



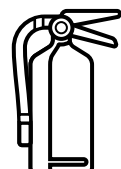

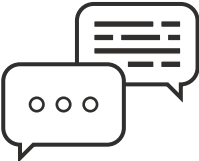




# Colleague Referrals

Pain Point	Citation's Solution	Key Questions To Ask
Construction is a high-risk industry and businesses need help with <b>SMAS</b> , <b>Pre-Qualification Questionnaires (PQs)</b> , <b>risk assessments</b> , <b>accident reporting</b> and more.	<b>Our core Health &amp; Safety service</b> 	<ul style="list-style-type: none"> <li>How often do you update all your Health &amp; Safety policies?</li> <li>What process do you have in place for updating your Health &amp; Safety policies?</li> <li>Who is responsible for completing your risk assessments? How are they doing them?</li> <li>Are you able to demonstrate competence if questioned? For example, if you were asked to prove that your risk assessments and method statements have been communicated to employees?</li> </ul>
Struggling to properly complete <b>risk assessments</b> and <b>method statements</b> and keeping them up to date across multiple sites.	<b>On-Site Health &amp; Safety: Risk Assessment Support</b> 	<ul style="list-style-type: none"> <li>How comfortable are you with completing risk assessments? Have you had training?</li> <li>If your risk assessments were reviewed externally, how confident are you that they'd stand up to scrutiny?</li> <li>How often are you checking and updating your risk assessments and method statements? Did you know that we can help you with them?</li> </ul>
Arranging <b>multiple site inspections</b> each year as proof points for insurance companies or clients.	<b>On-Site Health &amp; Safety: Site Inspections</b> 	<ul style="list-style-type: none"> <li>Do your clients or your insurers require you to have multiple independent inspections a year? How are you managing this?</li> <li>How often do you work on new and different sites?</li> <li>How often do your standards of Health &amp; Safety change during a typical year?</li> </ul>
Checking and maintaining all <b>portable electrical appliances</b> every 3 months to comply with the Electricity at Work Regulations.	<b>PAT Testing</b> 	<ul style="list-style-type: none"> <li>How often do you PAT test your equipment? Did you know that you need to do PAT testing every 3 months?</li> <li>When was your equipment last PAT tested?</li> <li>Where do you get advice for PAT testing your electrical equipment?</li> </ul>
Legal obligation to have a <b>Fire Risk Assessment</b> in place – regardless of sector, business size or number of employees.	<b>Fire Risk Assessments (FRA)</b> 	<ul style="list-style-type: none"> <li>When was your Fire Risk Assessment last reviewed?</li> <li>Who reviewed your Fire Risk Assessment for you?</li> <li>How comfortable would you be reviewing the Fire Risk Assessment and putting your name to it if you did have a fire and your insurance company asked to see a copy of it?</li> </ul>

Pain Point	Citation's Solution	Key Questions To Ask
<p>Managing <b>disciplinarys</b>, <b>probation periods</b>, <b>sickness</b> and <b>absences</b>, <b>redundancy</b> and more.</p>	<p><b>Our core HR &amp; Employment Law service</b></p> 	<ul style="list-style-type: none"> <li>• How do you manage employee contracts and handbooks?</li> <li>• Are you confident that you can define the employment status of everyone working for you? E.g. employed vs. self-employed</li> <li>• When was the last time you updated your HR policies? What procedure do you have in place to ensure that these are regularly checked?</li> <li>• Who's responsible for ensuring that you have all your HR policies in place and that they're up to date?</li> <li>• How do you deal with recruiting and retaining your employees?</li> </ul>
<p>Dealing with tricky <b>HR issues</b> – like disciplinarys, grievance or exit negotiations. This sector struggles with employees who use company property for something they're not supposed to, drug and alcohol abuse and builders not turning up for work.</p>	<p><b>On-Site HR days</b></p> 	<ul style="list-style-type: none"> <li>• How comfortable are you handling employees' issues once you've had our telephone advice?</li> <li>• How do you manage tricky HR situations like disciplinarys, grievances, or absence problems? How much time do you spend with these type of HR issues?</li> <li>• Would it be useful to have an HR presence in the business more regularly?</li> </ul>
<p>Supporting <b>construction workers</b> with various problems – from <b>stress</b> and <b>sickness absences</b> to <b>drug</b> and <b>alcohol abuse</b>.</p>	<p><b>Employee Assistance Programme</b></p> 	<ul style="list-style-type: none"> <li>• What support do you provide for employees' health and wellbeing?</li> <li>• How do you tackle stress in the workplace?</li> <li>• What impact to the business does absence or presenteeism have?</li> </ul>
<p>Demonstrating proper <b>quality management systems</b> or a sound <b>Health &amp; Safety culture</b> are in place to manage projects correctly when tendering for new business.</p>	<p><b>ISO certification</b></p> 	<ul style="list-style-type: none"> <li>• How often do you tender for work? Have you ever lost a tender?</li> <li>• How do you make sure you have a competitive edge over your competition?</li> <li>• What security can you give your clients that your service is of a consistent quality?</li> <li>• How would you benefit from an independent consultant reviewing your business (e.g. your customer feedback practices)?</li> </ul>