



When an Inspector Calls Guidance

Please watch this short film:

[HSE \(vimeo.com\)](https://www.vimeo.com/584848484)

Introduction

HSE Inspectors play an important role in keeping workers safe and healthy whilst at work. They undertake thousands of visits every year and could visit your site as part of their day to day activities; this includes investigation of accidents and complaints from third parties. They will most likely arrive unannounced, the same as your local Group HS&E Advisor and should not be treated any differently.

They do carry warrant cards which should be checked, they also carry business cards that hold all their relevant contact details and a copy of this card should always be requested. The Inspector cannot be denied access to site.

When the Inspector is on site

As soon as you are made aware of their presence on site, introduce yourself and run through a visitor's site induction with them. Whilst you are completing this, your colleagues can notify senior management and your local Group Health Safety and Environment Advisor who will provide you with the advice and support you require; either over the phone or in person by attending site. If you're local Group HS&E is not available then contact the regions Senior Group HS&E Advisor.

The Inspector will then undertake an inspection during which they may:

- Ask about the work activities being undertaken;
- Look at any possible health risks arising from the activities;
- Check welfare provision;
- Look at plant and equipment;
- Check records and documents; and
- Take photos.

The Inspector is entitled to take a copy of any records and documents from site but not the originals. If they do take a copy of a document then please ensure you also take a second copy to provide to your local HS&E Advisor.

If the Inspector takes a photograph of a particular location or piece of plant or equipment then take the same photograph for our own records and pass this onto your local HS&E Advisor.

They may also speak to operatives on site to determine their understanding of health and safety.

You should always answer any questions truthfully even if you're not sure of the correct response.

If the Inspector identifies that a work activity or piece of plant or equipment gives risk to a serious risk of personal injury then you **MUST** stop that work activity or quarantine the piece of plant or equipment immediately. Fully cooperate with the Inspector in everything they are asking you to do, taking immediate action, as this could prevent the Inspector issuing an Improvement or Prohibition Notice, which is a very serious sanction against the company.

Authorised by: HS&E Director	Version date: 12.07.22	Version: 1	STD: H&S Incident Reporting Guidance: When an Inspector Calls
Uncontrolled if printed or copied – always check the Group HS&E policy folder for latest version			



After the visit has concluded

As soon as the visit has concluded you must complete:

HSMS form [006](#) – Regulatory Authority Contact.

This must then be provided to your local HS&E Advisor without delay.

Follow the instructions of your local HS&E Advisor about the steps that need to be taken as a result of any advice, guidance or formal instruction given by the Inspector.

Consequence of the visit

Once they have completed their inspection, the Inspector has a number of options open to them, including:

- Provide advice, verbal or written.
- Issue a “notification of contravention” or “NOC”, this is a document or letter that explains what laws you are in breach of and how you’ve breached them. It will also provide guidance on how to stop breaking the law.
- Issue an Improvement Notice, this will explain what’s wrong, any changes required to put it right and a timescale to complete the improvements (at least 21 days).
- Issue a Prohibition Notice, this is issued if there is a risk of serious personal injury now or in the future. The activity identified must be stopped until it has been rectified to make it safe.
- Prosecute the breach of health and safety laws and/ or a failure to comply with an Improvement or Prohibition notice. The prosecution can result in fines, prison sentences if the breach attributable to an individual and/ or reputational damage.

If an Inspector issues a notification or contravention, Persimmon will have to pay a fee, this is called a “fee for intervention” or “FFI” and is an hourly rate set by the HSE.

The FFI will include the costs for the time the Inspector spends on site as well as any subsequent time completing the relevant paperwork to close the matter from their side.

Authorised by: HS&E Director	Version date: 12.07.22	Version: 1	STD: H&S Incident Reporting Guidance: When an Inspector Calls
Uncontrolled if printed or copied – always check the Group HS&E policy folder for latest version			