

# MEMBER BENEFITS

## Health and Safety

### Service Level Agreement

#### Summary

**BESA health and safety service aims to provide reliable, responsive and practical health and safety support. The service offers advice in respect of your company's legal responsibilities for health and safety standards and compliance.**

Our team includes experienced and qualified professionals belonging to recognised professional bodies.

They have a close working relationships with the HSE (Health & Safety Executive) and industry safety bodies, such as:

- IOSH (Institution of Occupational Safety and Health)
- BSC (British Safety Council)
- BOHS (British Occupational Hygiene Society)
- IIRSM (International Institute of Risk and Safety Management)
- FPA (Fire Protection Association)
- CCS (Considerate Constructors Scheme)

Members will benefit from the wide range of technical contacts, local knowledge and shared expertise. The team will provide representation at BESA regional health and safety forums and a qualified professional service.

#### How can we help?

- Help maintain and grow a national network of active, engaged health and safety individuals who participate in raising health and safety issues within their specific industries and for their employees benefit.
- Help to maintain and establish accessible safety groups in all regions of the UK as well as Ireland and the Channel Isles.
- Help and encourage members to be active and engaged with industry specific safety issues and safety groups and provide a friendly source of help and advice on a wide range of health and safety matters.
- Ensure BESA is recognised in our industry as the hub of safety for its members.
- Act as an authoritative and respected participant in the discussion of new health and safety systems and procedures and or legislation.
- Provide safety updates via the BESA safety bulletins, web site and regional BESA account managers.

#### BESA member benefits

- Routine health and safety audits and monitoring visits through your Competence Assessment Scheme (CAS) audit and surveillance
- Accident monitoring advice
- Telephone advice service in respect of health and safety legislation, approved codes of practice and industry best practice
- Advice on health, safety and welfare of employees, contractors, subcontractors, visitors and members of the public
- Advice following safety monitoring visits SSIP submissions and routine health and safety audits.
- General advice following significant incidents/accidents and the reporting RIDDOR requirements.
- Provision of guidance and documents, on health and safety, legal provisions and best practice.
- Attend and advise at the regional health and safety forums.
- Deliver various safety training and information relevant to member industries
- Research current safety issues and hot topics and feed these back to the members via the BESA safety bulletin and the BESA websites

#### Service levels

- An immediate verbal response will usually be available over the telephone during office hours which are currently Monday - Friday 9.00am to 5.00pm otherwise normally within two working days.
- Where a response is required in writing or via medium such as email we aim to respond immediately
- If a site visit\* is necessary, this will normally be made within 10 working days.
- The health and safety team will use their reasonable endeavours to provide members with accurate and timely advice and support. However when demand exceeds the capacity of the service, the Safety Adviser will prioritise levels of urgency for the benefit of the service as a whole.

\*In some circumstance this may incur travel and accommodation costs

#### How to get help:

If you have a health and safety issue or question you can search [www.thebesa.com](http://www.thebesa.com) to find useful information or members can contact us via means shown below.

**Please note:** All members are responsible for complying with current health and safety legislation and associated approved codes of practice.