

# SCC-VAZ 2021 A DOCUMENT 023

## SCP CHECKLIST (SAFETY CERTIFICATE CONTRACTORS)

### CHECKLIST FOR ASSESSING THE SGU MANAGEMENT SYSTEM OF PERSONNEL SERVICE PROVIDERS

**Please note:**

The program names SCC-VAZ 2021 A and SGU Personnel VAZ 2021 A are described below as SCC and SGU Personnel for ease of reading.

Only the original German version is considered binding. No liability is accepted for any discrepancies, misunderstandings, or errors resulting from the translation.

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Table 023-1: Structure of the SCP checklist, document 023 (version 2020)

Elements		Total questions	Mandatory questions	Supplementary questions
1	SGU: Management policy, organisation and commitment	8	6	2
2	SGU risk assessment	4	4	0
3	SGU training, information and instruction	8	8	0
4	SGU awareness	2	1	1
5	SGU project support	5	4	1
6	Company medical care	3	2	1
7	Reporting, registration and investigation of accidents, near misses and unsafe situations	5	4	1
Total		35	29	6

## Structure of the SCP checklist

Each question on the checklist is marked to indicate whether it is a mandatory or supplementary question:

- ☐ Supplementary question
- ☒ Mandatory question

Each question contains information about:

### Objective

Formulation of the objective to be achieved by meeting the minimum requirements

### Minimum requirements

- Formulation of the requirements that must at least be fulfilled for the question
- Questions can only be positively assessed in their entirety, i.e. only if all minimum requirements of the question are met

### Documents

- The documents that count towards the question, which must be inspected and evaluated during the examination

### Interview and observation

- Verifying the implementation and application of the submitted documents by interview and on-site observation at the workplace. The persons (groups) to be interviewed are named for each checklist question.
- In principle, the occupational physician is to be audited. If the occupational physician cannot be audited once in a three-year cycle, the corresponding questions on occupational health care must be answered by the employer and the OSS, and corresponding evidence (e.g. preventive occupational health care file record, report on occupational health care and coordination of tasks between the occupational physician and OSS) must be submitted.
- For companies that have joined the company model, proof of implementation of the same, including proof of the last needs-based care by the company doctor, must be submitted by the entrepreneur.
- The occupational safety specialist (OSS) must personally participate in each audit.

## **Chapter 1 SGU: Management policy, organisation and commitment**

The pursuit of a structured SGU policy, focused on the continuous SGU improvement process, as well as on the reduction of accidents, of work-related health hazards and unsafe situations, and of environmental and property damage.

### **1.1 Has the personnel service provider formulated its SGU policy in a policy statement?**



#### **Objective**

The SGU policy statement expresses the positive attitude, commitment and responsibility of the upper management level

#### **Minimum requirements**

- The SGU policy must include the following aspects:
  - the prevention of accidents
  - the prevention of occupational diseases
  - the prevention of work-related health hazards
  - the prevention of environmental and property damage
  - the striving for continuous improvement of the SGU standard
- The SGU policy must be approved by the upper management of the company (e.g. board of directors, company management) and put into effect
- The SGU policy must be available to all temporary workers
- The SGU policy must be reviewed at least every three years and – if necessary – updated

#### **Documents**

- Policy statement and notice

#### **Interview and observation**

- Interviewing upper management
- Survey of temporary agency workers on the level of awareness

## 1.2 Does the company have a company medical and safety service?



### Objective

The persons in charge of the personnel service provider should have access to expert advice or support in all matters relating to health protection and occupational safety

### Minimum requirements

#### Occupational health care in accordance with ASchG:

- The employer has determined the tasks of the occupational physician in accordance with ASchG within the framework of occupational health care with the participation of the company's employee representatives and has compared them with those of the safety specialist
- Written appointment of a salaried occupational physician or a freelance occupational physician or an inter-company occupational health service with agreement on the tasks determined
- In addition to the agreed working hours in accordance with the ASchG, the job description of the occupational physician also includes his responsibilities and powers as well as the tasks determined.
- The occupational physician has proof of occupational health expertise and regular further training.
- The occupational physician is directly assigned to the employer as a consultant; the assignment is shown in the organizational chart. The occupational physician is known to the temporary workers
- The occupational physician regularly prepares a written report on the fulfillment of the tasks assigned to him and, if applicable, on the cooperation with the safety specialist.

#### Safety support in accordance with ASchG:

- The employer has determined the tasks of the safety specialist in accordance with ASchG within the scope of safety support in cooperation with the company's employee representatives and has compared them with those of the occupational physician.
- Written appointment of a safety specialist employed by the company or a freelance safety specialist or an inter-company safety service or a prevention center of the responsible accident insurance provider (AUVA) with agreement on the determined tasks.
- In addition to the agreed working hours in accordance with ASchG, the job description of the safety specialist also includes his responsibilities and powers as well as the determined tasks.
- The safety specialist has proof of safety expertise (training certificates) and regular further training
- The safety specialist is directly assigned to the employer as a consultant; the assignment is

shown in the organizational chart. The safety specialist is known to the temporary workers

- The safety specialist regularly prepares a written report on the fulfillment of the tasks assigned to them and, if applicable, on their cooperation with the occupational physician

For supervision in accordance with the ASchG entrepreneur model

- Up to 50 employees: The entrepreneur must provide evidence of completion of training as a safety specialist by means of a certificate from a training institution that provides recognized specialist training.
- Up to 25 employees: The entrepreneur must provide evidence of sufficient knowledge in the field of safety and health protection by means of a certificate from a training institution that provides recognized specialist training.
- The entrepreneur proves participation in further training at intervals of no more than 3 years at a training institution that provides recognized specialist training.

## Documents

- Proof of the determination and division of the tasks of the occupational physician and the OSS within the framework of the supervision
- Appointment letter or contract for occupational medical care with proof of occupational medical expertise (certificate of the medical association)
- Appointment letter or contract for safety-related care with proof of safety expertise (certificate of a state-recognised training body)
- Initial and further training qualification<sup>1</sup>
- Functional descriptions
- Organisation chart/display of the organisational structure (see question 1.3), possibly on the notice board
- Proof of participation in recognised further training measures
- Evidence of demand-based supervision (evidence of counselling)
- Reports of the company doctor and the OSS

## Interview and observation

- Interviewing upper management, the occupational safety specialist and the company doctor
- Interview of temporary workers

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<sup>1</sup>Regular continuing further training in the SCC sense is understood as the in-service updating of knowledge and continuous expansion of professional competence - not the continuing further training periods resulting from the (model) continuing further training regulations. Regular advanced training in the SCC sense refers to the legal obligation to provide professional further training. Proof of compulsory further training can be provided by the five-year further training certificates of the medical associations.

### 1.3 Does the personnel service provider have an SGU organisation?



#### Objective

SGU tasks, competences and responsibilities must be defined by all managers (from the management to the personnel planners, from the head office to all branches)

#### Minimum requirements

- The personnel service provider (supplier) has a business license in accordance with the Trade Regulation Act for the provision of workers to third parties (employers) for the performance of work.
- Organisational structure, which must include the following details:
  - Representation of the line functions
  - Presentation of the advisory SGU functions and their connection to the line functions (e.g. company doctor, OSS, safety officer, company environmental protection officer)
  - Assignment of branches
- Definition of SGU tasks, competences and responsibilities for all managers
- Rights of intervention of the head office to the branches are regulated

#### Documents

- Valid permit according to AÜG
- Organisation chart
- Function/job descriptions of senior management (possibly in connection with delegations of duties) in the line
- Function/job descriptions of the staff functions in occupational safety and health (e.g. company doctor, OSS, safety officer, company environmental protection officer)

#### Interview and observation

- Interview of top management, the branch managers and the OSS
- Survey of temporary workers on the level of awareness of the appointed persons



## **1.4 Are the operationally active managers <sup>2</sup> and planners assessed with regard to SGU aspects?**



### **Objective**

The positive influence on the SGU behaviour of the operational managers and planners of the personnel service provider

### **Minimum requirements**

- Application of an assessment system that includes SGU aspects
- Written assessment of the operational managers and planners of the personnel service provider with references to SGU strengths and potential for improvement as well as follow-up measures with regard to SGU aspects
- At least once a year, the respective higher management level assesses the management level below it on the basis of existing function/job descriptions

### **Documents**

- Description of the assessment system
- Assessment reports/protocols

### **Interview and observation**

- Interview of top management, the operational managers and the planners of the personnel service provider

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<sup>2</sup> Operationally active managers are authorised to issue instructions and are involved in the provision of services (e.g. project manager, master craftsperson, technician, senior fitter, supervisor)

## 1.5 Are upper and middle management actively involved in SGU?

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### Objective

The active and visible involvement of upper and middle management demonstrates the importance that management places on a safe, healthy and environmentally sound workplace

### Minimum requirements

- Established documented procedure for conducting regular SGU inspections by upper and middle management including derivation of measures
- Conducting of SGU inspections by top and middle management at least twice a year at the temporary agency workers' places of work<sup>4</sup>
- Include SGU topics in routine senior and middle management meetings
- Participation in the investigation of accidents with and without lost work time, near misses and unsafe situations
- Participation in the development of SGU improvement proposals
- Participation in the preparation of the SGU annual planning

### Documents

- Procedural instruction for SGU inspections
- List by name/assignment of members of middle and upper management
- Meeting and inspection minutes with findings and follow-up actions
- Examples of SGU improvements contributed by management representatives
- SGU Annual Planning

### Interview and observation

- Interviewing upper and middle management

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<sup>3</sup> This primarily addresses the management, but also the branch managers who are not constantly involved in the operational business, e.g. the personnel planners.

<sup>4</sup> Joint inspections by top and middle management and the supervising manager or planner (cf. Question 5.3) are also possible. The inspections shall be documented and countersigned by the participants. Corresponding evidence will be evaluated for all listed participants in the course of question 1.5.

## **1.6 Does top management assess SGU performance for compliance with SCP requirements? (SCP compliance audit and assessment)**



### **Objective**

Ensure the continued suitability, adequacy and effectiveness of the SGU management system to meet SCP requirements

### **Minimum requirements**

- Established documented procedure for internal SGU audits including derivation of measures
- Systematic internal SGU auditing of the head office and all affiliated branches within one year by competent SGU auditors. The rights of the head office to intervene in the branches are regulated
- Annual assessment by senior management of the continuing suitability, adequacy and effectiveness of the SGU management system to meet SCP requirements

### **Documents**

- Procedural instruction
- Internal SGU audit plan and internal SGU audit reports for the head office and for all branches
- Annual report by upper management, e.g. as part of management review

### **Interview and observation**

- Interviewing upper management and the OSS

## **1.7 Are company objectives formulated to prevent accidents and are appropriate measures taken and their effectiveness checked?**



### **Objective**

Avoidance of accidents or reduction of the frequency of accidents at the personnel service provider

### **Minimum requirements**

- Adoption of measurable company objectives to avoid accidents or reduce the frequency of accidents
- Preparation of an action plan with definition of
  - the preventive and corrective measures
  - the persons responsible
  - the scheduling
- Review of the action plan at least once a year and initiation of corrective measures if necessary

### **Documents**

- Defined corporate objectives, possibly posted on notice board
- Action plan, possibly posted on the notice board
- Proof of continuous review of the action plan

### **Interview and observation**

- Interviewing upper management
- Survey of temporary workers on the level of awareness

## **1.8 Are general company objectives for improving the SGU management system formulated and are corresponding measures taken and their effectiveness checked?**



### **Objective**

Ensure the continuous improvement of the SGU management system

### **Minimum requirements**

- Adoption of measurable corporate objectives, taking into account
  - Results of the internal SGU audits (see question 1.6)
  - results of SGU activities of upper and middle management (see question 1.5)
  - Assessment of managers according to SGU aspects, if applicable (see question 1.4)
  - Records of workplace inspections and evaluations of inspection protocols (see questions 1.5 and 5.3)
  - Records of the investigation of accidents and other incidents (see questions 7.1, 7.2, 7.4 and 7.5)
  - Feedback and complaints regarding SGU from hirers
- Preparation of a SGU action plan with a definition of
  - the measures to achieve the objectives
  - the persons responsible
  - the scheduling
- Review of the SGU action plan at least once a year by upper management and, if necessary, initiation of corrective measures, e.g. as part of the management review

### **Documents**

- Defined corporate objectives, possibly posted on notice board
- SGU action plan, possibly posted on notice board
- Upper management report, if applicable in conjunction with the assessment of other management systems (e.g. quality, environment)

### **Interview and observation**

- Interviewing upper management
- Survey of temporary workers on the level of awareness

## **Chapter 2 SGU risk assessment**

Systematic and comprehensive investigation to identify and assess hazards and stresses and derive appropriate measures.

### **2.1 Is a trade-specific risk assessment carried out and documented for all the AÜG services offered?**



#### **Objective**

The identification and assessment of SGU hazards and exposures typically associated with the trades offered (e. g. when using painters, electricians, welders) and deriving protective measures (e. g. definition of qualifications, occupational health examinations and provision of PPE). This risk assessment must be carried out independently of the workplaces where the temporary agency workers are deployed

#### **Minimum requirements**

- The trade-related risk assessment in accordance with ASchG and other occupational health and safety regulations is carried out according to a defined procedure
- The risk assessment is carried out for all offered AÜG services
- After each accident or near-accident (see chapter 7), the trade-related risk assessment is examined and revised if necessary
- At least once a year, the trade-related risk assessment is reviewed with regard to its timeliness and effectiveness (e.g. taking into account changed occupational health and safety requirements, introduction of new procedures) and revised if necessary

#### **Documents**

- Established procedure (usually becomes clear from the risk assessment itself and does not need to be described separately)
- List of the offered AÜG services or trades
- Current documents showing the hazards identified, their assessment, the measures defined and the result of the review

#### **Interview and observation**

- Interviewing upper management and the OSS
- Survey of temporary workers on company-specific hazards

## 2.2 Is a workplace-related risk assessment carried out and documented?



### Objective

The identification and control of workplace-related SGU hazards and exposures at the hirer's premises (e.g. on construction sites, during assembly operations)

### Minimum requirements

- An assessment of the workplace-related occupational and environmental protection conditions is carried out before the start of work on the basis of information provided by the hirer and at the place of work according to a defined procedure
- When the hirer makes an enquiry, the SGU aspects specific to the workplace must be queried by the personnel service provider and recorded in a form, among other things with regard to
  - Language skills required
  - Job description with required training and work experience
  - Location, working environment (e.g. workshop, assembly operation) with hazards at the workplace and measures to reduce the risks
  - Possibly particularly dangerous work and corresponding training courses
  - Necessary PPE and clarification of who provides PPE
  - Clarification of who will carry out the induction into the workplace
  - Clarification of who provides work equipment
- An initial risk assessment is prepared on the basis of the hirer's information and checked on site by the personnel service provider before the start of work. In cooperation with the hirer, protection goals are set and protective measures are taken
- The workplace-related risk assessment is checked for up-to-dateness by the personnel service provider after the start of work by means of inspections at the place of work, revised if necessary and supplementary protective measures agreed with the temporary worker and with the hirer (see question 5.3)
- After each accident or near-accident (see chapter 7), the workplace-related risk assessment is examined and revised if necessary

### Documents

- Established procedure (usually becomes clear from the risk assessment itself and does not need to be described separately)
- Completed SGU query form for each AÜG assignment
- Current documents showing the hazards identified, their assessment, the measures defined and the result of the review

## **Interview and observation**

- Interviewing upper management and the OSS
- Interview of temporary workers about the hazards on site



## 2.3 Is an LMRA (Last Minute Risk Analysis)<sup>5</sup> carried out immediately before work starts?



### Objective

The temporary workers check immediately before starting work on construction sites, assembly assignments etc. whether all hazards have been identified, and suitable countermeasures have been taken

### Minimum requirements

- The LMRA is carried out systematically and consistently according to a set procedure.

### Documents

- Fixed procedure<sup>6</sup> (can also be conveyed orally directly)
- Application examples
- If applicable LMRA leaflets, LMRA info cards, LMRA checklists, etc.

### Interview and observation

- Interview of temporary workers
- Observation at the workplace on the construction site, during assembly work, etc.

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<sup>5</sup>LMRA - LAST MINUTE RISK ANALYSIS - is on the one hand a tool to raise awareness for risk assessment and risk reduction and on the other hand a short assessment carried out immediately before work starts at the workplace by employees doing the work. If a construction squad is on site, the squad leader will perform the LMRA immediately at the designated work site before starting work; the conscious participation of each individual is desirable. The aim is that all (potential) SGU risks in the workplace are identified by employees in order to prevent accidents. The LMRA can be done without additional records, using tools (checklists, maps or similar) or in any other form. If an LMRA indicates that there are risks in carrying out the planned work, work shall not commence until all risks have been eliminated by appropriate measures. The risks identified and the measures taken shall be documented. An LMRA must be repeated if activities or environments change; therefore, an LMRA once a day may be sufficient, but is not necessarily the case.

<sup>6</sup> If hirers have defined their own specifications for the LMRA, these must be complied with.

## **2.4 Is personal protective equipment (PPE) tailored to the requirements provided free of charge to temporary workers and is it maintained and replaced if necessary?**



### **Objective**

Protect temporary agency workers from accidents, occupational diseases and work-related health hazards by providing appropriate PPE

### **Minimum requirements**

- Ensure that PPE is available to all temporary workers on the basis of the trade-related and workplace-related hazard assessments and taking into account the relevant occupational health and safety regulations
- The provision and maintenance of PPE must be agreed with the hirer in good time and regulated by contract. The provision of the necessary PPE is free of charge for the temporary workers of the personnel service provider in any case
- Operating instructions for the use of the respective PPE are available and generally accessible. The temporary workers are instructed accordingly

### **Documents**

- Risk assessment (see questions 2.1 and 2.2)
- Contractual arrangements with the hirer for the provision of PPE
- List of the PPE provided
- Operating instructions and proof of instruction

### **Interview and observation**

- Interview of temporary workers
- Observation at the workplace on the construction site, during assembly work, etc.

## **Chapter 3 SGU training, information and instruction**

It is important for the safety and health of all agency workers that they have appropriate expertise. In this context, internal requirements must be defined and recorded in a personnel qualification overview.

### **3.1 Do all agency workers have sufficient and up-to-date qualifications in relation to the work they are to perform under AÜG services?**



#### **Objective**

In order to perform the tasks, all temporary workers must have sufficient and up-to-date professional qualifications and the necessary professional experience

#### **Minimum requirements**

- Requirement profiles with the necessary personnel qualifications for each offered AÜG service are defined and described
- An established documented procedure ensures that the temporary workers have the required qualifications for their area of assignment. The personnel service provider has evidence and certificates proving the relevant expertise and training
- Systematic planning of initial and further training

#### **Documents**

- Requirement profiles for each offered AÜG service, possibly job descriptions
- Procedural instruction
- Training and development plan with assignment of temporary workers
- Proof of qualifications and training (e.g. references, certificates)

#### **Interview and observation**

- Interviewing the persons responsible for human resources
- Interview of temporary workers

### **3.2 Do all agency workers have proof of a successfully completed, recognised SGU examination?**



#### **Objective**

All temporary workers of the personnel service provider who work within the scope of the SCP certificate have the required basic SGU knowledge

#### **Minimum requirements**

All employees (at least 90%) who are operationally active within the scope of the SCC certificate and who have been employed by the company for longer than 3 months must produce proof of either

- have successfully completed an SGU training including examination (document 016)
- or
- have training as a specialist for occupational safety
- or
- have successfully passed a recognised SGU examination at an accredited personal certification body in accordance with document 017 or 018
- or
- can show a VCA diploma - provided it is listed in the Centraal Diploma Register, see <http://www.vca.ssvv.nl>.

#### **Documents**

- List of temporary workers
- When applying document 016: Training certificates
- Audit evidence and proof of use

#### **Interview and observation**

- Interview of temporary workers

### **3.3 Do all operational managers<sup>7</sup> and planners have proof that they have successfully completed a recognised SGU examination?**

\* 

#### **Objective**

All operational managers and dispatchers of the personnel service provider who are active within the scope of the SCP certificate have the required SGU knowledge

#### **Minimum requirements**

All managers (internal and external employees) and planners (at least 90 %) who are operationally active within the scope of the SCC certificate and who have been employed by the company for longer than 3 months must either

- have training as a specialist for occupational safety

or

- have successfully passed a recognised SGU examination at an accredited personal certification body in accordance with document 017

or

- can show a VCA diploma - provided it is listed in the Centraal Diploma Register, see <http://www.vca.ssvv.nl>.

#### **Documents**

- Organisation chart/list of operational managers and planners of the personnel service provider
- Audit evidence and possibly proof of use

#### **Interview and observation**

- Interview of operational managers and planners

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<sup>7</sup> Operational managers are authorised to issue instructions and are involved in the provision of services (e.g. project manager, master craftsman, technician, senior fitter, supervisor)

### **3.4 Do temporary agency workers who carry out particularly dangerous work for the hirer or are deployed in particularly dangerous work areas have special knowledge and training certificates?**



#### **Objective**

Temporary agency workers are informed about special hazards (see question 2.1) and dangerous work areas (see question 2.2) as well as about the established protective measures and have special knowledge and training certificates

#### **Minimum requirements**

- Established documented procedure taking into account document 009
- Use of suitable temporary workers in accordance with trade-related and workplace-related risk assessment

#### **Documents**

- Procedural instruction
- List of particularly dangerous work with the temporary workers assigned to the work
- Training certificates, if applicable entries in the safety pass

#### **Interview and observation**

- Interview of temporary workers
- Observation at the workplace on the construction site, during assembly work, etc.

### **3.5 Does the personnel service provider carry out SGU instructions?**



#### **Objective**

All agency workers have access to the SGU documentation and are instructed on the basis of this documentation about the SGU policy and the SGU regulations

#### **Minimum requirements**

- SGU induction of newly recruited temporary workers
- All temporary workers are instructed regularly (at least once a year) and have access to the necessary documentation, e.g.
  - SGU policy
  - Hazard assessments
  - Operating instructions (e.g. machines, equipment, tools, hazardous substances, PPE)
  - Instruction on the use of PPE
  - Behaviour in an emergency
  - Behaviour after accidents

#### **Documents**

- List of necessary instructions with assignment to the temporary workers concerned
- Written proof for initial, refresher and workplace-related training (place, time, person carrying out the training, participants with signature, contents, documents handed out)

#### **Interview and observation**

- Interview of temporary workers

### **3.6 Is there a procedural instruction for filling in of a safety pass? <sup>8,9</sup>**



#### **Objective**

If a personnel service provider decides to introduce a safety pass, it must be regulated who may make which entries and on what basis. As a result, the temporary agency workers can credibly prove, based on their safety pass, that they are formally qualified and fit in health for the work to be carried out

#### **Minimum requirements**

- Established documented procedure for proper entries in the safety pass
- The safety pass shall contain at least the following information:
  - Personal data (name, date of birth, home address, photograph, signature)
  - Name and address of the employer
  - Occupational health screening and/or aptitude tests
- Training courses/instructions/training sessions with executing agency and date
- There must be corresponding proof for each entry
- Definition of the responsible persons who are allowed to make the entries in the safety pass ((e.g. the managing director is allowed to make the entry of training courses if the corresponding proof is available at the personnel service provider)
- Current list of safety passes issued (name/if applicable, number)
- Temporary agency workers carry their safety pass with them

#### **Documents**

- Procedural instruction
- Current list of safety passes issued (name/if applicable, number)
- Safety passes with entries

#### **Interview and observation**

- Interview of temporary workers

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<sup>8</sup> A safety pass is understood to be a suitable means of proof that shows personal qualifications and health aptitudes in a condensed form at a glance.

<sup>9</sup> If the personnel service provider does not keep safety passes, the question is considered to have been answered in the affirmative.



### **3.7 Is communication with foreign-language temporary workers ensured?**



#### **Objective**

It must be possible to communicate with all temporary workers in a language they can understand. Temporary agency workers who have insufficient command of the German language must be informed about SGU requirements in a language they can understand

#### **Minimum requirements**

- Identify the languages used at the personnel service provider
- Define that and how communication will be ensured. This applies both internally within the company and for employment with the hirer

#### **Documents**

- List of languages used at the personnel service provider
- Appropriate arrangements (e.g. SGU documents in the language of the temporary agency workers, contractual arrangements with the hirer)

#### **Interview and observation**

- Interview of temporary workers
- Observation at the workplace on the construction site, during assembly work, etc.

### **3.8 Does the personnel service provider have the necessary operating instructions and have the temporary workers been instructed accordingly?<sup>10</sup>**



#### **Objective**

All essential SGU aspects identified in the trade-related risk assessment are covered by operating instructions and are known to the temporary workers

#### **Minimum requirements**

- Preparation and regular updating of SGU operating instructions, insofar as this has resulted from the hazard assessments
- The temporary agency workers have access to the operating instructions (most important documents have been handed out), have been instructed on this basis and behave accordingly

#### **Documents**

- SGU operating instructions at the workplace
- Proof that these have been handed out to temporary agency workers

#### **Interview and observation**

- Observation at the workplace on the construction site, during assembly work, etc.
- Interview of temporary workers

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<sup>10</sup> If the hazard assessments have shown that no operating instructions are necessary, the question is considered to have been answered positively.

## **Chapter 4 SGU awareness**

To increase SGU awareness and improve SGU behaviour.

### **4.1 Are SGU meetings held at the personnel service provider?**



#### **Objective**

Promoting motivation and awareness for SGU at the personnel service provider

#### **Minimum requirements**

- Meetings of the Occupational Health and Safety Committee (OSH) in accordance with statutory regulations<sup>11</sup>
- SGU topics are on the agenda at meetings at all organisational levels. Current SGU topics are discussed in at least 4 meetings per year

#### **Documents**

- Minutes of the OSH meetings of the past 12 months
- Minutes of the meetings of the organisational levels of the past 12 months at which SGU was on the agenda (at least 4 meetings)

#### **Interview and observation**

- Interviewing upper management and the OSS

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<sup>11</sup> In the case of personnel service providers with up to 100 employees incl. temporary workers, this minimum requirement is considered to have been answered positively

## **4.2 Has the personnel service provider implemented a program to increase SGU awareness and improve SGU behaviour?**



### **Objective**

Special attention to specific SGU topics and accident hazards

### **Minimum requirements**

- Implementation of targeted special campaigns
- Participation of upper management in the events
- Evaluation of the success of these events

### **Documents**

- Compilation of the special promotions of the last 12 months (e.g. descriptions, target groups, participants, evaluation)
- Evaluations of the events

### **Interview and observation**

- Interview of temporary workers

## **Chapter 5 SGU project support**

SGU project supervision by the staffing agency is a key prerequisite for ensuring the occupational health and safety of temporary agency workers at the hirer's place of work. SGU project support includes preparation, monitoring and follow-up.

### **5.1 Is the qualification and suitability of temporary agency workers checked and ensured before they are deployed?**



#### **Objective**

It is ensured that the temporary agency workers have the appropriate expertise and are suitable for the planned deployment with the hirer

#### **Minimum requirements**

- Definition and description of the personnel qualification for the respective assignment
- Proof of qualification and fitness,
  - including: credentials, certificates (e.g. professional training, further education)
  - Work experience
  - possibly restrictions on certain areas of work
  - occupational medical fitness and possible restrictions
  - Reporting of incidents (e.g. accidents, near misses)
  - Language skills
  - Signature of the responsible persons
- Verification of suitability for the respective deployment
- Established procedure for handling qualifications that deviate from the set requirements

#### **Documents**

- Order form
- Personnel file
- Proof of verification e.g. by means of a checklist or a note
- Special agreement and/or agreement with the hirer in case of mismatch of qualifications (e.g. declaration of consent of the hirer or interview protocol on restricted use of the temporary agency worker)

## **Interview and observation**

- Interviewing the persons responsible for human resources
- Survey of the personnel planners

## **5.2 Are the temporary agency workers instructed in the specific SGU requirements of the hirer?**



### **Objective**

The personnel service provider has ensured that the temporary agency workers are informed about the specific SGU requirements of the hirer in good time before they start work

### **Minimum requirements**

- The temporary agency workers are instructed in a documented manner about the specific SGU requirements of the hirer before they start work at the hirer's premises

### **Documents**

- Proof of instruction (place, time, person carrying out the instruction, participant with signature, contents, documents handed out)

### **Interview and observation**

- Interview of temporary workers

### **5.3 Does the personnel service provider ensure that the work-place-related risk assessment is up to date and that the SGU agreements concluded with the hirer are complied with during the period of employment at the place of work?**



#### **Objective**

The conformity of the SGU project planning with the actual SGU conditions at the place of work is checked and, if necessary, supplementary measures are agreed with the temporary agency worker or with the hirer in order to ensure the occupational safety of the temporary agency workers

#### **Minimum requirements**

- Visits by the personal service provider to the temporary workers' place of work. At least 10% of the customer base is recorded annually. During the visits to the place of activity, the following points, among others, are checked:
  - Match between the assignment and the actual deployment of the temporary agency workers (e.g. professional suitability, necessary SGU training, occupational health suitability, etc.)
  - Has the hirer carried out an introduction to the company?
  - Does the temporary agency worker know the health and safety regulations for his activity at the specific workplace?
- In case of deviations, measures are agreed with the temporary agency worker and the hirer
- Logging of the visit results<sup>12</sup>

#### **Documents**

- Content requirements (e.g. checklist) for project visits
- Visit logs (e.g. completed checklists), agreements with the hirer

#### **Interview and observation**

- Interview of temporary workers

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<sup>12</sup> Joint inspections by top and middle management and the supervising manager or planner (cf. Question 1.5) are also possible. The inspections shall be documented and countersigned by the participants. Corresponding evidence will be evaluated for all listed participants in the course of question 5.3.



## **5.4 Does the personnel service provider carry out a follow-up after the expiry of an employee leasing contract?**



### **Objective**

Follow-up of assignments of temporary workers in order to derive preventive SGU measures for further assignments

### **Minimum requirements**

- Established procedure for the follow-up of assignments of temporary workers
- Meetings of the personnel service provider with the hirers after the expiry of AÜG contracts (in person, by telephone, written enquiry also possible)
- Derivation of possible measures for follow-up orders

### **Documents**

- Forms for debriefing with the temporary workers and with the hirer
- Evidence of meetings with temporary workers and hirers
- Evidence on the derivation of measures for future orders

### **Interview and observation**

- Interview of temporary workers

## 5.5 Is a personnel file kept for each temporary agency worker?



### Objective

*Systematic and complete record keeping for the fulfilment of the prescribed SGU requirements agreed with the hirer*

### Minimum requirements

- Established documented procedure for the management and content of personnel files (e.g. responsibilities, definition of minimum SGU content, file structure, archiving times, etc.)
- A personnel file is kept for each temporary agency worker
- The evidence filed in the personal file is complete and up-to-date

### Documents

- Procedural instruction on the keeping and contents of personnel files
- Personnel files

### Interview and observation

- Interview of the persons responsible for human resources and the planners

## Chapter 6 Company medical care

Protecting the health of temporary workers at work and medically responsible deployment

### 6.1 Is it defined on the basis of the risk assessment for which activities regular occupational health care and/or examinations are necessary?<sup>13,14</sup>



#### Objective

Create the precondition that the health of temporary agency workers is protected and that temporary agency workers only carry out activities for which they are suitable in terms of health

#### Minimum requirements

- Aptitude and follow-up examinations in accordance with the Austrian Occupational Safety and Health Act (ASchG) and the Ordinance on Health Surveillance at Work (VGÜ) are determined on the basis of operational (see 2.1) and workplace-related activities (see 2.2).
- The performance of occupational health check-ups and/or, if necessary, further occupational health examinations by qualified occupational physicians is contractually guaranteed.
- Occupational health suitability examinations and occupational health check-ups by qualified occupational physicians are contractually guaranteed.

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<sup>13</sup> Mandatory preventive care is occupational health care that employers must arrange for certain particularly hazardous activities. Employers may only allow such activities to be carried out if mandatory preventive care has been provided beforehand. This means that employees are effectively obliged to attend the preventive care appointment. Special occupational health check-ups are required or recommended by law for particular hazards. Only doctors who are recognized as occupational physicians in accordance with the Medical Practitioners Act may be commissioned to carry out these check-ups. Some examinations may only be carried out by specially authorized doctors.

## **Documents**

- Overview of the required occupational health screening and/or, if applicable, further occupational health examinations per activity
- Conclusion and content of a contract for the performance of occupational health screening and/or, if applicable, further occupational health examinations
  - Proof of occupational health qualification (medical association certificate)
  - Proof of occupational health authorization to carry out special occupational health examinations required by the personnel service provider (e.g., for radiation protection examinations)

## **Interview and observation**

- Interviewing the company doctor
- Interview of temporary workers

## **6.2 Is/are occupational health care and/or examinations offered and carried out for temporary workers?**



### **Objective**

Deployment of temporary workers whose health make them suitable for the performance of their work

### **Minimum requirements**

- Lead employees undergo the necessary occupational health check-ups and/or, if necessary, further occupational health check-ups/examinations by qualified occupational physicians if a need is identified (see question 6.1).
- Temporary workers undergo systematic occupational health examinations before they start work at the employer's place of work (aptitude test). Repeat examinations (follow-up examinations) are systematically ensured. Before returning to work after an illness or accident, occupational health examinations are carried out in accordance with the ASchG.
- Maintenance of a preventive care file listing the temporary workers involved and specifications for occupational health care.
- For activities involving the use of carcinogenic, mutagenic, reprotoxic, or biological substances in groups 3 or 4, personnel service providers must keep a list in accordance with the ASchG of those temporary workers who are exposed to these substances.

### **Documents**

- Project-related list of temporary agency workers with the necessary mandatory occupational health care and/or, if applicable, further occupational health examinations
- Maintenance of the preventive care file with a list of the temporary workers involved and specifications regarding the frequency of examinations

### **Interview and observation**

- Interviewing the company doctor
- Interview of temporary workers

**6.3 Does the personnel service provider offer temporary workers the opportunity to undergo occupational health examinations on a voluntary basis, regardless of the hazards to which they are exposed?**



**Objective**

Temporary agency workers should have the option of consulting an occupational physician regardless of the hazards identified

**Minimum requirements**

- Definition of the possibility to consult an occupational doctor
- Informing temporary workers about this possibility

**Documents**

- Contractual agreement with a qualified occupational physician, in which the possibility for temporary workers to receive occupational health examinations and advice on a voluntary basis is ensured
- Notice and/or proof of the provision of the information

**Interview and observation**

- Interviewing the company doctor
- Interview of temporary workers

## **Chapter 7 Reporting, registration and investigation of accidents, near misses and unsafe situations**

Irrespective of the legal obligation to report and irrespective of the hirer's specifications, the recording and evaluation of accidents serves to determine preventive measures to avoid recurrences.

### **7.1 Is the reporting and recording of accidents with and without absence from work regulated at the personnel service provider?**



#### **Objective**

Complete recording of accidents and publication of accident statistics

#### **Minimum requirements**

- Established documented procedure for reporting and recording accidents with and without absence from work, taking into account the hirer's requirements, if applicable (incl. forms)
- Reporting and registration of accidents with and without loss of working hours
- Publication of accident statistics at least annually that at least meet the requirements of document 006<sup>15</sup>

#### **Documents**

- Procedural instruction
- Examples of accident reports
- Accident statistics for the last three calendar years with management signature<sup>16</sup>

#### **Interview and observation**

- Interview of temporary workers
- Observation at the workplace on the construction site, during assembly work, etc. (e.g. Inspection of first-aid books, posting of accident statistics)

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<sup>15</sup>Compliance with the SCC thresholds is not relevant in the context of SCP certification.

<sup>16</sup>The accident statistics of the last 3 calendar years signed by the managing director shall be handed over to the certifier as objective proof in every audit (not only inspection on site) and kept at the accredited certification body.

## **7.2 Does the personnel service provider regulate the investigation of all accidents with and without loss of working hours?**



### **Objective**

Learning from accidents

### **Minimum requirements**

- Established documented procedure for investigating accidents with and without lost work time, taking into account the hirer's requirements if applicable (incl. responsibilities, investigation method, forms and potential assessment "What could have happened in the worst case?")
- Investigation of accidents with and without loss of working hours
- Definition of corrective and preventive measures, also regarding a possible update of the risk assessment (see questions 2.1 and 2.2)
- Deadline monitoring of the implementation of the measures and effectiveness control

### **Documents**

- Procedural instruction
- Accident investigation reports incl. derivation of measures
- Evidence of the announcement of the investigation results and measures

### **Interview and observation**

- Interviewing upper and middle management
- Interview of temporary workers



### **7.3 Are accident investigation methods used that ensure the identification of all possible causes of accidents?**



#### **Objective**

The investigation of accidents with and without absence from work, of near misses and unsafe situations must systematically record and analyse all possible causes of accidents

#### **Minimum requirements**

- Established documented accident investigation procedure that ensures the recording and analysis of all possible causes of accidents (e.g. cause-effect diagram according to Ishikawa, 5W-1H method according to Kipling)

#### **Documents**

- Procedural instruction
- Examples of accident investigations

#### **Interview and observation**

- Interview of the OSS and the company doctor

## **7.4 Does the personnel service provider have a policy for reporting and recording near misses and unsafe situations?**



### **Objective**

Investigation of near misses and unsafe situations enables early preventive measures to avoid accidents

### **Minimum requirements**

- Established documented procedure for reporting and recording near misses and unsafe situations, considering the hirer's requirements if applicable (incl. forms)
- Reporting and registration of near misses and unsafe situations

### **Documents**

- Procedural instruction
- Examples of reports of near misses and unsafe situations

### **Interview and observation**

- Interview of temporary workers
- Observation at the workplace on the construction site, during assembly work, etc. (e. g. inspection of first aid books)

## **7.5 Does the personal service provider have a policy for investigating near misses and unsafe situations?**



### **Objective**

Learning from near misses and unsafe situations

### **Minimum requirements**

- Established documented procedure for investigating near misses and unsafe situations, considering hirer requirements where applicable (incl. responsibilities, investigation method, forms and potential assessment "What could have happened in the worst case?")
- Investigation of near misses and unsafe situations
- Definition of corrective and preventive measures also with regard to a possible update of the risk assessment (see questions 2.1 and 2.2)
- Deadline monitoring of the implementation of the measures and effectiveness control

### **Documents**

- Procedural instruction
- Investigation reports incl. derivation of measures
- Evidence of the announcement of the investigation results and measures

### **Interview and observation**

- Interviewing upper and middle management
- Interview of temporary workers