

Health & Safety and Environmental Services

## Bespoke compliance solutions



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## H&S Management packages

- Gold service
- Platinum service
- Platinum plus service

## Environmental compliance

## Achieve ISO accreditation

## Property management - risk diagnostic tool

## Project based consultancy



Capita Symonds has over 25 years' experience in providing organisations with comprehensive, bespoke H&S management solutions.

We manage the H&S services for over 250,000 staff in over 1,500 locations nationwide, with a team of 20 qualified consultants and specialist associates trained and certified to national standards.



# H&S Management packages

Packages that give you peace of mind

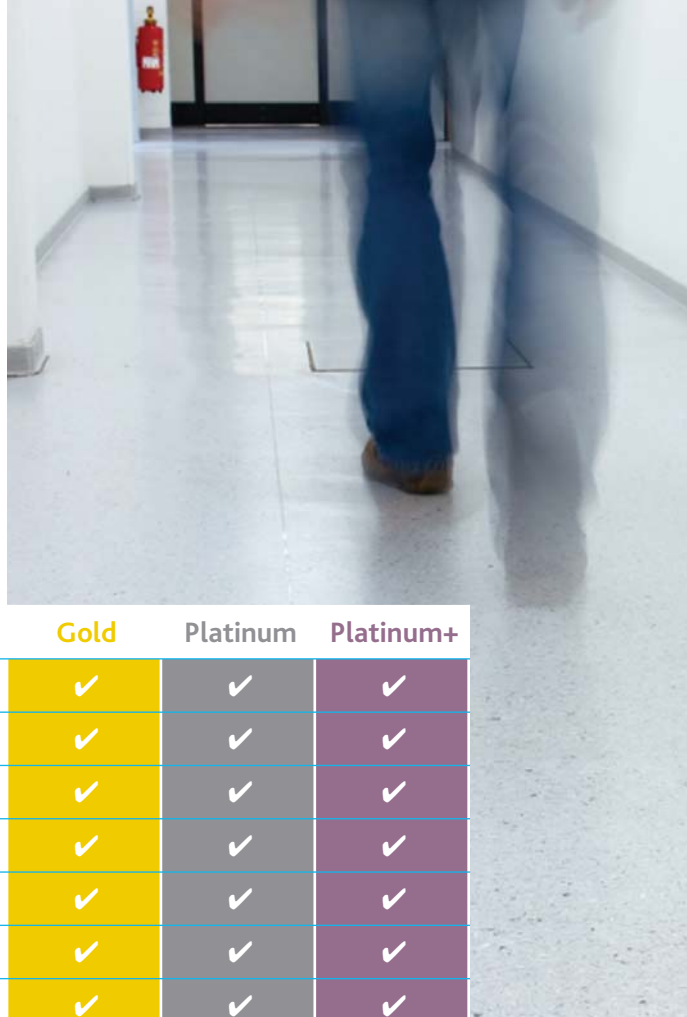
To manage an effective H&S regime all employers must understand that H&S is a process, not a short one-off project. To protect the business and its employees, employers must ensure they are keeping pace with regularly changing H&S requirements. The employer should ensure its documentation is current and valid, all risks are measured and controlled and staff are properly trained in any aspect of H&S which presents a risk.

Employers must have an effective H&S regime in place, to protect themselves from serious accident and insurance claims.

They simply can't afford not to.

call: 020 7611 7830 email: [info@capita.co.uk](mailto:info@capita.co.uk)

Capita Symonds has a range of support packages to suit every employment situation. We understand that every business is different and therefore offer three tiers of flexible and scalable packages; Gold, Platinum and Platinum Plus which are designed to address your specific business needs.



Services	Gold	Platinum	Platinum+
H&S audit	✓	✓	✓
H&S inspection	✓	✓	✓
Fire risk assessment	✓	✓	✓
H&S policy and manual	✓	✓	✓
Management action plan	✓	✓	✓
Interactive web-based software	✓	✓	✓
Training recommendations	✓	✓	✓
Monthly legislative newsletter	✓	✓	✓
Serious accident investigation	✓	✓	✓
Legal advice	✓	✓	✓
Confidential counselling helpline	✓	✓	✓
Ongoing support and advice	✓	✓	✓
H&S re-audit		✓	✓
H&S re-inspection		✓	✓
Liaison with enforcement authorities		✓	✓
General H&S training programme		✓	✓
DSE assessments (online or face to face)		✓	✓
Online training (40 courses)		✓	✓
Assistance with implementation of the H&S policy		✓	✓
H&S policy development			✓
Training courses			✓
Review of risk assessments			✓
Stress management surveys			✓
Homeworker assessments			✓
Attendance at H&S committee meetings			✓
Representation as your competent person			✓



# Gold service

Our team will visit your business and conduct a full H&S audit, inspection and fire risk assessment. We will work closely with you to develop an efficient and comprehensive H&S action plan, and provide you with documentation that is specific to your business.

Core benefits include:

- Relevant and useable documentation.

We will create professionally written documentation that provides you with practical and useful H&S information. We will ensure that all your H&S documentation is kept up to date.

- Easier compliance.

A well-devised H&S plan and up to date documentation significantly reduces the burden of legal compliance.

- A safer work environment.

We will conduct a full H&S audit, inspection and fire assessment, to help you find any potential areas of risk, and supply advice on how to eliminate them. The result is safer and happier employees and protection against legal action.

- A comprehensive H&S road map.

Capita Symonds doesn't just help you address your current H&S challenges. We will provide a comprehensive plan that takes into account your future requirements.

- Ongoing support.

H&S advice is available from our consultants during office hours and our monthly email newsletter will keep you informed of any changes in legislation that affect your business.

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# Platinum service

Our Platinum Service offers all the services of Gold and more. Platinum is ideal for organisations that require extra support implementing up-to-date, effective H&S systems.

Core benefits include:

- All the services of Gold and more. All the services offered in the Gold tier, including H&S inspections and documentation, are included in Platinum.
- Bespoke H&S training programme.

We will help you ensure that all of your H&S training requirements (as prescribed by UK H&S regulations) are met throughout the year. The training will be bespoke to your specific requirements and can include the following topics:

- ✓ Fire warden
- ✓ Risk assessment
- ✓ H&S awareness
- ✓ DSE risk assessor
- ✓ Personal safety
- ✓ Manual handling
- ✓ H&S coordinator
- ✓ H&S for senior management and directors
- ✓ Hazardous substances awareness

- DSE risk assessments.

All computer users will complete an online DSE assessment. If a high risk issue is detected during the assessment, the problem is highlighted and an email notification is sent to the user's line manager. A Capita Symonds consultant will carry out a full face to face evaluation to resolve any specific issues.

- Implementation guidance.

Our experienced H&S experts will work closely with your team, providing practical advice and helping you ensure your H&S policy and plan is being implemented efficiently.

- Re-audit and Inspection.

We will conduct a re-audit and re-inspection every six months to ensure your H&S procedures are kept up-to-date.

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# Platinum plus service

Our Platinum Plus is our highest level of service, and found by many clients to be a better option than an in-house H&S manager. We relieve you of the burden of H&S management, becoming actively involved in all aspects of H&S.

Core benefits include:

- All the services of Platinum and more. Every service we offer in the Platinum tier of service are included in the Platinum Plus Service.
- Cost certainty. We can look after every aspect of H&S management whether on a consultant basis or as a permanent placement. We ensure your H&S plan is as efficient as possible. Clients have discovered that we can reduce the cost of H&S management by 50%.
- Bespoke specialist training programme.  
We will ensure that all of your specialist H&S training requirements are met throughout the year. The training will be bespoke to your specific requirements and can include the following topics:
  - ✓ Stress management
  - ✓ Asbestos awareness
  - ✓ Environmental awareness
  - ✓ Lone working
  - ✓ Control of contractors
  - ✓ Legionella awareness
  - ✓ Working at height
- Comprehensive support. Whatever you need, whenever you need it, our H&S experts are on hand to provide you with practical help. Whether it's advice over the phone, or an onsite visit, if you request it, you'll get it.
- Homeworker assessments. If required we can complete your homeworker assessments.
- Representation as your competent person. Our consultants can act as your "competent" H&S person fulfilling Regulation 7(1) of the Management of Health and Safety at Work Regulations 1999.
- Peace of mind. Ensuring H&S compliance is a headache for many employers. We can provide comprehensive advice, guidance and training to managers and employees to ensure that everything is in place for responsible persons to fully execute their H&S functions. We give you peace of mind that your H&S plan is cost effective, efficient, compliant and is optimised for your business.

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# Environmental compliance

“We have brought together a diverse mix of expertise and knowledge to create a highly-skilled team of consultants, technicians, assessors and chemists that deliver environmental compliance. As a result, we provide peace of mind to both new and existing customers.”

Tony Olds, Health & Safety and Environmental Services - Director

Capita Symonds provides complete water management, air quality and duct work maintenance solutions. The benefits of a managed system include a healthy working environment, a reduction in overall service costs, optimum plant performance, detailed reports and certification.

At Capita Symonds we identify and deal effectively with existing water risks and manage the ongoing monitoring of water supply systems to ensure there is no threat to our customers' people or business.

We provide all the water services you need to minimise the expense of complying with water regulations, as well as avoiding the costs that result from water failures.

## Water Legislation

All businesses, by law, must keep their water systems free from harmful bacteria such as legionella, pseudomonas, e-coli or cryptosporidium. These bacteria usually exist at harmless levels, but purpose-built water systems often create ideal conditions for them to rise to dangerous concentrations.

There is a legal obligation to consider the risks from Legionella and other bacteria that may affect people using your premises, and to take suitable precautions. This includes complying with the Health and Safety Executive's Legionella Approved Code of Practice (ACoP) guidance L8.

Failure to comply with relevant legislation or to identify and effectively eliminate the associated risks can lead to unnecessary costs, disruption to your business and damage to your reputation – you may also end up in court or even face imprisonment. Capita Symonds can support you with the ongoing management, maintenance and treatment needed to keep your water systems protected. From planned and reactive services to remedial works, we have the integrated services you need to keep your people and business safe.



Our Environmental Compliance services are as follows:

- Legionella risk assessment
- Water management reviews and audits
- Specialist water management advice
- Provision of trained competent engineers and technicians
- Provision of bespoke data recording services and management systems
- Design and implementation of bespoke water management programmes
- Monitoring services
- Cleaning & disinfection services
- Provision of chemical dosing apparatus and chemical supply
- Provision of chemical analytical services
- Provision of microbiological analytical services
- Consultancy services
- Air quality monitoring
- Duct work cleaning
- Kitchen deep cleaning
- Legionella awareness training

# Achieve ISO accreditation

We can develop Management Systems in accordance with the following standards and help you achieve ISO accreditation in a cost effective, business efficient manner.

Quality  
(ISO9001)

Environment  
(ISO14001)

Health and Safety  
(OHSAS18001)

Our gap analysis will provide you with an overview of what your company needs to become compliant with one or more of the above standards, and how to bridge those gaps.

We will develop and implement your Management Systems with you step-by-step. If you choose more than one of the standards, your systems will be developed into an Integrated Management System.

We also offer continued support to help you gain and maintain your accreditation, including facilitating the 3rd party accreditation assessment, providing updates and advice on new legislation and carrying out internal audits as well as providing training.

The services provided in relation to the Management System development are as follows:

### Stage 1: Initial assessment

The initial review assessment (GAP Analysis) will be carried out individually for Environmental, Quality and Health & Safety in accordance with ISO14001, ISO9001 and OHSAS18001 respectively, to identify the work (GAPs) required allowing the business to seek accreditation to the aforementioned standards. The initial review will include the following areas:

- Current H&S and environmental performance
- Targets and objectives
- Strengths and weaknesses in relation to H&S and environmental management
- Existing policies and procedures
- Examination of legal constraints the business is already adhering to with regards H&S and environmental matters
- Defined roles, responsibilities, and authorities
- Communication processes to all interested parties
- Programme for auditing and corrective action

Key areas for quality management in accordance with ISO9001 will also be reviewed during the initial assessment.

Following the initial assessment, a GAP Analysis report (with detailed implementation plan) will be produced documenting the findings of the review and the areas which need to be addressed prior to 3rd party assessment (accreditation stage).

### Stage 2: System implementation

Following the initial review (GAP Analysis), the business can sign up for assistance to develop and implement the management systems required for the accreditation stage of the standards.

### Stage 3: Facilitating of 3rd party assessment

When the systems have been implemented, we can facilitate the 3rd party assessment by a UKAS accredited body. This service will also include a number of internal audits prior to the 3rd party assessment required as evidence.

### Stage 4: Continuous advice, support and system management

Once the systems have been implemented and 3rd party accreditation obtained, the systems will require managing, monitoring and maintaining.

We can provide ongoing support and management of the system such as advice when required, managing the legislation changes and carrying out internal audits.

Overall we can provide a comprehensive 'one stop shop' which will lead to ISO accreditation for your organisation.

# Property management - risk diagnostic tool

If you are a property owner, leaseholder or landlord, you need to ensure that your property management is legally compliant. We can help you to achieve this in a cost-effective and efficient manner.

It is important that property owners, leaseholders and landlords are aware of their responsibilities when managing property. These include statutory compliance activities such as boiler servicing, testing of electrics, water hygiene, fire suppression and asbestos, to name but a few.

We provide a free risk self-assessment to help our clients identify any gaps or shortfalls in the delivery of the above services, and to ensure legal compliance.

After the completion of this self-assessment, we will review the findings and score the level of risk. Should shortfalls be found, we will provide a tailor-made solution to close out the gaps and eliminate risks. The proposed solutions will take into account the existing systems and practices, where appropriate.

Key attributes of our service are to ensure:

- Risk is measured and removed, or minimised
- Legal compliance is assured
- Prosecution is prevented
- Effective audit trails exist should an incident arise
- Your staff and contractors perform to the required standard, are appropriately trained and have acceptable competency levels
- Your liability insurance premiums are reduced through demonstration of appropriate risk management



# What makes us different

- ✓ Regular customer support meetings
- ✓ Dynamic web-based solution
- ✓ Specialist skills and knowledge
- ✓ Complimentary compliance breakfast seminars
- ✓ Keeping H&S simple
- ✓ Customer Care Approach

- Our Gold, Platinum and Platinum Plus packages can be tailored to your organisation's individual requirements and should be viewed as a guide.

Each service is available over a one, two or three year period.

- Quarterly support meetings will be arranged with your consultant. We would also be happy to support or 'chair' your H&S committee meetings as required.
- Our dynamic web-based solution provides a central hub where all your records, reports, procedures, policies and guidelines can be stored, managed and accessed from any location or on the move via an internet-enabled device.
- Our consultant's specialist skills and knowledge library can be accessed at any time.

We have a huge variety of specialists as part of our team, such as chartered chemists, environmental auditors, environmental health practitioners, food hygiene specialists, occupational health and hygiene specialists. As part of Capita Symonds, one of the UK's largest design, infrastructure and real estate consultancies, we have access to 4,000 experts in a huge variety of different disciplines.

- Our complimentary compliance breakfast seminars will provide your staff with an understanding of H&S responsibilities under current legislation and will explore best practices to manage H&S and environmental issues. They will receive free advice from our qualified consultants, free H&S best practice guides and, of course, a free breakfast too.
- Our philosophy is to keep H&S simple. No jargon, no confusion, no nonsense just peace of mind.
- We have retained many of our clients for over 20 years. This is because we apply Customer Care to our clients and can flex and change with their business needs.

# Project based consultancy

In addition to the management packages, we also provide assistance with one-off and ad-hoc H&S projects.

“Outsourcing, instead of employing a new member of staff, has cut costs by 30%. I can always be sure we’re 100% compliant with legislation, which is an enormous weight off my mind.”

Mark Strong -  
Managing Director, Seafield Logistics



We can assist with all of the following as a one-off or ad-hoc service:

- H&S audit
- H&S inspection
- Management action planning
- Implementation of management plan
- H&S documentation (H&S policy and manual)
- DSE assessments
- Review of risk assessments
- Fire risk assessment
- Legionella risk assessment
- Legionella awareness training
- Asbestos surveys
- Air quality monitoring
- PAT testing
- Fire evacuation drills
- Emergency light testing
- Fixed wire testing
- Stress management surveys
- Homeworker assessments
- Bespoke H&S training
- Enforcement liaison
- Serious accident investigation and support
- CDM coordination
- Disability Discrimination Audit



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