



acer
Safety Services
www.acersafety.co.uk

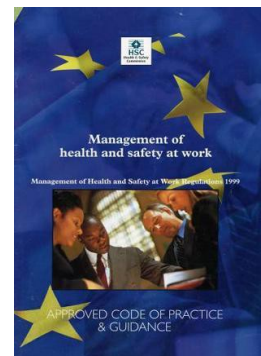
- Accredited Training Courses
- Tailored Company Training
- Compliance Reviews
- Support Services
- Technical Support



PRACTICAL BUSINESS ADVICE

Client Services Agreement

Our client services agreements sets out an understanding between the client and Acer Safety Services. It follows the code of conduct for IOSH Membership and relies on the communication of information between parties. The client services agreement details the key areas and is signed by the client and Acer Safety Services, covering the business or location stated. A copy of the agreement is retained by both parties and can be used as proof of appointment of external H&S support for the time period stated.



Our agreement covers the following aspects:-

1. Telephone and email support for query resolution, to a reasonable level of calls. Acer Safety will respond within relevant time scales during the working week (normally 24hrs). This can include support to complete customer questionnaires via email or telephone call.
2. Support accident investigation by phone or if deemed necessary by attending site as soon as possible, normally within 48hrs.
3. Provide relevant HSE updates or information specific to the industry/business if pertinent throughout the annual agreement.
4. Act as consultants, providing assistance to the client with respect to Reg. 7 MHSW and confirm this to enquiring bodies of accreditation.
5. Offer support services in-line with ISO EN18001.
6. Arrange suitable Professional Indemnity Insurance to cover advice and support offered by Acer Safety Services.
7. Offer assistance for any Authority visits in relation to Fire or H&S.
8. Offer preferential rates on all consultancy and training services offered by Acer Safety Services.

*The above are all included with the service retainer and any additional charges would be agreed before work was carried out.