

WHAT THE LAW SAYS

This is an extract from the legislation and partially edited paragraphs

See full texts in Danish on www.arbejdstilsynet.dk

The Ministry of Employment's Act no. 268 of 18 March 2005 about Health and Safety:

- § 17. The employer must inform employees about any risk of accidents and illness that could relate to their work.
- Sub-section 2. Furthermore, the employer must make sure that employees are given the training and instruction necessary to complete the work in a risk-free manner.

Work Environment in Denmark's Act no. 559 of 17 June 2004 about the execution of the work: § 18. The employer must make sure that each individual employee, no matter the terms of employment or the duration of employment, is given sufficient and suitable training and instruction in how to carry out their work in a risk-free manner.

Information must be provided about the risk of accidents or illness that may relate to their work, including information about the medical examinations that the employee can access. Training and instruction have to take place following:

- employment
- reassignment or a change in tasks
- implementation of, or a change in, work equipment and
- implementation of new technology.



GOOD TO KNOW

For employees:

- Get instruction and training in, for example;
 - how to lift and transport goods correctly, and when and how to use technical aids such as pallet lifters, stock trolleys, etc.
 - how to operate machines and technical aids. For example, which ones you are allowed to use, how to use them, maintenance and cleaning and what risks are connected with this
 - use and handling of products that are labelled as dangerous (e.g. certain cleaning materials and decorating products). For example, what you are allowed to use, how to use it and whether you have to use protective gear such as masks or gloves. You also have to be aware of the operating manual for your workplace and any risk assessments that your employer has carried out for the product in question.
 - guidelines for how to safely handle money
 - the safety precautions that the shop or store has against robbery and theft in general, for example video surveillance, alarms and anti-theft tagging
 - how to handle situations involving robbery or theft. If you are regularly experiencing stressful conflicts with customers, you should also learn how to handle these.
- Do not carry out your work or use any technical equipment and machines if you are not sure how to do it or how to use it correctly.
- Always ask if you are unsure of something.
- Seek out information from management or the Health and Safety Organisation.

For employers/management and Health and Safety Organisations

- Employees have to be instructed and trained in how to complete their work correctly and safely, including how to lift correctly, how to operate a cardboard baler, work the cash register, etc. Practical instruction can be left to the supervisor, the Health and Safety Representative, an employee with specific knowledge about Health and Safety or to an external advisor/instructor.
- If any employees do not understand Danish, then the instruction has to be in a language they understand.
- Be aware that there are special requirements for the instruction, training and supervision of employees who are under 18.
- Temps, builders or other employees from external businesses need to be instructed in any Health and Safety procedures that are relevant to the work they do, for example in the use of the company's machines.
- Have fixed procedures in place for giving the introduction course to new employees, especially regarding instruction and training. The instruction and training can only be considered complete once it is fully understood and taken in.
- Plan the instruction and training so that you cover all the important areas. For example, use a checklist and make sure there is enough time to complete it.
- Keep all documents and materials about the instruction programme in a folder, for example descriptions of procedures, what needs to be covered and practical information about the introduction course.
- Follow up on the instruction and training. Do this in the course of day-to-day work, for example by appointing a personal supervisor to the new employee, by putting up signs, by having written instructions or by holding a follow-up meeting.
- Include the Health and Safety Organisation when planning the instruction and training.

READ MORE ABOUT THE TOPIC

From BFA Handel:

- [Guide to instruction and training - in Danish](#)
- [Schedule for instruktions to new employees - in Danish](#)
- [Checklist for instruction and training - in Danish](#)
- [Checklist for instruction of young employees in safety and workplace environment - in Danish](#)