safety Policies & Procedures

GENERAL POLICY STATEMENT

The role of temporary workers and the duty of care that is owed to them have particular importance within the staffing industry and to our clients. 365 People along with the “end user” have a dual duty to ensure the health, safety and welfare of temporary workers within their premises and when supplying them to end users. Where engaging temporary staff, at any time and at any of its premises or operations, the Company must ensure that the health, safety and welfare of any temporary staff is given the same level of importance as that provided for its own staff. Under health and safety legislation, both the employment business/agency supplying the temporary worker and the “end user”, have an obligation to safeguard the health, safety and welfare of temporary workers. It is therefore essential that there is close liaison and co-operation between both parties to ensure that the statutory duties are carried out. This policy and its contents set out to establish the duties, roles and responsibilities of the relevant parties engaging temporary workers and provides the specific procedures to follow “so far as is reasonably practicable” to safeguard the individuals and satisfy legal requirements. Both the employment business and the end user shall maintain such insurance policies and appropriate levels of cover at all times for as long as is necessary to cover the temporary workers assignment duties, obligations and liabilities or as may be otherwise required by law.

ALCOHOL AND DRUGS POLICY

365 People is committed to provide a safe and healthy working environment. It recognises that this can be put at risk by those who misuse alcohol or drugs to such an extent that it may affect their health, performance, conduct and relationships at work. The policy, which applies to all employees and temporary workers, aims to:

- Promote the health and well-being of employees and temporary workers and to minimise problems at work arising from the effects of alcohol or drugs.
- Identify employees and temporary workers with possible problems relating to the effects of alcohol or drugs at an early stage.
- Offer employees and temporary workers known to have alcohol or drug-related problems affecting their work referral to an appropriate source for diagnosis and treatment if necessary.

Medical confidentiality will be taken into account in the implementation of this policy and its arrangements. The person responsible for implementing this policy is the Managing director.

ACCIDENTS / INCIDENTS REPORTING

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) require fatal and specified injuries to workers, occupational diseases and certain dangerous occurrences to be reported directly to the appropriate enforcing authority.

Note the definition of “accident” includes acts of violence done to persons at work e.g. assault by an employee on a supervisor (or vice versa) over a work related matter.

It is your responsibility to ensure that all accidents, incidents, near misses and environmental issues however small are reported in accordance with Company Procedures

All dangerous occurrences and potential hazards, including risks to the environment, should be reported immediately to your immediate supervisor and your contact at 365 People Limited so that necessary actions can be taken.

HEALTH & SAFETY

The Company will do all in its power to ensure your wellbeing and safety whilst at work. However any action by you which endangers the health and safety of yourself and others whilst at work may lead to action being taken which could result in the termination of your employment.

In order that the most satisfactory and safe working environments are created and maintained within the Company’s and Client’s premises and sites, published safety and fire rules and procedures must be observed at all times.

All accidents, no matter how slight, must be reported and entered into the accident book and any potential hazard, including environmental risk or unsafe condition must be reported to your immediate Manager or Supervisor and 365 People Limited representative.

COMPLAINTS

Where you have a complaint relating to any aspect of your engagement provided by 365 People Limited you should follow the procedure set below:

- You should first raise the matter with your 365 People Limited Consultant. This should be done in confidence giving full details to the Consultant to allow him/her to fully consider your complaint.
- Should your 365 People Limited Consultant fail to resolve the matter within three working days of you raising the matter, you should refer the matter in writing to the Manager responsible for the Consultant. The Manager will then deal with your complaint.
- Full details of your complaint, together with all related correspondence will be filed in your Personal File unless you request in writing that this is not to be done.

WORK-SAFE

365 People Limited is committed to the pro365 of safety, health and welfare of its employees, temporary workers, contractors and neighbours

All work will be assessed, resourced and conducted in the manner which will anticipate and eliminate occurrence of situations hazardous to safety and health.



The need of anyone to refuse work, on grounds of serious danger or inadequate safety measures, hopefully should rarely occur, but the possibility exists. The following steps must be adhered to by **all** temporary workers:

- No person will enter the clients/contractors workplace without having had a full and proper briefing on the safe system of work to be used.
 - No person shall under any circumstances, sign a blank Risk Assessment or briefing form or any other type of document.
 - No person shall enter high risk or restricted areas, e.g. confined spaces, without the correct certification required and having their certification checked by the Person in Charge.
 - No person will work or act in an unsafe manner
 - No person shall accept any instruction to work in an unsafe manner, whether affecting themselves or others
 - No person will undertake work activities that they have not been trained to do and should report any request to do so immediately to their 365 People Limited contact
 - 365 People Limited will endeavor to investigate any dispute concerning unsafe working practices
 - 365 People Limited will operate a “**NO WORK**” policy in all cases where safety is compromised
- If you believe that a task you are required to carry out will endanger yourself or others, you should cease from carrying out the task and immediately report the situation to the person in charge and to your 365 People Limited Consultant

PERSONAL PROTECTIVE EQUIPMENT

The company and/or the end user will provide personal protective equipment when the risk presented by a work activity cannot be adequately controlled by other means and at no cost to the temporary worker. All reasonable steps will be taken by the company and/or the host employer to secure the health and safety of temporary workers who work with PPE.

The company acknowledges that health and safety hazards will have been identified if this equipment is used. It is the intention of the company and/or the end user to ensure, through the proper use of this equipment, that any risks are reduced to a minimum.

Whilst it is generally recognised that the use of PPE can be undertaken without undue risks to health, it is appreciated that some employees may have genuine reservations and concerns therefore the company and/or the end user will seek to give information and training to enable a fuller understanding of these issues.

RESPONSIBILITIES

The temporary worker:

- Must supply the Employment business and end user with all true and relevant information and documentation throughout the assignment (work placement)
- Must ensure that they familiarise themselves, and co-operate, with the end user’s Health and Safety and Environmental policies and procedures at all times
- Must take all reasonable steps to assess any risks and safeguard his / her own safety during an assignment and that of others who may be affected by his / her actions
- Must report any work related injury or accident that occurs and any environmental issues
- Must comply with any induction and task training, supervision and requirements of any risk assessments

The employment business (so far as is reasonably practicable):

- Will treat temporary workers as it would its own employees for all health and safety matters
- Obtain and forward to the candidate adequate information from employers, client’s etc. in order to select suitable workers for a vacancy.
- Make enquiries to ensure that the worker(s) possess the necessary qualifications and competencies
- Ensure appropriate client liaison is facilitated regarding the end user’s Health and Safety matters
- Foster and maintain co-operation and good communication between all parties.
- Develop and maintain all necessary records

The End user:

- Must ensure that they allocate, maintain and make available to the temporary worker suitable and sufficient Safety, Health, Welfare & Environmental resources and provide all relevant information
- Will be responsible for the direct control and supervision of all temporary workers
- Will conduct their own full and proper selection process in line with current employment, health and safety and environmental legislation in order to select the most suitable candidate
- Treat temporary workers as it would its own employees for all health, safety and environmental matters
- Foster and maintain co-operation and good communication between all parties.

PROCEDURES

The temporary worker(s):

- Are required to supply the Employment business and end user with all true and relevant information and documentation prior to any engagement and throughout the assignment such as:
 - ❖ Eligibility to work in the UK
 - ❖ Qualifications
 - ❖ Competencies
 - ❖ References
 - ❖ Completed Registration form
 - ❖ Work experience
 - ❖ CV’s



- Will be expected to attend an interview
 - Must notify the Employment business and end user's supervisor of any changes in personal circumstances that could affect their ability to work, or that may expose them to risk within the workplace.
 - Observe, co-operate and adhere to the end user's Health, Safety and Environmental policies, procedures and safe systems of work
 - Take all reasonable steps to assess any risks and safeguard his / her own safety during an assignment and that of others who may be affected by his / her actions
 - Ensure they are aware of the hazards, risks and control measure's relevant to their placement
 - Ensure they are aware of what to do in an emergency situation
 - Ensure they are aware of all nominated and competent personnel
 - Report any work related injury or accident or environmental issue that occurs immediately to the Employment business and end user or as is practicable
 - Undertake all relevant inductions, briefing sessions, training etc as provided by the relevant parties
 - Comply with any induction and task training, supervision and requirements of any risk assessments
 - Only carrying out tasks that they have been trained for and competent to carry out have been employed for and have been authorised to undertake within the agreed premises or area.
 - Take care of the Employment business and end user's property entrusted to them, refraining from horseplay and/or any willful abuse of health, safety, welfare and environmental facilities/equipment.
 - Report to their immediate (on-site) supervisor any defects in plant or equipment and ensure that plant and equipment is in a safe and secure state when unattended.
 - Report all incidents or situations that could result in personal injury, property damage or damage to the environment to the Employment business and end user immediately
 - Report any personal work related injury or disease immediately to both their on-site supervisor/manager and the Employment business
- The employment business (so far as is reasonably practicable):**
- May require temporary workers to undergo a certain amount of induction training in line with their respective roles
 - Will make available relevant information on our company policies, procedures and especially this policy to all temporary workers to enable them to work safely
 - Will supply all relevant health, safety, environmental and contractual documentation to all parties within the timescale detailed within our companies operational procedures
 - Will, in line with our operational procedures, obtain full and adequate information from host employers/clients in order to select suitable workers for a vacancy. Examples of such information are:
 - ❖ job descriptions
 - ❖ work location(s)
 - ❖ qualifications and skills required to do the work safely
 - ❖ hours of work (shift patterns etc.)
 - ❖ the health surveillance to be provided to the temporary worker under statutory provisions
 - ❖ the risks to health and safety
 - ❖ any preventive measures to be taken
 - ❖ safe working procedures
 - ❖ named supervisors
 - ❖ the identity of the competent person taking charge during an emergency
 - ❖ any risks notified to the company arising from a shared workplace.
 - Will ensure, in line with our operational procedures, that the temporary worker(s) possess the necessary qualifications we require that they all supply current CV's, copies of qualifications, competencies held, references and undertake interviews. This is then matched against the job description and assessed for suitability following verification.
 - Will ensure that the qualifications and competencies held remain valid during their placement we can undertake competency and training needs analysis for individuals and arrange the specific training as required
 - Will track competencies held by temporary workers in terms of their expiry dates and maintain them as necessary to ensure they are current and in line with both industry and legal requirements
 - Will only use accredited and approved licensed providers for all goods and services
 - Will request Clients (end users) to supply evidence of their health and safety competency at the point of business with us
 - Will require Clients (end users) to supply relevant information prior to and for the duration of the assignment such as:
 - ❖ job descriptions
 - ❖ work locations
 - ❖ hours of work (shift patterns etc.)
 - ❖ qualifications or skills required to carry out the work safely
 - ❖ the specific features of the job which relate to the employee's safety
 - ❖ risks to health and safety arising out of that work
 - ❖ measures taken to comply with statutory provisions
 - ❖ the nominated person in their work area responsible for implementing evacuation procedures.
 - ❖ any preventive measures to be taken
 - ❖ safe working procedures
 - ❖ emergency arrangements



- ❖ named supervisors
- ❖ full details of accidents/incidents
- ❖ records of all information and training given to temporary workers

- We can supply suitable PPE.
- We will conduct and maintain records for accidents and incidents in line with our legal duties and report all incidents as required of us by RIDDOR.
- We develop, foster and maintain co-operation and good communication between all parties at all times
- Will adopt their (365 People Limited) "Work Safe Procedure" (see encl) as appropriate
- We always advise the client when a temporary workers assignment has been terminated. This action will be recorded on the person's adapt screen
- We will conduct and maintain records and systems to cover all the above requirements and supply to the relevant parties and other statutory organisations any such documents on request

To Secure the Health and Safety of temporary workers the company will, in consultation with workers and their representatives:

- advise all existing employees, temporary workers and all persons starting work of the risks to health arising from the effects of alcohol or drugs (including some legitimately prescribed medications)
- encourage employees and temporary workers, who may have alcohol or drug-related problems which affect their work, to take advantage of the company referral procedure for diagnosis and treatment
- enable supervisors and managers to identify job performance problems that may be attributable to the effects of alcohol or drugs and to consult with the appropriate company specialist to determine whether there is sufficient concern to warrant a medical evaluation
- in cases where the effects on work of misuse of alcohol or drugs is confirmed or admitted, agree upon a programme of treatment in consultation with the company medical advisor and employee or temporary worker
- instruct the company medical advisor to co-ordinate, monitor and if necessary participate in the treatment, which may involve recourse to, or liaison with, the general practitioner (GP), counsellor, hospital outpatient department or in-patient care.

The end user must:

- Ensure that the temporary worker and the end user are aware of any conditions imposed by law which must be satisfied by the worker or the employer.
- Ensure temporary workers follow all work policies, procedures, rules and instructions at each end user (client) location
- Obtain adequate information from the temporary worker, employment business etc. in order to select suitable workers for a vacancy.
- Make enquiries to ensure that the temporary worker(s) possess the necessary qualifications or skills required to carry out the work safely
- Make enquiries to ensure that the temporary worker(s) possess the necessary certification and competencies and that they are current and valid.
- Undertake competency and training needs analysis for individuals and arrange specific training as required.
- Supply to the employment business and temporary worker relevant information prior to and for the duration of the assignment such as:
 - ❖ job descriptions
 - ❖ work locations
 - ❖ hours of work (shift patterns etc.)
 - ❖ qualifications or skills required to carry out the work safely
 - ❖ the specific features of the job which relate to the employee's safety
 - ❖ risks to health, safety and the environment arising out of that work
 - ❖ occupational health surveillance (if applicable)
 - ❖ measures taken to comply with statutory provisions
 - ❖ the nominated person in their work area responsible for implementing evacuation procedures.
 - ❖ any preventive measures to be taken
 - ❖ safe working procedures
 - ❖ emergency arrangements
 - ❖ named supervisors
 - ❖ full details of accidents/incidents
 - ❖ records of all information and training given to temporary workers

Carry out briefing's to all temporary workers on all of their relevant SHE Policies and Procedures.

- Inform, instruct and supervise the temporary worker as required at all times
- Undertake briefings, toolbox talks, updates, etc. as required and any specific training as necessary
- Undertake full and proper Safety Induction, to be carried out by their nominated competent person
- Nominate the person in charge of Health & Safety and identify a deputy
- Report, maintain records and inform 365 People Limited Ltd of all accidents, incidents and reportable events (accidents, incidents, dangerous occurrences, disease)
- Supply and select task specific suitable PPE.
- Conduct and maintain records for accident and incident
- Foster and maintain co-operation and good communication between all parties.
- Ensure that all temporary employees are competent to undertake the task which they have been contracted to do.
- Ensure that all temporary and casual staff is provided with information to enable them to work safely.
- Supply information as required to employment businesses.
- Ensure that the temporary worker understands the host company's systems of work and the action to take in the event of an emergency.



- Keep records of all information and training given to temporary and casual labour.
 - Where necessary, conduct health surveillance on temporary and casual staff prior to commencement of and for the duration of the placement.
 - Under regulation 10 of MHSWR, the company must ensure that temporary worker(s) supplied from the employment business are provided with information on the following:
 - ❖ risks to health and safety arising out of that work
 - ❖ measures taken to comply with statutory provisions
 - ❖ the nominated person in their work area responsible for implementing evacuation procedures.
- The client must advise 365 People Limited when the temporary worker ceases to be hired by them. This action will be recorded on the person's record.

ALCOHOL & DRUGS

The effects of alcohol or drugs at work can create serious health and safety risks.

Therefore, the following rules should be adhered to.

- Do not come to work or attempt to come to work under the influence of alcohol or drugs.
- Do not be in possession of or bring alcohol or non-prescribed drugs on to company premises.
- Do not consume any drug or alcohol in the workplace or whilst on duty
- Check with your doctor or pharmacist about the side-effects of prescribed medications.
- Never drive or operate machinery if you are affected by alcohol or drugs.
- Ask your general practitioner or the company for guidance and advice on sensible limits of alcohol consumption.
- Offer support and advice to colleagues who you suspect of suffering from alcohol or drug abuse: do not "protect" them by keeping silent.
- Ask for assistance if you feel that matters are beyond your own control.

You must

- Submit to an alcohol and drugs test if requested to do so
- Declare any alcohol or drugs related problem which you have or suspect you may be developing
- Report any prescription or over the counter medication which may affect your ability to undertake your normal duties.

MEDICATION

- Some medical drugs (medication) available either on prescription or 'over the counter' can affect your work performance and your ability to carry out work safely.
- It is your responsibility to ensure that you are aware of the effects of any medication you take and tell your Supervisor or Manager if they affect your work performance or ability to work safely
- If you are prescribed medication, give details of the kind of work you do and ask the effects of the medication.
- Tell your Supervisor or Manager that you are taking medication, and what has been prescribed, before you return to work
- Before you take any 'over the counter' medications check whether it could affect your work performance or ability to work safely.
- Tell your Manager or Supervisor about any 'over the counter' medication that you are taking and which could affect your work performance or ability to work safely. You may not be able to undertake your normal duties whilst you are taking certain medication

ACCIDENT PROCEDURE

- Report all accidents no matter how minor, near misses and occupational ill health to your immediate supervisor or manager
- Ensure that all relevant details are entered into the site accident book as soon as possible and any injury treated by a First Aider
- The accident should then be reported to the 365 People Limited branch consultant (as soon as possible) either by yourself or a representative of the Client that you are on contract to.
- The Branch consultant will then forward brief details of the accident together with your details, and the contract you are on, IMMEDIATELY to the Health and Safety department either by email or fax.
- The accident will then be investigated by the H&S department to ensure that ALL regulatory requirements are met.
- An accident report will be completed for the H&S Manager with brief details being entered onto your record card.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The company will, in consultation with temporary workers, end users and their representatives:

- carry out an assessment of proposed PPE to determine whether it is suitable
- take any necessary measures to remedy any risks found as a result of the assessment
- ensure that purchased PPE is to the required and expected legislative standard and only sourced from approved suppliers
- ensure that where two (or more) items of PPE are used simultaneously, these are compatible and are as effective used together as they are separately
- replace PPE, which has been provided to meet a statutory obligation, as necessary and at no cost to the employee
- inform every employee of the risks which exist
- reassess as necessary if substances used or work processes/procedures change The use of PPE is an important means of controlling risks involved in various work activities and the following steps should be observed when using PPE.



- To ensure that it is effective, it is necessary to follow the manufacturer's and provider's instructions on its correct use
- Ensure that protective equipment and clothing fits properly and adjust PPE so that it is comfortable when working.
- Make sure that the PPE is functioning correctly before use in specified work activity: if in any doubt, report the suspected defect
- Always wear the correct PPE when instructed and when required due to the nature and hazards associated to the task
- When using two (or more) types of PPE together, ensure that items are compatible when used together and that combined use does not reduce their effectiveness
- Look after, maintain the equipment and return to its storage area or your supervisor after use
- Report any defective or lost equipment immediately
- Report symptoms of discomfort or ill health immediately
- Inform the end user and 365 People Limited of any training needs
- You must never interfere or misuse any H&S equipment provided to you

It should be noted that all hard hats have a recommended life, after which they may need to be replaced, depending on storage and amount of use. There is a kite mark and a date of manufacture stamped on all hardhats. Again, the care instructions and guidelines supplied with hardhats detail this. If you have doubts about the dates, etc. please contact your on-site supervisor and/or 365 People Limited for advice.

Should a temporary worker deem that any item needs replacement (due to general wear-and tear, damage, the expiry of a hardhat recommended replacement date, etc.) then it is their responsibility to notify the on-site supervisor and/or the 365 People Limited representative to arrange a replacement?

Where a problem arises in the use of PPE the temporary worker must:

- inform a responsible person immediately
- in the case of an adverse health condition advise the company doctor and his or her own general practitioner

The company and/or the end user will so far as is reasonably practicable give sufficient information, instruction and training, including demonstrations to ensure the health and safety of temporary workers using PPE in:

- present risks and why PPE is needed
- the selection of PPE
- safe use and manufacturer's instructions when wearing of PPE
- functionality of PPE
- compatibility of differing PPE equipment
- care, use, maintenance and storage of PPE equipment
- reporting procedures for damage, loss, renewal, ill health etc. in connection with PPE

PPE is only effective in protecting the wearer or user where the following steps are taken:

- only use PPE in accordance with the provider's and manufacturer's instructions and for the activities during which they are designed to provide protection
- only use PPE if fully trained in its use
- store, clean, repair and maintain PPE correctly, replacing any items which have been damaged and are no longer serviceable.

REVIEW AND REVISION

The review and monitoring of these policies, associated responsibilities and procedures is an ongoing process as part of our usual business and H&S management operations but will also receive a formal annual review as a minimum requirement.

BREACHES OF THE POLICIES AND PROCEDURES

Anyone found to be in breach of these policies and procedures will become subject to the disciplinary procedures and may face Summary Dismissal for Gross Misconduct

MISCONDUCT - subject to investigation

- Evidence relating to deliberate violation of Regulations.
- Symptoms of prescribed drugs and alcohol abuse.
- Unauthorised driving of vehicles
- Horseplay
- Removal of safety devices, e.g. machine guards.
- Unauthorised removal of warning signs and notices.
- Smoking in prohibited places.
- Damage or abuse of safety equipment.
- Unauthorised repairs to equipment.
- Abuse of welfare amenities.
- Removal of materials and equipment from workplace without authority.
- Giving false information during enquiries or investigations of accidents and occurrences.
- Failure to report defective equipment and hazardous situations and operations.
- Failure to wear Personal Protective Equipment (PPE) issued in respect of head protection, COSHH, and other regulations.



INFORMATION AND TRAINING

The company will endeavour to provide sufficient information, instruction and training as is necessary to ensure that all employees and temporary workers have the knowledge required:

- to understand the requirements of current health and safety legislation and their respective legal duties
- to understand the policies, procedures and compliance requirements
- to understand the dangers associated with their and others occupations, hazards, associated ill health and the company policy regarding this
- to understand the company procedures that will be adopted where there is found to be a deterioration in the control measures
- to understand the consequences of breaching health and safety policies Temporary workers, staff members and specific individuals will, where necessary, be given:
 - information, instruction and training on the contents of these policies and procedures and their specific responsibilities
 - training to improve their knowledge and understanding of these policies and procedures and their specific responsibilities
 - any additional detailed knowledge relevant to and within the working environment relating to these policies procedures
 - a copy of relevant reports or findings

The above information and training will be provided to employees and temporary workers:

- at the commencement of their assignment
- when the business undertakes new work/operations
- with the onset/use of new technologies
- with the onset of new or amended legislation
- post accident/incident
- via consultation with employees
- as a minimum annually and following any significant change or amendment to this policy and its contents. Information will also be given to others who may be affected, such as contractors, visitors, etc.

RECORD KEEPING

We will conduct and maintain records and systems to cover all the above requirements and supply to the relevant parties and other statutory organisations any such documents on request.

The records will be kept for a duration in line with the respective legislative requirements and include purchasing, assessments, training, selection use, issue, maintenance and testing

SUMMARY POLICY STATEMENT

It is crucial that all parties are aware of and fulfil their obligations as set out in legislation and within this document in relation to temporary workers. It is especially important for the host employer to ensure they have allocated suitable and sufficient resources in order to prevent hazards and reduce the risks in terms of safety, health, welfare and the environment to all persons including temporary labour throughout the duration of the project(s).

All employers have a duty to provide temporary workers with training and information on company procedures and systems. All temporary staff should receive this information prior to starting work and employers must ensure that staff is competent to do the job.

The information should contain details of the systems of work and action to be taken in the event of an emergency.

The temporary worker must also understand and comply with their respective obligations and where necessary, temporary workers should receive health surveillance before and during their placement.