

Protocol for continuing to work safely for the employment agency industry

This protocol provides clarity to agency workers, temporary employment agencies and clients about working safely during the corona crisis. In consultation with FNV, CNV, the Union, LBV, ABU and NBBU, we have drawn up the protocol 'Samen veilig doorwerken voor de uitzendbranche'.

The applicable advice and measures from the National Institute for Public Health and the Environment (RIVM) form the starting point of this protocol. The protocol is based on the status on 22 April 2020 and will always be changed as quickly as possible in case new advice or measures enter into effect. The protocol is intended as a starting point for carrying out work safely. There may be a practical reason for the parties to deviate from the above in a substantiated manner if such is demanded by the situation.

This protocol focuses on the employment agency industry and specifically on the work of agency workers. The protocols specific to the industry where the agency workers are active and additional protocols etc. are related to this protocol. Consult the RIVM website <https://www.rivm.nl/> for the general measures and regulations on how to act in case of an actual or suspected infection with the corona virus.

The parties will set up an Employment Agency Industry Corona Measures Help Desk. This is a central desk for questions and information and to report breaches of the rules for continuing to work safely.

Reference in the text to he is also a reference to she.

Starting point of the protocol

The protocol is based on occupational hygiene strategy and the duty to pass on information.

Below, we will first address the special triangular relationship that exists in the employment agency industry between agency workers, clients and the temporary employment agencies. This will be followed by the responsibility of each actor and then the applicable guidelines regarding the corona virus.

The duty to pass on information and the triangular relationship - who is responsible for what?

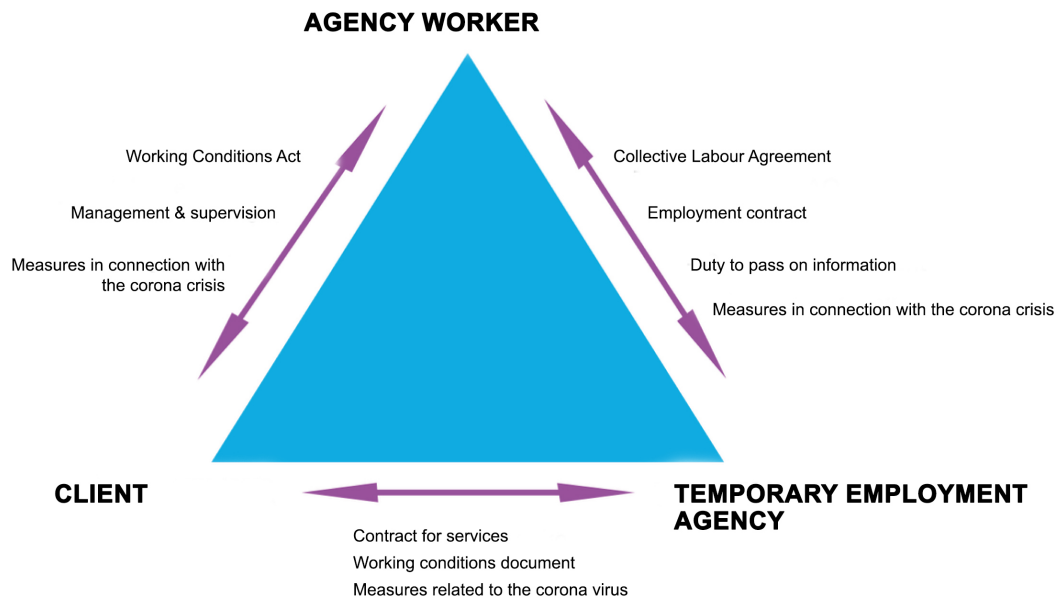
It is the client's responsibility to provide the temporary employment agency with sufficient information to inform the agency worker properly and to prepare him for his new or current position.

In turn, the temporary employment agency must ensure that the agency worker also actually receives and understands that information. This is referred to as the duty to pass on information.

The duty to pass on information means that an agency worker knows what risks exist at a new or current work location and what safety measures he should take into account while carrying out his work. An animation in Dutch and Polish will become available on 20 May.

This protocol concerns expressly the measures that must be implemented with respect to the corona virus. The general safety regulations are an inextricable part of the above. See in this connection the [information](#) on the DOORZAAM site.

The illustration below shows what is expected of the parties involved as regards the duty to pass on information including corona measures.



The client

The client, including the ultimate hirer in case of making available to a third party, internal placement and suchlike, is responsible for the agency worker's working conditions and ensures that the corona measures industry protocol and, if no such measures exist, the RIVM guidelines are actually applied with respect to the agency worker.

The client must ensure that the temporary employment agency receives sufficient information regarding the safety measures to inform the agency worker properly and to prepare him for his new or current position. It is up to the client to inform the temporary employment agency whether an industry-specific working safely protocol relating to the corona virus has been drawn up.

The client determines who at the company:

1. supervises the performance of the work by the agency worker and compliance with the safety regulations relating to the corona virus including all hygiene regulations and measures;
2. is responsible for safety at work and the work location as well as the safety regulations related to the corona virus. These safety regulations must be based on the RIVM guidelines and, if present, an industry-specific working safely protocol relating to the corona virus;
3. issues personal protective equipment (PPE) with related instructions with due observance of the safety regulations concerning the corona virus.

The client is obliged to deliver the information included in point 3 to the temporary employment agency at least one day before the start of the activities.

You can read the industry protocols via the following link www.openmetcorona.nl

Temporary employment agencies

Temporary employment agencies ensure that the agency worker is familiar with the general safety regulations and the specific safety regulations that apply at the client with respect to the corona virus before the start of the work. The temporary employment agency ascertains that the ultimate client has implemented sufficient measures and also ensures that these measures are complied with.

The temporary employment agency must ensure that the agency worker also actually receives and understands the client's information. The above means that an agency worker knows what risks exist at a new or current work location and what safety measures related to the corona virus he should take into account.

The client and the agency worker must be aware of the person or persons they can turn to if they have questions regarding the corona measures.

Agency workers

Agency workers carefully read the information concerning the corona measures they receive from the temporary employment agency before starting work. Agency workers ask for clarification or an explanation if there are uncertainties.

During the work:

the agency workers must look after their own health and safety and those of other persons within the company by observing the generally-applicable and industry and company-specific corona measures that apply. Being a good employee is assumed in principle.

General measures and regulations

RIVM guidelines

- Keep a distance from other persons of at least 1.5 m
- Do not shake hands with other persons
- Wash your hands regularly
- Stay home in case of mild cold symptoms, such as a runny nose, coughing, a throat ache or fever.
- Stay home if members of your household have a fever
- Sneeze or cough into the hollow of your elbow
- If you blow your nose, use paper tissues and throw them away immediately

General hygiene regulations for a safe working location

- Ensure that there is a sufficient quantity of hand soap, disinfectant gel and tissues.
- Clean with regular cleaning agents several times per day: counters, door knobs, light switches, bannisters, keyboards, computer mice, telephones, taps, soap dispensers, sinks and lavatories.
- Introducing 'greeting without touching' prevents shaking hands and other forms of direct contact between persons and significantly reduces the risk of transfer by hand. Communicate this policy clearly as well.
- Devote attention to washing dishes and cutlery using water and soap. Preferably at a high temperature in the dishwasher.
- Arrange for proper ventilation. The corona virus cannot be spread via the air-conditioning because the drops can bridge only two metres and are too heavy to be sucked up by the air-conditioning.

When should agency workers stay at home?

1. Agency workers stay at home in case of complaints of a nasal cold or coughing, throat ache or fever.
2. Agency workers remain at home if one of their household members has a fever until the household member has been free from complaints for 24 hours.
3. They must contact their general practitioner in the event the illness symptoms become worse (fever > 38 degrees Celsius and difficulty breathing). There are exceptions to points 1 and 2 if agency workers are active in a crucial profession within a vital process¹.

The following applies for agency workers:

- do not go to work if you or a family member have been infected with the corona virus;

¹ HYPERLINK \| "bookmark9" \|o "Current Document" \|h Vital processes and crucial occupations: see the information provided by the Central Government <https://www.rijksoverheid.nl/onderwerpen/coronavirus-covid-19/veelgestelde-vragen-over-coronavirus-en-kinderopvang/cruciale-beroepen> and VNO-NCW <https://www.vno-ncw.nl/weekbulletin/extra-info-lijst-cruciale-beroepen-voor-noodopvang-kinderen>

- do not go to work if you have complaints (also in case of cold symptoms);
- do go to work if a family member has complaints (including fever).

When is an agency worker allowed to go home?

Every agency worker is expected to take responsibility for his own health and safety and that of others. He therefore goes home in case of mild cold symptoms, such as a runny nose, coughing, a throat ache or fever. It is the case here as well that a different decision may be made with respect to crucial professions in a vital process in case of mild complaints.

When are agency workers sent home?

Agency workers are sent home if they have cold complaints, in case of fever or if they do not act in accordance with the safety and precautionary measures. It is the case here as well that a different decision may be made with respect to crucial professions in a vital process in case of mild complaints.

In consultation with the agency worker, client and temporary employment agency.

Assessment high-risk group

Advice may be requested from the company doctor/occupational health and safety service in case of doubt as to whether an agency worker belongs to a high-risk group.

Translation of advice into daily practice

A sound translation of the protocol into daily practice is important. This is the task of the client.

What is the procedure when works requires cooperation and it is not possible to maintain a distance of 1.5 metres?

The assumption is that this should be avoided as much as possible. If maintaining a distance of 1.5 metres is truly unavoidable, be extra alert and make arrangements on how work can be carried out safely in accordance with the RIVM's hygiene guidelines. Customary practice at the client is assumed in this connection. The client must inform the temporary employment agency in advance if this is an issue.

Improvements and tightening of the protocol.

The protocol will be improved and tightened based on the reports made to the helpdesk.

Safe transport

Situation	Responsible person	Practical approach	Technical and Organisational
Travelling together, commuting	Employer or temporary employment agency	Travel alone as much as possible, using your own means of transportation for example. Determine whether there is actually a need to travel together. Only travel together if separate transport cannot be arranged for.	<ul style="list-style-type: none"> - At most 2 persons in 1 car in checkerboard layout. In case of a company van, 1 person per row, driver left front, passengers in checkerboard behind him. - There is a higher risk of being infected with the corona virus and spreading it if people are sitting closely together. You should therefore keep as much distance from each other as possible. - A distance of at least 1.5 metres must be maintained in case of travel with more than two persons. - Arrange for additional ventilation in the means of transportation, such as an open window in case of fair weather. <p>Always take the same position.</p> <ul style="list-style-type: none"> - Arrange for optimal hygiene by cleaning the controls (steering wheel, gear shift, door handle, touch screen, etc.)
Additional safety measures	Employer or temporary employment agency	Agency workers who belong to a joint household* may also travel together. The RIVM rules for households apply in this connection. Agency workers who fall ill at work must not be brought home using group transport. If the employer is responsible for transport, such will also apply to replacement transport.	<ul style="list-style-type: none"> - Use may possibly be made of plastic screens between the seats. - In case of group transport, the assumption is to sit in a 'checkerboard layout'. Keep the middle seat free at all times. - Lunch outside in the open air as much as possible. Do you take your lunch in the van? Do so alone.
Arrival at the work location	Employer and employee	Ensure that groups of agency workers do not all arrive at the work location at the same time. Different start times may be used or it may be agreed that vans do not arrive too quickly after each other.	<ul style="list-style-type: none"> - There must be sufficient room upon arrival at the work location so that 1.5 metres' distance can be maintained. - It is indicated at the access gates what 1.5 metres' distance constitutes and walking routes are set out. - Arrange for maximum hygiene at the entrance.

Employment Agency Industry Corona Measures Help Desk in cooperation with the SNCU

Send an e-mail to helpdesk@doorzaam.nl or call 0800-7008 (free)

Labour Inspectorate reporting form

https://fd8.formdesk.com/arbeidsinspectie/Corona_Meldingsformulier/?get=1&sidn=808a595377f242448ca610e28e9297f3

Protocol other workplaces:

<https://www.mijn coronaprotocol.nl/>