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# Health and Safety Implications of a Multi-Cultural Workforce

8<sup>th</sup> Training and Innovation – Intercultural Dialogue in Work and Health  
5<sup>th</sup> July 2008 – BG-Academy Dresden

# Business Implications



- Evidence that many migrant workers could not communicate in English
- Potential discrimination matters arose
- Enforcement action being taken against employers by the UK HSE
- Employment of illegal workers
- Cost implications
- Ethical trading
- Moral obligations
- Verifying qualifications
- Workplace integration.

# Health and Safety Implications



- Communication barriers resulting in:
  - Lack of familiarity with personnel protective clothing and equipment
  - Unfamiliar with machines, chemicals, equipment and safe system of work
  - Lack of familiarity with personnel protective equipment and clothing
- Under reporting of accidents
- Prepared to take greater risks and less likely to complain
- Poor supervision
- Poor access to health care.

# Risk Assessment Techniques



- Conduct a basic assessment during the initial recruitment process to verify the individuals language ability
- Identify within the risk assessment, critical roles where poor communications may increase the risk of injury
- Following identification of these critical roles, use a skills matrix to assist supervisors identify suitable people to deploy to certain tasks
- Provision of translators.

# Induction and Training



- Assess the competency of each worker
- Buddy system
- Use of translators
- Language training for managers and supervisors
- Use of pictorial information and signage
- Development of simple key safe systems of work
- Computer based / multi-media training.

DO NOT LIFT OR STACK ABOVE SHOULDER HEIGHT



**"STOP ! Wash your Hands NOW"**



**THEN**

**1**



Put on sleeves



**2**



Put on apron



**3**



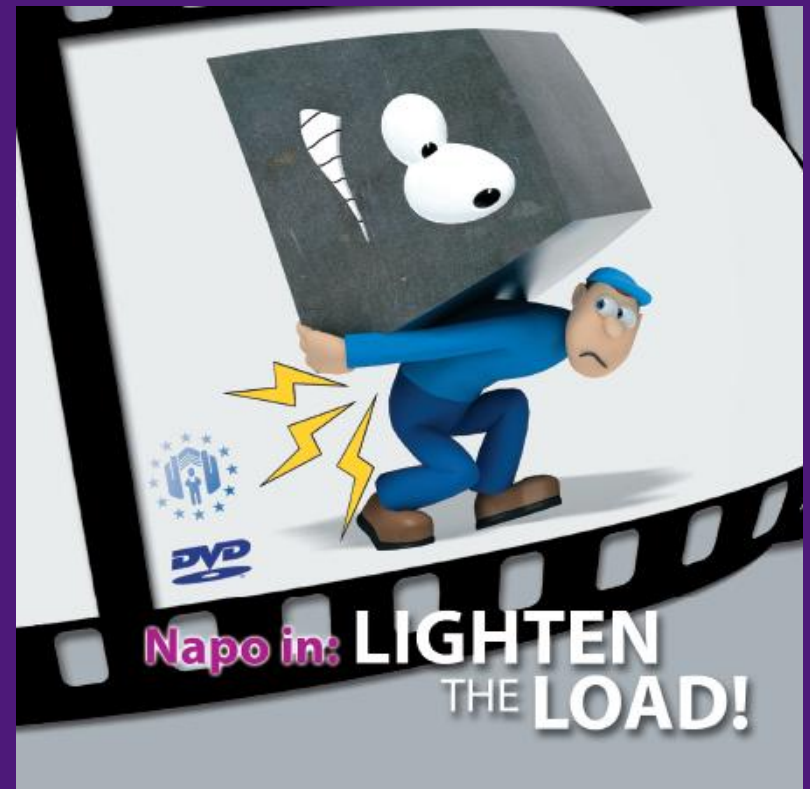
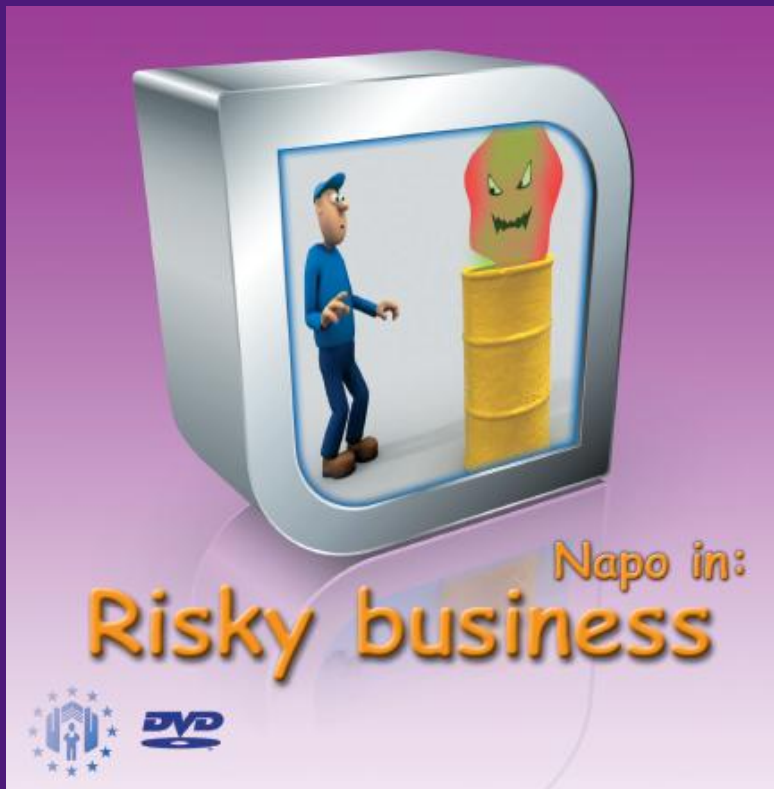
Put on gloves

# Induction and Training



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# Examples of NAPO Training Packs



# Managing Culture & Diversity



- Differences:

- Culture
- Nationality
- Language
- Age
- Religious beliefs
- Status
- Gender.

- Impact attitudes:

- Colleagues
- Management
- Authority
- Safety
- Dress
- Physical contact
- Eye contact
- Food
- Occupational health
- Hygiene procedures.

# UK Response to Migrant Labour



- Institute of Occupational Safety and Health (IOSH)
- United Kingdom Health and Safety Executive (HSE)
- Tulip (UK) Ltd.

# IOSH Response - Multi-Cultural Tool



Working safely in a multicultural  
**food and drink** industry



- New web based tool being developed
- Provides assessment tools to verify compliance with health and safety and employment law
- Provides up to date examples of best practice and case studies
- Provides standard documents on all aspects from policy through to literacy tests


IOSH web site



[www.iosh.co.uk](http://www.iosh.co.uk)

# HSE Response – Migrant Worker Web Site





Health and Safety Executive

Migrant workers

- **Migrant workers home**
- About this site
- + Advice for workers
- Frequently asked questions

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- + Advice for employers
- The law

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- + Industries

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- Publications
- + Research



## Working in Great Britain from overseas

The Health and Safety Executive (HSE) and local authorities are responsible for enforcing health and safety legislation in Great Britain (GB). The law provides protection for overseas workers whether they are working here legally or not.

This website will help overseas workers and their employers understand their roles and responsibilities under British health and safety law.

If you are working here from overseas, this website will help you:

- find out about your rights and responsibilities under health and safety law; and
- find information on health and safety including your basic rights and conditions of work such as working hours, rest breaks and time off.

If you are an employer, this website will help you find out about:

### Translate this page

- ▶ English
- ▶ Polski  
Polish
- ▶ Lietuviškai  
Lithuanian
- ▶ Slovenčina  
Slovak
- ▶ Português  
Portuguese
- ▶ Русский язык  
Russian
- ▶ Eesti keel  
Estonian
- ▶ Български  
Bulgarian
- ▶ Română  
Romanian
- ▶ Magyarország  
Hungarian
- ▶ Čeština  
Czech
- ▶ Українська  
Ukrainian
- ▶ Latviešu  
Latvian
- ▶ 中文

HSE web site



[www.hse.gov.uk/migrantworkers/index.htm](http://www.hse.gov.uk/migrantworkers/index.htm)

# Tulip UK Response



- English assessments
- Policy on provision of translators and procedures for managing employees who cannot speak English
- Identify safety critical roles for employees who have a limited understanding of English in the risk assessments
- Pictogram training packages, keeping written material to a minimum
- Clear identification of translators
- Established library of translated material
- English language training for employees in basic phrases
- Foreign language skills for supervisors and managers.

# Tulip UK Response



- Translation cards for supervisors and first aiders
- Encourage participation in Health and Safety Committees
- Maintain a list of emergency translators on the internal web site for use out of hours emergencies
- Assist in identifying suitable accommodation, open bank accounts, register with local doctors and dentists
- Ensure smooth integration into the workforce by having cultural exchange days, international food sampling days in staff canteens, international sports events etc.

# Food Northwest



Working safely in a multicultural  
**food and drink** industry



- Original document produced by food manufacturers including Tulip UK, Greencore, Uniq, Northern Foods and Eversheds LLP which the IOSH web site is based upon.
- Still available for free download from:
- [www.nwfoodalliance.co.uk](http://www.nwfoodalliance.co.uk)