

Client Welcome Pack

Content Liverpool

Status: V1.0

November 2019

1.0 Contents

1.0	Contents	1
2.0	Introduction.....	2
3.0	Your contract overview.....	3
4.0	Your contacts	4
5.0	Online access to files and support	5
	Log in details	5
6.0	Newsletters and updates.....	5
7.0	Training & education	6
8.0	Confidentiality.....	6
	Data privacy (GDPR).....	6
9.0	Financial information	7
10.0	Feedback questionnaire.....	7

WELCOME TO ESS CONSULTANTS

2.0 Introduction

Dear Zak,

Welcome to ESS Consultants (ESS), we are pleased that you have chosen to work with us to achieve your Health & Safety goals.

We are dedicated to understanding the specifics of your business. We will endeavor to tailor our services to your needs, providing a bespoke experience.

ESS has over 20 years' experience supporting productions, events, management of large venues, crowd management and licensing support. We also have experienced trainers ready to support you and your workforce in compliance with the latest Health and Safety guidelines and regulations.

Our vast experience is what gives ESS it's great reputation and we are confident that you'll be pleased with your decision, and of course, we are always happy to assist you with all your questions and concerns.

A handwritten signature in black ink, appearing to read 'Ben Harding', written over a light blue horizontal line.

Ben Harding

Director

ESS Safety Consultants Ltd.



3.0 Your contract overview

With your contract, you will receive:

Construction of essential documentation necessary for the operation of the venue and site under client's management, including;

- HS Policy with clear lines of roles and responsibilities;
- Construction of relevant additional policies, inc COSHH, Manual Handling, etc.)
- Emergency fire strategy;
- Operational safety documentation (inc FOH risk assessments, Stage Performance and production / technical risk assessments);
- Construction of permit to work policy and system, specifically for hot works in the venue;
- Risk assessments for facility / maintenance activities;
- Advisory support - email/telephone

Full terms and conditions are outlined within the agreed contract which is located here:

<https://www.ess-consultants.co.uk/content-agreement> - Password: [Content19](#)

4.0 Your contacts

Your nominated Health & Safety Consultant	Ben Harding
Email	ben.harding@ess-consultants.co.uk
Phone	DD 0151 305 1283 or, 07956 757 226

Secondary Health & Safety Consultant	Duty advisor
Email	info@ess-consultants.co.uk
Phone	0843 289 1097, opt 2

For out of hours (after trying nominated contacts) please use:

0843 289 1097, option 3

Admin	Lucy Hughes
Email	Lucy.hughes@ess-consultants.co.uk
Phone	0843 289 1097, opt 1

5.0 Online access to files and support

Log in details

All of your documents and policies will be uploaded to your own HS Portal. You will also be able to access your agreement and upload accident / incident reports from here too.

The details are;

HS portal link	https://www.ess-consultants.co.uk/content-liverpool
Password	Content19

6.0 Newsletters and updates

We upload newsletters and alerts via our website and social media. We also produce newsletters and contents that clients would like further information on, such as noise or the use of handtools etc. If you would like any specific topics to be covered, please email info@ess-consultants.co.uk and use 'Newsletter Content' as the email subject.

You can access all of the online locations via the following links;

ESS online newsletters	https://www.ess-consultants.co.uk/news
Facebook	https://www.facebook.com/ess.consultants/
Twitter	https://twitter.com/ESS_Consultants

7.0 Training & education

ESS provide a variety of face to face training courses, including fire warden, CDM briefings, Senior Manager Briefing, Safely Managing Events, Use of Drones, Manual Handling. We deliver these courses on scheduled dates, which you can access via the training website; <https://www.ess-training.co.uk/> or, we can deliver courses at your premises.

We also offer online courses via our third party provider. These courses are cheaper than usual online content. These are available via our website; <https://www.ess-consultants.co.uk/07-training>

8.0 Confidentiality

Data privacy (GDPR)

All of our data, policies and documents are securely stored on our servers. All website access is password protected, which are specific to each client. We can alter your password at any time. Please contact us anytime you wish to alter your password.

All ESS staff agree to our confidentiality policy, which includes any staff member working at client's premises, events or productions. If you require staff to complete your own confidential agreement, please send a copy of to us and the relevant advisor(s) will complete and return. Please note, as per the terms and conditions of your agreement, by default you agree to ESS using your name and / or logo for the purposes of marketing or online content. Please read terms and conditions for more information via our website; <https://www.ess-consultants.co.uk/terms-and-conditions>

9.0 Financial information

ESS Consultants aim to ensure services are offered at a competitive rate, with minimal impact on business budgets as possible. To achieve this, the cost has been estimated on the minimal number of days required for successful delivery of the project.

Payment for Objective 1 is required 15 days from invoice date. Invoice will be issued on confirmation / agreement of services. Adhoc services will require a purchase order prior to the work being confirmed. All such work will be invoiced on completion and the invoice payment terms will be 15 days from invoice date.

Usual terms apply. All prices quoted are ex VAT.

Further terms and conditions can be found at www.ess-consultants.co.uk/terms-and-conditions

10.0 Feedback questionnaire

ESS have a continual assessment process of their services and support to their clients. We would welcome your feedback to enable us to continue developing and progressing all of our policies. Our feedback form is available online and can be accessed at any time; <https://www.ess-consultants.co.uk/client-feedback>