Welcome to Manpower

Manpower AS is a ManpowerGroup company. As a contracted employee from Manpower, you are our ambassador with our clients. With us, you have the freedom to work as it suits you and your circumstances best. You yourself choose how much and for whom you want to work. This way of working provides numerous opportunities for learning and developing skills.

Manpower AS is concerned about your health, safety and working environment. This staff manual includes information on our guidelines, what you may expect of us and what we expect of you.

We are happy to have you on board, and wish you the best of luck with your assignments!

Sølvi Spilde Monsen  
Managing Director Manpower

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1. HSE POLICY, GOALS AND STRATEGY

1.1 Introduction
All HSE activities in Manpower are based on a properly thought through health, safety and environment policy, concrete goals and a clear strategy. These form the framework for Manpower's day-to-day HSE work.

As an employee of Manpower we encourage you to be an active participant and support the goals, action plans and measures Manpower has for HSE. At the same time, you must comply with the routines, procedures and instructions that apply for your duties. You have a shared responsibility to report conditions that are of relevance with respect to HSE.

Suggested input, changes or feedback regarding HSE can be forwarded via the consultant responsible for your assignment or one of Manpower's safety representatives. You will find an overview of our safety representatives in point 2.6.

1.2 HSE policy
Our goal is to achieve a healthy working environment that provides all employees with opportunities for job satisfaction and growth, while avoiding work related injuries and illnesses. The working conditions must comply with the Working Environment Act, and associated regulations, and ensure a good working environment. The Working Environment Committee (WEC) shall ensure that the Internal Control Regulations are complied with and that deviations from these are properly monitored and dealt with.

1.3 HSE goals
• No injuries, accidents or near fires – in line with our zero vision.
• No sick-leave due to the working environment.
• Short-term absences among contracted employees shall not exceed 2.9%.
• We shall ensure that all employees receive sufficient information about HSE, risks and hazards to avoid injuries and losses.

1.4 HSE strategy
ManpowerGroup's overarching strategy for the implementation of its health, safety and environment work is to have good routines, instructions and procedures.

• Good routines, information and procedures that ensure a safe workplace and working conditions.
• Thorough training for resource people and general training for all employees.
• Give safety representatives and the WEC sufficient client authority to promote specific measures within the area of HSE.
• Allocate enough resources to implement necessary measures.

2. RESPONSIBILITY, ORGANISATION AND TRAINING

2.1 Introduction
As a contracted employee you are subject to the client’s safety instructions, company rules and other regulations. Manpower shall ensure that you are contracted out to a safe workplace. Should you have any questions concerning HSE, please contact the consultant responsible for your assignment in Manpower.

2.2 Your responsibilities
You must adjust to and comply with the client’s safety instructions, company rules and other regulations that apply at the client's and/or for the assignment.

This means that you must:
• Actively contribute to and support the HSE goals, action plans and measures.
• Comply with and abide by the routines, procedures and instructions that apply for the relevant duties.
• Be aware of and report any situations that are of significance with respect to HSE.

2.3 Client's responsibilities
The client is responsible for supervising and monitoring you in your day-to-day work. You should receive information about and training in the safety instructions, company rules and other regulations relating to HSE so that you are not exposed to risks or excessive strain. The client must also include you in its health and safety service and tell you who your local safety representative is.

2.4 Manpower's responsibilities
Manpower must ensure that you are contracted out to a safe workplace and the consultant responsible for your assignment bears day-to-day responsibility for this.

2.5 Assignments involving an increased risk of injury
Manpower conducts HSE surveys of all clients and assignments. Sometimes a client and/or assignment is defined as high risk. High risk assignments are defined as: ‘Assignments involving an increased risk of injury’.

These could be assignments within, for example:
• Building & Construction
• Warehouse & Logistics
• Transport
• Production
• Hotel, Restaurant & Canteen
• Oil & Energy
• Cleaning
• As well as any assignments where there are workplace related factors that increase risk...
2.6 Protective equipment and work clothes
Some assignments require the wearing of special protective equipment and/or work clothes. Sometimes the client will provide these, while other times Manpower will. As your employer, Manpower undertakes to ensure that you have the mandatory protective equipment and other equipment necessary to keep you safe. If Manpower provides you with work clothes and/or protective equipment, you must sign a special work clothes agreement.

2.7 HSE related courses
Some assignments require a specific HSE course. As a rule, you should be included in the client’s HSE training courses.

2.8 Working environment committee (WEC)
The WEC shall work to ensure a fully satisfactory working environment, participate in the planning of protection and environmental work, and closely monitor developments in the working environment. As a contracted employee you are covered by the client’s WEC. If the client does not have a WEC, you are covered by Manpower’s WEC.

2.9 Safety representative

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<thead>
<tr>
<th>Health and safety region</th>
<th>Position</th>
<th>Name</th>
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<tbody>
<tr>
<td>Entire country</td>
<td>Head safety representative</td>
<td>Trude Selvik Løe</td>
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<td></td>
<td>Deputy head safety representative</td>
<td>Kirsti Løken</td>
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<td>Østlandet</td>
<td>Safety representative</td>
<td>Diana Skipnes</td>
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<td></td>
<td>Safety representative</td>
<td>Marianne Daleng</td>
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<td>Safety representative</td>
<td>Kristin H.S. Glutormsen</td>
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<td>Deputy safety representative</td>
<td>Kari Wig</td>
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<td>Deputy safety representative</td>
<td>Hans Peter Johansson</td>
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<td>Deputy safety representative</td>
<td>Karii Løken</td>
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<td>SørØst</td>
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<td>Tomas Yri Rosendal</td>
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<td>Deputy safety representative</td>
<td>Kjetil Holland</td>
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<td>Logistikk</td>
<td>Safety representative</td>
<td>Erik S. Lavstad</td>
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<td></td>
<td>Deputy safety representative</td>
<td>Henrik Lindrjørn</td>
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<td>MidtNord</td>
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<td>Thomas Skjølberg</td>
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<td>Deputy safety representative</td>
<td>Grethe Hustad</td>
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<td>SydVest</td>
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<td>Lone Trødel</td>
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<td>Vidar Os</td>
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<td>Vest</td>
<td>Safety representative</td>
<td>Trude Selvik Løe</td>
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<td>Deputy safety representative</td>
<td>Trine Thomsen</td>
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</table>

2.9 Safety representatives

A safety representative is the employees’ representative in the work of ensuring a satisfactory working environment. The main duties of a safety representative are to control, monitor and participate in the implementation of safety and environmental work. As a contracted employee you are covered by the client’s health and safety service. If the client does not have a health and safety service, you are covered by Manpower’s health and safety service.

You can contact one of Manpower’s safety representatives on Tel. 22 01 80 00.

2.10 Company health service
The company health service assists the employer and employees with monitoring the working environment and suggests improvements. We consult our company health service for advice on ergonomics, the physical working environment, and sick leave. The company health services is also utilised in the event of serious incidents, acute life crises, or changes in work situations.

2.11 AKAN (The Workplace Advisory Centre for issues related to alcohol, drugs and addictive gambling in the workplace)
Manpower has zero tolerance with respect to the use of intoxicants. You must not be under the influence of alcohol or other intoxicants or anaesthetic substances during working hours, or be absent due to the use of intoxicants. Breaches of this rule will have consequences for your employment relationship.

Manpower has an agreement with AKAN (The Workplace Advisory Centre for issues related to alcohol, drugs and addictive gambling in the workplace). Our AKAN work is aimed at preventing substance abuse problems among employees, preventing accidents, ensuring quality and a good working environment, and to help employees with substance abuse problems at the earliest opportunity. On certain assignments, the client may demand that you consent to alcohol and/or drug testing when this is required by the law or regulations, concerns a position which involves particularly high risk, or when the client deems it necessary to protect life or health. Any requirement for alcohol and/or drug testing is normally clarified prior to signing assignment contracts, but it may also become a requirement in existing assignments. Questions concerning the client’s access to this may be raised with your Manpower consultant.

If you require advice and guidance, you may contact your consultant, who in turn will contact our AKAN supervisor. Such matters are confidential, and enquiries are not recorded.

2.12 Norwegian Labour Inspection Authority
The job of the Norwegian Labour Inspection Authority is to advise companies on working environment issues, but it also has the authority to issue instructions in the event of a failure to comply with laws and regulations. Manpower works with the Norwegian Labour Inspection Authority to ensure good working conditions for all our employees.
3. PREVENTION AND FOLLOW-UP OF SICK-LEAVE

3.1 Introduction
Manpower has signed an Inclusive Working Life (IA) agreement and we have good routines for following up people on sick leave. We believe good preventive HSE work helps to ensure work is healthy.

3.2 Inclusive Working Life (IA agreement)
Our IA action plan states that your Manpower consultant must especially focus on IA work when following up his or her employees.

Manpower has three goals for IA:
• Reduce the sick leave rate for contracted employees during the sick pay period by 0.1 percentage points.
• Recruit and retain employees with permanent or temporarily reduced capacity for work.
• Motivate and help older employees to remain in work for longer.

3.3 Prevention of sick leave
As an IA company, Manpower focuses on preventing sick leave and adapting work to match your capacity for work. All consultants responsible for assignments have received training in preventing sick leave. This included information about workplace adaptation, facilitation subsidies, and travel subsidies.

3.4 Follow-up when you are on sick leave
If you are sick and you cannot work, you have a duty to find solutions that prevent unnecessarily prolonged sick leave. In the case of sick leave that is assumed will last for a prolonged period, we will call you in for follow-up meetings and prepare follow-up plans together. You have a responsibility to help with the design and execution of follow-up plans. You are only obliged to provide information on your capacity for work.

Manpower uses the following follow-up activities:
• **Within 4 weeks:**
  In the meeting we will assess the current work situation, the possibility of performing other tasks, adaptation and aids.
• **Within 7 weeks:**
  Here we will look at the previous follow-up plan and look at measures that were implemented or agreed, assess which measures have been effective and consider new measures.
• **Within 6 months:**
  NAV will call you, your doctor and your Manpower consultant in for a meeting.
  We must jointly update the follow-up plan prior to this meeting.

3.5 Work related absences
If your absence is due to conditions at the workplace, we wish to be informed of this. Your role in Manpower’s Inclusive Workplace work is to take responsibility and notify us if conditions in the assignment or your health indicate that we should do something to prevent future sick leave.

4. PREVENTION AND FOLLOW-UP OF WORK RELATED INJURIES (OCUPATIONAL INJURIES AND OCCUPATIONAL ILLNESSES)

4.1 Introduction
As a Manpower employee you are covered by occupational injury insurance. This cover is additional to the occupational injury benefits from NAV (Norwegian Labour and Welfare Administration). If you suffer an occupational injury or illness, the Manpower consultant responsible for your assignment will help you report the injury/illness.

4.2 Definition of occupational injury
An occupational injury is an injury that is due to a sudden or unexpected external event (accident) that occurs during working hours, in the workplace and during the performance of the work. The term occupational injury is the same in the Occupational Injury Insurance Act and the National Insurance Scheme.

4.3 Definition of serious occupational injury (advisory)
1. Head injuries/concussions involving a loss of consciousness and/or other serious consequences.
2. Skeletal injuries (except simple fractures or broken fingers or toes).
3. Internal injuries (injuries to internal organs such as the lungs, kidneys, spleen, etc.)
4. Loss of a body part (amputation of a body part or parts thereof).
5. Poisoning (with the risk of permanent injury), e.g. hydrogen sulphide poisoning.
6. Loss of consciousness due to the working environment factors, e.g. lack of oxygen.
7. Burn, frost or corrosion injuries (all full skin injuries (3rd degree) and/or partial skin injuries (2nd degree) to the face, hands, feet or the anogenital region, as well as all partial skin injuries that cover more than 5% of the body’s surface.
8. General hypothermia.
9. Injuries that require hospital treatment, except for simpler outpatient treatment. Source: Arbeidstilsynet.no

4.4 Definition of occupational illness
An illness can be accepted as an occupational illness if it is a consequence of a harmful impact from the working environment and is one of the illnesses listed in the regulations on occupational illnesses and infectious diseases equated with occupational illnesses. Strain injuries are not accepted as occupational illnesses.

Examples of occupational illnesses include:
• Poisoning, chemical impacts
• Allergies, skin/lungs
• Radiation injuries
• Impaired hearing
• Some lung diseases caused by dust
• Vibration injuries
• Decompression sickness
• Infections
4.5 Procedure for serious occupational injury or death
- Find out what has happened and the scope of the incident
- Contact the following:
  - Ambulance Tel. 113
  - Police Tel. 112
  - Norwegian Labour Inspection Authority Tel. 815 48 222
  - Immediate superior at client
  - Manpower consultant responsible for the assignment
- We have access to crisis management via the company health service
  – contact the consultant responsible for your assignment

4.6 Reporting occupational injuries and illnesses
A specific occupational injury form must always be filled out in the event of an occupational injury or occupational illness. This ensures that Manpower (employer) registers your occupational injury/illness and that the expenses you are entitled to have NAV, HELFO and/or the insurance company cover are paid. It is important that both the consultant responsible for your assignment and you sign the form so that we are sure both parties agree on the course of the events that resulted in the incident.

The deadline for reporting occupational injuries/illnesses is 1 year for NAV and 3 years for the insurance company. The deadlines apply from the end of the calendar year in which you acquired, or should have acquired, the necessary information about the situation on which your claim is based. Insurance payments are contingent on the injury being reported and accepted as an occupational injury/illness.

You must:
- Always submit a report to the consultant responsible for your assignment if you are injured at work or experience a near accident.
- Fill in NAV's injury form with the consultant responsible for your assignment.
- Inform Manpower's HR department if there is a risk of the injury resulting in incapacity to work, disability or long-term sick leave in excess of one year, so that Manpower can report the injury to the insurance company.

The consultant responsible for your assignment must:
- Immediately notify the Norwegian Labour Inspection Authority and police in the event of a serious injury or death.
- Fill in NAV's injury form with you and send the form to HR, which will register the case and forward it to NAV.
- Send the injury report to the insurance company in cases where serious injuries are involved, injuries that may result in incapacity to work or disability, or injuries that will result in major treatment costs in the national health service.

Your doctor must:
- Send a written report to the Norwegian Labour Inspection Authority if it is suspected that your affliction is related to your work situation.

Manpower's internal HR department must:
- Ensure that serious injuries are reported to the Norwegian Labour Inspection Authority. This is usually done by the client, but Manpower has a responsibility to do so if the client does not.
- Assist the consultant responsible for your assignment and you with completing the occupational injury form if necessary.
- Send the occupational injury form to NAV.
- Send you a letter stating that the injury has been registered and how expenses are reimbursed.
- Report the injury to the insurance company if you have reported that there is a risk of medical incapacity to work, you are sick beyond the maximum date for sickness benefit (approx. 1 year) and/or you report that you have incurred expenses in the national health service that are not covered by NAV.
- Register the occupational injury/illness in ManpowerGroup's occupational injury register.

4.7 Expenses in connection with an occupational injury and/or occupational illness
You must pay the expenses in connection with medical treatment and similar expenses. You must also apply for reimbursement from HELFO after a decision to accept the occupational injury/illness has been made, and no later than 6 months after the expense was incurred.

Expenses associated with alternative forms of treatment, e.g. acupuncture and private clinics etc, are normally not covered.

Some physiotherapist or chiropractor expenses may be reimbursed if you are referred by a doctor. In such cases, you must contact the consultant responsible for your assignment so we can check whether or not it is possible to cover the difference through our insurance company.
5. SERIOUS INCIDENTS

5.1 Introduction
A serious incident could involve unpremeditated (HSE) or premeditated (criminal) circumstances, for example:
- Occupational accident
- Sudden death
- Fire
- Serious breach of ManpowerGroup’s code of conduct (disloyal employees)

5.2 Procedure for serious occupational injuries, deaths or other serious incidents
- Find out what has happened and the scope of the incident.
- Contact the following:
  - Ambulance Tel. 113
  - Police Tel. 112
  - Norwegian Labour Inspection Authority Tel. 815 48 222
  - Immediate superior at client
  - Manpower consultant responsible for the assignment.

We have access to crisis management via the company health service - contact the consultant responsible for your assignment.

5.3 Business Continuity Plan (BCP)
Manpower has a Business Continuity Plan that describes the processes necessary to quickly resolve any crisis/acute situation that has arisen and requires immediate action. The plan forms part of ManpowerGroup’s policy and requirements for satisfactory operations.

5.4 Crisis management - advice and guidance
Employees may sometimes experience serious stress, both at work and in their private lives. In order to ensure good personnel care, we have guidelines for how we can take care of each other in the event of such incidents. No two incidents are alike and no two people will have the same need for support. Contact the consultant responsible for your assignment if you need crisis management.

5.5 Pandemics
ManpowerGroup has global guidelines that will be used in the event of pandemics, e.g. bird flu and swine flu. If a pandemic breaks out, the global guidelines will be published here. Contact Manpower HR if you need a copy of the guidelines.

6. ENVIRONMENT

6.1 Introduction
Our goal is to run our business in line with strict requirements concerning environmentally aware conduct. We take responsibility for how we impact people and the environment. Polluting consumption and environmentally friendly measures are reported annually via a global reporting system, Enablon. In Norway, Manpower is Eco-Lighthouse certified and a member of Green Dot Norway.

6.2 Purchasing
We stipulate environmental requirements for all our purchases and will prioritise environmentally certified suppliers or suppliers in the process of obtaining environmental certification. Our suppliers have to sign up to ManpowerGroup’s 15 global points concerning the environment, ethics and corporate social responsibility.

In purchasing processes we will:
- Check the relevant suppliers’ environmental profile and whether or not they are environmentally certified
- Avoid using products listed on the Norwegian Environment Agency’s priority list of environmental toxins
- Not lease vehicles (company cars or service vehicles) with emissions that exceed 130 g/km

ManpowerGroup’s suppliers must:
- Enroll in Green Dot Norway (packaging and take-back scheme)
- Document their environmental status and confirm their willingness to further develop their environmental plan
- Sign up to ManpowerGroup’s 15 points concerning the environment, ethics and corporate responsibility

6.3 Environmental work in practice
Eco-Lighthouse
Manpower is Eco-Lighthouse certified. This certification demonstrates that Manpower meets the requirements and implements measures for more environmentally friendly operations and a good working environment.

Green Dot Norway
Our membership of Green Dot Norway means we take responsibility for the collection and recovery of packaging, including brown paper, cardboard, plastic, metal and drink cartons. Our consumption and recovery rate is reported annually to Eco-Lighthouse and via a reporting system, Enablon.

Green IT and telephony
We use virtual servers for IT and telephony.

Electric cars
We have electric cars in Oslo that employees must use when visiting clients as an alternative to using fossil fuel driven cars.

Video conferencing
We have installed video conferencing facilities in most of our offices and all employees have PCs with video equipment to enable us to reduce business travel.
7. INTERNAL CONTROL

7.1 Introduction
Internal control is quality assurance. The purpose of an internal control system is to ensure that problems are discovered and dealt with in time. Manpower complies with the requirements that are stipulated for HSE in the Regulations relating to Systematic Health, Environmental and Safety Activities in Enterprises (Internal Control Regulations).

7.2 Risk assessments
Risk is defined as the possibility of something adverse occurring and the consequences this may have. This is not just about major accidents, but also, for instance, problems working together, strain injuries, illness, risk of pollution, etc. Hazards and problems in the workplace must be surveyed and, on the basis of this, risks assessed, the appropriate plans drawn up, and measures implemented to reduce risks. Manpower surveys HSE at all of its clients prior to assignments.

7.3 Your responsibilities
You must adjust to and comply with the client’s safety instructions, company rules and other regulations that apply at the client’s and/or for the assignment.
This means that you must:
• Actively contribute to and support the HSE goals, action plans and measures.
• Comply with and abide by the routines, procedures and instructions that apply for the relevant duties.
• Be aware of and report any situations to the client that are of significance with respect to HSE.

7.4 Client’s responsibilities
As a contracted employee from Manpower you should be included in the client’s risk assessment and internal control system. The client is responsible for coordination and for ensuring a fully satisfactory working environment in line with section 2-2 (1) of the Working Environment Act.

7.5 Manpower’s responsibilities
If the client cannot confirm that you are covered by their internal control system, you will be covered by Manpower’s HSE and internal control system. Manpower will conduct a specific risk assessment of the workplace to which you are contracted out.

7.6 Whistleblowing
Whistleblowing is positive for both the company and for society because it enables improper situations to be rectified. Situations that should be reported include breaches of the law, internal rules or ethical standards. You also have a duty to report improper situations.

How to notify?
Notification may be made orally or in writing, for example, by telephone, e-mail, letter or in person.

Who are you to notify?
As a starting point the responsible consultant should be notified. Alternatively, our safety representatives may be notified. If you do not get any response or feedback, you are encouraged to inform our CEO.

Follow-up after whistleblowing
ManpowerGroup will investigate and handle the criticism. If it turns out that the criticism is unfounded or based on a misunderstanding, the whistleblower shall get a proper explanation.

External whistleblowing
ManpowerGroup has made good routines for notifying internally. Meanwhile, the individual always has the right to go to public authorities with relevant issues. Employees may notify the Labour Inspection Authority of circumstances one thinks is contrary to the law. The Labour Inspection Authority is obliged to keep the whistleblower’s name anonymous.

Anonymity and confidentiality
Notification can be made anonymously, but normally transparency will ensure a better procedure and a better outcome for all parties involved. The whistleblower’s identity shall not be revealed without consent.

Prohibition to punish the whistleblower
It is forbidden to punish or sanction against whistleblowers. Whistleblowers who are experiencing such, must inform their responsible consultant who should immediately consider the matter. The whistleblower can also contact ManpowerGroup’s safety representatives.
8. RELEVANT HSE ACTS, REGULATIONS, REQUIREMENTS

8.1 Introduction
This section of the HSE handbook provides an overview and descriptions of the applicable requirements that apply to Manpower. It is based on the laws and regulations that apply for HSE work in Norwegian companies and which are relevant for our activities.

8.2 Working Environment Act
Purpose
• To protect employees from harmful physical and mental effects of the working environment
• To provide each employee with a meaningful work situation
• To provide a basis for ensuring that companies can resolve their working environment problems themselves
• To ensure safe employment conditions

8.3 Systematic Health, Environmental and Safety Activities in Enterprises (Internal Control Regulations)
Purpose
• To promote improvements within working environments and safety
• To promote improvements in the prevention of health risks or environmental harm from products or consumer services
• To promote improvements in the protection of the external environment from pollution and waste management

8.4 Regulations relating to organisation, management and cooperation
Purpose
• To organise and facilitate work such that employees are ensured a fully satisfactory working environment and are protected from physical and mental impacts

8.5 Regulations relating to the design and organisation of workplaces and premises for work (Workplace Regulations)
Purpose
• To ensure employees’ safety, health and welfare are protected by workplaces and premises for work being organised and designed according to the work being performed, the individual employee and any special risks

8.6 Act relating to a prohibition against discrimination on the basis of disability (Anti-discrimination and Accessibility Act)
Purpose
• To promote equality and equal worth, ensure equal opportunities and rights to participate in society for all, regardless of functional ability, and prevent discrimination on the basis of impaired functional ability
• To contribute to the dismantling of social barriers for the physically disabled and prevent the creation of new ones

8.7 Act relating to the prevention of fire, explosion and accidents involving hazardous substances and the fire service (Fire and Explosion Prevention Act)
Purpose
• To protect, life, health, the environment and property from fire and explosions, accidents with hazardous substances and products, and other acute accidents, as well as undesirable intentional events

8.8 Act relating to the supervision of electrical installations and electrical equipment (Electrical Supervision Act)
Purpose
• Electric installations and equipment should be in a condition that ensures that people, domestic animals and property are protected from danger and harm during normal, sensible operation and use
• Installations and equipment must be properly installed to ensure protection from direct and indirect touch, harmful thermal effects during normal operation, overcurrent, fault currents and overvoltage

8.9 Act relating to Protection against Pollution and relating to Waste (Pollution Control Act)
Purpose
• To protect the external environment from pollution, i.e. water, air and soil
• To reduce existing pollution
• To improve waste management