



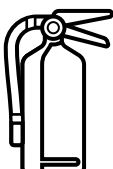







Colleague Referrals

Pain Point	Citation's Solution	Key Questions To Ask
Manufacturing is a high-risk industry due to heavy use of machinery. These businesses need help with written policies, risk assessments, accident reports , etc – and communicating these to their workforce. Training also needs to be provided on how to safely use machinery and forklift trucks, what PPE to wear, manual handling, access & egress, lone working and more.	Our core Health & Safety service 	<ul style="list-style-type: none"> How often do you update all your Health & Safety policies? Who is responsible for completing your risk assessments? How are they doing them? How often do you check machinery before use? How can you demonstrate that it's been checked / you've asked employees to? How do you monitor/ensure that the PPE you're providing is being correctly used?
Struggling to properly complete risk assessments and method statements and keeping them up to date across multiple sites.	On-Site Health & Safety: Risk Assessment Support 	<ul style="list-style-type: none"> How comfortable are you with completing risk assessments? Have you had training? If your risk assessments were reviewed externally, how confident are you that they'd stand up to scrutiny? How often are you checking and updating your risk assessments and method statements? Did you know that we can help you with them?
Arranging multiple site inspections each year as proof points for insurance companies or clients .	On-Site Health & Safety: Site Inspections 	<ul style="list-style-type: none"> Do your clients or your insurers require you to have multiple independent inspections a year? How are you managing this? How often do your standards of Health & Safety change during a typical year?
Checking and maintaining all portable electrical appliances every 3 months to comply with the Electricity at Work Regulations.	PAT Testing 	<ul style="list-style-type: none"> How often do you PAT test your equipment? Did you know that you need to do PAT testing every 3 months? When was your equipment last PAT tested? Where do you get advice for PAT testing your electrical equipment?
It's a legal obligation to have a Fire Risk Assessment in place – regardless of sector, business size or number of employees. Manufacturing companies are at high risk of fire-related incidents due to use of machinery and varying premises .	Fire Risk Assessments (FRA) 	<ul style="list-style-type: none"> When was your Fire Risk Assessment last reviewed? Who reviewed your Fire Risk Assessment for you? 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?

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<p>Businesses need to ensure the safety of their employees by following the correct safety measures to prevent the risk of fire - and know how to handle/control it in instances where this may occur.</p>	<p>Fire Safety Testing Fire Alarm Service, Fire Extinguisher Service, Emergency Lighting Testing & Fixed Wire Testing.</p> 	<ul style="list-style-type: none"> • When was your fire alarm / when were your fire extinguishers last serviced? • Who did you use to service these? What accreditations do they have? • Are you in a contract for your alarm / extinguisher servicing?
<p>Managing disciplinarys, probation periods, sickness and absences, redundancy, overseas workers and ensuring a duty of care for all workers, including young people/apprentices and short term/agency workers. The Good Work Plan will also affect this sector, due to the typical varying employment status of workers.</p>	<p>Our core HR & Employment Law service</p> 	<ul style="list-style-type: none"> • When was the last time you updated your HR policies? What procedure do you have in place to ensure that these are regularly checked? • Who's responsible for ensuring that you have all your HR policies in place and that they're up to date? • Are you aware of the changes coming into force about when you need to give out contracts, who you need to give them to and the information they need to contain? • Do you have people who work within the business on a casual or self-employed basis? When was the last time you reviewed their employment status? • How do you deal with recruiting and retaining your employees?
<p>Dealing with tricky HR issues – like disciplinarys, grievance or exit negotiations. This sector struggles with alcohol and drug abuse, bullying and harassment and having the correct procedures in place.</p>	<p>On-Site HR days</p> 	<ul style="list-style-type: none"> • How comfortable are you handling employees' issues once you've had our telephone advice? • How do you manage tricky HR situations like disciplinarys, grievances, or absence problems? How much time do you spend on these type of HR issues? • Would it be useful to have an HR presence in the business more regularly?
<p>Supporting manufacturing workers with various problems – from stress and sickness absences to drug and alcohol abuse.</p>	<p>Employee Assistance Programme</p> 	<ul style="list-style-type: none"> • What support do you provide for employees' health and wellbeing? • How do you tackle stress in the workplace? • What impact to the business does absence or presenteeism have?
<p>For businesses in the Manufacturing sector, demonstrating that proper quality management systems, a sound waste management process and a compliant Health & Safety culture are in place are a must. The latter is needed to effectively manage projects when tendering for new business or working with other companies.</p>	<p>ISO certification</p> 	<ul style="list-style-type: none"> • How do you make sure your equipment and machinery is serviced, maintained and inspected as it needs to be for compliance and to keep working? • How do you make sure your employees are trained and competent for the work assigned to them? • How do you make sure your products and services are fit-for-purpose and the quality is what the customer is expecting to receive?