



## Specialist Services for the Asbestos Management Industry



Being available for members to contact for support, and delivering sound advice and information; professionally, confidentially and timely, is ARCA's commitment to the Association's members.

With a unique knowledge pool, a team of experts in asbestos, auditing and the HSE asbestos licensing requirements, ARCA is able to offer a comprehensive range of services to support businesses in asbestos management.

### Member Internal Audit App

Full contracting ARCA members can sign up to the Member Internal Audit App, so their internal audits use the same question set as an ARCA audit. Also, as an adaptation of the ARCA Site Audit App, the App scores audits automatically and provides a corrective action report. This App enables direct comparisons of ARCA external and internal audit results, so providing a strong management tool.

*"We soon signed up to use the App after its launch at the end of 2017. ARCA carries out very thorough audits, so having the same criteria available for our own internal audits, has definitely supported our performance. A real benefit when managing health and safety on-site."*

**Chris Dobson, Health, Safety and Quality Manager for Thompsons of Prudhoe.**

*"Key to any audit programme is consistency, so being able to use the same questions and have the same report format, as ARCA audits, has been a huge benefit to us. Now the ARCA Member App scores audits and produces a corrective action report, means that our managers can immediately, and clearly, see how we have performed on-site."*

**Les Kelly, Senior Contracts Manager for Solent Environmental Services (Asbestos) Ltd.**

### Additional Audits

ARCA audits are widely acknowledged within the industry for assessing key legal requirements, as well as promoting good practices, therefore, as part of its unique range of services ARCA offers members site audits on request.

These audits follow the same criteria as the ARCA audits and so provide a consistent form of measurement. Members can request ARCA to organise additional audits either; by arrangement, or unannounced, whereby there is no prior notice of an audit.

### Licence renewal preparation

Being fully prepared to make an asbestos licence renewal application is vital for asbestos removal businesses. As applications are made electronically, having all supporting documents available is essential, as shortfalls could delay the licence renewal process.

To support asbestos removal members, ARCA offers a licence renewal preparation service, which covers a full review of the removal contractor's systems and procedures to support the application. To deliver this service, ARCA has a team of in-house experts with extensive knowledge in auditing and regulatory requirements, together with the experience of former HSE inspectors.

## Management system review

In recent years failure to demonstrate 'adequate management arrangements' has been a large factor in the decreasing number of asbestos licences granted. It is one of the most common concerns causing the HSE to review the status of existing asbestos licence holders.

To support members, ARCA can undertake a review of a business's management systems and structures to critically examine the way the business is functioning and check that business operations are on solid foundations.

The review examines the structure of the organisation; testing how well arrangements are defined and how closely they match actual practice. It will also test how well the business is able to demonstrate effective management arrangements, providing invaluable information on where improvements can be made.

Having the right systems in place is crucial. Robust management systems give confidence, and the principles of effective management support every aspect of a business to operate more efficiently.

*Case Study: ARCA was approached by a company for input into a review of its management arrangements. Following analysis of systems, policies and procedures, and a review of site files, internal / external audits and inspections, ARCA was able to provide constructive advice on how to improve arrangements.*

*In tandem, ARCA worked with the company's HR consultant to ensure that newly developed HR processes fully supported asbestos licensing expectations. The company has now moved forward with confidence and the expectation of demonstrating vastly improved management arrangements to clients and the HSE.*

## Competent advice

Competent health and safety advice is available for all member licensed asbestos removal contractors. This advice helps to ensure that contractors work to current standards and legal expectations, and also know where to obtain additional advice if needed.

The HSE recognise trade associations as the first port of call for those needing external support. ARCA members have the benefit of immediate access to expert confidential advice, and are routinely kept up-to-date on industry standards via ARCA communication channels. More in-depth support and advice is available as required.

## Communication with enforcing authorities

If an asbestos removal contractor receives correspondence from an enforcing authority, experts at ARCA are on hand to support and advise on how best to respond.

The method and content of a response is crucial for building confidence with the enforcing authority and maintaining licensed status. By understanding what is being looked for, ARCA's advice can turn a negative communication into a positive for the company.

## Bespoke consultancy services

If members require more in-depth assistance, ARCA can arrange bespoke consultancy, whether that be expert witness services or revising management systems. All ARCA services are managed in confidence.

ARCA experts have provided assistance for:

- producing / revising management systems, such as arrangements for planning and monitoring work
- accident, complaint and near-miss investigation and analysis
- planning methods of work and assessing particular sites
- liaising / communicating with clients and other contractors regarding licensing issues

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**Whatever the need, members can contact ARCA to discuss the best way forward...**  
**call us on 01283 566467**

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### Asbestos Removal Contractors Association

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