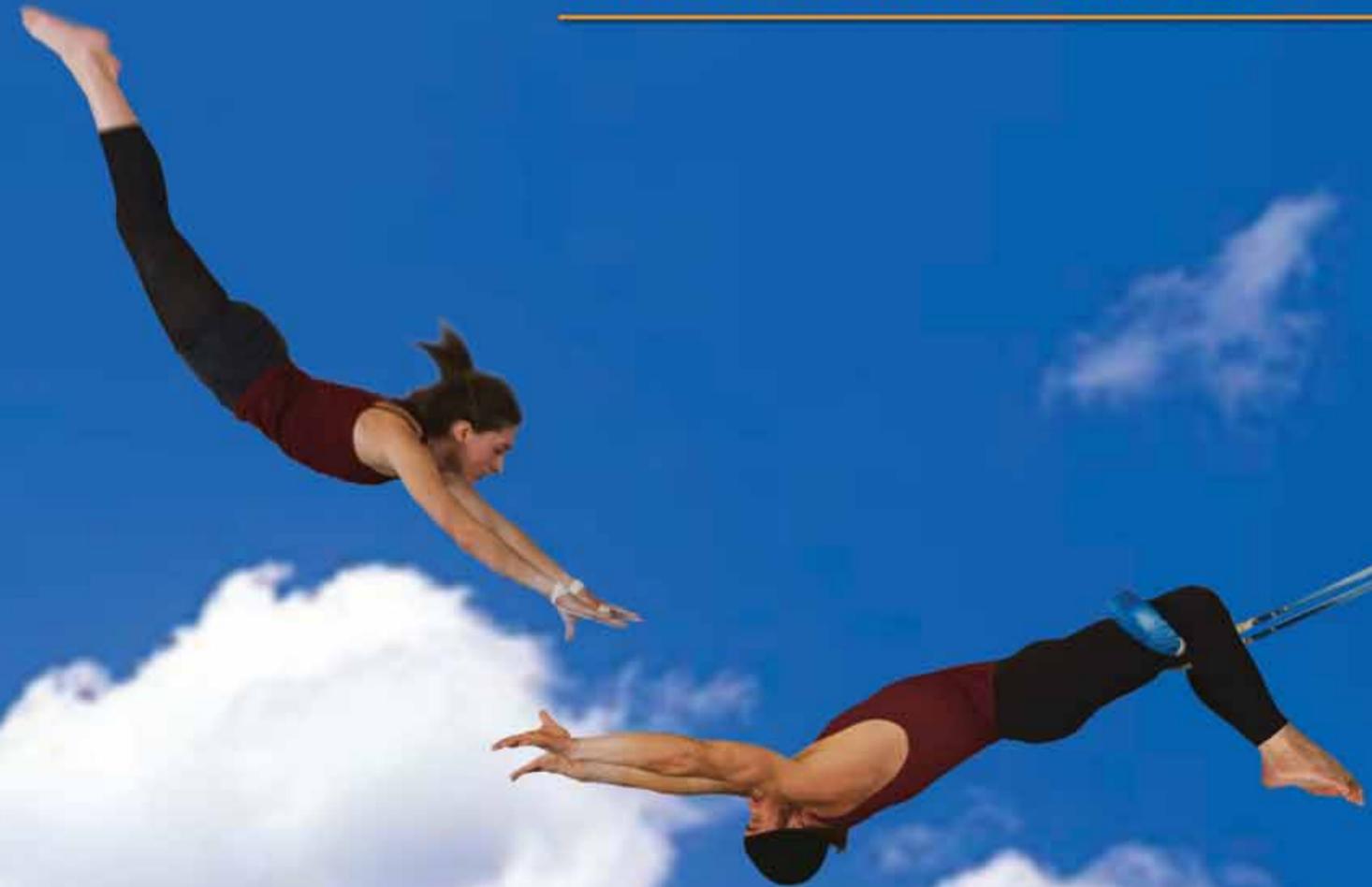




RSA Environmental Health Ltd

Specialists in Health & Safety and Environmental Health



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RSA Environmental Health Ltd is a part of PHSC plc



Support you can rely on

Introducing RSA

RSA is a safety and environmental health consultancy and training company, conveniently providing a complete range of related services all under one roof. If you need help with health and safety, food safety or any other environmental health discipline then RSA can make life easier for you by providing you with a team of your very own professionals to call upon whenever you need them.

At RSA we employ professionals at the top of their fields, the majority of them having come from health and safety and food safety enforcement backgrounds. This gives us the advantage of knowing how to deliver the practical advice and training that you need, without going over the top, which gives you the chance to run your business!

Contents (Our services at a glance)

The Advisor Service

Appoint RSA as your competent advisor and have the peace of mind that comes with a total safety support package with lots of added extras.

If you are looking to make life easier, then this is for you!

Health and Safety Consultancy

Health and Safety Management
(policies and procedures; risk assessments; audits; inspections and surveys; accident investigation)
Accredited Safety Management Standards
Asbestos Surveying and Management
Legionella Risk Assessments
Disability Access Audits
Fire Risk Assessment
I.T. Safety Solutions

Health and Safety Training

List of Courses
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Safety Videos/DVDs
Interactive Training Products

Food Safety Consultancy

Initial Food Safety Audits
Internal Auditor
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Food Safety Training

List of Courses
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Occupational Hygiene

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Asbestos Sampling
Legionella Sampling
Mercury Detection and Monitoring

Other Environmental Health Services

Employment Agency and Recruitment Services
Ship Sanitation
Housing
Planning



RSA Environmental Health Ltd

The Advisor Service

The Advisor Service means no more trawling the internet for the answer to a safety question or to find a specialist consultant or a trainer.

Simply pick up the phone!

We all know that an excellent health and safety record is vitally important. It's crucial to get it right because good health and safety means good business. At RSA we were asked by our clients to provide a service that provides ongoing support for those who don't employ a safety professional, but also a service that can be used as a back-up by employers who already have in-house expertise.

Many organisations simply can't justify employing their own professional safety staff to guide them through the maze of legislation. Alternatively, it may be that you have the personnel, but find that some projects are just too time consuming or require the input of a specialist. Sometimes you just need to find the answer to a technical question. The Advisor Service helps companies overcome these pitfalls by offering:

- Access to unlimited telephone advice and support, for no extra charge
- RSA designated as your "competent person" to meet the requirement in law
- A resource to be called upon, as and when you need it
- A bank of days for consultancy and training built in – use them when and how you want
- 15% discount off standard rates on additional work
- Priority response as a contract client
- A quarterly legal briefing newsletter – keeping you up to date
- Annual fee spread over quarterly installments to make payment that much easier
- Nationwide coverage

"RSA has always produced fantastic documentation, personalised for our company, often at very short notice. I always know that I will get a very professional and helpful approach on all matters relating to health and safety when I deal with RSA."

June Nichols – White Light Therapy

The Basic Package

Each contract is for an initial period, usually two years, with a number of contracted days built in. These can be used for all aspects of health and safety consultancy and training. It's completely flexible and you are in control as much as you want to be. An extra important benefit is access to unlimited telephone advice and support during the life of the contract, for no extra charge.

The cost of the basic package includes an agreed number of days of our time each year, and can be expanded to cover as many days as you wish. The advantage of structuring the agreement in this way is that your invoices are payable by quarterly instalments, assisting with your cash flow. This pricing arrangement means that the cost is spread over a whole year, even if your bank of days is used up at the beginning.

Why do you need the Advisor Service?

- It's a legal requirement to have a designated competent person and your insurance company will look favourably upon you for appointing a professional advisor.
- The service gives you access to an entire team of safety professionals, without the cost of employing them. You can contact us as much as you like for advice and guidance, saving you time and effort in trying to find the answers yourself.
- The service gives you control and complete flexibility over how you use the inclusive 'days'. If you find that you need a task completed or some training delivered, you simply contact us, book the work and we deduct the time from your account.
- You can spread the cost of paying for your safety tasks and training, even if you need the work done now.



Avon has worked in partnership with RSA for several years now. RSA's willingness to work flexibly and deliver high quality consultancy and bespoke training on demand has proven to be invaluable to our business. I know that I can pick up the phone and get access to practical advice from a range of safety professionals when I need to. It is refreshing to find a service provider like RSA that wants to understand your business first, before attempting to sell you their products.

Jason Lee – Avon Cosmetics

Working in partnership with RSA

What else do you get?

To give you that little bit of extra support, as an Advisor Service client we can provide you with lots of free benefits that make safety management that little bit easier. For instance, we can read and check internally prepared documents, policies or risk assessments and give you expert feedback before you publish them or hand them to your boss. This gives you a rubber stamp and the confidence to tackle tasks that you might have thought twice about before.

We can provide checklists, risk assessment formats, generic policies and we have a pro forma for just about anything that you might need to document. You can use these straight away or even use them as a base from which to design your own, rather than starting with a blank sheet of paper. All at no extra cost!

As an Advisor Service client, you can feel confident that you have all of the support that you could ever need.

Health and Safety Consultancy

Most organisations would not think twice about calling in specialists to guide them through the increasingly high-tech and legal complexities of running a business. At RSA we have Chartered Safety and Health Practitioners who can help tackle the health and safety issues in your workplace in a practical and cost-effective manner.

We don't believe in giving over the top advice that can sometimes make managers panic when they see someone using a bottle of Tippex. Our safety practitioners have worked in enforcement roles prior to becoming consultants and so they can give you the right advice to help you meet your statutory obligations and to keep your staff happy and healthy. Having experience in the business world enables them to give a balanced view between what the enforcers are looking for and meeting your business needs.

Health and Safety Management

Our health and safety management services include:

- Development of safety policies and procedures
- Risk assessments
- Auditing of policies, procedures and working methods
- Safety inspections and surveys
- Accident investigation

Every employer is under a statutory duty to arrange for a "competent person" to assess all risks arising at the workplace, or created by work activities. Some risks are of a general nature, but others will need to be considered against more specialised legislation. We can do all of your assessments for you or help you to do them yourself. We can support you to the level that suits you and we will save you time and money because we are the experts and you won't have to reinvent the wheel.

Our safety practitioners are highly experienced in safety auditing and workplace risk assessing. An audit will show exactly how you measure up to legal requirements, and whether your performance is up to standard. It will act as a benchmark from which you can form a health and safety plan.

Accredited Safety Management Standards – Reduce Your Insurance Premium

OHSAS 18001 is an international management standard that is soon to be launched as ISO 18001. The Association of British Insurers has stated that organisations who meet a recognised standard are likely to attract a healthy discount from their Employers Liability Insurance premium.

We are partnered with the British Standards Institute and so we can provide a simple and supportive route to obtaining accreditation much more easily and quickly than you could on your own. Starting with our audit, we can work with you to help develop or align your systems so they fit your business needs as well as fitting the standard. We are able to liaise with

the assessors on your behalf and help you through the accreditation process with minimum pain and disruption to your business.

Asbestos Surveying and Management

Since 1985 our sister company, ALS, has been undertaking asbestos surveys for prestigious clients. ALS is accredited by UKAS in compliance with ISO 17020 as an Inspection Body to carry out asbestos surveys in accordance with MDHS 100 "Surveying, sampling and assessment of asbestos-containing materials".

We can undertake three types of survey.

- Type 1** – Location and assessment survey (presumptive survey)
- Type 2** – Standard sampling, identification and assessment survey (sampling survey)
- Type 3** – Full access sampling and identification survey (pre-demolition/major refurbishment surveys)

ALS has also created **ARMS** – a purpose-built asbestos management database system designed to make the handling, planning and updating of asbestos information efficient, easy and user friendly.

Legionella Risk Assessments

Under health and safety legislation and the L8 Approved Code of Practice, you have to consider the risks from legionella that may affect your staff or members of the public and take suitable precautions. Our consultants can carry out comprehensive water system risk assessments, water sampling and testing. Contact us for a competitive quote today.

Disability Access Audits

We have experienced staff who can carry out audits to establish your liability with regard to the Disability Discrimination Act 1995. Not sure of what you should be doing? – then use the experts!

Fire Risk Assessment

The Regulatory Reform (Fire Safety) Order made in 2005, was the biggest single overhaul of fire safety legislation in decades. The Order placed the sole responsibility for ensuring fire does not put lives at risk with the 'responsible person', which in most cases is the employer. The responsible person (or their representative) must carry out a suitable and sufficient risk assessment of their workplace.

We can put your fire risk assessment in place for you – contact us for a quote today!

I.T. Safety Solutions

Do you find it difficult to manage health and safety compliance across a large or multi-sited organisation? If you do, then we have software solutions, both web and intranet-based, that can help you to monitor site performance and make sure that your managers are following your policies and procedures.

Health and Safety Training



All of our courses can be delivered nationally in-house at your own premises and many are delivered as public courses for individual delegates at RSA's training facilities in Northamptonshire and Kent. In-house training allows you to benefit from considerable cost-savings, as you just pay a set-fee for the trainer and the course materials, which can be very cost-effective if you have several people to train. Public courses allow you to send individuals on a course open to other people, for which you pay a fee per delegate, which is an excellent solution if you only want to train a small number.

Some of our Health and Safety Training Courses

IOSH

- Working Safely
- Managing Safely
- Safety for Senior Executives
- Directing Safely



CIOSH

- Foundation Certificate in Health & Safety in the Workplace
- Principles of Manual Handling Certificate
- Principles of COSHH Certificate
- Foundation Certificate in Stress Awareness
- Certificate in Risk Assessment Principles and Practice
- Intermediate Certificate in Supervising Health and Safety
- Professional Trainers Certificate

NEBOSH

- National General Certificate in Occupational Safety and Health

Other Courses

- Manual Handling – Train the Trainer
- Manual Handling Assessor
- First Aid at Work
- Appointed Person (Emergency First Aid)
- Fire Safety Awareness
- Fire Marshal/Warden Duties
- Display Screen Equipment (DSE) Assessor
- How to carry out General Risk Assessments
- COSHH Assessments Made Easy
- Pregnant Worker Risk Assessment
- How to Complete an Occupational Stress Assessment
- Working at Height
- Safety Committees and Safety Representatives
- Stress Management
- Health and Safety in Contact Centres
- Health and Safety for Care Home Environment

- Health and Safety for Housing Associations
- Safe Manual Handling
- Lift Truck Training
- Slings and Lifting
- Safe Use of Ladders
- Accident Investigation
- Noise Awareness
- Health and Safety Awareness for Employees
- Health and Safety Induction
- Safe Use of DSE Equipment
- Safe Working at Height

If there is any safety-related training course that is not listed here, please contact us and we will be able to help you find what you need.

Bespoke Course Design Service

RSA can provide bespoke training courses, designed to meet your own criteria and to match the needs of your organisation and your staff perfectly. All of our trainers are practising safety professionals and they all have many years of experience working in enforcement and private practice. Using this experience we are able to create or adapt courses to whatever extent you require, even incorporating photographs and videos taken at your own premises.

Safety Videos/DVD's

We are able to create your own completely bespoke safety videos for any training need that you may have, although induction videos remain the most popular. We are able to provide a comprehensive service, from creating the script, shooting the video, providing professional voice-over services through to editing and production of the video in VHS or DVD formats.

Interactive Training Products

At RSA we have very clever people who can create interactive safety training products such as CD-ROMs for induction purposes or for fire training. This type of training can be very cost-effective when it comes to providing interesting and fun content for a large number of employees. This type of training can be a more flexible option to traditional 'classroom training' and can be measured and recorded with certificates being produced electronically, saving you time and money.



Food Safety Consultancy

At RSA we deliver food safety consultancy to a wide range of businesses, from small organisations that need a helping hand to multinationals that wish to enjoy the benefits of having a professional multidisciplinary team on tap.

We have a team of fully qualified environmental health practitioners who include Environmental Health Officers and specialist technicians. All of our practitioners still carry out contract enforcement inspection work on behalf of local authorities and so they are kept completely up to date with current practice.

Our Food Safety Consultancy Services Include:

■ Design and Implementation of HACCP Systems

HACCP stands for 'Hazard Analysis Critical Control Point'. It is an internationally recognised and recommended system of food safety management. It focuses on identifying the 'critical points' in a process where food safety problems (or 'hazards') could arise and putting steps in place to prevent things going wrong. This is sometimes referred to as 'controlling hazards'. Keeping records is also an important part of HACCP systems.

We write complete HACCP systems for organisations ranging from small high food outlets to multinational food manufacturers. We can design completely bespoke systems that are highly practical and save you time and money!

■ Verification, Validation and Review of HACCP

We conduct HACCP audits to independently verify and review your HACCP systems and documentation. Audits are carried out by qualified Environmental Health Officers, so you have the peace of mind of knowing that you are getting the best advice available today.

■ Initial Food Safety Audits

Our Initial Food Safety Audit involves a critical evaluation of your current systems. We review the structure and methods of operation and survey the premises to identify hazards, unsafe acts or conditions and non-compliance of the Food Safety Act 1990 and its associated regulations.

Based upon our findings, we prepare a professional confidential photographic report with advice and guidance on actions to be taken to bring your company up to speed. We can work with you to ensure that your business fully complies with the law and industry good practice.

■ Internal Auditor – BRC and EFSIS

We undertake the role of your internal auditor for food quality management systems such as BRC and EFSIS. All non-compliances reported are in the strictest of confidence.

■ Supplier Audits

We can assist you in the selection of approved suppliers, and the auditing of existing suppliers so as to help you to strengthen your due diligence defence. Audits can be conducted on a worldwide basis. All audit formats can be specifically tailored to meet your own requirements.

■ Cleaning Audits

How do you know that your cleaning schedule is effective if you don't monitor through regular cleaning audits? We conduct thorough investigations into cleaning practices together with rapid cleanliness testing using ATP to establish whether cleanliness in your premises is improving over time.

Food Safety Training

All of our food safety and hygiene training courses can be delivered nationally in-house at your own premises and many are delivered as public courses for individual delegates at RSA's training facilities in Northamptonshire and Kent. In-house training allows you to benefit from considerable cost-savings, as you just pay a set-fee for the trainer and the course materials, which can be very cost-effective if you have several people to train. Public courses allow you to send individuals on a course open to other people, for which you pay a fee per delegate which is an excellent solution if you only want to train a small number.

Some of our Food Safety Training Courses

CIEH

- Foundation Certificate in Food Hygiene
- Foundation Certificate in Food Hygiene (refresher)
- Food Safety in Catering
- Intermediate Certificate in Food Safety
- Intermediate Certificate in Hazard Analysis Principles and Practice
- Implementing Food Safety Management Procedures
- Supervising Food Safety in Catering
- Advanced Certificate in Food Safety
- HACCP in Practice



RIPH

- Advanced Certificate in Food Safety

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Other Environmental Health Services

Occupational Hygiene

Workplace Exposure Surveys

We can carry out a large range of surveys to measure exposure levels to contaminants within your workplace. We are able to assess exposure from:

- Solvents
- Gases
- Particulates
- Or any chemical in your workplace

Some monitoring work requires samples to be collected and analysed at a laboratory. We only use NAMAS-accredited laboratories to ensure that the highest level of technical accuracy is maintained. Once the results are received, our technicians write a summary report and recommend appropriate action to enable you to protect your employees and meet the law.

Noise Risk Assessment

We can accommodate all of your acoustic needs, from simple noise at work risk assessments of individual processes or machinery through to full noise surveys of large workplaces.

If you feel that you may need a noise assessment within your workplace, your first step should be to ring us for an informal chat. This will help us to understand the issues within your workplace and enable us to suggest an assessment programme to satisfy both the current legislation, as well as your own needs. Any noise at work risk assessment involves a consultant spending some time at your site, taking noise measurements, and then writing the report.

Asbestos Sampling

Our sister company, ALS holds UKAS accreditation for asbestos air sampling and fibre counting. Our experienced team of analysts are able to offer our clients total peace of mind that asbestos removal works have been carried out to the highest possible standards, carrying out initial site audits, thorough visual inspection and clearance air monitoring.

Legionella Sampling

Our consultants can carry out water sampling and testing for legionella. Legionella bacteria are common in natural water courses such as rivers and ponds. Since legionella are widespread in the environment, they can contaminate and grow in other water systems such as cooling towers and hot and cold water services. They survive low temperatures and thrive at temperatures between 20°C – 45°C if the conditions are right, e.g. if a supply of nutrients is present such as rust, sludge, algae and other bacteria.

Mercury Detection and Monitoring

Through our sister company ALS, we have the necessary expertise and equipment to undertake thorough building surveys which can detect and identify mercury contamination. Our surveys can be carried out using direct reading (instant results) or continuous monitoring equipment or a combination of both. As part of the contamination survey, physical material samples can be taken and analysed to confirm the levels of mercury present. We can then advise of the appropriate actions required to facilitate safe and cost-effective decontamination of the area.

Employment Agency and Recruitment Services

RSA is a leading supplier of environmental health recruitment and manpower solutions, largely to Local Authorities. We have a proud history of providing a cost-effective, reliable service. We strongly believe in the merits of partnership working and we are proud to say that 75% of our clients return to use RSA again and again to hire our staff.

We have hundreds of environmental health professionals registered with us and there are more people registering all the time. We continually place professionals with Local Authorities or into the private sector on short-term or permanent contracts.

Ship Sanitation

Ship Sanitation Worldwide is our dedicated food and ship sanitation consultancy and training company that deals only with the shipping industry on a worldwide basis. It doesn't matter where you are in the world we are able to provide you with rapid help and advice whatever your problem.

All of our staff are UK-based environmental health professionals. Between them they have many years experience of the problems that may be encountered on cruise ships. Having already worked with not only the largest cruise ship operators in the business but many of the smaller ones as well, there are few problems that we have not already encountered and we know the cruise industry inside out.

Ship Sanitation Worldwide operates in every part of the world. Being centrally based in the UK, we endeavour to reach your ships wherever they may be usually within 48 hours. We work in port or at sea, in dry dock or during refit, existing vessel or new build. We offer a total and integrated service that is available when you want it and pride ourselves on working discreetly with minimum disruption to guests and crew. Our aim is to get your ship up to normal operations as soon as possible.

Housing

■ Housing Fitness Inspections and Expert Advice

With our experienced team of housing specialists we are able to provide expert advice for individuals, letting agencies

or landlord, helping to ensure that they provide quality safe housing or that they live in housing that is fit for the purpose.

At RSA we can conduct housing fitness surveys against the housing fitness standards. From this we can develop a schedule of works required to bring the property back up to the appropriate standard or we can devise a list of defects that can be used in any legal case.

■ Immigration Housing Reports

As part of the immigration system it is a requirement for applicants to produce a report on the 'fitness' of the dwelling that they intend to live in. Our qualified team of Environmental Health Officers cover the whole of the UK and can produce reports that will satisfy the requirements of the system.

We are totally independent and the report provided will give our honest opinion of the property. Should the property prove to be unfit we will indicate the areas on which it failed and can provide an extra service to provide an itemised schedule of the works required to make the property 'fit'.

■ Houses in Multiple Occupation (HMO's)

RSA can provide professional advice required to ensure compliance with the various HMO, HIMO or fire regulations that exist in the UK. We can inspect existing HMO's for compliance or ensure that plans for a new build or redevelopment comply before they are built, preventing expensive redesigns or rebuilds.

■ Planning

When planning applications are sent to a Local Authority planning department they can be sent to other departments for comments. In general, large scale housing developments, residential developments on brown field sites, industrial developments and developments that involve some form of nuisance potential are passed to the environmental health department for comment. They may well require expert reports to be prepared by the applicant (such as noise or air pollution studies) and we are able to provide these for you.