

Establish Effective Communication and Coordination for Host Employers, Contractors, and Staffing Agencies

Establish Effective Communication and Coordination

Many businesses today hire temporary and contract workers. These are people hired by one employer to work at another employer's (the "host" employer) business. Effective communication and coordination among all employers are critical to protecting all workers in these situations. All workers on a site should be aware of worksite hazards and the methods and procedures needed to control their exposure.

To-Do

- Make sure all employers at the worksite, and their workers, have the information they need to protect all workers' safety and health.
- Coordinate with other employers on work planning, scheduling, and resolving program differences.

All employers whose workers are present at a worksite share responsibility for worker safety and health. Employers need to coordinate their efforts and have open, transparent communication so all workers have equal protection against hazards. Not doing so can have serious consequences. For example, if employers have different policies about maximum vehicle speed, the lack of policy agreement could lead to injury. Conflicting directions could also undermine workers' confidence in the safety and health program.

Unique Hazards of Temporary and Contract Work

Temporary workers are hired and paid by a staffing agency to work for and under the direction of a host employer to fill a temporary, short- or long-term staffing need. Examples include delivery drivers, seasonal warehouse workers, and office workers. Temporary workers often lack experience and are unfamiliar with hazards on the job. This means they face a higher risk of getting injured or falling ill. Every year OSHA investigates many instances where temporary workers are killed during their first day on the job.

Contract workers might be hired by a host employer or by a contractor or subcontractor for short or long-term assignments. Examples include electrical or mechanical contractors working in a facility, a vendor installing or maintaining equipment, or building cleaning and maintenance. Contract workers often perform tasks done infrequently at the host employer's worksite or tasks too complex or hazardous for the host employer to manage. They may have to shut down and start up equipment and may bring in hazardous materials and

equipment unfamiliar to the host employer. Effective communication will be necessary to avoid injuries and illnesses.

Plan for open, transparent communication and coordination

Establish a plan for ongoing, two-way exchange among all employers and their workers about safety and health at your workplace. Communication should cover hazards, controls, expectations, reporting methods, housekeeping requirements, workplace safety rules, personal protective equipment (PPE), required training/orientation, and workers' rights. Sharing this information up front will help all the employers involved address any questions, concerns, gaps, or conflicts with their program.

If contractors or temporary workers are working at your facility, make sure contractors and staffing agencies:

- Review the physical environment where the work will take place.
- Understand their workers' assignments.
- Know about any hazards their workers may be exposed to on the worksite.
- Know about any training or protective equipment their workers will need.

In addition, give contractors and staffing agencies the following information:

- The requirements of your safety and health program.
- Access to information such as injury and illness records, job hazard analyses, and SDSs.
- Information about nonroutine and emergency hazards and emergency procedures.
- Details about any safety and health incidents that happen during their workers' assignments, regardless of whose workers are involved.

Contractors and staffing agencies should:

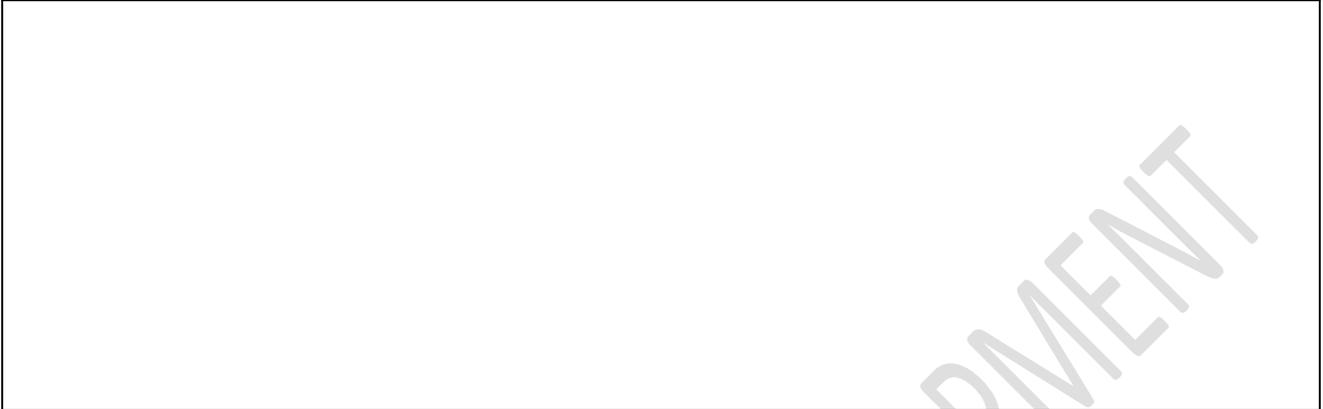
- Communicate with host employers about hazards associated with the workers' tasks and the controls to be used.
- Identify any work they will be doing that is unfamiliar to your workers.
- Communicate any injuries, illnesses, hazards, or concerns reported. All incidents should be investigated, regardless of whose workers were involved.

Before temporary or contract work begins, as the host employer, consider how to coordinate activities with other employers to make sure everyone understands their safety and health responsibilities and tasks. For example:

- Include safety-related policies, requirements, or specifications in bid documents and contracts.
- Plan and schedule the work to minimize impacts on safety. For example, schedule contract work during a shutdown or non-peak time to minimize the number of people exposed to hazards created by the work.
- Check that contract workers and temporary workers have the proper equipment, including PPE, to do the work safely.
- In working with a staffing agency, make sure enough trained and equipped workers are available.
- Make sure managers with decision-making authority from all employers are available and prepared to deal with day-to-day coordination issues.

Activity

What contractor or temporary worker arrangements do you have (or will you have) at your facility?



A large, empty rectangular box with a thin black border, intended for the user to provide details about contractor or temporary worker arrangements at their facility.

What do staffing agencies, temporary workers, and contract workers need to know before beginning work at your facility?



A large, empty rectangular box with a thin black border, intended for the user to list what staffing agencies, temporary workers, and contract workers need to know before starting work at the facility.

What do you as a host employer need to know from staffing agencies and contractors before temporary or contract workers start work?



A large, empty rectangular box with a thin black border, intended for the user to specify what they, as a host employer, need to know from staffing agencies and contractors before temporary or contract workers begin work.

How will you exchange information with host employers, staffing agencies, or contractors? For example, consider face-to-face or virtual meetings, emails, document sharing, and toolbox talks with workers.

How will you coordinate with host employers, contractors, and staffing agencies on safety and health? For example, consider training requirements, work schedules, policies, and procedures.

DRAFT - UNDER DEVELOPMENT