



AssuredPartners  
HETTLER ANDREWS



Hettler Andrews  
ONE

Power  
through  
Partnership.



## ONE - WHATS INCLUDED?

Unlimited access to the ONE Client Hub. The nominated Main Contact will be set up as the Main User on Day 1 of the contract and will receive:

- Welcome email outlining the service
- Login details
- ONE User Accounts form

The Main User can nominate as many additional users as they like, at no extra cost, by completing and returning the ONE User Accounts Form. Additional users can then be added at any point during the contract by emailing [ONE@hettleandrews.co.uk](mailto:ONE@hettleandrews.co.uk). Additional users will be set up within 2 working days of notification.

### **Unlimited access via telephone, email and LiveChat to professional Risk Consultants (qualified to GradIOSH level as a minimum) who can advise on Health & Safety, Fire Safety, Business Continuity.**

- Telephone: lines are open Monday to Friday, 9am to 5pm. Outside these hours, users have access to the 24/7 legal crisis helpline provided by our partner law firm, rradar.
- Email: queries can be emailed to [ONE@hettleandrews.co.uk](mailto:ONE@hettleandrews.co.uk) and will be responded to within 2 working hours (ie Monday to Friday, 9am to 5pm).
- LiveChat is available Monday to Friday, 9am to 5pm.

There are no limitations on the number of queries (whether via telephone, email or LiveChat) per client. Hettle Andrews & Associates Ltd reserve the right to charge additional consultancy fees for anything over and above queries (eg reviewing policy documents, risk assessments etc).

### **Unlimited access via telephone and email to a team of specialist industry advisers at rradar – our partner law firm – who can advise on: Company and Business, Commercial Relationships, Environmental, Human Resources & Employment and Taxation.**

rradar operate a team of UK-based dedicated specialist advisors who are available to support clients and their businesses with legally privileged information in any situation. Their wide-ranging knowledge base ensures that they have teams of sector specialists who can cater for all of our clients' needs. Rradar's advisors have all been trained to offer the best possible support to clients and be there to listen and offer valuable advice to help resolve any situation.

- Telephone: lines are open Monday to Friday, 8am to 6pm. If clients are in a crisis, they can call the 24/7 legal crisis helpline and speak directly to one of rradar's legal team.
- Email: queries can be emailed to [contactus@rradar.com](mailto:contactus@rradar.com)

There are no limitations on the number of queries (whether via telephone or email) per client. rradar reserve the right to charge additional legal fees for anything over and above queries (eg reviewing policy documents, drafting letters/ contracts etc)

### **Monthly e-bulletins containing legislation updates, recent case law, claims trends, etc sent to all registered Client Hub users.**

All nominated users will receive a monthly e-bulletin which will provide:

- Updates on new/amended legislation
- Information on topical risk issues
- Information on claims trends

E-bulletins will be sector specific where relevant.

## Business Continuity Plan software

**Disaster Planning** – the Disaster Planning area will take you through the preparatory stages of building your continuity plan; analysis of the organisation, analysis of the risks facing your organisation, assigning roles and responsibilities to your continuity team, and detailing key contacts and locations.

**Disaster Management** – the Disaster Management area provides an online portal for use in the event of a disaster, enabling communications with staff and the continuity team. It will also maintain an incident log.

**Library** – within the Library you can create, edit, upload or delete documents including disaster plans or other templates yet to be edited, existing documents from your organisation, or your BCP report.

**User Management** – this area allows you to add, edit and delete users for your organisation, and control or amend their access permissions to the system.

**Nominated Main Contact will be set up as the Administrator of the BCP Software on Day 1 of the contract and will receive:**

- Welcome email outlining the service
- Login details
- ONE User Accounts form

The Main User can add as many additional users as they like, at no extra cost, by completing and returning the ONE User Accounts Form. Additional users can then be added at any point during the contract by emailing ONE@hettlerandrews.co.uk. Additional users will be set up within 2 working days of notification.



## Benefits of ONE

- A single provider for all your insurance and risk services requirements delivering a 'joined-up' solution.
- We will assist you in understanding your legal responsibilities, ensuring that you remain compliant with the law.
- Model policies, forms/checklists and sample letters will save you time and assist you in complying with the law.
- We will assist you in keeping up to date on new legislation that may affect your business.
- Use of the Business Continuity Plan software will ensure that your organisation is adequately prepared for the loss of key functions, therefore minimising disruption and/or loss of revenue.

## ONE+ - WHATS INCLUDED?

### Designated Risk Consultant

You will be assigned a designated Risk Consultant as a single point of contact. The Risk Consultant will make contact with you within 10 working days of commencement of the contract, to introduce themselves, and book in the introductory visit.

### Introductory and scoping visit (1/2 day)

The introductory visit will be for a maximum of 4 hours. The aim of the visit will be:

- For the designated Risk Consultant to introduce themselves to you (if not already known)
- For the designated Risk Consultant to demonstrate use of the Client Hub, including the use of the Business Continuity software (if required)
- To obtain an overview of the organisation – eg key people, functions, etc
- To gain an overview of the organisation's current position on H&S management (eg discuss results of past internal/external audits, any outstanding actions, etc)
- To determine the scope of the Annual H&S Review visit (eg areas to cover, people to involve etc)

Following the introductory meeting, a H&S Review Agenda will be provided to you via email, setting out the details of the H&S Review visit as per what was agreed during the introductory meeting.

### Annual H&S Review (1 day)

Designated Risk Consultant will attend site in line with H&S Review Agenda. H&S Review will examine:

- Compliance with legislation
- Best practice within the industry
- Claims defensibility for the areas agreed during the introductory visit.

At the end of the review visit, you will be verbally briefed on any urgent recommendations. A draft report comprising:

- Executive summary
- Commentary on findings (both positive and negative)
- List of prioritised recommendations will be provided to you via email within one calendar month. The report will remain in draft format until you have confirmed that you are in agreement with the content.

A Risk Services Proposal for work to complete the recommendations arising from the Annual H&S Review will be included with the report. This will outline the work required, together with costings. You can then choose to complete the work yourselves utilising the resources available on the client hub, or contract HA to complete all or part of the work required. Work may include:

- Reviewing/redrafting policies/procedures
- Completing/reviewing risk assessments
- H&S training (face-to-face and online), etc

### Annual H&S Follow-up Visit (1/2 day)

The annual follow-up visit will be for a maximum of 4 hours. The aim of the visit will be:

- To gain an overview of progress made on any recommendations arising out of the Annual H&S Review and provide advice or guidance where necessary
- To determine if there have been any changes since the Annual H&S Review (eg new/refurbished buildings, new equipment/machinery, new activities/processes, etc)
- To determine the scope of the next Annual H&S Review visit (eg areas to cover, people to involve, etc)

### Emergency Accident Investigation Service

In the event of a death or severe injury requiring hospitalisation for longer than 24 hours, we will provide a Risk Consultant to you to provide onsite support. We can assist with conducting the investigation and in liaising with the enforcing authorities.

### Benefits of ONE+

- Site visit completed by professional and fully qualified Risk Services staff that are practical, friendly, and approachable
- We will provide you an overview of your current level of compliance, with any shortcomings clearly identified so that you have a firm plan of action going forward
- Provision of ongoing support to complete recommendations and foster a cycle of continuous improvement
- Will assist you in understanding your legal responsibilities, ensuring that you remain compliant with the law

## ONE CONSULTANCY

### Business Continuity Planning Workshop

We recognise that writing and reviewing a Business Continuity Plan may be a daunting prospect, so we've created a workshop that will provide you with an expert facilitator to guide you through the process from start to finish.

The workshop comprises a Risk Consultant spending 4 hours on site, facilitating discussions between the various members of the Business Continuity team. The relevant parts of the Hettle Andrews Business Continuity Planning software will be updated by the facilitator throughout the session, with a view to generating the Business Continuity Plan at the end of the workshop.

### Human Resources Desktop Review

HR Desktop Review will examine the client's HR policies, procedures and practices in relation to:

- Compliance with legislation
- Best practice within the industry
- Claims defensibility

**A Designated Risk Consultant will complete a HR checklist over the telephone with your nominated contact to determine:**

- Existing HR policies and procedures
- Training provided to managers on HR matters
- Pre-employment checks (eg right to work in the UK, formal qualification checks, etc)
- Key Performance Indicators such as absence, employee turnover, etc

**You will provide electronic copies of the following documents to the Risk Consultant via email:**

- All HR policies/procedures
- Staff handbook
- Contract templates

**Our Risk Consultant will pass information to partner law firm rradar to undertake a desktop review on our behalf.**

A report comprising:

- Management overview
- Commentary on findings (including any recommendations)
- Advice on next steps

Will be provided to you via email within one calendar month.

Ongoing support to complete the recommendations will be provided by rradar via the ONE service.

### Fire Risk Assessments – Initial

A fully qualified and experienced Fire Risk Assessor will attend your site(s) to survey the premises and gather necessary information in order to complete the assessment (eg fire alarm system maintenance records, fire procedures, etc).

At the end of the on-site survey, you will be verbally briefed on any urgent recommendations. A Fire Risk Assessment report comprising:

- General information
- Premises details
- People at risk
- Fire hazards
- Protective measures
- Management arrangements
- Evaluation
- Prioritised action plan

will be provided to you via email within one calendar month.

A Risk Services Proposal for work to complete the recommendations arising from the Fire Risk Assessment (where possible) will be included with the report. This will outline the work required, together with costings. You can then choose to complete the work yourselves utilising the resources available on the Client Hub, or contract HA to complete all or part of the work required. Work may include:

- Reviewing/redrafting fire policies/procedures
- Online fire training courses etc

### Fire Risk Assessments – Review

A fully qualified and experienced Fire Risk Assessor will attend your site(s) to survey the premises and review the previously completed Fire Risk Assessment Report.

At the end of the on-site survey, the client will be verbally briefed on any urgent recommendations.

An updated Fire Risk Assessment report comprising:

- General information
- Premises details
- People at risk
- Fire hazards
- Protective measures
- Management arrangements
- Evaluation
- Prioritised action plan

will be provided to you via email within one calendar month.

A Risk Services Proposal for work to complete the recommendations arising from the Fire Risk Assessment (where possible) will be included with the report. This will outline the work required, together with costings. You can then choose to complete the work yourselves utilising the resources available on the Client Hub, or contract HA to complete all or part of the work required. Work may include:

- Reviewing/redrafting fire policies/procedures
- Online fire training courses, etc

### Development of a Health & Safety Policy

A Risk Consultant will complete a 1-day site visit to meet with relevant staff to determine the day-to-day practices implemented by you to ensure compliance with H&S legislation.

Following the site visit, a draft H&S Policy will be compiled within two weeks and provided to you via email for comment or feedback.

Final changes will be made following receipt of comments or feedback from you, whereby the final draft H&S Policy will be issued to the client for approval and implementation.

On-site training/briefings can be provided to assist you with the implementation of the new policy (dependent on your needs).

### Desktop review of existing H&S Policies/Procedures

You will email procedures to our Risk Consultant in Word format. The Risk Consultant will review policies and procedures for:

- Legal compliance
- Best practice
- Claims defensibility

The Risk Consultant will provide you with track changes on any suggested amendments, and will also make

suggestions for any further policies or procedures required.

### IOSH Managing Safely

Refer to course overview for full details.

Duration: 4 days (either as a 4 day block, or 2 days per week over 2 weeks, or 1 day per week over 4 weeks)

Maximum number of delegates: 15

Certificates will be issued within two months.

### Risk Assessment Theory and Practice (1 day)

This course is aimed at any employees that are required to carry out area, activity, event and/or offsite visit

risk assessments as part of their role.

Refer to course overview for details.

Duration: 1 day

Maximum number of delegates: 20

Certificates will be issued within one month.

### Risk Assessment Theory (1/2 day)

This course is aimed at any employees that are required to carry out area, activity, event and/or offsite visit risk assessments as part of their role.

Refer to course overview for details.

Duration: 3.5 – 4hrs

Maximum number of delegates: 20

Certificates will be issued within one month.

### COSHH Assessment Theory & Practice (1 day)

This course is aimed at any employees that are required to carry out COSHH assessments as part of their role.

Refer to course overview for details.

Duration: 1 day

Maximum number of delegates: 15

Certificates will be issued within one month.



### COSHH Assessment Theory (1/2 day)

This course is aimed at any employees that are required to carry out COSHH assessments as part of their role.

Refer to course overview for details.

Duration: 3.5 – 4hrs

Maximum number of delegates: 15

Certificates will be issued within one month.

### General Health & Safety (1/2 day)

This course is aimed at all employees.

Refer to course overview for details.

Duration: 3.5 – 4hrs

Maximum number of delegates: 25

Certificates will be issued within one month.

### Manual Handling Theory & Practice (1/2 day)

This course is aimed at all employees that carry out manual handling activities.

Refer to course overview for details.

Duration: 3.5 – 4hrs.

Maximum number of delegates: 15

Certificates will be issued within one month.

### Online Training

Health & Safety courses including:

Abrasive Wheels

Asbestos Awareness

Asbestos Awareness for Designers and Architects

COSHH

Assessing DSE

Workplace First Aid

Manual Handling

Working at Height

Basic Fire Safety Awareness

Basic Fire Safety Awareness for Care Homes

Fire Marshal

Fire Marshal for Care Homes

DSE Awareness

Fire Extinguisher

Legionella Awareness

Working Safely

Food Hygiene courses including:

L1 Food Safety & Hygiene for Manufacturing, Catering and Retail

L2 Food Safety & Hygiene for Manufacturing, Catering and Retail

Other courses including:

Customer Service

Data Protection

Delegation

Equality, Diversity & Discrimination

How to Manage Conflict

Leadership

Presentation Skills

Project Management

Safeguarding for Adults

Safeguarding for Children

Stress Awareness

Time Management

Facebook for Business

LinkedIn for Business

Twitter for Business

SEO for Business

Social Media for Business

### You will be set up on the system as an organisation within one day.

The nominated Admin Contact will be set up as Admin User of the online training management system within one day and will receive:

- Welcome email outlining the service
- Login details
- User guide

Online courses can be requested via email to ONE@hettlerandrews.co.uk For each delegate you must provide:

- Name
- Email address
- Course title(s) required

Delegates will be set up and allocated the courses requested within one day and will receive an automated email with a link to the system and their login details.

The Admin User will have access to the management system which will allow them to view training records and track completion of courses.

Individual delegates will be able to generate and print or save their own certificates.

The Admin User will receive an email three months prior to any refresher training that is due.

### Claims Defensibility Review

While you may be legally compliant when it comes to employee or public safety, that doesn't always mean that you would be able to defend an Employers and/or Public Liability claim if it was made against you.

Our Claims Defensibility Review will ensure that you are as well prepared as possible to manage and defend any Employers and/or Public Liability claims that may arise.

A designated Risk Consultant will review claims history and agree on an agenda for site visit with client via telephone.

A designated Risk Consultant will complete site visit as per agreed agenda.

At the end of the site visit, you will be verbally briefed on any urgent recommendations. A report comprising:

- Executive summary
- Commentary on findings (both positive and negative)
- A list of prioritised recommendations

will be provided in draft format to you via email within one calendar month. The report will remain in draft format until you have confirmed that you are in agreement with the content.

A Risk Services Proposal for work to complete the recommendations arising from the Claims Defensibility Review will be included with the report. This will outline the work required, together with costings. You can then choose to complete the work yourselves utilising the resources available on the Client Hub, or contract HA to complete all or part of the work required. Work may include:

- Reviewing/redrafting policies/procedures
- Completing/reviewing risk assessments
- H&S training (face-to-face and online) etc