

# Frequently Asked Questions

## Total Safety Support for a fixed monthly cost

Who are C&G Services?

We are a specialist consultancy and training organisation working nationally assisting clients which range from the Victoria & Albert Museum through to small businesses employing just 5 or 10 people. We have been established for over 30 years and currently train over 7,000 people each year and cover every industry for risk management from construction through to retail. We are ISO9001 Approved and are registered with OCR, CITB, RSA, ITTSAR and many other bodies. Our consultants are highly experienced, qualified to the highest standards, plain speaking and approachable.

What exactly do I get in return for my subscription?

We can provide you with a list of exactly what the service provides but in summary it means that we take on the responsibility of supporting you in health and safety issues. Depending on your subscription level this means providing you with a comprehensive policy document, a safety expert visiting your premises and completing an in-depth safety audit and report, unlimited telephone advice and support, information on new practices and regulations before they come into force, no cost accident investigations, etc. etc. In simple terms we act as your specialist safety department but for a fraction of the cost payable through a monthly fee.

Can individual or multi-site businesses join the service?

Yes, we're happy to talk to interested parties of any size.

Should I contact my Broker to find out more?

Yes, please do, most of our business comes from satisfied clients recommending our services to others. If you would like a list of referees this can be provided.

The monthly cost seems low, are there hidden extra's which increase the payment?

No, there are no hidden extra's. This type of practice doesn't help us form the strong working relationships which our business has been built on. We have set that cost and the content of the service packages at as low a figure as possible. If you have an accident we investigate for free, if regulations change we update policies and procedures and if you need advice your call is free.

I'm interested but what if I should want to change my subscription or cancel?

The level of investment for ourselves can initially be high due to the man hour cost of workplace audits and policy development. Beyond that it's at the discretion of each Business whether they feel they are receiving good value for money. As the payment is made by standing order you are always in complete control and will only ever pay for what you receive - so there's no question of being 'tied in' to a service which you no longer want.

But I've already started my safety policy, what should I do?

The vast majority of our clients are small and medium sized companies, roughly 95% of these clients already have a safety policy in place when they come to us. Most of these policies benefit from updating and from our experience of the market, we often reduce the level of maintenance and slim down the policy document making management easier and far more cost effective. If you are happy that your policy is complete and gives you the advice and protection you need join and then use our advice and support to improve what you already have and keep it up to date.

I'd just like to be able to call and ask for advice and guidance without paying for every call, is that possible?

Yes, our main interest is to ensure that we give you exactly what you want. Companies with less than 40 employees pay just £25 per month to call us and get as much advice as they need, get advance warnings of new regulations which arrive and receive a free accident investigation visit in the event of a Reportable (RIDDOR) accident / incident.

What if you highlight issues which I can't immediately resolve?

It is possible that you will have a summarised matrix of issues which need to be addressed following a Business Audit but these are always given a timescale and supporting guidance and explanation, and don't forget - these issues are accidents in the making and were there before our visit! In the vast majority of cases we recommend improvements covering risk assessments and documentation to clients, at the higher subscription levels these become our responsibility so you would end up with a list which left most of the work to be done our responsibility. It is rare that we spot issues which need to be quickly resolved at significant expense, almost every regulation states 'so far as is reasonably practicable' meaning 'weigh cost against benefit', this is sometimes a difficult task in isolation but with our experience and expertise we are able to answer these questions reliably allowing you to plan any investment over months and even years.

What if I get a visit from an Enforcement Officer before we have formalised our relationship?

It is possible that this could occur and that a series of improvements could be recommended or even formally enforced under the Health & Safety at Work Act. Should this occur please inform us straight away and we will start to act on your behalf to negotiate a reasonable timescale to comply with the Enforcement Notice. If you have already joined a service please bear in mind that no Enforcement Officer can expect you to achieve total compliance overnight, you have the right to a reasonable period of time. During the visit explain your plans and, if you have already received your Safety Audit, show the Officer your present position and your road map to compliance as given within the Matrix at the rear of the document.

What further costs are likely to arise from joining the service?

None! When we engage professional services we expect a 'No Surprises' cost and this is what we provide to you. We have no associations or alliances with other bodies who could benefit and we make an agreement to give you as much support as you feel you need for a fixed monthly cost. Our goal is to form a strong, effective and lasting relationship with you as we have with our other clients, key to this is making our services as cost effective as possible and making sure that you, as our customer, are happy.

What if I want to discuss my particular needs in more detail?

Please email us at the address following ([post@cgserv.com](mailto:post@cgserv.com)) or call us on 0800 731 2989.