



**NORWICH
UNION**
an AVIVA company



Health and Safety Consultancy

Norwich Union Risk Services



Norwich Union Risk Services has a reputation for delivering first class safety and environmental consultancy to organisations in both the private and public sector. Our aim is to help you manage your risks by providing cost-effective solutions tailored to your organisation's needs.

Our clients, many of whom we have worked with for a number of years, value:

Our ability to offer tailored solutions

We recognise that every organisation is unique and therefore any solution needs to be tailored to your specific needs.

Our consultants have extensive practical experience in the identification, assessment and management of risks. All work with diverse organisations and can quickly get to grips with their technical and organisational issues.

You also have the reassurance of working with professionals with externally accredited competence. All of our team are Corporate Members of the Institution of Occupational Safety and Health and are Registered Safety Practitioners.*

The quality of our services

We are registered with BSI Quality Assurance (British Standards Institution). We hold Certificate No. FS 35848, which certifies that we operate a quality management system which complies with BS EN ISO 9001:2000.

*Chartered Safety professional status as of November 2005

The on-going support we provide

As part of our commitment to our customers, we provide the following services to them free of charge:

- **The Risk Helpline** – Authoritative advice from our experts on safety, environmental and other risk related issues
- **The NetRisk – a weekly e-mail news bulletin** – keeping you up to date with the latest developments in safety and risk issues
- **Hardfacts** – Downloadable fact sheets on risk related issues. Find them on our website
www.nu-riskservices.co.uk
- **Legal and Tax Helpline** – where you can obtain advice on any UK legal or tax matter. Given in confidence, the advice is free.

Our financial stability

By choosing Norwich Union Risk Services, you have the security of working with a household name. We are part of Norwich Union, the UK's largest insurer.

Safety Healthcheck Audit

Every UK business has an obligation to comply with the mass of health and safety legislation.

Most of this legislation is not black and white and requires interpretation to establish what is a reasonably practicable way of controlling the risks involved, given a company's particular circumstances.

This need for interpretation can make this responsibility a daunting one for managers with limited health and safety knowledge.

Our Safety Healthcheck Audit has been designed to help managers who find themselves in this situation.

How can Norwich Union Risk Services help?

One of our consultants will make a half-day visit to your premises. A report will then be prepared which will provide an overview of your main health and safety issues, including:

- Areas of good practice
- Any failures to comply with health and safety legislation
- Your significant risks
- An action plan to identify your key priorities and clear guidance on how you can address them.



Competent Person Service

The Management of Health and Safety Regulations state that employers must appoint a competent person(s) to advise on:

- The suitability of risk assessments
- The suitability of risk control measures
- The organisation's general legal requirements in relation to health and safety.

In any organisation, situations can arise that make it impossible to fill the competent person position internally, either in the short or long-term.

Our 'Competent Person' Service has been devised to assist you if your business is facing this skills gap.

Suitable for all organisations from small businesses to multi-site, multi-nationals, our competent person service can offer as much or as little support as you require.

How does the Competent Person service work?

One of our experienced consultants will act as your Safety Adviser.

To ensure that efforts are concentrated on the most significant health and safety issues faced by your business, our consultant will start by completing a Safety Healthcheck Audit.

The resulting Action Plan will highlight the issues identified and their relative priority.

Our consultant will help you to complete your action plan, focusing their time on those areas where assistance will be most beneficial. Additional site visits will be made to check progress and provide further assistance.

On-going support and guidance will also be made available via the Risk Helpline and through the provision of our management of health and safety risk manual and CD-ROM.

A certificate of appointment will be issued as proof that you have arrangements in place that fulfil your legal obligations.

Black Sheep Brewery Case Study

The Black Sheep Brewery was set up in 1992. Managing Director, Paul Theakston, was aware of his health and safety obligations from the outset and recognised the need for external assistance because of a lack of in-company expertise.

Our consultant Alan Lee, was appointed as the company's competent person in their first year of trading and has been providing a service tailored to Black Sheep's requirements ever since.

Paul Theakston commented: 'For us, the main benefit of using Norwich Union Risk Services' Competent Person Service is that it is cost effective. It means we do not have to employ someone full time to handle our health and safety issues, but we have the reassurance of being able to ask for help and advice when needed.'

Thomas Cook Case Study

Thomas Cook is a leading global travel company employing over 10,500 staff at 750 locations in the UK and Ireland alone.

Following a re-organisation in the late nineties, their UK Retail Operation was temporarily left without a Health and Safety Manager. It would take time to recruit and train a replacement and therefore external support was required. As a result, our consultant, David Dainty was appointed to act as their competent person on a short-term basis.

David got involved with strategic activities including policy development as well as helping to resolve day to day workplace problems.

The then Head of Property commented: 'We knew that the skill shortage was only going to be temporary, so having a flexible arrangement was really important. Norwich Union Risk Services were able to offer this.'

This short term need has now been removed but Norwich Union Risk Services' relationship with Thomas Cook continues.



Risk Assessment



It is a requirement under the Management of Health and Safety at Work Regulations for organisations to identify and control the risks inherent in their work activities.

The following regulations are a selection from many which have also created requirements for specialist risk assessments:

- Manual Handling Operations
- COSHH
- Display Screen Equipment
- Noise at Work
- Dangerous Substances and Explosive Atmospheres.

How can Norwich Union Risk Services help?

We can help you conduct general or specialist risk assessments of your activities using either:

- Your own system
- A system we have devised for you
- Our own system using the Safety Assessment Manual to record our findings.

Alternatively we can help you to develop risk assessment capability in-house:

- We can develop straightforward systems for your own staff to use to conduct risk assessments
- We can train your staff to make general or specialist risk assessments either on an in-house course devised specifically for you, or on one of our 'open' courses
- We can audit your risk assessments to ensure that they are 'suitable and sufficient' and meet your legal obligations.

Health and Safety Auditing

The Management of Health and Safety at Work Regulations requires that employers monitor and review the effectiveness of the risk control measures they have put in place.

Health and safety auditing is regarded as an essential element of the monitoring process as it enables organisations to identify strengths and weaknesses and plan to address any deficiencies.

In order for an audit to be effective, the auditor must be impartial and have extensive experience in safety management systems.

Many employers prefer an external Registered Safety Practitioner to complete their audits, because an employee's familiarity with the site can make it difficult to maintain impartiality.

If you are looking to commission an independent audit of your business then we can help.

We can also develop a system suitable for your staff to use to undertake internal audits.

How can Norwich Union Risk Services help?

One of our consultants can conduct an audit of your business using:

- A system tailored to reflect your activities and risk profile
- The Norwich Union Risk Services Audit System
- The HS(G)65 model as a benchmark.

Whichever option is selected, the audit will be a critical and professional examination of your organisation's level of legal compliance and safety management practice. It will identify:

- Whether the system is being implemented and is achieving the goals outlined in your policy
- Whether you are fulfilling your legal and other obligations
- The strengths and weaknesses of your system
- How your system can be improved and enhanced.



In-Company Training



UK health and safety legislation requires employers to provide the training needed to secure the health and safety of their employees.

This training should focus on the specific safe working practices that must be followed by employers to avoid risks at work.

Employers often want to utilise the expertise of health and safety professionals to ensure that the training reflects the systems and practices in place and best practice generally.

In-company training often provides the most flexible, cost effective answer with training tailored to meet your exact needs.

How Norwich Union Risk Services can help?

We are a leading provider of health and safety training and specialise in developing and delivering in-company training.

We can:

- **Devise a programme of training to help embed your health and safety systems** – For example, courses for new employees or newly appointed supervisors to ensure that they can meet their health and safety responsibilities from the outset
- **Develop training courses to address a specific health and safety issue** – For example, training on new safe working methods, or how to conduct specific risk assessments

- **Support your trainers** – We can produce training courses for your own staff to deliver, briefing them on key issues. We can offer further support in producing all of the course materials including videos, powerpoint presentations and handouts. We can even offer training in presentation skills to help ensure that your trainers get the message across effectively
- **Tailor one of our existing courses to your specific situation** – this option minimises course development costs.

'We chose Norwich Union Risk Services as they could deliver quality training, tailored to United Utilities' specific needs at a price we could afford. We were impressed that Norwich Union Risk Services would design and produce delegate notes and customised training packs for the in-house trainers they had trained to use. They also offered an assured administration and record keeping system, which is essential when training is taking place at numerous locations.'

Geoff Bain, Safety Training, United Utilities PLC

'This has been an excellent course and good value for money. We will certainly be using Norwich Union Risk Services in the future.'

Alyn Blyth, Head of Risk Management, Lincolnshire Ambulance Service

Environmental Training and Consultancy



The growth of environmental legislation has been considerable in recent years and many companies have been left feeling unsure what their responsibilities and liabilities are.

This is an issue given that environmental legislation places strict duties on UK businesses. Good environmental management can also bring major cost savings via waste minimisation and improvements to energy efficiency.

If you need to ensure that your company is meeting its environmental responsibilities and would benefit from expert assistance we can help!

How Norwich Union Risk Services can help?

Wherever you are with your environmental management, we can help, for example by:

- **Completing an Environmental Regulatory Review of your organisation** – We can assess and identify your organisation's responsibilities and liabilities in light of current environmental regulation
- **Carrying out an Environmental Review of your business on your behalf** – This is a quantified study of the effects your organisation's activities have on the environment. It provides a benchmark for measuring environmental improvements and can be used to set objectives and targets for change. It should be a prerequisite for the development of any environmental management system
- **Devising and implementing Environmental Management Systems that are suitable for your business** – We can work with you to implement a complete Environmental Management System capable of certification by an independent external assessor to ISO14001 or EMAS
- **Developing your application for permit under the IPPC regime**
- **Training your own staff** – We offer a range of environmental training which is offered on our open programme or on an in-company basis. This programme of environmental training ranges from one day seminars providing an Environmental Law Update to the NEBOSH Specialist Diploma in Environmental Management.

Technical Solutions

Our team's expertise means we can provide tailored solutions to most safety and environmental challenges. If you need assistance to address a particular health and safety problem, then our expert team will be able to help!

How Norwich Union Risk Services can help

We can offer advice and practical consultancy to help you find a solution to the safety and environmental challenges you face. From devising new safe working methods to advising on the safeguarding of specific machinery we can help you!

John Crane Case Study

The Supply of Machinery (Safety) Regulations 1992 applies to machinery manufacturers and those importing machinery within the EU. The Regulations require manufacturers and suppliers to:

- Ensure machinery complies with essential health and safety requirements
- Compile a technical file on the health and safety requirements of the machine
- Ensure that a conformity assessment is carried out
- Prepare an EC declaration of conformity
- Affix the CE Mark.

Companies who only manufacture machinery on an ad hoc basis for their own use can find this a complicated and time-consuming process. When John Crane, were in this situation, they sought Norwich Union Risk Services' assistance. Our consultant provided guidance and advice and assisted John Crane with the attestation, declaration and marking procedures.

Brian Turnock, Site Services Manager at John Crane said: ' We needed to respond very quickly to the CE Marking requirements in order to bring the machine in line. We were very pleased with the fast response from Norwich Union Risk Services and the practical support they gave in ensuring we met all the legal requirements.'

Further Information

If you would like to find out more about any of the services detailed in this brochure, you can contact our customer services team by:

TELEPHONE: **0500 55 99 77**

FAX: **0121 695 2001**

E-MAIL: **riskservices@norwich-union.co.uk**

Alternatively, additional information can be found by visiting our website at:

www.nu-riskservices.co.uk

The services included in this brochure are examples of work we can do. Our team's expertise means we can provide tailored solutions to most safety and environmental challenges. If you need assistance to address a particular health and safety problem, then our expert team will be able to help!

Consultancy Services Further Information/Proposal Request

About your company

Company Name:
Address:
Postcode:
Nature of Business:
Number of Sites/Locations:
Number of Staff:

Your contact details

Your Name:
Telephone Number:
Fax Number:
E-mail Address:

Please list your query below and a member of our team will be in touch shortly:

Data Protection

Aviva group and its agents may use your information to keep you informed by post, telephone, e-mail or other means of products and services which may be of interest to you.

If you do not wish your information to be used for these purposes please tick this box

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