S&H Checklist Temporary Employment Agencies

SAFETY HEALTH

SCT

SSVV - CENTRAAL COLLEGE VAN DESKUNDIGEN VCA
Vzw BESACC-VCA - UITVOEREND COMITÉ VAN DESKUNIGEN VCA

For application in the Netherlands	For application in Belgium
Raad voor Accreditatie / RvA (Dutch Accreditation Council) Centraal College van Deskundigen VCA / CCVD-VCA (Central Committee of Experts SCC) Stichting Samenwerken Voor Veiligheid / SSVV (Foundation Cooperation for Safety)	Belgische Accreditatie-instelling / BELAC (The Belgian Accreditation Organization) Uitvoerend Comité van Deskundigen VCA / UcvD-VCA (Executive Committee of Experts SCC) Vereniging zonder winstgevend doel VCA-BeSaCC (VCA-BeSaCC non-profit association)
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SCT

S&H Checklist
Temporary Employment Agencies

S&H checklist for organizations that supply the following to clients,
together with the transfer of hierarchical authority and supervision:
- temporary employees
- seconded employees

Stichting Samenwerken Voor Veiligheid
Centraal College van Deskundigen VCA

vzw VCA-BeSaCC
Uitvoerend Comité van Deskundigen VCA

Technische Commissie VCU

CONTENTS

ABBREVIATIONS

B	Belgium
BELAC	Belgische Accreditatie-instelling (B) (Belgian Accreditation Organization)
BeSaCC	Belgian Safety Criteria for Contractors (B)
B-VCA	Basisveiligheid VCA (Basic Elements of Safety SCC)
CB	Certification Body (Certificatie-Instelling)
CCVD-VCA	Centraal College van Deskundigen VCA (NL) (Central Committee of Experts SCC)
EDPB	Externe Dienst Preventie en Bescherming (B) (External prevention and protection service)
HVK	Hogere VeiligheidsKunde (NL) (Occupational safety and health, higher level)
IF	Injury Frequency rate
MVK	Middelbare VeiligheidsKunde (NL) (Occupational safety and health, intermediate level)
NL	The Netherlands
PPE	Personal Protective Equipment
RI&E	Risk Inventory and Evaluation
RvA	Raad voor Accreditatie (NL) (Dutch Accreditation Council)
SCC	SHE Checklist Contractors (VCA: VGM Checklist Aannemers)
SCP	SHE Checklist Principals (VCO: VGM Checklist Opdrachtgevers)
SCT	S&H Checklist Temporary Employment Agencies (VCU: VG Checklist Uitzendorganisaties)
S&H	Safety & Health (VG: Veiligheid en Gezondheid)
SHE	Safety, Health, and the Environment (VGM: Veiligheid, Gezondheid en Milieu)
SSVV	Stichting Samenwerken Voor Veiligheid (NL) (Foundation Cooperation for Safety)
TC-K	Technische Commissie Kwalificaties (B) (Technical Committee Qualifications)
TC-VCU	Technische Commissie VCU (Technical Committee SCT)

UCvD-VCA	Uitvoerend Comité van Deskundigen VCA (B) (Executive Committee of Experts SCC)
VIL-VCU	Veiligheid voor Intercedenten en Leidinggevenden VCU (Safety for Intermediaries and Supervisors SCT)
VOL-VCA	Veiligheid voor Operationeel Leidinggevenden VCA (Safety for Operational Supervisors SCC)
vzw	Vereniging zonder winstgevend doel (B) (Non-profit Association)
WG VCU	Werkgroep VCU, (Working Party SCT), succeeds TC-VCU as from 01-01-2011

DEFINITIONS AND GLOSSARY

Accident resulting in lost time

An accident accompanied by injury resulting in the loss of more than 1 working day, excluding the day of the accident.

Accidents requiring first aid

Accidents resulting in injuries that require first aid.

Assurance

The organization of the work in a manner such that it is possible to demonstrate that it is carried out in the required manner.
This entails:
- the presence of procedures
- someone who is responsible for implementing the procedures
- traceability / demonstrability

Certification status

The current condition of the company's certification:
- the company has certification
- the company's certification has been suspended
- the company's certification has been revoked

Client

A company or organization that makes use of temporary employees. The client exercises the hierarchical authority over the temporary employees.

Contractor

The (legal) person commissioned to carry out the work by the client, and who arranges for the completion of the work on the client's premises by the contractor's own employees operating under the contractor's own responsibility and supervision.

Deployment

The provision of temporary employees to a client or principal together with the transfer of the hierarchical authority and supervision to the client or principal.

IF (Injury Frequency Rate)

The IF is calculated from the accident statistics using the following formula:

$$IF = \frac{\text{number accidents resulting in lost time x 1.000.000}}{\text{number of hours worked}}$$

The number of hours worked: the number of hours worked by the temporary employees (see also table in Annex A).

N.B.: Accidents resulting in lost time for the entire agency or for activities of the organizational unit for which SCC certification has been requested.

Intermediary, SCT (*)

The member of staff of the temporary employment agency who carries out one of the following tasks under his/her hierarchical authority and supervision:

- balancing the demand for and supply of temporary employees
- acting a liaison between the relevant parties

(*) Commonly called a 'consulent' in Belgium

Main branch

Within the scope of the SCT this is understood to be the branch that directs, oversees and assesses the sub-branches.

Manager, SCT

The person who manages the intermediaries within the organizational unit governed by the SCT certification.

Member of staff

A person within the temporary employment agency who falls under the hierarchical authority and supervision of the temporary employment agency.

Organizational unit

A recognizable and identifiable department within the company.

Register van Risicovolle Taken (Register of high-risk tasks)

System, set up in Belgium, in order to answer SCC question 3.4 (Training for High-Risk Tasks) in a meaningful manner.

SSVV Opleidingengids (SSVV Training Guide)

(previously Gids Opleidingen Risicovol Werk / GORW (Directory of training in high-risk tasks))

System, set up in The Netherlands in order to answer SCC question 3.4 (Training for High-Risk Tasks) in a meaningful manner.

Sub-branch

Within the scope of the SCT this is understood to be a local branch that is directed from the main branch. At the sub-branches the same activities are undertaken as those for which SCT certification is granted.

Temporary employee

A person who the temporary employment agency supplies or seconds to a client or principal for the performance of work under the client's or principal's hierarchical authority and supervision.

Temporary employment agency

Within the scope of the SCT this is understood as an organization that:

- supplies or seconds persons to third parties, together with the transfer of hierarchical authority and supervision.

* Not possible in Belgium

PROCEDURE

1. INTRODUCTION

This document lays down the process and the procedure to be adopted for the certification of the of S&H management systems of temporary employment agencies (S&H = Safety and Health). The document also reviews the certification process, inclusive of the roles played by all those involved.

The procedure pertains to the evaluation and certification of the temporary employment agency's S&H management system in accordance with the requirements imposed on such systems pursuant to the SCT. The SCT is intended for *temporary employment agencies* and intermediaries that supply temporary employees to companies / clients together with the transfer of hierarchical authority and supervision. The SCT pertains to temporary employees who carry out work with or subject to increased risk. SCT certification was developed for temporary employment agencies that supply temporary employees to companies with SCC (SHE Checklist Contractors) or SCP (SHE Checklist Principals) certification.

SCC certification is intended for *contracting companies* that carry out work involving increased risks in high-risk environments (work in factories, on installations, in workshops and at project sites).

For *principals*, who impose an obligation for SCC certification on contractors that carry out high-risk work on their sites and to their installations, the SCP has been developed. The SCP (non-accredited) relates to the principal's SHE management system for the employees of the contractors and subcontractors, working on the principal's site. Principals who impose an obligation for SCC certification on their contractors may reasonably be expected to have implemented their own SHE management system that complies with the requirements stipulated in the SCP.

The SCT and SCC certification schemes require that the certification body should be accredited by an accreditation body that issues SCT and SCC accreditation to certification bodies in accordance with ISO/IEC 17021. The SCC certification scheme has no such requirement.

2. OWNERSHIP AND MANAGEMENT OF THE SCT CERTIFICATION SCHEME

2.1 Ownership of the SCT

The Stichting Samenwerken voor Veiligheid (SSVV) is the owner of the SCT brand name and logo, and within this capacity has registered the international rights for their use.

The SSVV/CCVD-VCA has authorized the vzw VCA-BeSaCC to make use of the SCT certification system in Belgium.

The vzw VCA-BeSaCC and the UCvD-VCA in Belgium play roles that are equivalent to those of the SSVV and the CCVD-VCA in the Netherlands.

2.2 Management of the SCT certification scheme

The SCT has been drawn up by the Technische Commissie VCU (TC-VCU) and is approved and managed by the Centraal College van Deskundigen VCA (CCVD-VCA) and the Uitvoerend Comité van Deskundigen VCA (UCvD-VCA).

The CCVD-VCA is the owner of the SCT system, acts as the implementing body in the Netherlands, manages the SCT (certification) system and also monitors the quality of the system through the RvA. The Centraal College van Deskundigen (CCVD) is comprised of equal numbers of representatives from (trade / sectorial) organizations of principal companies and contractors.

The UCvD-VCA acts as the implementing body in Belgium, and monitors the quality of the SCC certification system via BELAC.

The Uitvoerend Comité van Deskundigen VCA (UCvD-VCA) is comprised of representatives from (trade / sectorial) organizations of principal companies, contractors and temporary employment agencies.

3. SCOPE

SCT certification is intended for temporary employment agencies that supply temporary employees or second employees to companies with SCC certification and to ones with SCP certification. These are companies that carry out work involving increased risks in high-risk environ-

ments such as factories, on installations, in workshops and at project sites. The SCT certification and the procedures pertain to the deployment of temporary employees who are used at the companies with SCC or SCP certification (clients) to carry out high-risk work.

The SCT is intended for organizations that supply the temporary employees in question together with the transfer of hierarchical authority and supervision. Consequently, the client has the hierarchical authority and supervision over the employees. The SCT is not intended for organizations that supply employees without transferring the hierarchical authority and supervision, i.e. organizations that retain the hierarchical authority over the employees. For such organizations, the SCC is the appropriate certification system.

SCT certification pertains to the entire organization, a department or an organizational unit, that supplies temporary employees to the specified target group. In the event that not the entire organization, but only one or more departments or organizational units require certification, they must comply with all the SCT requirements. In such cases, the certificate must clearly state to which departments or organizational units the certification applies.

4. S&H CHECKLIST

4.1 Compulsory questions

The SCT checklist consists of 19 compulsory questions spread across six sections. A question will be answered in the affirmative solely if all the minimum requirements and the objective stipulated in connection with the said question are met and achieved, and if the relevant documents have been judged to be in good order.
A compulsory question which is deemed to be inapplicable should be answered in the negative, as a result of which it will not be possible to issue an SCT certificate unless stated otherwise.

4.2 Substantiation of the assessment in the audit report

The auditor starts by determining for each question whether all the documents mentioned are present and whether all the minimum requirements are met for each question. He or she then officially establishes that all the minimum requirements have been met. The auditor continues by providing a substantiation for all those minimum require-

ments that are printed in italics. The auditor then assesses whether the objective of each question has been achieved. This is always accompanied by a substantiation if the question is printed in italics.

5. TEMPORARY EMPLOYMENT AGENCIES WITH MORE THAN ONE BRANCH

Conditions for certification under one certificate and one audit report.

SCT certification of a temporary employment agency with more than one branch (main branch and a number of sub-branches) under one certificate based on one audit report, with not only the main branch being visited and audited but a limited number of sub-branches as well, is possible solely subject to the conditions outlined below.

5.1 Conditions to be met by the temporary employment agency

The agency must provide equivalent services from each of its (sub-) branches engaged in SCT activities. In its policy statement, the agency must specify that this is its objective.

The S&H management system must be implemented in a centralized manner. The main branch must undertake internal audits to demonstrably establish that the S&H management systems at the sub-branches have been implemented and that they comply with all the SCT requirements.

5.2 Conditions to be met by the certification body

The certification body issues one certificate to the main branch. The certificate must state the sub-branches falling within the scope of the certification. The audit report must demonstrate that the S&H management system relates to, and is identical at, all the relevant sub-branches. If there are limited local variations in the work instructions, they must be specified in the audit report. Certification is suspended in the event that shortcomings identified at the main branch or at least one of the sub-branches are not rectified within a reasonable period of time (with a maximum of 3 months).

In the event that during the SCT certification process of a company with more than one branch not all of the aforementioned conditions are met, no multi-location certificate can be issued. In such cases all the branches must be visited and audited separately and SCT certificates

can only be issued for each branch separately based on the audit report prepared for each individual branch.

5.3 Guideline for the number of sub-branches to be visited

See the most recent version of 'IAF Mandatory Document for the Certification of Multiple Sites Based on Sampling'. The number of sub-branches to be visited (rounded off upwards) is $\sqrt{x}$ for an initial audit, $0.6\sqrt{x}$ for an surveillance audit and $0.8\sqrt{x}$ for a repeat audit, where 'x' is the number of sub-branches. The relevant numbers (for up to a maximum of 36 sub-branches) are listed in Table 1 below.

TABLE 1: NUMBER OF SUB-BRANCHES TO BE VISITED			
Total number of sub-branches	**For initial audits**	**For interim audits**	**For repeat audits**
x	**$\sqrt{x}$**	**$0,6\sqrt{x}$**	**$0,8\sqrt{x}$**
1	1	1	1
2	2	1	2
3 – 4	2	2	2
5 – 6	3	2	2
7 – 9	3	2	3
10 – 11	4	2	3
12 – 14	4	3	3
15 – 16	4	3	4
17 – 25	5	3	4
26 – 36	6	4	5

For the minimum number of man-days to be assigned to SCT audits at the main branch and each of the sub-branches that must be visited based on the above table, see Item 9.

6. OBLIGATIONS OF AND REQUIREMENTS TO BE MET BY CERTIFICATION BODIES (CB's), SCT COORDINATORS AND SCT AUDITORS

The obligations of, and the requirements to be met by, certification bodies that provide SCT certification, are included in Annex B.

7. THE CERTIFICATION PROCESS

7.1 Application

All temporary employment agencies employing a S&H management system in accordance with the SCT can request an SCT-accredited certification body for SCT certification in accordance with the proce-

dure laid down in this document. For the purpose of issuing an official quotation (approach, number of man-days, costs, etc.) the certification body shall request the necessary information from the agency, such as:

- The structure of the temporary employment agency: main branch and sub-branches (if any) (town, address and number)
- Organization chart
- The number of staff covered by the SCT system, for the main branch and each of the sub-branches
- The number of temporary employees deployed per annum by the main branch and the sub-branches (if any)
- The total number man-hours worked in the past 12 months and a breakdown for the main branch and sub-branches (if any)
- The scope of the requested certification including the NACE Code 78.20 (rev. 2)
- Where applicable: the name and title of the consultant who assisted the agency in its application for SCT certification

The certification body will submit an audit programme to the temporary employment agency in good time. This plan shall at least include the following information:

- Type of audit (initial, interim, repeat)
- The date(s) on and the place(s) at which the audit will be held
- Scope
- Phase 1 audit (see below) including a statement of its expected duration
- Phase 2 audit (see below) at the main branch and the sub-branches, organizational units (departments) where the audit will be held, together with a statement of its expected duration
- The composition of the audit team (the auditor, and where relevant, experts) who will carry out the certification investigation, with the company being given the opportunity to lodge an objection against the choice of one or more members of the audit team. Any such ob jection shall need to be accompanied by the reasons for the objection

7.2 Phase 1 audit

For the purpose of the certification investigation, the certification body's SCT auditor will assess the documents in which the S&H management system – including the complaints procedure – are described, the evaluation or internal audits and Management Board

assessments are scheduled and according to which they are to be carried out, as well as information on conditions specific to individual locations, processes, the scope of the certification, and the (S&H) risks. In principle, the Phase 1 audit takes place at the temporary employment agency's premises. The auditor can request the contractor to supply supplementary information. The certification body's SCT auditor will notify the temporary employment agency of his or her findings following the Phase 1 audit, which findings will form the basis for the agreements on the next stage of the investigation (Phase 2).

7.3 Phase 2 audit: assessment of the implementation

An assessment can take place once the temporary employment agency's S&H management system has been operational for at least three months. The assessment of the implementation of the S&H management system and its compliance with the SCT requirements is done by the relevant SCT auditor in accordance with an audit plan to be drawn up in consultation with the temporary employment agency. This means that at the main branch and, if applicable, at the sub-branches:

- discussions, interviews and inspections are held with the those responsible for the management systems
- assessments are held among the intermediaries, branch/regional managers and possibly temporary employees, to determine whether the system has been implemented correctly
- the injury frequency rate (IF) for the relevant temporary employees is assessed to verify that it is correct

7.4 Audit report

The assessment of the documentation/description of the temporary employment agency's S&H management system (Phase 1) and of the implementation of the said system by the temporary employment agency (Phase 2) is concluded with an audit report to be prepared by the certification body's SCT auditor in accordance with Annex A.

7.5 Certification

The certification body's SCT coordinator assesses the audit report prepared by the SCT auditor. Based on this assessment, the SCT coordinator reaches a decision as to whether the temporary employment agency is eligible for certification. The competent officer of the certification body takes the decision as to whether certification will be granted.

7.6 Appeals procedure

The certification body's appeals procedure is applicable to appeals lodged by the applicant. As the occasion arises, the certification body must inform the Centraal College van Deskundigen VCA (CCVD-VCA) or the Uitvoerend Comité van Deskundigen VCA (UCvD-VCA) of the appeal.

8. PERIOD OF VALIDITY, INTERIM AUDITS AND RENEWAL OF CERTIFICATION

8.1 Period of validity

In principle, SCT certification is valid for a period of three years. The actual period of validity depends on the (favourable) results from the interim audits, which are in principle carried out at regular intervals (at least once a year).

8.2 Interim audits

Interim audits, which are scheduled separately from the initial audit, are based on the version of the SCT that applied at the time of the audit on the basis of which the certificate was issued. Interim audits are scheduled based on the status and importance of the activity to be audited. Modifications to the audit plan can be implemented based on the findings. This system must ensure that all the important aspects of the S&H management system in the entire SCT temporary employment agency are audited.

During the two interim audits together all the compulsory questions must be answered. Each interim audit shall in any case extend to the Management Board's assessments, the internal audits, the complaints procedure, improvement projects, reviews of changes in the organization, the use of the logo and tests of the effectiveness of measures implemented as a result of shortcomings identified during previous audits. In addition, the audit must verify that the accident statistics are updated every year and specified in the report.

Should the auditor come to the conclusion that the situation is not in agreement with the SCT certification standards, this conclusion shall be stated in the audit report. In such an instance, the temporary employ-

ment agency shall need to submit proposals for appropriate corrective measures to the certification body and reach agreement with the certification body on a period of time within which the corrective measures shall be implemented. Failure to implement the corrective measures within the stipulated time (a maximum of 3 months) shall result in the suspension of the certification until such time as the temporary employment agency has demonstrated compliance with the requirements stipulated by the SCT. The SCT auditor prepares a report for every interim audit.

8.3 Recertification

In the event that the temporary employment agency wishes to renew the certificate at the end of the three-year certification period, the certification body shall be required to carry out a new certification investigation based on the version of the SCT in force at that time. This investigation must have been completed before the expiry date of the old certificate.

8.4 Modification and expansion of the scope

In the event of modification of the scope of the certification or expansion of the number of sub-branches, an investigation shall be carried out to determine whether an amendment of the certification agreement is required.

9. MINIMUM NUMBER OF MAN-DAYS TO BE ASSIGNED

The minimum amount of time (in man-days) specified for SCT certification, is exclusive of report preparation, travelling time and time to visit a client and/or temporary employee or contact him or her by telephone in connection with the audits held (see SCT Question 4.4). In determining the number of man days to be assigned, a distinction is made between Phase 1 (see Item 7.2) and Phase 2 (see Item 7.3), during which the implementation is assessed at the main branch and, if applicable, at a number of sub-branches (see Item 5).

9.1 Phase 1

Phase 1[1] is concluded with a written report on findings, and agreements on the next stage of the investigation (Phase 2). For Phase 1, a time of 0.33 man-days is envisaged.

9.2 Phase 2

For Phase 2, a distinction made between the amount of time (in man-days) specified for the initial, interim (twice per annum) and repeat audits (recertification after 3 years).

Audit	Initial	Interim	Repeat
Main branch	0,50	0,25	0,33
Sub-branch (*)	0,25	0,25	0,25

(*) for each sub-branch to be visited (for numbers see Procedure 5.3)

10. SUSPENSION AND REVOCATION

The certification body is entitled to suspend, revoke or nullify the SCT certificate at any time during the three-year certification period.

10.1 Suspension

The certification can be suspended in the event that the temporary employment agency does not implement the corrective measures within the agreed time (a maximum of 3 months) or in the event of the misuse of the certification body's logo or brand name.

10.2 Revocation

The certification will be revoked in the event that the corrective measures have not been implemented within a three-month period subsequent to the suspension of the certificate.

11. INFORMATION CITED ON SCT CERTIFICATES

SCT certificates are issued on the basis of the assessment criteria for SCT certification in force at the time.

SCT certificates shall at least cite the following information:

- The particulars of the temporary employment agency granted certification:
  - the full name of the temporary employment agency (main branch)
  - the sub-branches falling within the scope of the certification, if applicable

[1] Only for the initial audit and under certain conditions for the repeat audit.

- for both the main branch and the sub-branches: the registered offices; in the event that the company has a number of branches within one city or municipality the addresses must be included so as to provide for the unique identification of the organizational unit / branch awarded certification
- the scope, NACE Code (rev. 2)

• Particulars of the certification body:
- name
- registered offices
- logo / brand name

• The name of the accreditation mark and/or logo of the accreditation body (RvA / BELAC)

• Other information on the certificate:
- an explicit statement of the type of certificate
- the wording must indicate that 'the temporary employment agency complies with the requirements specified in the SCT, Version 2011/05'
- the period of validity: 'valid from … until ….'
- 'certified since…'
- the signature of the competent officer of the certification body
- the SCT brand name and logo

12. THE USE OF THE SCT LOGO

Temporary employment agencies that have been awarded SCT certification are entitled to make use of the SCT brand name and logo in connection with their activities covered by certification. However, the SCT logo may not be used for the agency's other services.

13. NOTIFICATION OF CERTIFICATION, INJURY FREQUENCY AND AMENDMENTS

13.1 Certification

Pursuant to the agreement between the certification body and the SSVV or the vzw VCA-BeSaCC, acting jointly on behalf of the CCVD-VCA or the UcvD-VCA respectively, the certification body is under the obligation to submit notification of the issue of (amended) SCT certificates to the SSVV or the vzw VCA-BeSaCC within one month of their issue. The following information shall be supplied with each notification:

- name and address of the temporary employment agency or organizational unit
- where applicable, the names and addresses of sub-branches falling within the scope of the certificate
- the type of certificate
- the date of issue and period of validity/expiry date
- accident figures (IF) for the temporary employees covered by the SCT system who were deployed the three years preceding the year of certification
- the scope of the activities and NACE Code (rev. 2)

13.2 Injury frequency

Each year, the certification body must report the injury frequency for the temporary employees deployed by the relevant SCT-certified temporary employment agency.

13.3 Changes

The certification body is also under the obligation to submit - at very frequent intervals and at least monthly - a list of certificates that have been revoked, suspended or are no longer valid, together with the reasons for their revocation or suspension with due observance of the prevailing duty of professional secrecy.

14. CONFIDENTIALITY

Insofar as not in violation of national legislation, the certification bodies, the SSVV, the vzw VCA-BeSaCC, the CCVD-VCA, the UCvD-VCA, the TC-VCU, and as from 01-01-2011 the WG VCU and the RvA/BELAC respectively, shall treat all information bound by professional secrecy as strictly confidential and consequently will not disclose such information to any institutions whatsoever without prior written permission from the certified temporary employment agency (or the temporary employment agency to be certified), except for its certification status, which will always be published.

It will be self-evident that the information stated on the SCT certificate is made public.

SCT

S&H Checklist
Temporary Employment Agencies

S&H checklist with questions, objectives, minimum requirements, documents and notes used during the certification of the S&H management systems of a temporary employment agency

SECTION 1 - ORGANIZATION

1.1 Has the S&H management system been implemented at the main branch and all sub-branches covered by the SCT certification, and has the system been subjected to internal assessments by the main branch?

Objective

The S&H management system that is used must be implemented and assessed uniformly at the main branch and all the relevant sub-branches.

Minimum requirements

- The temporary employment agency undertakes equivalent activities from all its branches/sub-branches as specified in its policy statement
- *The main branch and all the relevant sub-branches are subjected to annual internal audits that cover the entire system*
- At the main branch and all the relevant sub-branches there are only limited local variations in the work instructions. Where this is the case, such variations are laid down in writing
- The S&H management system has been operational at the main branch and all the relevant sub-branches for at least three months
- Each SCT sub-branch has at least one manager/intermediary on its staff, and at least one temporary employee was deployed under the relevant system
- Annual discussion and assessment by the Management Board based on the reports on the internal audits

Documents

- Policy statement: specification of equivalent activities
- Reports on the internal audits
- Annual Management Board assessments

Notes to 1.1

Sub-branches apply for temporary employment agencies with more than one branch covered by the same certification and engaged in the same range of activities. This usually relates to a main branch and a number of sub-branches. In such cases, two options are available for the relevant audits:

1. Either each branch (main branch and sub-branches) is visited and audited, or
2. the main branch and a restricted sample from the sub-branches are visited and audited.

Option 2 is permissible, provided both the temporary employment agency and the certification body comply with a number of conditions see Procedure 5.1 and Procedure 5.2 respectively). The number of sub-branches to be visited is specified in Procedure 5.3, Table 1. Successive audits review different sub-branches. As far as possible, the successive audits should always review different sub-branches, but at least 25% of the sub-branches should be selected at random.

For further information see Procedure 5.

1.2 Is the temporary employment registered / approved?

Objective

Solely bona fide temporary employment agencies may be awarded SCT certification.

Minimum requirements

The organization can prove that it is a bona fide temporary employment agency:

- for temporary employment agencies that supply temporary employees to companies (clients) established in the Netherlands. The temporary employment agency holds an NEN 4400 inspection certificate issued less than a year previously by an accredited inspection agency or equivalent (*)
- For temporary employment agencies that supply temporary employees to companies (clients) established in Belgium. The organization is approved by the regional authorities and included as such in the list of approved temporary employment agencies (Flanders, Brussels, Wallonia) see www.besacc-vca.be
- For temporary employment agencies that supply temporary employees to companies (clients) established in other countries: the equivalent national regulations (*)

(*) Equivalence is established by the WG VCU

Notes to 1.2

A bona fide company is a company that runs its business in accordance with the applicable legislation in respect of tax issues and in respect of legally undertaking work.

The Netherlands

In the Netherlands, temporary employment agencies can be regarded as bona fide if they demonstrably comply with the requirements of the following Dutch standards:

- NEN 4400-01: for temporary employment agencies established in the Netherlands.
- NEN 4400-02: for temporary employment agencies established outside the Netherlands.

Belgium

In Belgium a temporary employment agency must be approved before it is allowed to deploy temporary employees to companies (clients) in Belgium.

Temporary work is restricted to the permitted work as stipulated in the Act of 24 July 1987 relating to temporary work where the hierarchical authority and supervision is always transferred to the client. The organization of the labour market, the placement of labour and their supervision is a regional competence. Each region (Flanders, Wallonia and the Brussels-Capital Region), has implemented its own legal framework and administration. Each region imposes a mandatory requirement for the approval of temporary employment agencies and has implemented stringent regulations and supervision. These regulations relate to compliance with the Act of 24 July 1987 and the obligations relating to tax and social-security issues, consultations with social partners and a code of conduct. Approved temporary employment agencies are struck off the register if they fail to comply with the regulations or the code of conduct or fail to pay their social-security contributions or contributions to the economic security fund or social funds. Complaints are reviewed in a consultative body with equal numbers of representatives from the relative sectors. The legislation, conditions for approval, code of conduct and the list of approved temporary employment agencies can be consulted on the websites of the respective competent authorities. These websites can be accessed via www.besacc-vca.be .

Other countries

Temporary employment agencies that supply temporary employees to companies (clients) in other countries, must be able to demonstrate that they respect the equivalent national regulations relating to tax and social-security obligations.

SECTION 2 - SAFETY AND HEALTH POLICY

The implementation of a structural policy focused on the continuous improvement of S&H issues when supplying temporary employees.

2.1 Does the temporary employment agency pursue an active S&H policy?

Objective

The specification and implementation of the temporary employment agency's S&H policy pertaining to temporary employees at the workplace.

Minimum requirements

- The policy statement must at least devote attention to:
  - the prevention of personal injury
  - the care for health and safety
  - the prudent supply of temporary employees, together with explicit agreements with the client designed to ensure compliance with the health and safety regulations
  - endeavours to achieve continual improvements in the S&H performance
- The policy statement is dated and signed by the person with the most senior position in the organization
- 3-yearly evaluation and, when necessary, updating of the policy statement
- *The annual S&H targets must be specified*
- *An S&H plan of action (points for action, persons responsible and scheduling) specifies how the S&H targets shall be achieved*
- The policy statement and the plan of action are made known to the staff (intermediaries and branch/regional managers) at the main branch and all the relevant sub-branches
- The plan of action is reviewed regularly (at least once a year) and ad justed where necessary

Documents

- Policy statement
- The annual S&H targets
- S&H plan of action

Notes to 2.1

A temporary employment agency with SCT certification is expected to pursue an active S&H policy that includes numerous activities designed to achieve the specified targets and improve the S&H conditions for its temporary employees.

The policy statement must reflect the positive attitude, involvement and responsibility of the temporary employment agency's management with respect to the health and safety of the temporary employees it supplies. The S&H policy must result in the formulation of targets and the necessary resources must be made available. Testable activities are specified in a plan for implementation (annual plan of action). The plan of action specifies: who does what, when and with what equipment? The plan of action is reviewed regularly (at least once a year) and adjusted where necessary.

The policy statement must at least be signed by the person with the most senior position within the temporary employment agency or the legal entity seeking SCT certification. This may be a member of the Management Board, if necessary co-signed by the relevant branch manager(s).

The policy statement must be reviewed at least once every three years, and for this reason the policy statement must always be dated.

All branches are cognizant of the policy statement, targets and plans of action. This can be achieved using a variety of methods, such as: notice boards, a website, company magazine, toolbox meetings, S&H meetings, letters to intermediaries and managers or a brochure issued to staff when they join the temporary employment agency.

2.2 Has the temporary employment agency appointed a Safety and Health Officer?

Objective

The coordination of S&H issues relating to temporary employees and the guaranteed introduction of the concomitant expertise.

Minimum requirements

- The S&H Officer reports directly to the Management Board
- The S&H Officer is known to, in close contact with and readily accessible for the intermediaries and branch/regional managers
- The S&H Officer is included by name in the temporary employment agency's organization chart
- The job description of the S&H Officer incorporates an explicit specification of his or her concomitant duties, responsibilities and powers
- The S&H Officer must have been appointed within the temporary employment agency
- The S&H Officer is in possession of the necessary expertise, for which there are two options:
  - he or she is in possession of a VIL diploma and has demonstrably recourse to an S&H expert with at least an MVK diploma (approved by the Hobéon SKO) and/or Level II diploma
  - he or she is in possession of at least an MVK diploma (approved by the Hobéon SKO) and/or a Level II diploma

Documents

- Organization chart
- Job description for the S&H Officer
- S&H Officer: diplomas, testimonials or certificates for VIL-VCU or VOL-VCA[1]
- Diplomas, testimonials or certificates for MVK (approved by the Hobéon SKO) or Level II[2]

[1] If the diploma, testimonial or certificate for VOL-VCA was issued before 01-01-2004 it is considered equivalent to VIL-VCU.

[2] Level II: Opleiding aanvullende vorming voor diensthoofden veiligheid (Additional course for safety supervisors) diploma or opleiding preventieadviseur arbeidsveiligheid (Occupational safety and health prevention consultant) diploma.

Notes to 2.2

The temporary employment agency must be able to call on the services of an internal S&H Officer for guidance on health and safety issues. This Officer must be included in the temporary employment agency's organization chart and have access to the operational organizations' senior management.

S&H Officers must officially be granted the time to optimally fulfil their duties of coordination, advising and providing information about the S&H system. In addition, they must be issued sufficient and adequate resources to monitor the implementation of the S&H policy at all branches. The S&H Officers' job description must contain an explicit specification of their specific S&H and SCT duties, responsibilities, and powers.

In most instances, the role of S&H Officer will be combined with another position; however, the relevant person must always possess the necessary expertise or be able to call on expert support. In the Netherlands 'expert support' relates to a person with at least an MVK certificate approved by the Hobéon SKO. In Belgium 'expert support' relates to a person with at least an 'Aanvullende vorming diensthoofden veiligheid' Niveau II (Additional course for safety supervisors, Level II) or a 'Preventieadviseur arbeidsveiligheid' Niveau II (Occupational safety and health prevention consultant Level II) certificate.

The relevant diplomas, testimonials or certificates of the person(s) with S&H expertise must be available for inspection during the audit.

In addition, it must also be possible to submit recent examples of such expert support, for example an accident investigation, the results of a risk evaluation, an S&H meeting with the staff, a promotional activity or the assessment of the specific S&H risks associated with a request for the supply of temporary employees.

2.3 Does the temporary employment agency have an S&H structure?

Objective

The optimum implementation of the S&H policy by making all those involved within the company are fully cognizant of which S&H duties, responsibilities and powers they have and what is expected from them.

Minimum requirements

- An organizational chart that shows the various management levels
- Job descriptions for all intermediaries and branch/regional managers that clearly outline the that relate to the S&H issues involved in the supply of temporary employees to clients
- *Assurances must be in place to ensure that the aforementioned duties, responsibilities and powers are exercised*

Documents

- Organization chart
- Job descriptions (intermediaries, branch managers, regional managers)
- Procedure for assured integration

2.4 Have all the intermediaries and managers followed an official health and safety course?

Objective

The intermediaries and branch/regional managers possess an adequate knowledge of S&H issues.

Minimum requirements

- Intermediaries and managers employed by the SCT organization for longer than three months possess a VIL-VCU[3] diploma, testimonial or certificate bearing the SCT logo
- The diplomas, testimonials or certificates have been issued within the past 10 years

[3] If the intermediary, branch or regional manager holds an MVK or HVK diploma (approved by the Hobéon SKO) or a 'Aanvullende vorming voor preventieadviseur' Level I or Level II certificate (Supplementary training for safety advisors) or a 'Preventieadviseur arbeidsveiligheid' Level I or Level II certificate (Occupational safety and health prevention consultant), he or she is exempted from obtaining the VIL-VCU diploma.

Documents

- A list of the intermediaries and branch/regional managers at the SCT organization
- VIL-VCU[4] diplomas, testimonials, certificates

Notes to 2.3

An explicit S&H structure ensures that everyone in the organization is aware of what is expected of him or her. Consequently, the S&H duties, responsibilities and powers of all intermediaries and managers must be specified in writing.

In some instances, working instructions will be needed to specify the appropriate procedure to be followed, For instance in the event of unexpected situations such as a serious accident, a notification of an extremely dangerous and life-threatening situation, the client's failure to comply with the relevant agreements, etc.

Intermediaries must be aware of the scope of their duties, responsibilities and powers, and of whom within the agency they will have to deal with in specific situations. This can be clarified through the use of examples at S&H meetings with intermediaries and managers or by means of (repeat) instructions following a specific incident or a change in the temporary employment agency's S&H structure.

Notes to 2.4

To guarantee the proper acceptance of the appropriate health and safety attitudes within the organization, all intermediaries and managers need to have followed an official health and safety course specified by the CCVD-VCA and the UCvD-VCA., as defined in the attainment targets.

The VIL-VCU course has been developed for this specific purpose; however, intermediaries or managers in possession of a valid VOL-VCA diploma (provided that these were not issued prior to 01-01-2004) are also deemed to meet this requirement. However, they will need to obtain an VIL-VCU diploma at the time of the repeat course (after 10 years).

[4] A diploma, testimonial or certificate for VOL-VCA issued before 01-01-2004 is equivalent to VIL-VCU.

2.5 Does the organization provide in-house S&H information to its staff relating to the supply of temporary employees to clients?

Objective

The staff are issued in-house documentation to inform them of the S&H requirements that need to be met to ensure that temporary employees can do their work safely.

Minimum requirements

- The content of the information is appropriate for the specific temporary employment agency and the jobs to be carried out by its temporary employees
- An introduction and induction programme has been implemented for new staff
- Records are kept of the staff's participation in (parts of) information programmes
- As the need arises, the documentation is updated at periodic intervals and the existing staff follow refresher courses

Documents

- S&H information specific to the agency, including the action to be taken in the event of complaints
- Information or introductory programme
- Registers of participation in information sessions or refresher courses

Notes to 2.5

The employer is under the obligation to provide the staff with appropriate and effective information about S&H issues relating to their duties. The intermediaries and managers of SCT organizations play an important role in providing such information as part of the deployment process. Consequently, the staff of SCT organizations need to be aware of a number of issues of relevance to temporary employees on their deployment at a client.

The information material and introductory programmes for new intermediaries and managers address the following issues:

- awareness of the S&H risks and control measures for the jobs to be carried out by the temporary employees
- the procedure to be followed for processing applications for temporary employees and the recording of agreements relating to S&H issues (instruction, PPE, information, training, experience)
- the ability to request and correctly interpret the necessary S&H documents, such as the results of risk analyses, S&H rules and regulations, and professional skills
- the ability to make a careful selection of temporary employees
- the ability to inform temporary employees sufficiently about S&H issues and agreements reached with the client
- familiarity with the procedure to be followed in the event of a serious accident involving temporary employees
- the operation of the various services, such as the Arbodienst (NL) (Occupational health and safety service) or the Externe Dienst Preventie en Bescherming (B) (External prevention and protection service)
- how to deal with complaints

A register of such information programmes shows that the procedure has been followed and completed. In addition, it is essential that the information material should be kept up to date; which means that it must be evaluated regularly and the necessary amendments made.

Intermediaries and other members of staff already employed at SCT units must also be kept informed of any adjustments or amendments to ensure that they remain up to date. This can, for instance, be achieved by including any such changes on the agenda for S&H meetings. Suggestion: have members of staff sign for the receipt of amended information material.

2.6 Does the temporary employment agency hold consultations on the S&H issues of relevance to temporary employees?

Objective

Promoting, within the temporary employment agency, the motivation for and attention to all S&H issues of relevance to work carried out by temporary employees.

Minimum requirements

- Consultations are held at least four times a year
- The consultations are chaired by the person with the most senior position within the organizational unit (SCT department)
- The S&H Officer is actively involved
- Important conclusions and agreements are laid down in writing and communicated to the staff

Documents

- Agendas and minutes of past S&H consultations
- Communications to the staff

Notes to 2.6

Safety and Health awareness can only really come to life within an organization when all the managers are actively occupied with S&H issues.

Consequently, structural S&H consultations between all the organizational levels (the senior manager and [representatives of] the intermediaries) are essential.

These consultations can make use of a fixed agenda that covers the most important S&H issues. Such S&H consultations can also be part of other meetings.

Possible items for the agenda include: anomalies, incidents, accidents, complaints, trade/sectorial S&H issues requiring attention, sensitizing temporary employees to S&H issues, points for action resulting from evaluations, newsletters, plans of action, promotional activities, internal and external SCT audits.

The S&H Officer must be actively involved in such consultations, which must be held at least four times a year. Minutes must taken for each meeting and include an explicit statement of the agreements reached.

The staff, for instance, receive newsletters or circulars to inform them about the items on the agenda that were discussed and the results or conclusions from the meeting.

SECTION 3 - VOCATIONAL TRAINING, EXPERIENCE, S&H TRAINING AND MEDICAL SUITABILITY

The temporary employees have the necessary knowledge and expertise.

3.1 Is a file created every time a new temporary employee is registered?

Objective

Temporary employment agencies must be able to demonstrate that they have the information necessary to guarantee that the temporary employees they supply have the specific knowledge and expertise required to carry out their work for the client.

Minimum requirements

- A list of all the temporary employees deployed by each organizational unit in the past year or during the last 12 months following implementation of the SCT system
- A file for each temporary employee which always contains:
  - personal particulars, social security particulars, work permits
  - copy of the temporary employee's ID
  - copies of certificates for relevant vocational training courses follow-up courses, high-risk task courses
  - work experience
  - copies or proof of possession of the necessary valid certificates / testimonials / diplomas
  - assessments and reports relating to deployment, incidents, etc.
  - restrictions applicable to specific jobs
  - language skills

  and, where relevant:
  - proof of medical suitability
  - copy of the employee's driving licence
- *Assurances that the files are complete and up to date*

Documents

- List of all temporary employees covered by SCT certification during the past year
- A file for each temporary employee
- Procedure for assured integration

Notes to 3.1

Records of the professional skills, capabilities and limitations of each temporary employee are required to provide the necessary assurances for their health and safety and to ensure that the right person is assigned to the right task.

In addition, it may also be necessary to furnish proof (diplomas, certificates, testimonials) to clients to demonstrate that a given temporary employee complies with specific (vocational) training or medical suitability requirements. Consequently, an accessible file must be maintained for each temporary employee. This file must be as complete as possible.

In addition, it is also necessary to verify that training certificates are correct. For those diplomas that resort under the responsibility of SSVV (NL) this can be checked via the website: www.vca.ssvv.nl of the Centraal Diploma Register (CDR, Central Diploma Register). The validity of the testimonials and diplomas that resort under the responsibility of vzw VCA-BeSaCC (B) can be checked through the Examencentrum (Examination Centre) or in the Centraal Diploma Register in Belgium via the website www.vca-besacc.be.

The contact data (address, telephone number, email address) are listed on the testimonial / diploma.

For the high-risk tasks, see:

- 'SSVV Opleidingengids' (SSVV Training Guide) for the Netherlands (www.vca.nl)
  (previously the Gids Opleidingen Risicovol Werk / GORW (Directory of training in high-risk tasks))
- 'Register van Risicovolle Taken' (Register of high-risk tasks) for Belgium (www.vca-besacc.be)

3.2 Is there an adequate procedure for correctly managing and making entries in the Safety Logbook (where relevant)?

Objective

The Safety Logbook ensures that temporary employees are readily able to demonstrate that they have the necessary qualifications, provided the Logbook is managed, and the entries entered into it, correctly.

Minimum requirements

- Procedure for the registration of training courses / instructions / powers and the stipulated certificates of medical suitability in the Safety Logbook
- An official document must be included in the personnel file for each entry and/or note relating to training / in-house instruction, medical suitability, competence and vaccinations in the Safety Logbook
- Specification of the person responsible for making entries in the Safety Logbook
- Up-to-date records of the issued Safety Logbooks, stating the name of the holder, the number and the date of issue

Documents

- Register of the Safety Logbooks issued
- Files of temporary employees to verify the issue of their Safety Logbooks

N.B.: the question is answered in the affirmative when the temporary employment agency does not use Safety Logbooks.

Notes to 3.2

Intermediaries and managers may need a Safety Logbook when clients prescribe the possession of a Safety Logbook as a condition for access to their site. A registration procedure is required when the client stipulates that temporary employees must possess Safety Logbooks.

A new version, the Personal Safety Logbook, was introduced at the end of 2001 (SSVV and PVI). This trilingual Logbook (English, Dutch and

French) is recognized throughout Belgium and the Netherlands. This Personal Safety Logbook is a personal document.

The Safety Logbook offers a practical and effective means of verifying that the holder meets the stipulated requirements (training, work experience, competence, medical examinations, vaccinations). The Safety Logbook enables clients to inspect the employee's qualifications at the company gates or on the site. In addition, it avoids the unnecessary repetition of training courses and instructions in situations in which the holders can demonstrate that they have already followed the relevant courses or received the relevant instructions.

Working with Safety Logbooks gives cause to the need to maintain a register of the Safety Logbooks issued or supplemented by the temporary employment agency. This register contains the following information:

- the name of the holder, and other personal particulars
- the number of the Logbook in question (each Logbook has a unique number)
- the date of the official issue of the Logbook

Safety Logbooks are purposeful only if they are used and filled in correctly, and supplemented where relevant. To this end procedures, regulations and instructions for their use have been drawn up. These are all included in the Safety Logbook itself.

The temporary employment agency has specified who is responsible for the issue, completion, registration and administration (temporary employee files) of the Safety Logbooks.

Proof must be included in the temporary employee's file of all comments or notes made by the temporary employment agency in the Safety Logbook (together with an official stamp).

In certain Safety Logbooks it is still mentioned that the Logbook is only valid for ten years but this no longer applies. Consequently, 10-year-old Safety Logbooks no longer need to be renewed. When a Safety Logbook is full, a new one is issued.

For further information or for ordering a Personal Safety Logbook, see www.vca.nl or www.besacc-vca.be.

SECTION 4 - REQUESTS, SELECTION, INSTRUCTION, INSPECTION AND EVALUATION

The deployment of temporary employees with the necessary knowledge and expertise.

4.1 Are the necessary issues that require attention stated in the on the application forms when clients request temporary employees?

Objective

Clients requesting temporary employees for specific work, must state the specific S&H risks, the control measures that have been implemented, the necessary personal protective equipment and the training and experience required. The temporary employment agency checks whether the requested information has been made available.

Minimum requirements

- The client clearly states:
  - the job title
  - the location, department and working environment
  - the work and tasks to be carried out
  - the high-risk tasks and the control measures relating to the tasks and the workplace
  - the medical-suitability requirements
- The request clearly specifies the personal protective equipment (PPE) required, based on the risks associated with the temporary employee's job:
  - the risks involved (hazardous materials, machines, situations, processes)
  - the PPE used to minimize these risks
  - the party providing the PPE (the temporary employee agency or the client)
  - the party providing instructions for PPE use (the temporary employee agency or the client)
- The application form clearly states the training and experience required to carry out the work:
  - vocational training and level
  - experience
  - language skills

- the possession of a valid Basic Elements of Safety SCC[6] (B-VCA) certificate / testimonial / diploma unless the request states (with substantiation from the client) that this is not required
- requirements relating to high-risk tasks
- other relevant courses completed

Documents

- Instructions for submitting application forms
- Examples of recent applications

Notes to 4.1

Temporary employment agencies must be cognizant of the general risks associated with specific jobs and the customary preventive measures for these jobs.

Temporary employment agencies can assess the correctness of clients' applications by being aware of information made available by sectorial organizations, such as for instance the general risk profiles.

Clients can also provide temporary employment agencies with job-risk analyses because employers are under a statutory obligation to provide employees - and, consequently, temporary employees - with information about the risks involved in their work. The application form must clearly outline the risk profile of the temporary employee's job.

The responsible selection and deployment of temporary employees is possible solely when the relevant application form contains comprehensive and correct information about all issues of importance to the work. The client is responsible for the correctness of the application. Preference is given to the principal's or client's written conformation of the application; it can, for instance, be included in the deployment contract. In Belgium a 'werkpostfiche' (worksite information form) is used for this purpose.

[6] If the candidate holds an VOL-VCA, VIL-VCU, MVK or HVK diploma (approved by the Hobéon SKO) or at least a Level I or Level II 'Aanvullende vorming preventieadviseur' (Supplementary training for safety advisors), Level I or Level II 'Preventieadviseur veiligheid' (Prevention advisor occupational safety) certificate, he or she is exempted from obtaining the B-VCA diploma.

All temporary employees deployed in operational positions at companies with SCC certification must at least have successfully completed a Basic Elements of Safety SCC (B-VCA) course unless explicit alternative agreements about this requirement have been made with the client, for example relating to the period within which the employee must obtain a Basic Elements of Safety SCC certificate or testimonial (a maximum of three months for new employees).

4.2 Are the necessary issues requiring attention as stated on the application form addressed during the selection of temporary employees?

Objective

The ability to select temporary employees who comply with the requirements stipulated by the client.

Minimum requirements

- List of available temporary employees
- Temporary employees' files that are accessible for the intermediaries
- Selection procedure for temporary employees who comply with the requirements stipulated in question 4.1
- *The client is notified of departures from, or exceptions to, the requirements stipulated in the application form prior to the final selection. In such cases a record is made of supplementary precautionary measures or agreements in the selection or application document(s). The client concurs with the differences in the selection. The temporary employment agency makes a record of any difference between the application and the selection (date, name, position)*
  N.B.: If there was no difference or exception, this question is answered in the affirmative

Documents

- Selection procedure for temporary employees
- Records of any departures from or exceptions to the application- and selection documents
  N.B.: If there was no difference or exception, this question is answered in the affirmative.
- Examples of recent selection procedures

Notes to 4.2

The right person can be selected for the right job or task only if the particulars of the temporary employees registered with the agency can be compared with the client's requirements.

The temporary employee's job, the tasks to be carried out and the information about the risks, workplace and work location as specified by the client must be in the closest possible agreement with the wishes, capabilities and limitations of the temporary employee selected for deployment.

However, in some instances the client's requirements may not be consistent with the particulars of the temporary employees available for the work.
In such situations, consultations with the client are always required prior to the final selection and the client shall need to concur with the proposed choice not being in exact agreement with its requirement. A reference to the (telephone) contact (date, time, person) is made in the selection or application documents.

When a temporary employee does not comply with the client's requirements, supplementary agreements will need to be made and additional precautionary measurements will need to be taken. These can, for example, relate to additional supervision, gaining more experience or giving more comprehensive instructions.

4.3 Are the temporary employees cognizant of the specific job requirements, Safety and Health and the Safety, Health and Environment rules applicable to the client's company or the sector where they are to carry out their work?

Objective

Temporary employees are cognizant of the specific S&H risks of and the SHE rules and regulations applicable to the location where they are to carry out their work.

Minimum requirements

- *The temporary employment agency informs temporary employees about their deployment and the risks and control measures relating to the work they are to carry out*
- Temporary employees are cognizant of the Safety, Health and Environment rules and regulations applicable to the specific company/sector
- Temporary employees have been informed about the personal protective equipment prescribed by the client, and have received instructions about their use
- Temporary employees are cognizant of whether or not proof of medical suitability is required
- Temporary employees are cognizant of the notification procedure for accidents that result in lost time
- Temporary employees are cognizant of the possibility to consult, at their own initiative, a qualified medical expert ('bedrijfsarts' (medical officer) in the Netherlands or 'preventieadviseur arbeidsgeneesheer' (occupational medicine prevention consultant) in Belgium) for occupational health disorders

Documents

- Information programme for temporary employees
- Register of information received and provided to temporary employees
- Examples of up-to-date S&H information for specific companies or sectors

Notes to 4.3

Temporary employment agencies must prepare temporary employees as thoroughly as possible for their deployment.

Temporary employment agencies must issue temporary employees with the necessary information of relevance to the job they will carry out at the client's company. In addition, the temporary employees must also be offered an opportunity to study the information issued to them; they must receive an answer to any questions they may have about the content of the information.

Temporary employees must be aware, in advance, of the additional information (specific to the company or sector) or briefing they will receive from the client when they start work. This can be a video of a specific location which they view on their arrival, or instructions relating to a specific task or department.

4.4 Are inspections carried out during the period of deployment to verify compliance with the agreements reached with the client?

Objective

To check that the temporary employees deployed by the temporary employment agency carry out the agreed work, use the appropriate personal protective equipment, are cognizant of the prevailing S&H regulations, and are medically suitable for the work they carry out.

Minimum requirements

- Records are kept of the times at which and the manner in which the inspections are carried out during the period of deployment. This depends on the deployment, the temporary employee and the relationship with the client
- Instructions contain explicit statements of what will be inspected when and by whom
- Records are kept of the results of these inspections
- Annual number of inspections: at least 10% of the client base
- Follow-up of any improvements that may need to be implemented

Documents

- Instruction(s) for inspections at clients during the deployment period
- Completed inspections (visits, and contacts in writing or by telephone)

Notes to 4.4

For both the temporary employment agency and the client it is extremely important that the selected temporary employees meet the expectations, after all, a great deal of time will have been devoted to the request, selection and deployment procedures.

In order to assess whether the deployment is proceeding as agreed, the temporary employment agency needs to verify that the client complies with the agreements reached, such as:

- reception at the company, making the acquaintance of the supervisor
- the person to whom the temporary employee must report for instructions about the workplace and the task
- the issue and wearing of personal protective equipment (PPE)
- the tasks carried out by the temporary employee, the location of the work and the conditions
- the competence to carry out high-risk tasks and the requisite medical suitability

This inspection can be carried out, for instance, by accompanying temporary employees during the first day of their deployment at the client. Such an approach can be appropriate in new situations (new clients or new temporary employees). In the case of established clients or the deployment of experienced temporary employees, the inspection could possible be done by telephone. The annual number of on-site inspections at the clients is at least 10% of the client base

It is important that records of these inspections should be kept, for example on the deployment document (date, name) or otherwise in a computer database.

4.5 Are random evaluations made by clients and temporary employees during or at the end of deployment periods?

Objective

Optimizing the temporary-employee application, selection and deployment process with the aim of improving the safety and health of the temporary employee at the workplace.

Minimum requirements

- Instructions: when evaluations take place, by whom, and in which manner
- In the event of anomalies or unfavourable responses from the evaluations these are followed up by demonstrable:
  - discussions within the temporary employment agency
  - directions from the responsible officer for further measures (settlement) or actions
  - follow-up of any improvement actions that may be required

N.B.: If there were no anomalies or unfavourable responses, this is answered in the affirmative.

Documents

- Instructions for evaluations by clients and temporary employees
- Specification of the random sample to be taken by the temporary employment agency
- Evaluation documents
- Report(s) relating to anomalies or unfavourable responses

N.B.: If there were no anomalies or unfavourable responses, this is answered in the affirmative.

Notes to 4.5

Situations and things can change during the deployment of temporary employees. A temporary employee who does not meet the client's expectations will usually give cause to an unfavourable response. In most cases the deployment will be terminated. Often the temporary employment agency will be unaware of what precisely was the problem.

Improvement of the deployment process is only possible with input from both the clients and the temporary employees. Consequently, temporary employment agencies need to know what went well and what did not go so well. To establish this, temporary employment agencies can make use of an evaluation form (see Annex C).

An evaluation (poor / fair / satisfactory / good) undertaken with the client covers the following issues relating to the temporary employee:

- professional skills; theoretical knowledge; independence; safe performance of tasks
- motivation; attitude; communications; language skills
- compliance with S&H rules and regulations; compliance with work permits; fulfilment of agreements
- correct use of tools; care of tools; clearing up
- correct use of PPE; care of PPE; cleaning
- keeping to the working hours and the working pace, and demonstrating accuracy and motivation
- asking questions in cases of uncertainty; reporting anomalies; reporting unsafe situations
- communications and contacts with the temporary employment agency

An evaluation undertaken with the temporary employee covers the following issues:

- introduction and instructions received relating to S&H rules and regulations
- issue of personal protective equipment and work clothing
- communications with the contact person and/or immediate supervisor
- work situation and working conditions relating to safety and health
- work carried out; working pace; conditions; supervision
- working hours; breaks
- facilities such as changing rooms, canteen, toilets and washrooms
- attention to and supervision of safe working conditions
- involvement in S&H instructions and participation in S&H meetings (toolbox meetings; kick-off instructions)

SECTION 5 - ACCIDENTS RESULTING IN LOST TIME

Possessing an insight into and learning from accidents involving temporary employees that result in lost time.

5.1 Does the temporary employment agency have a procedure for the notification and registration of accidents resulting in lost time?

Objective

Insight into accidents involving temporary employees that result in lost time.

Minimum requirements

- Procedure for notification and registration
- Communication of the procedure to temporary employees
- Correct and full completion of the accident forms
- Registration of all accidents with a specification of the lost time due to each accident
- Annual preparation of the accident statistics (last three years)
- Accident statistics for the last quarters of the year of the audit and until the day of the certification audit

Documents

- Procedure for the notification and registration of accidents resulting in lost time
- Accident form
- Up-to-date register of accidents resulting in lost time
- Accident statistics for the past three years and the last quarters

Notes to 5.1

The objective of the SCT and the SCC is to prevent accidents that result in lost time. The joint S&H efforts (of the temporary employment agency and the client) will reduce the number of accidents and the severity of their consequences.

Consequently, the accident statistics are an indicator of the health and safety at work.

Temporary employment agencies must maintain a register and administration of accidents that resulted in lost time. The accident data can be used to calculate specific indicators such as the IF (injury frequency rate).

The accident statistics relating to SCT activities contain annual figures for:

- the number of temporary employees deployed per year or per 12 months
- the number of hours worked per year or per 12 months
- the number of accidents resulting in lost time
- the number of fatal accidents
- the injury frequency rate (IF) for this period (see Annex A: number accidents resulting in lost time x 1 million : hours worked).

No IF standards have been specified for SCT certification since temporary employment agencies are not responsible for and do not have any direct influence on the work situation at the client's. However, temporary employment agencies can exert an indirect influence on the situation by:

- selecting the appropriate temporary employees
- giving due attention to the provision of information and instructions to temporary employees
- advising temporary employees about their rights and obligations – as laid down in occupational safety legislation – rights and obligations that must be observed by all employers and employees

5.2 Are lessons learnt from the reported accidents resulting in lost time?

Objective

To learn from accidents with the aim of optimizing the temporary-employee application, selection and deployment procedures in the future and thus improve the safety and health of the temporary employee at the workplace.

Minimum requirements

- Registration of notifications of accidents resulting in lost time and reports on investigations conducted
- *Discussion of reports within the temporary employment agency and records of in-house conclusions relating to S&H issues of relevance to the application, selection and deployment procedures*

Documents

- Reports of investigations
- Internal reports and points for action resulting from discussions of reports

N.B.: if there were no accidents that resulted in lost time, this question is answered in the affirmative.

Notes to 5.2

Any organization can learn from accidents resulting in lost time that may have occurred.

Although the investigation of accidents is not primarily the duty of temporary employment agencies, it is nevertheless important that the temporary employment agencies should be aware of the results of accident investigations. The client will always bear the responsibility for the investigation of accidents. The temporary employment agency is entitled to request a copy of the accident investigation and store it in the agency's administration and registration system.

Temporary employment agencies can use such reports to draw certain conclusions relating to the application, selection and deployment procedures. For this reason, the reports on accidents must be discussed within the temporary employment agency.

Possible points for action include:

- a meeting with the client
- measures to ensure improved agreements with temporary employees
- improving the information provided to temporary employees (prevention policy)
- et cetera

SECTION 6 - COMPANY HEALTH SERVICE

Protecting the occupational health of temporary employees during the performance of their duties.

6.1 Are consultations held with the client relating to the medical suitability of temporary employees prior to their deployment?

Objective

The deployment of temporary employees who are medically suitable for the performance of the duties associated with their position and/or for assignment to specific workplaces.

Minimum requirements

- Consultations with the client prior to the deployment
- Knowledge of the jobs and/or specific work locations at the client's company for which requirements apply (based on a Safety and Health risk inventory and evaluation) pertaining to the medical suitability of the temporary employees
- Assessment of the medical suitability, where applicable, by a qualified medical expert ('bedrijfsarts' (medical officer) in the Netherlands or 'preventieadviseur arbeidsgeneesheer' (occupational medicine prevention consultant) in Belgium)
  N.B.: In the Netherlands, the role of the temporary employment agency entails that it provides its cooperation for the examinations suggested by the client if they are carried out by the client
- Procedure that ensures that a register of the medical suitability of the temporary employees is kept

Documents

- Document of consultations with the client about the required medical suitability of the temporary employees
- Documents that indicate for which jobs and/or specific work locations at the clients' company a specific medical suitability examination is required
- Agreement with a qualified medical expert ('bedrijfsarts' (medical officer) in the Netherlands and 'Dienst Preventie en Bescherming' (prevention and protection service) in Belgium) that includes the medical examinations as a specific duty

N.B.: Such an agreement is not required if it can be demonstrated that the examination is being organized by the client.

- Procedure for performing medical suitability examinations
- Register of the medical suitability of the temporary employees

N.B.: the question is answered in the affirmative if no medical suitability examinations are required.

Notes to 6.1

The temporary employment agency – in consultation with the client – must make certain that temporary employees can carry out the tasks assigned to them. To establish this, a specific medical examination will in some instances be a statutory requirement or will need to be offered. For instance for the users of self-contained respiratory equipment and divers, crane drivers, drivers, radiologists, asbestos removers, etc.

For the Netherlands

Assurances for the relevant care shall need to be provided, for instance in the form of an agreement with a qualified medical expert ('bedrijfsarts' (medical officer)).

In some sectors the collective labour agreements contain provisions for the assessment of medical suitability.

However, it is also possible that none of jobs at the client's company is such as to require an assessment of the candidate's medical suitability. The applications must clearly indicate why medical examinations are required.

For Belgium

The 'werkpostfiche' (worksite information form), which the client has to provide to the temporary employment agency, states whether or not a medical examination is required.
Pursuant to an agreement between the temporary employment agency and an 'Externe Dienst voor Preventie en Bescherming op het Werk' / EDPBW (external prevention and protection service at work) or an agreement with the client, the 'preventieadviseur arbeidsgeneesheer' (occupational medicine prevention consultant) (of this service) will undertake this task.

6.2 Have specifications been drawn up of the temporary employees in given positions who are to be offered, or required to undergo, periodic medical examinations during their deployment?

Objective

The prevention of detrimental effects on the health of temporary employees due to exposure to the relevant compounds during the performance of the duties associated with their jobs.

Minimum requirements

- Consultation with the client about the periodic medical examinations to be offered to temporary employees
- Knowledge of the jobs and/or specific work locations at the client's company for which (based on a Safety and Health risk inventory and evaluation) periodic medical examinations are a statutory requirement or will need to be offered to temporary employees
- Temporary employees are provided with information about the periodic medical examinations
- The involvement of, and the provision of advice by, a qualified medical expert ('bedrijfsarts' (medical officer) in the Netherlands or ('preventieadviseur arbeidsgeneesheer' (occupational medicine prevention consultant) in Belgium) when the consequences of exposure are established

  N.B. In the Netherlands, the role of the temporary employment agency entails that it provides its cooperation for the examinations suggested by the client if they are carried out by the client
- Procedure that ensures that a register of the periodic medical examinations is kept

Documents

- Documents that indicate for which jobs and/or specific work locations at the clients' specific periodic medical examinations are a statutory requirement or need to be offered
- Advice from the client's 'preventieadviseur arbeidsgeneesheer' (occupational medicine prevention consultant) on the 'werkpostfiche' (worksite information form) (Belgium)
- Information to temporary employees about the periodic medical examinations

- Agreement with a qualified medical expert ('bedrijfsarts' (medical officer) in the Netherlands and 'Dienst Preventie en Bescherming' (prevention and protection service) in Belgium)
  N.B.: Such an agreement is not required if it can be demonstrated the periodic medical examination is being organized by the client.
- Procedure for performing the periodic medical examinations
- Register of the medical examinations of the temporary employees

N.B.: The question is answered in the affirmative if no periodic medical examinations are prescribed by law or need to be offered.

Notes to 6.2

The temporary employment agency must be able to demonstrate that in cases where temporary employees are deployed at clients where the job or task they are required to carry out entails a risk of exposure, a periodic medical examination is a statutory requirement or will need to be offered.

It is important to monitor when temporary employees who are deployed at a client for a longer period of time and run the risk of exposure, need to undergo a repeat medical examination. Any medical examinations that may be required will need to be offered and/or carried out in good time, and the temporary employment agency must be informed of the results.

Annexes

A. Requirements to be met by SCT audit report

B. Requirements to be met by the certification body,
SCT coordinators and SCT auditors

C. Examples of forms
- application form
- client's evaluation form
- temporary employee's evaluation form

Annex A

Requirements to be met by SCT audit report

Temporary employment agencies wishing to obtain SCT certification are entitled to a transparent report of the findings of the SCT audit that resulted in the ultimate decision of granting certification or, alternatively, of refusing certification because the agency did not comply with the SCT requirements. The audit report shall at least contain the following information:

- **General information**

  Including:

  a. Particulars of the temporary employment agency:
  - the name of the temporary employment agency
  - registered office, address
  - the name of the organizational unit that has received certification if other than the name of the agency
  - all places of business and/or sub-branches, with their addresses, seeking SCT certification
  - the names of the members of the Management Board, the name of the officer with the final responsibility for the temporary employment agency or the organizational unit that received certification
  - the version of the SCT on which the audit was based
  - the number if intermediaries, managers and administrative employees
  - the scope, NACE Code (rev. 2)

  b. Information about the audit plan and the actual course of the audit

- **Findings of the Phase 1 audit, if applicable (see Procedure 7.2)**
- **Assessment of the internal audits**
- **Accident statistics**

Table of the accident statistics for the relevant temporary employees (for at least the past 3 years)

Year	...	...	...	...	...
1. Number of temporary employees deployed					
2. Number of hours worked by the relevant temporary employees					
3. Accidents resulting in lost time					
4. Fatal accidents (a)					
5. Number of occupational accidents (3+4)					
6. IF-frequency (b)					

(a) Fatal: death within 30 working days and the injury incurred is at least one of the causes of death

$$\text{(b) IF (Frequency)} = \frac{\text{number accidents resulting in lost time (3+4) x 1.000.000}}{\text{number of hours worked (2)}}$$

- **Assessment**

  The assessment comprises the following elements:

  1. The auditor starts by determining whether all the minimum requirements are met for each question.
  2. The auditor then gives a substantiation for his or her assessment of the objectives and the minimum requirements printed in italics.
  3. All the documents are assessed and referred to in the report.

Format requirements

The audit report must always be prepared in accordance with the format published at www.vca.nl (for CBs accredited by the RvA) and at www.besacc-vca.be (for CBs accredited by BELAC).
Certification Bodies are allowed to convert the standard audit report to another program, provided the layout and the checks remain the same.

- **Dating and signing**

  The report is to be dated and signed by the SCT auditor and assessed, dated and signed by the SCT coordinator.

Annex B

Obligations of and requirements to be met by certification bodies, SCT coordinators and SCT auditors

1. Obligations of the certification bodies

1.1 Agreement

The certification bodies must sign an agreement with the SSVV and the vzw VCA-BeSaCC respectively, which they must strictly observe.

1.2 Accreditation

The certification bodies must have received accreditation from an accreditation body that issues accreditation for the SCT certification scheme in accordance with ISO/IEC 17021. Within this context, they are required to comply with all the conditions attached to accreditation.

The accreditation body, among other things, carries out checks to verify that the certification bodies act in accordance with the prescribed procedures as laid down and specified in the SCT certification scheme.

1.3 Responsibility and organization

The certification body bears the ultimate responsibility for certification.

The **SCT auditor** is employed in the certification department and participates in all departmental activities required to keep his professional knowledge up to date. The SCT auditor performs his duties under the responsibility of the SCT coordinator.

The certification body appoints at least one SCT auditor to the position of **SCT coordinator**. The SCT coordinator assesses all the SCT audit reports – with the exception of all reports prepared himself or herself in the role of SCT auditor.

The SCC auditors lay down their findings from the documentation and implementation audit in a **SCT audit report** drawn up in accordance with the guidelines governing these reports. The reports include all

the associated data, in accordance with the minimum requirements specified for each SCT question. The SCT coordinator then checks both the score, and the substantiation for the objectives printed in italics, for each question as well as for each of the minimum requirements printed in italics. After processing any comments or remarks and assessing any corrective measures as a result of shortcomings where relevant – and if necessary after supplementary investigation by the SCT auditor – the latter signs the report and submits it to the SCT coordinator. The SCT coordinator then assesses the final report and approves it by signing it after adding his or her recommendations.

The SCT coordinator submits the report, accompanied by his or her recommendations, to the certification body's **competent officer**. The competent officer is the person designated as such in the certification body's internal competence chart. The competent officer takes the final decision as to whether SCT certification is granted.

The certification body appoints SCT coordinator(s) and SCT auditor(s) only after having verified that they comply with the expertise requirements as specified in questions 2.1 and 2.2 of this document, and then notifies the Dutch Accreditation Council (RvA) or BELAC respectively of their appointment. The RvA or BELAC takes note of these appointments and verifies the qualifications awarded by the certification body during the next scheduled audit of the certification body.

1.4 Confidentiality and due care

The parties undertake to maintain confidentiality and to exercise due care with respect to data and persons.

1.5 Expertise of the SCT auditors and coordinators

The certification bodies' SCT coordinators and SCT auditors shall have experience with verification processes and shall have the necessary knowledge of safety issues, the experience and the character required to conduct audits in an efficient and appropriate manner. The specific requirements to be met by the certification bodies, their auditors and their coordinators are listed under Item 2.

2. Requirements to be met by certification bodies, SCT coordinators and SCT auditors

SCT auditors and SCT coordinators shall comply with the profiles as specified by the relevant requirements in ISO/IEC 17021.

2.1 Expertise of SCT auditors

The necessary expertise of SCT auditors shall be assured as follows:

For the Netherlands

- Education to at least intermediate secondary vocational education (MBO) or the equivalent
- Education to Middelbare Veiligheidskunde / MVK (occupational safety and health, intermediary level), approved by Hobéon SKO or the equivalent (as judged by CCVD-VCA)
- Annual participation in harmonization days organized by the Vereniging Overleg Certificatie-instellingen (VOC) with the active involvement of the CCVD-VCA

For Belgium

- Education to at least upper secondary vocational education (Hoger Secundair Onderwijs) or equivalent
- 'Aanvullende vorming diensthoofden veiligheid niveau II' (Additional course for safety supervisors, Level II) or 'preventieadviseur arbeidsveiligheid niveau II' (Occupational safety and health prevention consultant, Level II) or the equivalent (as judged by UCvD-VCA)
- 'Vorming VCA opleiding' (SCC training course) for auditors and coordinators organized by vzw VCA-BeSaCC

General

- At least three years' practical experience (production, maintenance) in a high-risk sector, such as:
  - with clients: refineries, chemical plants, petrochemical plants, the steel industry, metallurgy, the pharmaceutical industry, rail infrastructure and the dredging industry
  - with contractors (engaged in operations for which the SCC is intended)
- Experience with the independent performance of safety audits. The experience shall at least extend to the following: the completion of at least 20 audit man-days (effective audit time, the first 20 audit

days under supervision) during each of the past three years and compassing at least one audit of each type (SCC*, SCC** and SCC Petrochemical and SCT.). The SCT audit must be concluded with a testable favourable assessment by the SCT coordinator
- A thorough training course concluded with an examination on the performance of system audits

2.2 Expertise of SCT coordinators

The expertise of SCT coordinators is governed by the same assurances as for SCT auditors, supplemented with the following additional requirements:

For the Netherlands

- Education to at least higher vocational education (HBO) or the equivalent
- Education to education to Hogere Veiligheidskunde / HVK (occupational safety and health, higher level), approved by Hobéon SKO or the equivalent (as judged by CCVD-VCA)
- Annual participation in harmonization days organized by the VOC (Vereniging Overleg Certificatie-instellingen) with the active involvement of the CCVD-VCA

For Belgium

- Education to at least bachelor level or the equivalent
- 'Aanvullende vorming diensthoofden veiligheid niveau I (Additional course for safety supervisors, Level I) or 'preventieadviseur arbeidsveiligheid niveau I' (Occupational safety and health prevention consultant, Level I) or the equivalent (as judged by UCvD-VCA)
- 'Vorming VCA opleiding' (SCC training course) for auditors and coordinators organized by vzw VCA-BeSaCC

General

- At least five years' practical experience (production, maintenance) in a high-risk sector (see above)
- Substantial experience with the independent performance of safety audits. The experience shall at least extend to the following: the completion of at least 40 audit man-days (effective audit time) during each of the past three years, encompassing at least six SCC** or SCC Petrochemical audits and at least one SCC* and three SCT audits

In summary, the requirements are as follows:

		Auditors	**Coordinators**
Quality of education	General education	MBO secondary school or equivalent	HBO or bachelor or equivalent
	Specific education	MVK (approved by Hobéon SKO)/Level II Harmonization days (NL) Vorming VCA opleiding (SCC course) (B)	HVK (approved by Hobéon SKO)/Level I Harmonization days (NL) Vorming VCA opleiding (SCC course) (B)
Experience	Practical experience	> 3 years	> 5 years
Auditing experience	During	Past 3 years	Past 3 years
	Audit days (effective)	20 days ☺	40 days
	Types of audits	≥ 1 SCC** or SCC Petrochemical and ≥ 1 SCC* and ≥ 1 SCT	≥ 6 SCC** or SCC Petrochemical and ≥ 1 SCC* and ≥ 1 SCT

☺ = the first 20 audit man-days under supervision

Note

As far as the specific experience of both SCT auditors and SCT coordinators is concerned, the CCVD-VCA and the UCvD-VCA may, subsequent to a proposal to this effect from the certification body, permit departures from the aforementioned requirements.

Annex C

Example of the application form

APPLICATION FORM FOR A TEMPORARY EMPLOYEE		
Application number	Date	Name of temporary employment agency
Client's particulars		
Client's name	Contact person	Telephone
Address		Fax
Postal code/City		E-mail
Particulars of temporary employee's job		
Temporary employee's job	Working hours	Duration of deployment
Tasks, working environment		
Description of tasks to be carried out by temporary employee		
Description of temporary employee's working environment		
Risks facing the temporary employee (check those that are applicable)		
□ Smothering/suffocation	□ Impact	□ Radiation/blinding
□ VDU use	□ Heat or cold	□ Lifting heavy loads
□ Becoming trapped/crushed	□ Climate/comfort	□ Vibrations
□ Biological agents	□ Lengthy periods standing	□ Falling at level height
□ Bumping/jolting	□ Lengthy periods seated	□ Falling from heights
□ Fire/explosion	□ Unfavourable posture	□ Burns
□ Continuous muscle load	□ Unmanageable tools	□ Drowning
□ Pushing and pulling	□ Insufficient working space	□ Ejection/tilting
□ Electrocution	□ Repetitive movements	□
□ Isolated	□ Harmful vapour/gas material/dust	□
□ Noise	□ Cutting/stabbing	□

Issues requiring attention and control measures taken (check & add notes)	
□ Physical burden	Specify control measures
□ Handling loads	Specify control measures
□ Exposure to hazardous materials	Specify control measures
□ Working with hazardous machinery	Specify control measures
□ Working near revolving parts	Specify control measures
□ Working alongside public roads	Specify control measures
□ Exposure to noise	Specify control measures
□ Exposure to vibrations (arm/body)	Specify control measures
□ Exposure to radiation	Specify control measures
□ Exposure to biological agents	Specify control measures
□ Contact with food	Specify control measures
□ Handling specific tools	Specify control measures
□ Use of VDUs	Specify control measures

APPLICATION FORM CONTINUED	
Required personal protective equipment (check & add notes)	
□ Work clothing	Notes and agreements relating to issue
□ Special work clothing	Notes and agreements relating to issue
□ Safety helmet	Notes and agreements relating to issue
□ Work shoes	Notes and agreements relating to issue
□ Safety boots	Notes and agreements relating to issue
□ Safety boots + steel sole	Notes and agreements relating to issue
□ Safety goggles	Notes and agreements relating to issue
□ Gloves	Notes and agreements relating to issue
□ Hearing protection	Notes and agreements relating to issue
□ Face shield	Notes and agreements relating to issue
□ Fall restraint / fall harness	Notes and agreements relating to issue
□ Respiratory protection	Notes, and agreements relating to issue
□ Other PPE required	Notes and agreements relating to issue
Temporary employee's required training and experience (check & add notes)	
□ Training level	Specify required level of training
□ Work experience	Specify required work experience
□ Language skills	Specify required language skills
□ Basic Elements of Safety SCC (B-VCA)	Specify that a B-VCA certificate is required
□ VOL-VCA	Specify that a VOL-VCA certificate is required
□ Driving licence, vehicles < 3500 kg	Specify that a valid driving licence for vehicles < 3500 kg is required
□ Driving licence, vehicles with trailer	Specify that a valid driving licence for vehicles with a trailer is required
□ Fork-lift truck diploma	Specify that a fork-lift truck diploma is required
□ Access platform diploma	Specify that an access platform (cherry-picker) diploma is required
□ Other relevant training	Other relevant training, e.g. relating to high-risk tasks
□ Other relevant training	Specify other training of relevance to the temporary employee's job
□ Proof of medical suitability	Specify which medical examinations are compulsory
□ Vaccinations	Specify which vaccinations are required
□ Other medical requirements	Specify which other medical requirements are applicable
□ Other requirements	Specify which other requirements are applicable
Signatures:	
Approved client	Approved temporary employee
Name:	Name:
Date:	Date:
Signature	Signature
Inspection of agreements reached for the deployment	
The agreed work shall be carried out in accordance with the agreements reached with the client as specified in this application form.	Yes/No
Approved temporary employment agency:	Note:
Name:	
Date:	
Signature:	

Client's evaluation of temporary employee				
Temporary employee's name				
Temporary employment agency				
Application or reference number				
Job				
Work location				
Duration of the deployment				
SAFETY, HEALTH, ENVIRONMENT	Poor	Fair	Satisfactory	Good
Checks work conditions (permit)				
Works as per agreements, procedures, rules				
Carries out work safely				
Uses correct PPE				
Gives attention to neatness and tidiness				
Aware of actions to be taken in emergencies				
Notes:				
QUALITY	Poor	Fair	Satisfactory	Good
Quality of work in relation to knowledge				
Asks in the event of uncertainty, doubt				
Has a command of practical skills				
Has a command of theoretical knowledge				
Works accurately				
Work pace				
Notes:				
CONDUCT	Poor	Fair	Satisfactory	Good
Shows initiative				
Shows the right attitude and motivation for the work				
Fulfils agreements				
Positive attitude to customers/third parties				
Positive attitude to colleagues				
Positive attitude to supervisor				
Works in independence				
Notes:				
WORK CARRIED OUT				
Work carried out:				
Was/is this work the same as stated in the application form?			Yes / No	
Can this temporary employee also be deployed for other types of work?			Yes / No	
Would you want this temporary employee to work for you again?			Yes / No	
Notes:				
Assessor: Initials: Date:				

Temporary employee's evaluation of client				
Client's name				
The department where you worked				
Application or reference number				
Job				
Work location				
Duration of the deployment				
INFORMATION AND INSTRUCTIONS	Poor	Fair	Satisfactory	Good
Information issued by the agency before deployment				
Introduction on arrival at the client				
Detailed instructions about safe working methods				
Communications with contact person				
Participation in safety meetings				
Awareness of the job and company risks				
Notes:				
PERSONAL PROTECTIVE EQUIPMENT	Poor	Fair	Satisfactory	Good
Awareness of the necessary PPE				
Issue of PPE				
Instructions as to when/how the PPE are used				
Supervision of correct use				
Opportunity to exchange PPE				
Opportunity to maintain/store PPE				
Quality of the PPE				
Notes:				
WORKING CONDITIONS	Poor	Fair	Satisfactory	Good
Attention to safety at the workplace				
Neatness and tidiness				
Facilities (changing rooms, canteen, toilets, washrooms)				
Working hours and breaks				
Work pace				
Supervision of compliance with safety rules				
Contacts with colleagues/supervisors				
Notes:				
WORK				
What is (was) your work at the client:				
Was/is this work the same as stated in the application form?			Yes / No	
Do you like working for this company?			Yes / No	
Would you work for this company again?			Yes / No	
Notes:				
Temporary employee's name: Initials: Date:				

NOTES: