

Estimated Services Timescales

Category	General Advice (Telephone and Email)
Response Time	1 Business Day*
Example	How many first aiders do I need?

Category	Detailed Advice (Telephone and Email)
Response Time	3 Business Days*
Example	Production/Amendment of Risk Assessment and Method Statement Review of subcontractor Risk Assessment and Method Statement Health & Safety section of PQQ/Tender forms

Category	Construction Design & Management (Telephone and Email)
Response Time	5 Business Days*
Example	Production of site pack for CDM Projects

Category	Production & Implementation of a Health & Safety System (Update or New)
Response Time	4 Weeks
Example	Preparation and Implementation of Health & Safety System

Category	Onsite Requirement
Response Time	2 Weeks
Example	Lead time for a site visit (non-urgent)

Category	Audit Report
Response Time	1 Week
Example	Production of the Audit Report from the date of the audit

Category	Fire Risk Assessment
Response Time	2 Weeks
Example	Production of the Fire Risk Assessment from the date of the audit

Category	Critical Incident
Response Time	2 Business Hours*
Example	Major accident HSE inspection

**Business hours are from 9am to 5pm, Monday to Friday*