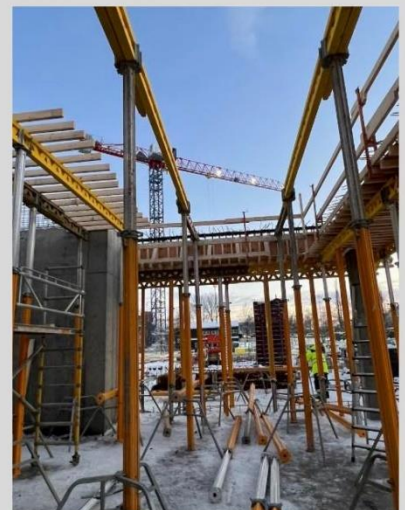


# HSE Handbook



# HSE MANUAL

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## WELCOME TO WORKSHOP



**Rolf Bjerved**  
**CEO of Workshop Bemanning & Kompetanse AS**

Workshop Bemanning & Kompetanse AS (hereinafter Workshop) is a company within ManpowerGroup. As an employee at Workshop, you are our ambassador at our clients' premises. With us, you have the freedom to work in a way that suits you and your life situation best. You choose how much and for whom you want to work. This way of working provides many opportunities for learning and skills development.

Workshop also contributes to recruitment for permanent and temporary positions.

Workshop is highly concerned about your health and safety, as well as your working environment. In this HSE manual, you will find information about our guidelines, as well as your rights and obligations related to HSE.

We are delighted to have you on board and wish you good luck in your assignments!

A handwritten signature in black ink, which appears to read "Rolf Bjerved".

## **1. POLICY, OBJECTIVES, AND STRATEGY FOR HSE**

### **1.1 Introduction**

A well-developed health, safety and environmental policy, specific objectives, and a clear strategy form the basis for all HSE activities at Workshop. These form the framework for Workshop's daily HSE work.

As an employee at Workshop, you are encouraged to actively participate and support the goals, action plans and measures that Workshop has for HSE. At the same time, you are expected to comply with routines, procedures, and instructions set for your tasks.

You share responsibility for reporting issues that are relevant to HSE. Suggestions for input, changes or feedback regarding HSE can be forwarded through your assigned consultant or one of Workshop's safety representatives.

### **1.2 HSE Policy**

Our goal is a health-promoting work environment that allows for well-being and growth for all employees, while preventing work-related injuries and illnesses. Working conditions should comply with the Working Environment Act and related regulations and ensure a good working environment. The Working Environment Committee (AMU) is responsible for ensuring compliance with the internal control regulations and for ensuring that deviations from these are properly monitored and addressed.

### **1.3 HSE Objectives**

- No injuries, accidents or fire incidents - in line with a zero-tolerance approach
- Working environment related sick leave
- Short-term absences among leased employees should not exceed 2.9%
- Ensuring that all employees receive sufficient information about HSE, potential risks and hazards to avoid harm and losses.

### **1.4 HSE Strategy**

Workshop's overarching strategy for implementing health, safety and environmental work consists of good routines, instructions, and procedures.

- Good routines, information and procedures that ensure a safe workplace and working conditions
- Basic training of resource personnel and general training of all employees
- Granting sufficient authority to safety representatives and the AMU to promote specific measures in the HSE area
- Allocating adequate resources to implement necessary measures.

## **2. RESPONSIBILITY, ORGANIZATION, AND TRAINING**

### **2.1 Introduction**

As a leased employee, you are subject to the client's safety instructions, work regulations and other provisions. Workshop will ensure that you are assigned to a safe workplace. If you have any questions about HSE, please contact your assigned consultant at Workshop.

### **2.2 Your responsibility**

You are required to adapt and comply with the client's safety instructions, work regulations, and other provisions applicable to the client and/or the assignment. This means that you should:

- Actively participate and support the goals, action plans and measures for HSE
- Follow up and adhere to the routines, procedures and instructions established for your specific tasks
- Be aware of and report any issues relevant to HSE, if necessary

### **2.3 Client's responsibility**

The client is responsible for supervising and guiding you in your daily work. You should receive information and training on safety instructions, work regulations, and other provisions related to HSE to avoid hazards or undue strain. The client should also involve you in their safety services and provide you with information about your local safety representative.

### **2.4 Workshop's responsibility**

Workshop will ensure that you are assigned to a safe workplace and the daily responsibility for ensuring this lies with your assigned consultant.

### **2.5 HSE Assessment of Assignments**

Workshop conducts HSE assessments of all clients and assignments.

### **2.6 Protective equipment and work clothes**

In all assignments customized protective equipment and work clothes are necessary. Workshop provides these. As your employer, Workshop is obliged to ensure that you have the prescribed protective equipment and other equipment necessary to maintain your safety. When you receive work clothes and protective equipment from Workshop, you are required to sign a workwear agreement.

### **2.7 HSE-Related Courses**

As an employee at Workshop, you are required to complete an online HSE course (Enter safely - Exit safely) before starting your first assignment. Some assignments may require more specific HSE courses. Additionally, you should always be included in the HSE training at the client's site.

### **2.8 Working Environment Committee (AMU)**

The AMU works to ensure a fully safe working environment, participates in the planning of safety and environmental work and closely monitors the development of the working environment. As a leased

employee, you are covered by the client's AMU. If the client does not have an AMU, you are covered by Workshop's AMU.

## **2.9 Safety representative**

A safety representative is the employees' representative in the work for a proper working environment. The main tasks of a safety representative are to control, monitor, and participate in the implementation of safety and environmental work. As a leased employee, you are covered by the client's safety service. If the client does not have a safety service, you are covered by Workshop's safety service. You can contact Workshop's safety representative at 21 50 30 90.

## **2.10 Occupational health service**

The occupational health service assists employers and employees in monitoring the working environment and making suggestions for improvements. Our occupational health service is used for advice on ergonomics, physical working environment and sick leave. In addition, the occupational health service is used in cases of serious incidents, acute life crises or changes in the job situation. Workshop has entered into an agreement with Agil Helse AS for the provision of occupational health services and HSE assistance.

## **2.11 Drugs**

Workshop has a zero-tolerance policy for the use of drugs. You must not be under the influence of alcohol or any other intoxicating or narcotic substance during working hours or be absent due to substance use. Violation of this provision will have consequences for your employment.

In some assignments, the client may require consent for drug testing due to the law or regulations, for a position that involves specific risks, or when the client deems it necessary to protect life or health. The need to require substance testing is normally assessed before assignment agreements are entered into, but it may also be required during ongoing agreements. If you have any questions about the client's access to this, you may discuss it with your assigned consultant at Workshop. If you need advice and guidance, you may contact your assigned consultant. Such matters are subject to confidentiality, and inquiries do not result in any registration.

## **2.12 Labour Inspection Authority**

The Labour Inspection Authority provides guidance to businesses on work environment issues but also has the authority to issue orders when laws and regulations are not followed. Workshop collaborates with the Labour Inspection Authority to ensure good working conditions for all our employees.

# **3. PREVENTION AND FOLLOW-UP OF SICK LEAVE**

## **3.1 Introduction**

Workshop has good procedures for following up on sick leave. We believe that good preventive HSE work contributes to making work health-promoting.

## **3.2 Prevention of sick leave**

Workshop focuses on preventing sick leave and adapting work according to your ability to work. All assigned consultants have received training in preventing sick leave.

### **3.3 Follow-up when you are on sick leave**

If you are sick and unable to work, you are obliged to cooperate in finding solutions to prevent unnecessary long-term sick leave. For sick leave expected to last for an extended period, we will call you in for follow-up meetings and together develop follow-up plans. You have a participatory responsibility to develop and implement follow-up plans. You are only obliged to provide information about your work function.

Workshop has the following follow-up activities:

Within 4 weeks: In the meeting, we will evaluate the current work situation, the possibility of other tasks, adaptation and aids.

Within 7 weeks: We will build on the previous follow-up plan and examine the measures taken or agreed upon earlier, assess the effectiveness of the measures taken and consider new measures.

Within 6 months: NAV will summon you, your regular doctor, and your Workshop consultant to a dialogue meeting. Before this meeting, we will update the follow-up plan together.

### **3.4 Work-related absence**

If your absence is due to workplace conditions, we want to be informed. It is essential that you take responsibility and inform us if the conditions in the assignment or your health suggest that we should take action to prevent future sick leave.

## **4. PREVENTION AND FOLLOW-UP OF WORK-RELATED INJURIES (OCCUPATIONAL INJURIES AND OCCUPATIONAL DISEASES)**

### **4.1 Introduction**

As an employee at Workshop, you are insured against occupational injuries. This insurance is in addition to occupational injury benefits from NAV. If you suffer an occupational injury or occupational disease, your assigned Workshop consultant will help you report the injury/illness.

### **4.2 Definition of occupational injury**

An occupational injury is an injury caused by a sudden or unexpected external event (accident) that occurs during working hours, at the workplace and while performing work. The concept of an occupational injury is the same in the Occupational Injury Insurance Act and the National Insurance Act.

### **4.3 Definition of serious occupational injury (guideline)**

- Head injury/concussion with loss of consciousness and/or other serious consequences
- Skeletal injury (except simple fractures or finger/toe fractures)
- Internal injuries (injuries to internal organs such as lungs, kidneys, spleen, etc.)
- Loss of body part (amputation of body part or parts thereof)



- Poisoning (with the risk of permanent health damage), for example, hydrogen sulfide poisoning
- Loss of consciousness due to work environment factors, e.g., oxygen deficiency
- Burns, frostbite, or corrosive injury (all full-thickness injuries, 3rd degree, and/or partial-thickness injuries, 2nd degree) on the face, hands, feet, or anogenital area, as well as all partial-thickness injuries greater than 5% of body surface area
- General hypothermia
- Injury requiring hospital treatment, except for minor outpatient treatment

Source: Arbeidstilsynet.no

#### 4.4 Definition of occupational disease

A disease can be recognized as an occupational disease if it is a result of harmful exposure from the work environment and is one of the diseases listed in the Occupational Disease and Infection Disease Regulations that are equated with occupational injuries. Strain injuries are not recognized as occupational diseases.

Examples of occupational diseases can be:

- Poisoning, chemical exposure
- Allergies, skin/lung
- Radiation injuries
- Reduced hearing
- Some lung diseases due to dust
- Vibration injuries
- Decompression sickness
- Infections

#### 4.5 Process in the event of serious occupational injury or death

- Gather facts about what happened and the extent of the incident
- Contact the following:
  - Ambulance, tel. 113
  - Police, tel. 112
  - Labour Inspection Authority, tel. 815 48 222
  - Nearest manager at the client's site
  - Assigned Workshop consultant
- We have access to crisis management through the occupational health service - contact your assigned Workshop consultant.

#### 4.6 Report of occupational injury and illness

In the event of an occupational injury or occupational illness, you must always fill out your own occupational injury form. This ensures that Workshop (the employer) registers your occupational injury/occupational illness and that you receive the benefits you are entitled to from NAV, HELFO, and/or the insurance company. It is essential that both the assigned consultant and you sign the form, ensuring that both parties agree on the sequence of events.

The deadline for reporting occupational injuries/occupational diseases is 1 year for NAV and 3 years for the insurance company. The deadline runs from the end of the calendar year when you obtained or should have obtained the necessary knowledge about the circumstances justifying the claim. Payout from the insurance requires that the injury is reported and approved as an occupational injury/occupational disease by NAV.

You must:

- Always inform your assigned consultant if you are injured at work or have been involved in a near-miss incident
- Fill out the injury form to NAV together with your assigned consultant
- Inform the Workshop HR department if there is a risk that the injury will result in disability, incapacity or long-term sick leave beyond one year so that Workshop can report the injury to the insurance company.

Your assigned consultant must:

- Immediately notify the Labour Inspection Authority and the police in case of serious injury or death
- Fill out the injury form to NAV together with you and send the form to HR, which registers the case and forwards it to NAV
- Send the claim to the insurance company in cases of serious injuries, injuries that may lead to disability or incapacity, or injuries that require significant treatment costs in the public health service

Your doctor should:

- Send a written notification to the Labour Inspection Authority if there is suspicion that your ailments are related to the work situation.

Workshop's internal HR department should:

- Ensure that serious injuries are reported to the Labour Inspection Authority. This is usually done by the client, but it is Workshop's responsibility if the client does not do it.
- Assist the responsible staffing consultant and you with filling out the occupational injury form if necessary.
- Submit the occupational injury form to the Norwegian Labour and Welfare Administration (NAV).
- Send a letter to you with information that the injury is registered and how expenses will be refunded.
- Report the injury to the insurance company if you have reported a risk of medical disability, you are sick beyond the maximum sickness benefit period (about 1 year), and/or if you report expenses to public healthcare that are not covered by NAV.
- Register the occupational injury/occupational disease in Workshop's occupational injury register.

#### **4.7 Expenses related to occupational injury and/or occupational disease**

You must cover the expenses for medical treatment and the like yourself. You must also apply for reimbursement from the Norwegian Health Economics Administration (HELFO) after a decision on approved occupational injury/occupational disease has been made, and no later than 6 months after the expense was incurred.

Expenses for alternative treatments, such as acupuncture and private clinics, are normally not covered.

You may possibly have some expenses covered for physiotherapy or chiropractic treatment if referred by the doctor.

Contact the responsible staffing consultant in such cases, and we can investigate the possibility of covering the difference with our insurance company.

## **5. SERIOUS INCIDENTS**

### **5.1 Introduction**

A serious incident can be due to either unplanned (HMS) or deliberate (criminal) circumstances. Examples include:

- Work accidents
- Sudden deaths
- Fire
- Serious breaches of ManpowerGroup's ethical guidelines (fraudulent servants)

### **5.2 Process for serious occupational injury, death, or other serious incidents**

- Find out the facts about what has happened and the extent of the incident.
- Contact the following:
  - Ambulance at 113
  - Police at 112
  - Labour Inspection Authority at 815 48 222
  - Nearest supervisor at the client's premises
  - Staffing consultant at Workshop

We have access to crisis management through the company health service - contact your responsible staffing consultant.

### **5.3 Business Continuity Plan (BCP)**

Workshop has a Business Continuity Plan that describes the processes necessary to quickly resolve a crisis/emergency situation that requires immediate action.

The plan is part of ManpowerGroup's policy and requirements for proper operations.

### **5.4 Pandemics**

ManpowerGroup has global guidelines to be used in pandemics such as avian influenza and swine flu.

Please contact HR if you need a copy of the guidelines.

## **6. INTERNAL CONTROL**

### **6.1 Introduction**

Internal control is quality assurance. The purpose of an internal control system is to ensure that problems are detected and addressed in a timely manner. Workshop follows the requirements for HSE in the Regulation on Systematic Health, Environment and Safety Work in Enterprises (the Internal Control Regulations).

### **6.2 Risk assessment**

Risk is the possibility that something unwanted will happen and the consequences this may have. This concerns not only major accidents but also, for example, cooperation problems, strain injuries, illness, risk of pollution, etc. Hazards and problems in the workplace should be identified, based on which risks are assessed, corresponding plans are developed, and measures are implemented to reduce the risk conditions. Workshop assesses HSE at all clients before the assignment.

### **6.3 Your responsibility**

You should adapt to and comply with the client's safety instructions, work rules, and other provisions applicable at the client's location and/or for the assignment.

This means that you should:

- Actively contribute to and support goals, action plans, and measures for HSE
- Follow and adhere to routines, procedures, and instructions established for relevant tasks
- Be attentive and report to the client about matters that are relevant to HSE

### **6.4 Client's responsibility**

As a leased employee from Workshop, you should be included in the client's risk assessment and internal control system. The client is responsible for coordination and ensuring a completely safe working environment according to the Working Environment Act § 2-2 (1).

### **6.5 Workshop's responsibility**

If the client cannot confirm that you are covered by their internal control system, you will be covered by Workshop's HSE and internal control system. Workshop will then conduct a separate risk assessment of the workplace you are assigned to.

### **6.6 Whistleblowing**

We ask you to alert us if you experience anything that you believe is not in line with laws, regulations, or ManpowerGroup's values. Below is our whistleblowing poster, describing our attitude toward whistleblowing and how you can proceed to report misconduct.

#### **Whistleblowing is positive**

Whistleblowing is positive for both the company and society because misconduct can be corrected. Matters that should be reported include violations of laws, internal rules or ethical guidelines.

Employees willing to blow the whistle are an important resource for ManpowerGroup. It is also the individual employee's duty to report misconduct.

### **How can you blow the whistle?**

Whistleblowing can be done to your manager/contact person at ManpowerGroup and can be done in writing or orally. You can also report through the company's HR department by sending an email to: [whistleblowing@manpowergroup.com](mailto:whistleblowing@manpowergroup.com)

### **Follow-up on whistleblowing**

Misconduct must be addressed. If it turns out that the criticism is unfounded or based on a misunderstanding, the whistleblower must receive a proper explanation.

### **External whistleblowing**

ManpowerGroup has facilitated internal whistleblowing in a good manner. Read more about external whistleblowing here. However, individuals always have the right to turn to public authorities with relevant matters. Employees can report to the Labour Inspection Authority for matters they believe are in violation of the Working Environment Act. The Labour Inspection Authority is obliged to keep the whistleblower's name confidential.

### **Anonymity and confidentiality**

Whistleblowing can be done anonymously, but normally, transparency ensures a better process and a better outcome for all parties involved. The whistleblower's identity should not be made available to anyone without the whistleblower's explicit consent.

### **Prohibition of retaliating against the whistleblower**

It is prohibited to punish or sanction whistleblowers. Whistleblowers who experience such treatment should contact one of ManpowerGroup's safety representatives, who will handle the matter immediately.

## **7. HSE-RELATED LAWS, REGULATIONS, REQUIREMENTS**

### **7.1 Introduction**

In this section of the HSE manual, there is a comprehensive overview and description of applicable requirements. The basis is the laws and regulations that apply to HSE work in Norwegian companies and are relevant to our operations.

### **7.2 Working Environment Act, working Hours, and job protection, etc. ([Lov om arbeidsmiljø, arbeidstid og stillingsvern mv. \(arbeidsmiljøloven\)](#) - Lovdata)**

#### **Purpose:**

- To protect employees from physical and mental effects of the working environment
- To provide meaningful work situations for individual employees
- To provide a basis for businesses to solve their own work environment problems
- To ensure secure employment conditions

**7.3 Regulation on systematic health, environment, and safety work in enterprises**

[\(Forskrift om systematisk helse-, miljø- og sikkerhetsarbeid i virksomheter \(Internkontrollforskriften\) - Lovdata\)](#)

**Purpose:**

- Promote improvement work in the work environment and safety
- Promote improvement work in the prevention of health damage or environmental damage from products or consumer services
- Promote improvement work in the protection of the external environment against pollution and better waste treatment

**7.4 Regulation on organization, leadership, and participation** [\(Forskrift om organisering, ledelse og medvirkning - Lovdata\)](#)

**Purpose:**

- Organize and facilitate work so that employees are provided with a fully satisfactory working environment protected against physical or mental strains

**7.5 Regulation on the design and layout of workplaces and work premises** [\(Forskrift om utforming og innretning av arbeidsplasser og arbeidslokaler \(arbeidsplassforskriften\) - Lovdata\)](#)

**Purpose:**

- Ensure that the safety, health and welfare of employees are safeguarded by adapting and designing workplaces and work premises based on the work performed, individual employees and specific risk conditions

**7.6 Equality and Anti-Discrimination Act** [\(Lov om likestilling og forbud mot diskriminering \(likestillings- og diskrimineringsloven\) - Lovdata\)](#)

**Purpose:**

- Promote equality and equal opportunities, ensure equal opportunities and rights for social participation for all, regardless of disability, and prevent discrimination based on reduced functional ability
- Contribute to the dismantling of societal barriers and prevent the creation of new ones

**7.7 Fire and Explosion Protection Act** [\(Lov om vern mot brann, eksplosjon og ulykker med farlig stoff og om brannvesenets redningsoppgaver \(brann- og eksplosjonsvernloven\) - Lovdata\)](#)

**Purpose:**

- Protect life, health, and the environment and material assets from fire and explosion, accidents with hazardous substances and dangerous goods, and other acute accidents, as well as unwanted intentional incidents

**7.8 Supervision of electrical installations and electrical equipment act**

[\(Lov om tilsyn med elektriske anlegg og elektrisk utstyr \(el-tilsynsloven\) - Lovdata\)](#)

**Purpose:**

- Electrical installations and equipment must be such that people, animals, and property are protected against danger and damage during normal and reasonable operation and use
- Installations and equipment must be implemented to provide protection against direct and indirect contact, harmful thermal effects during normal operation, overcurrent, fault current, and overvoltage.

**7.9 Pollution control and waste management act** [Lov om vern mot forurensninger og om avfall \(forurensningsloven\) - Lovdata](#)

**Purpose:**

- Protect the external environment from pollution, i.e., water, air, and soil
- Reduce existing pollution
- Improve waste treatment

The Pollution Regulations provide detailed rules on pollution. General rules are found in the Pollution Control Act. Pollution can involve the introduction of substances into the air, water, or soil, noise and vibrations, light and radiation, and the influence of temperature.

**7.10 Regulation on the limitation of pollution** ([Forskrift om begrensning av forurensning \(forurensningsforskriften\) - Lovdata](#))

**Purpose:**

The Pollution Regulation provides detailed rules on pollution. General rules are found in the Pollution Control Act. Pollution can involve the introduction of substances into the air, water, or soil, noise and vibrations, light and radiation and the influence of temperature.

**7.11 Openness act** ([Lov om virksomheters åpenhet og arbeid med grunnleggende menneskerettigheter og anstendige arbeidsforhold \(åpenhetsloven\) - Lovdata](#))

**Purpose:**

The Act shall promote companies' respect for fundamental human rights and decent working conditions in connection with the production of goods and the provision of services and ensure the public's access to information on how companies handle adverse effects on fundamental human rights and decent working conditions.

**7.12 Environmental Information Act** ([Lov om rett til miljøinformasjon og deltakelse i offentlige beslutningsprosesser av betydning for miljøet \(miljøinformasjonsloven\) - Lovdata](#))

**Purpose:**

The Act shall ensure public access to environmental information and thereby make it easier for individuals to contribute to the protection of the environment, protect themselves against health and environmental damage, and influence public and private decision-makers on environmental issues. The Act shall also promote the public's ability to participate in public decision-making processes of importance to the environment.

**7.13 Regulation on recycling and treatment of waste** ([Forskrift om gjenvinning og behandling av avfall \(avfallsforskriften\) - Lovdata](#))

**Purpose:**

The Waste Regulation shall contribute to preventing and reducing environmental problems, preventing littering and ensuring a high degree of recycling when various products end up as waste.

**Contact Information**

Workshop Bemanning & Kompetanse AS, Østensjøveien 43, 0667 Oslo

Email: [post@workshop.no](mailto:post@workshop.no)

Phone: 21 50 30 90

[www.workshop.no](http://www.workshop.no)