

R02

## NON ENGLISH SPEAKING PERSONNEL POLICY

This procedure specifies the actions necessary and must be followed if involved with non-English speaking employees/self-employed or sub-contractors

### 1.0 Scope

- 1.1 This procedure covers the management of effective communication with the workforce whose first language is not English during all works undertaken or controlled by Avantgarde Tiling Ltd.
- 1.2 This procedure also applies to those whose first language is English but who cannot effectively read or write in English or have poor communication and reading skills in general.

### 2.0 Purpose

- 2.1 To ensure basic safety information is effectively communicated to the workforce who are not English speaking in an easy to understand format.

### 3.0 Definitions and Notes

- 3.1 A non English speaking person is someone who is unable to understand or communicate adequately in the English language
- 3.2 Non English speaking individuals are to be considered as part of the risk assessment process, control measures shall be set to reduce the risk and ensure the safety and health of non English speaking workers.
- 3.3 Non English speaking individuals or those with reading difficulties may be employed by Avantgarde Tiling Ltd. or a subcontractor employer; both situations need to be considered.

### 4.0 Procedure Responsibilities

- 4.1 Avantgarde Tiling Ltd. shall confirm that they intend to employ people who speak English as a foreign language or have reading difficulties.
- 4.2 Prior to work commencing, Avantgarde Tiling Ltd. shall ensure arrangements are in place for the induction and on-going site briefings to be communicated in a manner that will be understood and that there is adequate supervision in place that can effectively communicate with the worker(s). The majority of Avantgarde Tiling Ltd.'s employees/self-employed and sub-contractors are Romanian speaking nationals; the Operations Director is a Romanian national as well. A Romanian Speaking Site Supervisor or Site Manager is always on site to act as an interpreter in order to limit misunderstandings and other issues that might arise as a result of language differences. Avantgarde Tiling Ltd. shall implement a process to determine the level of understanding by the employee/self-employed or sub-contractor. Avantgarde Tiling Ltd. must be able to demonstrate that it has produced risk assessments in a language appropriate for the understanding of any of the workforce who are non-English speakers or have communicated them to the employees/self-employed in a manner they can understand. Avantgarde Tiling Ltd. must be able to demonstrate existing workforce is qualified/trained on acceptable levels of health and safety or for operating plant /tools.
- 4.3 Avantgarde Tiling Ltd. shall give consideration to communication with, supervision of and a 'Buddy' system for non-English speaking employees/self-employed during emergency procedures.

Barbara Zanasi  
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Managing Director

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