



FAGFORBUNDET

Working environment, health & safety representative and company health service for hairdressers

**Going to work should
not make anyone sick!**



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FRISØRENES
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We receive many queries from members who have been signed off sick or are suffering from fatigue or other problems, and want a better working day.

To a large extent, the issue is about tailoring the work and the workplace to the individual employee's situation and giving them the support they need. In other words, providing a good working environment.

Norwegian law contains provisions intended to establish and maintain a good working environment. It is important that these provisions are applied so that injuries and sickness absences are avoided as far as possible.

We believe that better cooperation between employees, health & safety representatives and management, with the assistance of company health services can vastly improve the working environment in the hairdressing sector.

We have therefore created this simple folder explaining how challenges in the hairdressing salon's working environment can be resolved and followed up to create the best possible working life for everyone.

The folder shows how legally mandated arrangements safeguard every employee's occupational health, safety and environment (HSE).

Everyone is entitled to a safe and healthy working environment

The work must promote good health

- Are there conditions in your workplace that make you anxious, tired or ill?
- Poor lighting, dark premises?
- Hard floors?
- Poor temperature and air quality?
- No access to a break room?
- No access to toilet facilities?
- Lack of ergonomically appropriate tools/equipment?
- Lack of personal protective equipment?
- Reactions to chemicals?
- Abusive clients?
- Stressful work situation?
- Management that ignores your concerns?
- Bullying and harassment?



I need help but don't know who to turn to...

Your employer is responsible for the working environment at your workplace. However, the health & safety representative is also an important ally.

The health & safety representative's role is to safeguard the employees' interests in matters relating to the working environment. If the representative uncovers conditions that could cause an accident or are a health hazard, they must immediately notify management and those who are at risk.

Chapter 6 of the Norwegian Working Environment Act requires all companies with employees to have a health & safety representative, whose task is to ensure that the physical, chemical and psychosocial working environment is always safe.



The health & safety representative is elected by the employees, provided with training and carries out annual health and safety inspections at the salon. The health & safety representative is not meant to simply be a name on a piece of paper.

At salons with fewer than 10 employees, the parties can agree in writing not to have a health & safety representative for a period of two years. However, this obviously does not relieve either employer or employees of their responsibility for a safe working environment.

When a problem arises, who do I turn to first, my employer or the health & safety representative?

All matters should in principle be raised with your employer first. However, if your employer is not in the salon, does not address the problem or is the cause of the problem, it is perfectly fine to contact the health & safety representative first.

Bedriftshelsetjenesten (BHT) (the company health service)

Contact your BHT if your boss doesn't help you or fails to follow up your case. You can also contact the BHT directly if there is no health & safety representative and management does not support you.

Arbeidstilsynet (The Norwegian Labour Inspection Authority (NLIA))

You can contact the NLIA if management, the health & safety rep or the BHT cannot resolve the problem.

What's the difference between a health & safety rep and a trade union rep?

Many people confuse the role of the health & safety representative with that of the trade union rep. But they are two different things. Sometimes, the same person performs both roles, but they must be careful to distinguish between them.

The task of the health & safety rep is to ensure that the physical and psychosocial working environment complies with prevailing legislation. The health & safety rep is meant to play an active role in the company's HSE activities. When planning and implementing measures that will have an impact on the working environment, the health & safety rep must be consulted.

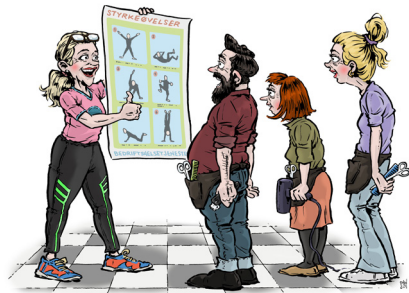
A health & safety rep has a duty to assist all employees in the company/department.

A trade union rep is elected by the union's members to be their spokesperson in the workplace. The union rep has a duty to assist their members in relation to general terms and conditions of employment, such as working hours and salary. They also assist their members in connection with individual cases, such as wage negotiations or employment disputes. The union rep acts as a link between management and the union's members.

I don't know who the health & safety rep is!!

- All employees should know the name of the health & safety rep in their company/department.
- The employer has a duty to provide this information. Section 6.1 of the Norwegian Working Environment Act requires the health & safety rep's contact details to be posted up in the salon.
- If no health & safety rep has been elected, an election must be held. If none of the employees wish to serve in this capacity, the employer may appoint someone to perform this role.
- Health & safety reps are elected for periods of two years at a time.

The role of the **the company health service (BHT)** is to help the employer, employees, health & safety rep and, if there is one, the working environment committee (AMU) to create safe and healthy working conditions.



The employer and the BHT shall jointly, on the basis of a risk assessment for the profession, establish a programme for employee health checks. In some cases, the BHT also accompanies the health & safety rep on their HSE inspections of the salon.

The BHT must be represented on the working environment committee, if the company has one, but is not entitled to vote. The employer shall inform staff of the BHT to which the salon is affiliated. If the employer cannot provide this information, you can contact the Norwegian Labour Inspection Authority.

Since 1 January 2010, it has been compulsory for all hairdressing companies with employees to have a company health service.

The Norwegian Labour Inspection Authority's primary task is to monitor and check businesses that are subject to the provisions of the Norwegian Working Environment Act and associated statutory regulations. The Authority's object is to promote and contribute to improvements in companies' systematic HSE activities. Providing information about the Authority's operations to companies, union reps,

health & safety reps and private individuals is also part of its established duties. The Authority has a dedicated service that answers queries about working hours, the working environment, etc., which can be contacted by e-mail or telephone, as well as an informative website (arbeidstilsynet.no).

Otherwise, the Authority is also tasked with revising new regulations relating to the Norwegian Working Environment Act. This is a never-ending task since the legislation is constantly being updated.

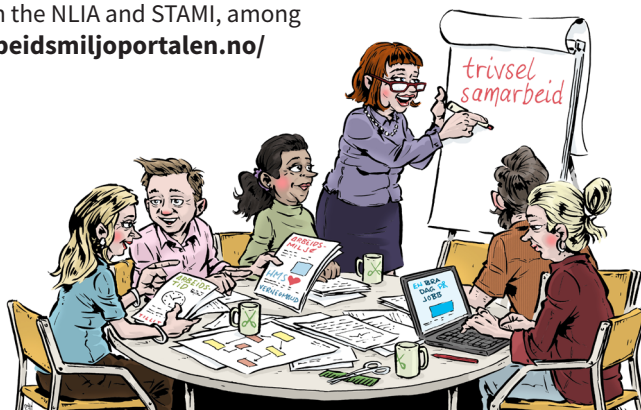
Tools for a better working environment:

There are several digital tools specifically targeting the hairdressing industry, which salons can use to help them create a better working environment. They are all based on the premise that the employer uses them in partnership with employees, health & safety reps and union reps. They are all easy to use and do not require a great deal of previous knowledge.

The National Institute of Occupational Health in Norway (STAMI) has developed the tool **“A Good Day at Work”**: <https://enbradagpajobb.no/bransje/frisor/>

The Norwegian Labour Inspection Authority (NLIA) has developed the risk mitigation guide **“Risikohjelpen”**: <https://risikohjelpen.arbeidstilsynet.no/bransje/frisor>

In addition, we have the **Working Environment Portal**, which is a joint venture between the NLIA and STAMI, among others: <https://www.arbeidsmiljoportalen.no/bransje/frisor>





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