

A Simple Service Overview

We offer a set-up, support and certification solution for new/smaller businesses who are keen to manage their own basic safety needs in a simple practical manor. Our aim is to do the basics brilliantly. We encourage simple, time effective health and safety management systems as a foundation to build upon as your company develops.

- Our fixed fees are affordable and mean you can better budget for safety management.
- We only work with new/small businesses keeping it simple and jargon free
- Our service and resources are online meaning access to support is available 24/7

SET-UP

Set-up of your basic health & safety management system including template forms. Your editable documents will be sent electronically and also includes a briefing pack on how the systems work and how to manage them day to day. Safety management documents include;

- Your legally compliant Health and Safety Policy with Safety Event Plan.
- Generic assessment of your business significant risks in one convenient document.
- Other tools/forms for basic management and monitoring of safety performance.

SUPPORT

E-Support allows e-mail/telephone guidance from a named safety co-ordinator. Your co-ordinator may also contact you with periodic updates or information. An annual membership certification will be issued as evidence of subscription to the support service. Further assistance out of scope may also be requested (see additional work below). The flat rate E-support includes;

- Unlimited **guidance** - Advice relating to safety principals, direction to information etc. (fair use policy applies)
- Approximately 6hrs **support** - Looking over/commenting on documents, Small works and system tweaks.
- Approximately 2hrs **assistance** – direct help in the event of a claim, major incident or enforcement action

CERTIFICATION

Safety Standards Certification demonstrates safety management in one convenient document once awarded it can be displayed within the workplace or used in tendering / promotional material. Certification says that you have a safety management system in place and as a company are actively looking to meet or exceed basic legal requirements. Application is quick, easy and open to any small business. If you are a member certification will be applied for/awarded automatically.

ADDITIONAL SERVICE

Additional assistance out of service scope such as site visits/meeting attendance, drafting of documents on your behalf (risk assessment/ method statements etc), vetting contractors and so on cannot be guaranteed but may be available. On request we will offer a fixed price quote should you wish for us to carry out the work. This will be based on £25/hour labour, 50p/mile travel and any costs at cost.

We encourage a practical, commonsense approach to business service. Should any confusion regarding service or ill feeling arise as a result of expectations not being met we advise that Mark Prince is notified immediately to clarify or rectify the situation. We hope that through communication and compromise mutually agreeable outcomes may be met. Mark Prince Associates request the following points are considered prior to appointment;

1. You are a new (under 18 months trading) or small (less than 25 employees) business based in the UK with access to telephone and internet.
2. Mark Prince cannot be held liable for any action taken as a result of/lack of advice or training it is ultimately the business owner's responsibility to manage safety, update documents and ensure compliance. You will remain ultimately responsible for safety management and may at times need to access/provide additional resources to fulfil your legal duties.
3. We, as a remote business support function provide guidance on general safety management and cannot give an opinion on legal compliance or advice on specific technical matters such as adequacy of guarding etc. due to remote service nature and general support function specific assessment/assistance cannot be offered i.e. fire risk assessments, Noise assessments, personal DSE assessments etc.
4. Site visits/additional work are not standard service therefore cannot be guaranteed and will be chargeable at £25/hr plus travel at 50p/mile and costs. All service must be pre-paid. Visits cancelled without 24hrs notice will be charged for.
5. Service termination and complaints should be made in writing to Mark Prince. All refunds will be assessed on case merit at Mark Prince Associate's discretion. We reserve the right to refuse work.

SAFETY SET-UP

Set-up includes the drafting (with client input) of a Health and Safety Policy document and Business significant risks register/ generic assessment. A selection of forms will also be made available to aid in the key/basic management and review of safety performance.

Once drafted, documents will be made available to the client electronically (through E-mail and the Clients web area). The Client/business is responsible for the ownership, amendments and management of any documents. A telephone briefing will be provided in to the basic management system which will conclude the set-up phase.

SAFETY (REMOTE) SUPPORT

E-mail and Telephone Support is provided to clients over a 12 month period. Fair use allows for approximately 6 hours general guidance/support and 2 hours assistance in the event of a claim, major incident or safety Enforcement action being taken by a recognised authority. We aim to respond to any contact made within 24hours of receipt however in urgent situations advice telephoning your Co-ordinator to ensure the matter is dealt with.

Periodic short telephone meetings will be made by your co-ordinator to review progress/ performance and ensure service satisfaction. Mark Prince may also visit client premises if it is felt by us that there is a sufficient need.

Mark Prince may be used as a named Safety Co-ordinator while subscribing to the service. Details of the arrangement and limitations should be made apparent to any relevant third parties on request. A certificate will be issued as evidence of the arrangement should it be requested.

Note that it important that your Safety Co-ordinator understands the management systems you use and is made aware of changes to business structure, activities, issues or concerns that may impact on Health and Safety to enable them to best support you and the business.

Visits may be available (within the Lancashire area) for awareness sessions, Inspections, Meeting attendance etc with prior agreement (additional fees are payable for any requested visits).

SAFETY STANDARDS CERTIFICATION

Certification provided by Mark Prince Associates conveniently assists a business to demonstrate a commitment to Health and Safety management exists.

Certification is issued at Mark Prince Associate's discretion, only once a suitable commitment to safety management has been demonstrated by the business.

Certification is not recognised or endorsed by any professional body nor is it a guarantee or indication of legal compliance.

Certification is effective at time of issue only but may be displayed or used by the business for up to 1 year from the date of issue.

By accepting service you will be agreeing to these terms