WORKING MATERIAL 1.12 · CHAPTER 1 — THE VISION OF OWNERSHIP · SETTING: ZAKOPANE, POLAND

Staff in Small Houses: Seasonal Workers, Family and Helpers

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 1.12 (book page 161)

GUIDING QUESTION

How many of the people working in your house this winter were here last winter? And what does someone new learn from you on their first day, before the first guest wants something from them?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Induction is not worth it for seasonal staff	No	7.2 applies to everyone working under the house's control, however briefly	
Competence means a diploma	No	Education, training or experience (7.2)	
Family helpers need no induction	No	Working family also works under the house's control	
Every person needs a personnel file with a training plan	No	Evidence of competence is required; the form is the house's choice	
Training is compulsory	Only partially true	Competence may rest on experience; training is one action a note lists	
Whether induction worked must be checked	Yes	Where applicable, evaluate the effectiveness of actions taken (7.2)	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Hiring from scratch every year, so that what one season learned leaves in April.

☐ Mistaking a tour of the building for an induction.

☐ Exempting family from induction because they have helped for years.

☐ Treating a sector safety folder as done because the house subscribed to it.

☐ Leaving the staff house to itself, so that tired staff work worse and look elsewhere next winter.

☐ Letting good people go without a conversation or an invitation.

☐ Assuming competence requires a diploma rather than experience or training.

☐ Never checking whether an induction has actually worked.

3 · A Checklist for an Owner Preparing the Season's Staff

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Have we written down what each role must be able to do?	Competence must be determined before it can be ensured (7.2)	
Do we know before arrival what each newcomer lacks?	Induction can then be targeted, not generic	
Does every newcomer have someone beside them in the first week?	Mentoring is often the right form in a small house	
Does our induction also apply to family and helpers?	The standard looks at control, not contract	
Does everyone learn on day one what they need for their safety?	Safety begins before the first accident, not after it	
Do we talk to every seasonal worker at the end of the season?	Whoever is not asked to return often does not	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Is there one page of roles, each with what it does, what it must know and its hazards (7.2)?	The page of roles in the folder	☐
Is each newcomer checked against the role before arrival, and returners given a list of changes?	Notes on each newcomer; the list of changes	☐
Does every newcomer have a mentor for the first week, with a check-back after one week (7.2)?	The induction sheet with the one-week question and signatures	☐
Is a signed first-day page held for every person and season, family and helpers included (7.2, 7.3)?	Signed first-day pages in the staff section of the folder	☐
Were seasonal staff asked what does not work, and is it noted (ISO 45001:2018, participation)?	Notes from season-end talks and walk-rounds	☐
Has every seasonal worker had a season-end conversation?	A dated note per conversation	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*