



26th July 2010

To Whom It May Concern: **Re: Reactive Roofing (UK) Limited**

Citation plc

Citation plc are Health, Safety and Employment Law consultants based in Wilmslow, Cheshire and have over 190 employees.

Within our Health and Safety department all of our highly experienced Health and Safety consultants have been awarded professional membership, by examination, of either the Institute of Occupational Safety and Health (IOSH) or the International Institute of Risk Safety Management (IIRSM). A number of consultants have also been awarded, due to experience, qualifications and contributions towards Health and Safety, the title of Chartered member status of IOSH.

The consultants are able to advise clients on all aspects of health and safety including compliance, safe systems of work, risk assessments and related paperwork. This advice extends to a very broad range of business sectors including manufacturing, construction, care establishments, dentist, funeral directors, hotel and leisure, retail, schools, veterinary practices and warehousing. Consultants can react quickly in the event of an emergency and help remove the pressures normally encountered when dealing with serious situations, which will involve visiting the scene of the accident and liaising with the Local Authorities on your behalf.

Queens Award for Enterprise

Citation is extremely proud to have won the 2006 Queen's Award for Enterprise in the Innovation Category.

In awarding the most coveted commercial prize in the UK, the Queen's Award Office stated that Citation is meeting four specific Corporate Qualities. Namely:

- Goods and services must be outstanding. Particular praise was made of Citassess® and the Citation Advice Guarantee.
- Businesses must maintain the highest standards of propriety.
- Highest standards of customer care
- Among the most successful of UK businesses.



Our Health and Safety Service

Citation plc have been contracted to advise Reactive Roofing (UK) Limited regarding the effective management of Health and Safety within their organisation. The Health and Safety Service can be summarised as follows:

Initial Site Visit

Citation plc operate on a dedicated regionally based Health and Safety consultant basis. The purpose of the initial visit is to undertake a full inspection and to obtain information regarding working practices and any equipment in use. Whilst on-site the consultant will provide immediate advice and guidance on any matters that require urgent attention and any other relevant issues.

A written inspection report will be produced setting out the consultants detailed findings and provide recommendations to ensure legal compliance and best practice.

Reactive Roofing (UK) Limited health & safety policy is then prepared together with tailor-made health & safety systems to further enable compliance.

Installation Visit

The dedicated Health and Safety consultant then makes a further visit to introduce and install the health & safety management systems to nominated key members of staff. This is designed to be practical training on the content and intended means of implementing and monitoring the health and safety management system.

The consultant will also provide guidance on the content and recommended actions contained in the inspection report, carrying out risk assessments and any issues that may arise.

Citassess ®

Risk assessment training can be provided using the traditional paper based system approach or by the use of our unique on-line service "Citassess ®". This enables the client to compile the required risk assessments using symbols and pictograms to denote the hazards and necessary control measures.

24/7 Telephone Advice

Citation plc provide full advice and guidance on any issues relating to health & safety. Reactive Roofing (UK) Limited have access to our health & safety advice line 24 hours a day 365 days a year and are provided with the contact details for their dedicated consultant. This we believe provides an invaluable support mechanism for Reactive Roofing (UK) Limited.

Technical Support

Citation plc's Technical Support desk is available to provide additional support to the management of Reactive Roofing (UK) Limited where and when it may be necessary. The company is issued with full details of new relevant H&S legislation that affects the business along with information on how to implement safe systems of work.

Health and Safety Quality Mark

As a health & safety client of Citation Reactive Roofing (UK) Limited will be able to use the Citation Health & Safety Quality Mark, subject to the rules of the Quality Mark scheme.

The Quality Mark may be displayed on letterhead, quotations, in advertisements and other promotional material, shown as part of tenders, added to company signage and it has a range of other applications. We believe it sends out positive signals to clients and others of Reactive Roofing (UK) Limited commitment to health and safety compliance and generally constitutes a badge of business integrity.

Subsequent Site Visits

Reactive Roofing (UK) Limited dedicated consultant will visit to review progress against the previous health & safety inspection report and to offer any additional advice and guidance that may be appropriate. These are usually annual visits, although the frequency will be by agreement with the client. All observations and recommendations will be contained in the written inspection report.

Crisis Management

In the unfortunate event of a serious accident or near miss incident within Reactive Roofing (UK) Limited premises or on a work site, by agreement Citation plc will attend the incident and undertake a thorough investigation and where necessary liaise with the H&S Enforcement Authorities.

I trust that this information will be of assistance, however, please do not hesitate to contact me and I will endeavour to answer any further questions.

Yours sincerely,



Alastair Hall

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