

EXPECTING A COMPULSORY VISIT FROM A HEALTH AND SAFETY CONSULTANT?

WHO ARE THEY?

NFU Mutual employ a designated team of Health and Safety Consultants to offer risk management advice and technical assistance to clients, helping to reduce potential risk hazards and keeping losses to a minimum. On occasion, Health and Safety Consultants are requested to undertake a compulsory site inspection by NFU Mutual underwriters.

The visit will enable the Consultant to liaise with underwriters and will have been triggered following notification of an incident at your premises.

Whilst on-site the Consultant will identify key potential hazards and consider any existing control measures. If improvements are identified, where possible, remedies and timescales will be discussed and agreed on-site. These are known as Requirements and Recommendations.

REQUIREMENTS

These are essential measures designed to achieve a material improvement in risk, the compliance with which will be compulsory. The risk improvement report will provide a date by which improvements must be completed. It is vitally important that they are completed by the date shown and compliance is maintained throughout the currency of the policy.

RECOMMENDATIONS

These are of an advisory nature and whilst we may discuss these issues with you at the time of the visit, we usually do not need to formally write to you regarding recommendations.

HOW WILL THE VISIT BE ARRANGED?

We hope that you have already been notified of our intention to visit. Our Consultant will then contact you using the telephone number provided to us by our underwriters or agent, and arrange a mutually convenient date and time to conduct the insurance survey.

HOW LONG WILL THE SURVEY TAKE?

Due to varying complexity of sites and occupancy, the time a survey will take can vary. However the Consultant should be able to give you a general indication of their expected time with you, based on our knowledge of your occupancy, size of property and if there have been previous visits by ourselves.

WHAT HAPPENS AFTER THE VISIT?

If we have identified any requirements, a risk improvement report will be drawn up, providing both details and timescales by which requirements must be completed.

Our appointed agents, RiskSTOP, will then send this report to you and let us know once you have confirmed they have been completed.

WHAT WILL THE SURVEY INVOLVE?

The survey will involve a discussion and an inspection of the premises. It is important that the person seeing the Consultant is knowledgeable about your business and is able to agree potential improvements.



NFU Mutual
Risk Management Services

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TOPICS OF DISCUSSION MAY INCLUDE:

Employers' liability

- Scope of activities
- Training
- Existing health and safety documentation & systems
- Trade hazards
- Accident history

Products & Public liability

- Control of visitors
- Facilities and services
- Past problems.

WHERE RELEVANT, PLEASE HAVE THE FOLLOWING DOCUMENTATION AVAILABLE ON THE DAY:

- Electrical and statutory plant inspection certificates
- Health and safety policy documentation
- Risk assessments
- Accident book details.

ANY QUESTIONS?

Should you need any further information prior to the visit then please contact your appointed Consultant directly. If you need a contact telephone number or e-mail address please ring our administration office on 01789 204211



NFU Mutual

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