



The Health and Safety of Non-English Speaking Workers Policy Statement

Introduction

Locker Group recognises that all employees and contractors should be treated fairly and considerately. Locker Group complies with the Equality Act 2010, which prohibits discrimination based on protected characteristics including race, nationality, ethnic origin, and disability. The company also fulfils its legal obligations under Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999, which require employers to provide information in a form that all employees can understand.

Our Commitment

Locker Group will ensure that all non-English speaking workers receive clear, understandable information regarding health and safety risks and required precautions. We will ensure that roles and responsibilities are fully understood and that supervisory staff have the skills and resources they need to effectively manage non-English speaking workers.

We will confirm workers' understanding of health and safety requirements before work commences, using appropriate methods such as verbal confirmation, demonstration, or teach-back techniques.

These requirements also apply to contractors and subcontractors. During tendering and appointment processes, contractors must demonstrate that they have effective arrangements in place to ensure their workers understand health and safety requirements, including through translated materials, multilingual induction processes, or other appropriate support. These expectations will be included in RAMS assessments where relevant.

Methods of Communication Support

The method of support will depend on the worker's language needs and the nature of the work. Possible interventions include:

- Providing verbal communication and instruction using plain language
- Using professional interpreters to support induction or task briefings
- Translating written documents to meet statutory requirements
- Using digital or video-based guidance in multiple languages
- Providing pictorial or visual safety instructions
- Ensuring multilingual emergency signage and critical safety information
- Providing mobile-friendly resources (QR code links, online induction materials, etc.)

Data Protection

Where translation or interpretation services are used, any personal information shared during the process will be handled in accordance with UK GDPR and the Data Protection Act 2018.

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A Locker Group Company

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Review

This policy will be reviewed annually or sooner if legislation, HSE guidance, or operational needs change.

A handwritten signature in black ink, appearing to read "A. Campbell".

Andrew Campbell
Chief Executive Officer
Locker Group Ltd
6th January 2026