



CALLSAFE SERVICES LIMITED

OVER 25 YEARS PROVIDING
EFFECTIVE AND EFFICIENT HEALTH
AND SAFETY ADVICE AND
TRAINING TO THE CONSTRUCTION
INDUSTRY AND OTHERS



An orange hard hat is positioned in the upper half of the frame, resting on a white document. The document features the text "Health and Safety" in a bold, black, sans-serif font. The hard hat is a bright orange color with a visible chin strap. The document is slightly angled, and the text is centered on it. The background is dark, making the orange and white stand out.

**Health and
Safety**

SERVICES PROVIDED

Callsafe Services Limited has been providing health and safety advice, assistance and training to our clients, and our clients' projects, since 1987. Our clients have included many central and local government organisations, as well as private industry clients, designers and contractors.

Consultancy

Our consultants consistently ensure effective communications on projects and within health and safety management systems, with the minimum amount of paperwork produced, continuously questioning why a document is required and whether it is any use in effective management.

Training

The training provided by Callsafe Services Limited includes a focus on effective communication and management, rather than just the production of documentation.

Training provided is made as appropriate and relevant to our trainees, incorporating client procedures and processes where possible.

Accredited training is also available. Callsafe Services Limited provides courses accredited by:

- Institute of Occupational Safety and Health (IOSH)
- Chartered Institute of Environmental Health (CIEH)
- Association for Project Safety (APS)
- Safety Pass Alliance (SPA)

CDM Co-ordinator (CDMC)

Callsafe Services Limited are a Registered CDM Co-ordinator Practice with the Association for Project Safety (APS), so can demonstrate our commitment to continuous improvement of our clients' and our projects' processes. Our consultants/trainers are all practicing health and safety professionals working within the construction industry, and have extensive experience as health and safety advisors/officer/managers for client, designer and contractor organisations.

If you need an organisation that understands the requirements of CDM, projects, other health and safety requirements, and how these requirements can be achieved in a cost-effective way, to act as your CDMC, provide health and safety advice and assistance and/or provide effective training; please contact Callsafe Services Limited to discuss your requirements.





Risk assessment is the application of 'common sense'

HEALTH AND SAFETY OR JUST PAPERWORK?

The published accident statistics (Health and Safety Executive) indicate that significant improvements have been made in health and safety management and standards applied in the workplace over the years; which we believe ourselves to have been an integral part of by supplying effective advice, assistance and training to all levels of management, supervision and staff.

The challenge to all involved in health and safety management today is to maintain, or even better, our performance, while reducing the amount of paperwork that has grown into an industry in its own right.

One of the principle criticisms of health and safety legislation is the perceived need for copious amounts of paperwork. As a practising health and safety professional and CDM co-ordinator (CDMC), it continues to confound Callsafe Services Limited as to the number of organisations and construction projects that are pre-occupied with paperwork and the desire to preclude any liabilities.

It appears that documentary evidence is the primary concern of management, rather than the effectiveness of the documentation. This is probably due to management's fear of prosecution, or more likely, the fear of

being involved in a compensation case.

All paperwork should be regularly questioned as to its necessity and its usefulness. If it is necessary and useful, the next consideration should be, can it be simplified and made more 'user-friendly'?

Will the documentation be useful and informative?

Our consultants/trainers consistently ensure effective communications on projects and within health and safety management systems, with the minimum amount of paperwork produced, continuously questioning why a document is required and whether it is any use in effective management.

If communication is effective, management will also be effective. Construction projects will achieve what should be the overall project objectives; delivering the project within budget, on time, to the necessary technical and quality standards, without damaging the environment and without hurting people.

Paper, in the form of policies, procedures, reports, contracts, specifications, risk assessments, method, statements, etc. are required, due to legislation and/or the need to communicate something to another person or organisation. This, however, should be kept to a minimum, with

concise, clear and relevant information included.

Thick documents not only discourage anyone reading them, but make finding a specific piece of information much more difficult.

It is evident in many of the health and safety management documentation that is in place within organisations, and utilised on projects, that the criteria of ease of reading and understanding had not been addressed by the author. Flow charts, bullet points, drawings, pictures, and other easily and quickly understood information and/or requirements would be much more efficient in communicating these things to the people who need to know.

Callsafe Services Limited review many procedures, risk assessments and method statements produced by others, and are continually disheartened by the lack of information provided within these verbose documents.

Policies, Procedures & Plans

A common comment from the review of policies, procedures and construction phase plans is, "There appears to a significant amount of generic and duplicate information, so making an extremely thick and bulky document. Methods of reducing the volume of paper in the document, without detracting from the detailed, specific arrangements, should be considered".

Method Statements

Analysis of procedures and

method statements is that they actually say very little. Words such as 'sufficient', 'suitable', 'appropriate', 'adequate', 'as necessary', 'correctly', and other words of a similar nature are consistently used in these documents.

These documents are supposed to inform the competent worker the specific issues that he/she needs to know for the safe and healthy performance of a particular task.

Risk Assessments

Risk assessments also appear to be overly complex, with many numeric and alphabetic scoring systems used for the risks. It is questionable as to whether all of this scoring has any benefit in regards to eliminating, reducing and controlling risks, so far as is 'reasonably practicable'.

Many organisations are just producing documentation, rather than addressing risks; producing complex documentation for what is essentially a simple process. What is not generally understood is that we are continuously performing risk assessments as part of life; such as when crossing the road or boiling a kettle.

Many risk assessment procedures require a value to be placed upon the risk, first considered without any controls, then again taking into account current controls, and yet again after adopting some new controls. This is supposed to demonstrate that the risks have been reduced, but it is

still just a paper exercise. The accuracy of any value is doubtful, as what value is placed on the risk has more to do with whether the assessor is an optimist or a pessimist, than anything about risk.

The following extract from the Health and Safety Executive's (HSE's) leaflet, **INDG163(rev3), Five steps to risk assessment**, may help in dispelling the need to place values on risks:

Step 4 - Record your findings and implement them

...When writing down your results, keep it simple, for example, 'Tripping over rubbish: bins provided, staff instructed, weekly house-keeping checks', or 'Fume from welding: local exhaust ventilation used and regularly checked'.

INDG163 also includes a template that clearly demonstrates that the HSE do not consider it necessary to place values, in any form, on the records of risk assessments.

Risk assessment records should only include the identified hazards, who is likely to be affected, what are we going to do about it and has this been done.



The likelihood of a document being read is inversely proportionate to its thickness

EFFECTIVE HEALTH AND SAFETY TRAINING

Training that is enjoyable and informative

The training provided by Callsafe Services Limited focuses on effective communication and management, rather than just the production of documentation. It is accepted that documentation is necessary, but it should be concise and understandable, emphasising what is important for effective health and safety management. We do make reference to the legal requirements during the training, but concentrate on how these can be achieved in a practical and cost-effective way, rather than just identifying the legal requirements.

The trainers perform the training as part of their work as CDM co-ordinators and providing health and safety consultancy to many and varied organisations. All of the trainers have previously performed the role of health and safety officers, advisors or managers within many diverse organisations. This means that the trainers can bring both their previous and current experience to the training and describe real situations rather than hypothetical ones.

The training provided covers office, plant and construction health and safety, with standard programmes that can be adapted to a particular client's and/or course delegates' needs.

The range and extent of the training courses that we provide can be seen

on our website at www.callsafe-services.co.uk, most of which are provided in-house, where the trainer travels to the client venue, so reducing travel and accommodation costs for the client.

Our courses that are accredited are shown below:

Institute of Occupational Safety and Health

- IOSH Managing Safely in Construction
- IOSH Management of the Construction Design Process in the Republic of Ireland
- IOSH Safety for Senior Executives

Chartered Institute of Environmental Health

- CIEH Level 3 Award in Health and Safety in the Workplace

Association for Project Safety

- APS Design Risk Management

Safety Pass Alliance

- SPA Passport – Core

The above accredited courses are occasionally provided as public courses to allow single delegates to benefit for the training. Public courses are advertised on our website.

The following are a selection of our clients' references and endorsements:

"...all the courses I attended and from which I received delegate feedback, were clear, practical and comprehensive..."
RLE – Channel Tunnel Rail Link

"...Callsafe Services have proved to be flexible in being able to provide training to meet the needs of the organisation. They have been able to provide staff help and advice...tailoring the courses to cater for the organisation's needs..."
Transport for London – Streets

"...Callsafe have provided practical and comprehensive guidance to delegates...and provided knowledgeable and professional tutors who provide clear, no-nonsense advice to delegates. Their training approach provides interactive and interesting events which satisfy our needs..."
Halcrow (now part of CH2M HILL)

"...Callsafe Services have proved to be flexible in being able to provide training in varied & diverse locations. They have been able to give the students help and insight into the requirements of the regulations, tailoring the courses to

cater for individual student needs. Callsafe Services have included personal experience regarding good engineering practice, and at the same time, make the courses fresh and exciting..."
EDF Energy plc (now UK Power Networks (Operations) Ltd)

We take pride in delivering training that provides the necessary knowledge in a friendly atmosphere. Here are some of our delegates' comments:

"Good use of examples from real situations to add to training material which helped to make the course interesting"

"Great trainer – knowledgeable, interested in delivering course. Learnt some important facts within the short session"

"Very well trained. A usually dull subject matter was made interesting and enjoyable. Thought provoking"

"Very enjoyable and beneficial course"

Our Commitment

We are committed to providing accurate and relevant information to our delegates and clients.

To this end we provide a free electronic newsletter to anyone who wishes to receive it on a monthly basis. The Construction Health and Safety News informs our readers of any new legislation, approved codes of practice, guidance, standards and news that pertains to construction health and safety, plus relevant prosecutions within the previous month.

Registration to receive this newsletter is through our website, www.callsafe-services.co.uk, where previous newsletters can be seen and downloaded.

“Health and safety is about managing risk and communicating effectively.”





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Are you sure that you understand the duties and requirements of CDM2007 and/or other health and safety requirements?

Have you amended your policies and procedures to reflect the current legislation and practice?

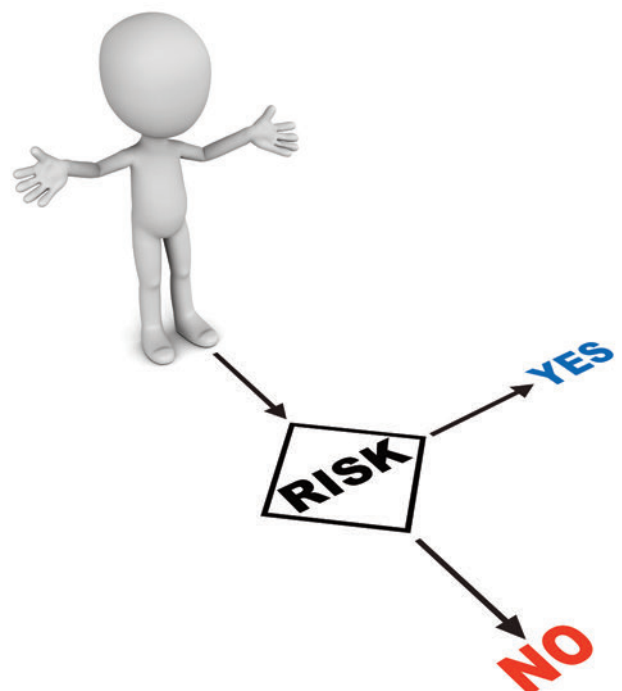
Are your employees competent to perform their duties?

Do you select competent organisations to work with you?

Do you manage your organisation and projects without copious amounts of paper?

If the answer to any of the above questions is no, you need to consider training and advice to achieve legal compliance and develop best practices.

Contact the experts



David Carr, PgD, FIIRSM, DipSM, RFaPS
Managing Director

Callsafe Services Limited
Yardley House
11 Horsefair
Rugeley
Staffordshire
WS15 2EJ

Tel: 01889 577701
Email: enquiries@callsafe-services.co.uk
Web: www.callsafe-services.co.uk