

# Staffing/placement services checklist

**This staffing checklist is designed to aide companies active in the staffing industry. All companies are responsible for their employees, and staffing agencies are no exception. There are, however, some specific regulations that apply when companies place employees on assignment at other companies' premises.**

- The client is responsible for the work environment when the staffing agency's personnel are on assignment at the client's premises. The placed worker is covered by the client's work environment program where it is directly connected to the current assignment.
- The staffing agency maintains the overall responsibility for seeing that the employee has a good work environment at the client's premises.

For this reason it is important to form a picture of the client's work environment before an assignment. It is also important to maintain good contact with the placed worker during the assignment and, after the assignment has been completed, make note of any problems that arose.

The checklist contains questions that have been judged important for staffing companies to ask in order to fulfill their responsibility for placed personnel. Issues of importance can vary greatly depending on the type of work involved, industrial workers as opposed to office workers for example. This must be considered in using the checklist. The checklist uses the term "consultant" for the placed employee.

## **Use the following procedure for this checklist:**

The checklist was designed, above all, for the person at the staffing agency directly responsible for sending employees on assignment. If the staffing agency has a safety representative, he or she should be present as well when the checklist is used.

- Answer the questions with yes or no. Feel free to comment on your answers, whether you answer yes or no. These comments can act as a basis for an action plan.
- Are there questions or sections not appropriate to your operations? Delete them!
- Follow up to be sure your decisions have been carried out!

The checklist requires of users a certain knowledge of work environment questions. Such knowledge is available through training but there is, as well, literature on the subject.

At Prevent's website, [www.prevent.se](http://www.prevent.se), you can download the checklist free of charge. There you will find more information about work environment questions.

In addition, Almega/Bemanningsföretagen has more workplace environment information available on the web.

# Staffing/placement services checklist

BEFORE	YES	NO	COMMENTS
1. If you have had previous assignments with this client, have you compiled a summary of your experience from the assignment/ assignments?			
2. Were there any problems with: – the physical work environment, e.g. heavy lifting, working positions, chemicals, noise? – the psychosocial work environment, e.g. bullying, stress, conflicts?			
3. If such problems existed, have measures been taken to solve them?			
4. Do sales staff/consultant managers have the work environment skills they need to judge the risks involved in the tasks to be carried out? <i>Work environment skills can be developed by training, from Swedish Work Environment Authority publications, etc.</i>			
5. Does the client have a policy that takes up questions on topics like work environment, traffic, alcohol and drugs, abusive behavior?			
6. Are you familiar with the client's risk assessments?			
7. Has the client taken actions against the risks?			
8. Do you do your own assessment of the client's work environment?			
9. Does the consultant have the skills necessary to avoid risks in the workplace, e.g. lifting techniques, conflict management?			
10. Does the consultant know whom to contact in questions concerning the work environment?			
11. Does the client have a health and safety introduction program for the consultant?			
12. Is it clear who is to run the introduction and when it is to take place?			
13. Does the client have written instructions for the tasks to be carried out?			
14. Does the work require personal safety equipment?			
15. Are there routines that allow consultants to report risks in the work environment to the client and to you?			
16. Is the work environment treated in your contract with the client?			

BEFORE	YES	NO	COMMENTS
<p><b>17.</b> Does your contract with the client cover anything not covered in the General Terms and Conditions Staffing Services Agreement, ABPU-10, e.g. introduction, instructions, information and who is to supply safety equipment.</p>			
<p><b>18.</b> If night work is part of the assignment:</p> <ul style="list-style-type: none"> <li>– Is there so much night work that the consultant should be offered a medical checkup?</li> <li>– If so, is the checkup documented?</li> </ul>			
<p><b>19.</b> Will the consultant be working with trucks, hoists, dangerous machines?</p> <ul style="list-style-type: none"> <li>– Does the consultant have proven skills in this type of work?</li> </ul>			
<p><b>20.</b> Will the consultant be working with hard plastics, asbestos, quartz, or other such substances?</p> <ul style="list-style-type: none"> <li>– Has the consultant had a pre-assignment medical examination?</li> <li>– Has the consultant been trained to handle these substances?</li> </ul>			
<p><b>21.</b> Have you made clear that the client is to inform you if the consultant suffers serious injury or has a serious near miss?</p>			
DURING	YES	NO	COMMENTS
<p><b>22.</b> Do you maintain contact with the consultant during the assignment?</p>			
<p><b>23.</b> Do you visit the consultant during the assignment?</p>			
<p><b>24.</b> Do you ask the consultant about the following:</p> <ul style="list-style-type: none"> <li>– How well the induction functioned?</li> <li>– Work instructions?</li> <li>– Tools/equipment?</li> <li>– Adaptation of work equipment, e.g. chairs, tables and computer equipment?</li> <li>– Work load?</li> <li>– Working hours?</li> <li>– Workplace camaraderie?</li> <li>– Bullying?</li> <li>– Sexual harassment?</li> <li>– Threatening situations?</li> <li>– Accident risks?</li> <li>– Safety equipment?</li> <li>– Participation in personnel meetings?</li> <li>– Participation in activities beneficial to personnel?</li> <li>– Other?</li> </ul>			
<p><b>25.</b> Do you give feedback to the client with reference to answers to the above questions?</p>			

AFTER	YES	NO	COMMENTS
26. Do you hold a post assignment interview with the consultant?			
27. Do you ask for the consultant's own assessment of the following: – the physical work environment, e.g. heavy lifting, working positions, chemicals, noise? – the psychosocial work environment, e.g. bullying, stress, conflicts?			
28. Is the consultant informed of the client's assessment of his/her work?			
29. Did the consultant have the skills required for the assignment?			
30. Were any deficiencies in the consultant's skills that arose remedied?			