

20 August 2014

To Whom It May Concern:      **Re: D C Emergency Systems Ltd**

## **Citation Ltd**

We are Health and Safety and Employment Law compliance experts based in Wilmslow, Cheshire with over 300 employees.

Within our Health and Safety department all of our highly experienced Health and Safety consultants have been awarded professional membership, by examination, of either the Institute of Occupational Safety and Health (IOSH) or the International Institute of Risk Safety Management (IIRSM). Most have also been awarded, due to experience, qualifications and contributions towards Health and Safety, the title of Chartered member status of IOSH allowing them to be listed on the national register, 'OSHCR' scheme, of competent health and safety consultants.

The consultants are able to advise clients on all aspects of Health and Safety including compliance, safe systems of work, risk assessments and related paperwork. This advice extends to a very broad range of business sectors including manufacturing, construction, care establishments, dentists, funeral directors, hotel and leisure, retail, schools, veterinary practices and warehousing. Consultants can react quickly in the event of an emergency and help remove the pressures normally encountered when dealing with serious situations, which will involve visiting the scene of the accident and liaising with the Enforcing Authorities on your behalf.

## **Our Health and Safety Service**

Citation Ltd is contracted to advise D C Emergency Systems Ltd regarding the effective management of Health and Safety within their organisation. The Health and Safety Service can be summarised as follows:

### **Initial Site Visit and Advisory Report**

Citation Ltd operates on a dedicated regionally based Health and Safety consultant basis. The purpose of the initial visit is to undertake a full inspection of the client's site and to obtain information regarding working practices and any equipment in use. Whilst on site the consultant will provide immediate advice and guidance on any matters that require urgent attention and any other relevant issues.

A written inspection report is produced setting out the consultant's detailed findings and recommendations to ensure legal compliance and best practice.

D C Emergency Systems Ltd Health and Safety policy is prepared together with tailor-made Health and Safety systems to further enable compliance.

### **Subsequent Site Visits**

D C Emergency Systems Ltd dedicated consultant visits to review progress against the previous health and safety inspection report and to offer any additional advice and guidance that may be appropriate. These are usually annual

visits, although the frequency will be by agreement with the client. All observations and recommendations will be contained in the written inspection report.

## **24/7 Telephone Advice**

Citation Ltd provides full advice and guidance on any issues relating to Health and Safety. D C Emergency Systems Ltd has access to our Health and Safety advice line 24 hours a day 365 days a year. Contact details for D C Emergency Systems Ltd dedicated consultant is also provided for advice. This we believe provides an invaluable support mechanism for D C Emergency Systems Ltd.

## **Ongoing Advisory Service**

Citation Ltd provides information of changes in Health and Safety legislation and also practical guidance through updates to Health and Safety Policies, handbooks, newsletters or newsflashes on what must be done to remain compliant.

## **Health and Safety Quality Mark**

As a Health and Safety client of Citation Ltd D C Emergency Systems Ltd is able to use the Citation Health and Safety Quality Mark, subject to the rules of the Quality Mark scheme.

The Quality Mark may be displayed on letterheads, quotations, in advertisements and other promotional material, shown as part of tenders, added to company signage and it has a range of other applications. We believe it sends out positive signals of commitment to clients and others of D C Emergency Systems Ltd to Health and Safety compliance and generally constitutes a badge of business integrity.

## **Crisis Management**

In the unfortunate event of a serious accident or near miss incident within D C Emergency Systems Ltd premises or on a work site, by agreement Citation Ltd will attend the incident and undertake a thorough investigation and where necessary liaise with the Health and Safety Enforcement Authorities.

I trust that this information will be of assistance, however, please do not hesitate to contact me and I will endeavour to answer any further questions.

Yours sincerely,



### **Alastair Hall**

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