

Asbestos Policy & Management System



Reference:	HS_POL_ASM_AMS_3.0	Author:	Ben Lancaster
Scope:	Housing Solutions properties/Staff and contractors	Approved by:	Executive Team
		Date of approval:	21 Dec 2018
		Date of review:	Dec 2021
Legislation:	The Health and Safety at Work Act 1974 The Management of Health & Safety at Work Regulations 1999 The Control of Asbestos Regulations 2012 The Construction (Design & Management) Regulations 2015 The Construction (Health, Safety & Welfare) Regulations 1996		
Related Policies:	Health & Safety Policy Repairs & Maintenance Policy Planned Maintenance Investment Policy		

1. Policy Statement

- 1.1 Housing Solutions will take all reasonable steps to locate Asbestos and Asbestos Containing Materials in the properties that it owns and establish effective systems to manage asbestos:
- 1.2 Housing Solutions will ensure that where asbestos containing materials have been recommended for removal or encapsulation due to a potential health risk or fibre release, they will arrange for removal in line with approved code of practices as soon as reasonably practical and ensuring the health risk is not further protracted.
- 1.3 Housing Solutions will implement its asbestos management strategy by empowering designated operational staff with the appropriate training, skills and resources needed to safely manage asbestos.
- 1.4 Housing Solutions is committed to providing a safe and healthy workplace. It is our policy that asbestos-containing materials shall not be used in our properties.
- 1.5 Housing Solutions shall ensure that asbestos-containing materials that pose a serious risk to health, because they are seriously damaged and may release fibres into our premises, shall be removed or encapsulated as soon as possible.
- 1.6 Housing Solutions shall ensure that asbestos-containing materials that do not pose a risk to health shall be removed from our properties, when it is safe and cost effective to do so.

- 1.7 Housing Solutions shall ensure that asbestos containing materials remaining in situ are managed to so that the risk to the health of our customers, employees, contractors, visitors and other peoples using our premises is minimised.
- 1.8 Housing Solutions shall ensure that all work on asbestos containing materials shall be carried out in accordance with the current legal standards using the best working practices.
- 1.9 Housing Solutions will ensure that all notifiable works whether licenced or non-licenced shall be carried out by a specialist licenced contractor. No works deemed as notifiable under the control of asbestos regulations 2012 will be carried out by Housing Solutions direct workforce.
- 1.10 This policy has been devised in conjunction with Graham O'Mahony of Asbestos Training LTD
- 1.11 This document is not intended to provide detailed technical guidance on handling and dealing with asbestos. Staff should refer to the appropriate HSE guidance. Lists of all current HSE publications may be obtained from the HSE Website. Lead staff will be trained to be competent to manage asbestos in buildings. Copies of all relevant publications will be issued to all staff trained by Housing Solutions.
- 1.12 The Health and Safety Executive has produced a number of Approved Codes of Practice and a number of Technical Guidance Notes. Compliance with all relevant regulations and guidance is necessary so that all work involving asbestos containing materials can be carried out safely without any risk to any person.

2. Scope

- 2.1 The scope of this policy is applicable to all Housing Solutions managed and maintained buildings, along with its staff and contractors.
- 2.2 This policy has been developed to allow Housing Solutions to comply with the Control of Asbestos Regulations 2012, and has regard to L143 2nd addition Approved Code of Practice - 'The management of asbestos in non-domestic premises.

3. Definitions

- ACM - asbestos containing material
- ACOP- approved code of practice
- HSG - Health and Safety guidance

4. Legislation

- 4.1 This Management system will assist Housing Solutions in complying with its duties under:
 - The general requirements of the Health and Safety at Work Act 1974
 - The Management of Health and Safety at Work Regulations 1999

The Control of Asbestos Regulations 2012 (as amended ACOP L143 2nd Addition)

- The Construction (Design and Management) Regulations 2015

- 4.2 The Health and Safety at Work Act 1974 imposes a statutory duty on employers to ensure; so far as is reasonably practicable, the health, safety and welfare at work of all their employees (except domestic servants in private households). This duty also extends to others who may be affected by the employers' undertakings (work activity) e.g. contractors, tenants, neighbours, visitors and members of the public.
- 4.3 The initial requirement of the Management of Health and Safety at Work Regulations 1999 is for employers to assess the risk to the health and safety of employees and to anyone else who may be affected by the work activity, so that the necessary preventative and protective steps can be identified. It also requires the employer to make arrangements for putting into practice the health and safety measures that follow from the risk assessment.
- 4.4 For any works that fall under the Construction (Design & Management) Regulations 2015 the Principle Designer must be notified if asbestos is present in the property, Staff, customers and contractors also need to be informed about the presence of asbestos in the property, to avoid inadvertent damage and fibre release.
- 4.5 The Control of Asbestos Regulations 2012 as Amended regulates all work with asbestos containing materials. The prime objective of these regulations, which are made under the Health and Safety at Work Act 1974, is to prevent exposure to asbestos from work activities and where this is not reasonably practicable to reduce exposure as far as is reasonably practicable.
- 4.6 Regulation 4 of the Control of Asbestos Regulations 2012 places a **duty to manage** on Housing Solutions for all of its non-domestic premises. Legal precedent has established that the **common parts** of blocks of flats are a non-domestic premise.

6. Procedure

- 6.1 Housing Solutions will develop and maintain operational procedures to ensure that this policy is adhered to by Housing Solutions staff. Procedural information can be found in Appendix 1.

7. Equality & Diversity

- 7.1 HS recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. HS works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. HS will record, analyse and monitor information on ethnicity, vulnerability and disability.

8. Confidentiality

- 8.1 8.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- Anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- Sensitive organisational information.

- 8.2 HS employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

9. Review

- 9.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.
- 9.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees.

10. Appendices

- Appendix 1 – Procedure
- Appendix 2 – Nominated Person
- Appendix 3 – Survey & Planned Works
- Appendix 4 – Information for Contractors

Appendix 1: Procedure

1. Responsibility of Individuals



*Issues relate to any incident that may affect the image or reputation of Housing Solutions, or may lead to enforcement action, criminal prosecution or civil action being taken against Housing Solutions.

2. Staff Training

- 2.1 The Operations Director is to ensure that all persons are provided with the necessary information, instruction and training to fulfil their roles and responsibilities under this policy and these procedures.

The Operations Director is to ensure that asbestos awareness training is attended by all staff that:

- Supervise contractors; or
- Carry out maintenance works or
- Provide advice to customers

2.2 Asbestos awareness training shall include the following topics in appropriate detail, by means of both written and oral presentation, and by demonstration if necessary. Housing Solutions will endeavour to conduct E-learning and class based training on an alternating yearly basis:

- the properties of asbestos and its effects on health, including the increased risk of lung cancer for asbestos workers who smoke
- the types, uses and likely occurrence of asbestos containing materials in buildings and plant
- the general procedures to be followed to deal with an emergency and
- how to reduce the risk from asbestos.

3. Nominated Competent Persons

3.1 ACMS UK, along with Asbestos Training Ltd are nominated to provide advice on this policy and implementation. Housing Solutions reserve the right to seek assistance and assurance from other appropriate companies at any time.

3.2 Housing Solutions employees who have successfully completed BOHS Proficiency Module P402 – Surveying for asbestos in buildings, may carry out Management property surveys provided that they follow the instructions in these policies and procedures for carrying out surveys. See ‘asbestos surveys’

3.3 Housing Solutions employees who have successfully completed BOHS Course S301 ‘Asbestos and other fibers’ or BOHS Proficiency Module P405 – “Management of Asbestos in buildings” (or equivalent) may provide advice for routine minor works.

3.4 A list of all nominated and trained persons is to be maintained by the Head of Asset Management in the format of Appendix 2.

4. Asbestos Surveys

4.1 The purpose of asbestos surveys will be to establish the location, form, type and condition of any asbestos containing material with an evaluation of the likelihood of the material being damaged, disturbed or worked on in the future. See Appendix 3 for the survey strategy.

4.2 The Head of Asset Management is responsible for ensuring that stock is profiled by property type into the following groups of properties. Profiling of stock must be carried under the support and guidance of a specialist advisor or competent person. Property groups are to be prioritised for surveys as follows:

Property Type	Survey Requirements
Offices, care homes and non-domestic parts of buildings.	All buildings built before 2000 Annual
Tower Blocks of Flats	All non-domestic parts (offices, lift & lift shafts, stairwells, plant rooms, and common areas), built before 2000 Annual
All other types of flats and maisonettes	All non-domestic parts (lift & lift shafts, stairwells and common areas), built before 2000 Annual
Domestic dwellings	Built before 2000 at Void Stage or prior to planned works
Garage blocks	Annual

4.3 After the stock has been profiled the Property Services Manager (H&S and Compliance) is to ensure the appropriate staff carry out any necessary property surveys. The Property Services Manager (H&S and Compliance) is to ensure staff:

- Check the asbestos register to determine whether there is a true survey
- If there is no True Survey a Management survey is to be carried out of the property. If the building is occupied, only a Management survey of the property may be carried out.

4.4 Where no refurbishment works are planned and an asbestos survey is to be commissioned then the Property Services Manager (H&S and Compliance) is to instruct the surveying company to:

- Carry out a Management Survey as detailed by HSG 264; and
- Record the types of all building materials (whether asbestos or not) used and their location
- Carry out an assessment of all asbestos containing materials
- IMMEDIATELY NOTIFY the Property Services Manager (H&S and Compliance) if there are asbestos containing materials found that require immediate removal or encapsulation to eliminate or reduce a serious risk to health.

4.5 If refurbishment works or demolitions are being planned, then the Property Services Manager (H&S and Compliance) is to ensure the appropriate staff:

- Provide the surveying company with a detailed scope of works; and
- Instruct the surveying company to carry out a Refurbishment Survey, as detailed by HSG 264, of building elements or areas where works are to be carried out; and
- A Management Survey, as detailed by HSG 264, of all other building elements in the remainder of the property.

- 4.6 The Property Services Manager (H&S and Compliance) is to ensure the appropriate staff instruct the surveying company that all reports:
- Must contain fully annotated plans showing the types and locations of all materials (whether asbestos or not); and
 - Must contain a full photographic record of:
 - All asbestos containing materials (whether sampled or not);
 - All materials sampled;
 - Any building material that may be mistaken for an asbestos containing product

5. Voids

- 5.1 When a property becomes void the opportunity will be taken to conduct and asbestos survey if pre 2000 construction (if not already held) and remove/encapsulate any asbestos containing material in poor condition as defined by the guidance within HSG 264. The void Surveyor will be responsible for ensuring any survey and following recommendations are conducted via an approved contractor

6. Asbestos Register

- 6.1 Property Services Manager (H&S and Compliance) is to ensure that all information from asbestos surveys and asbestos information from the re-inspection survey is entered on a computer database (Vision). This information is to be made available to all persons planning or carrying out work in Housing Solutions properties.

7. Updating the Register

- 7.1 The Property Services Manager (H&S and Compliance) is to ensure that:
- The asbestos register is updated whenever the asbestos containing materials are inspected or removed from the property
 - Records of inspections & alterations are retained on the property file

8. Information to Customers

- 8.1 Housing Solutions will maintain an open information policy and will work with customers, residents and leaseholders to agree and deliver solutions to asbestos issues. General information about asbestos will be provided through customers' newsletters and through customer's handbooks or our website
- 8.2 Customers will be provided on request, the location of asbestos containing materials within their home (where applicable) and dependent on a true survey.
- 8.3 Incoming customers to a property that has been void will be provided with information relating to the location of asbestos containing materials upon sign up.
- 8.4 Where asbestos is discovered in a property, during an asbestos survey, the Property Manager or project lead is to ensure that the tenant is informed of the discovery and given the location of any asbestos

- 8.5 Where an asbestos survey is carried out due to planned refurbishment works the customer residing in the property will be provided with a copy of the survey report.

9. Information to Contractors

- 9.1 Housing Solutions recognises its responsibilities for providing proper information to contractors. The Property Services Manager (H&S and Compliance) is to ensure that:
- the information contained within Appendix 4 is sent to all contractors each year, with a copy of Housing Solutions policies and procedures for:
 - work involving asbestos containing material
 - non-asbestos works
 - emergency maintenance works
 - action to be taken if asbestos containing material is found during non-asbestos work
 - All contractors have a safe system of work that will prevent exposure to asbestos
 - Appropriate measures are in place to ensure that their employees are complying with their safe systems of work
 - Contractors are provided with all available information regarding asbestos in the properties in which they will carry out works
 - Ensure their staff have the relative Asbestos Training for the task they are undertaking.

10. Marking of Asbestos Containing Materials

- 10.1 Areas in domestic premises that contain asbestos containing materials are not to be marked.
- 10.2 Areas within non-domestic premises that are accessible to the public and contain asbestos containing materials are to be marked.
- 10.3 Areas within non-domestic premises that are not accessible to the public and contain asbestos containing materials must be marked with a suitable warning sign.

11. Inspection of Asbestos Containing Materials

- 11.1 Asbestos containing materials in domestic premises are not to be inspected on a regular basis. If there is a concern reported about the condition of asbestos containing materials in an occupied property, the asbestos containing materials are to be inspected within two working days from the date of the report to determine what action, if any, is required. The inspecting person is to determine what action is to be taken. In deciding what works are required, consideration is to be given to the occupants wishes. If there is a difference of opinion about what action is required then advice is to be sought from the local environmental health department.
- 11.2 In non-domestic premises the Property Services Manager (H&S and Compliance) is to ensure that:
- All asbestos containing materials are inspected regularly for signs of damage and

wear etc.

- The findings are to be recorded and the register updated.

11.3 The frequency of inspection is to be determined by the table in 'asbestos surveys' section 4.2

12. Planned Works

12.1 Before carrying out any planned works including void property works the Surveying Services Manager or project Manager must:

- Determine the scope of works to be undertaken and the likelihood of disturbance of any ACMs or unknown or hidden materials
- Check the asbestos register to determine if there is a works survey for the property

12.2 If the Surveying Services Manager or Project Lead determines that the work is not likely to disturb any asbestos containing materials, the contractor may be authorised to carry out the works.

12.3 If works are planned and no suitable information is available, then a works survey of the areas must be completed. See 'asbestos surveys'.

12.4 If major refurbishment or demolition works are planned then if no information is available, or information indicates that asbestos was present, or is likely to be present then the Surveying Services or Project Manager is to arrange for a refurbishment survey of the areas. See 'asbestos surveys'.

13. Planned Asbestos Works

13.1 The Asset Management Department is to ensure that if asbestos materials are liable to be worked upon or disturbed in any way, advice (recorded in writing) shall be obtained through the specialist advisor/Competent member of staff before any work is carried out, unless it is minor-planned works carried out in accordance with the prescribed work method.

The Asset Management Department is to ensure that:

- All work on asbestos containing materials is to be carried out in accordance with the Control of Asbestos Regulations 2012, associated approved codes of practice and guidance.
- A separate risk assessment must be carried out if work is to be undertaken on any asbestos containing material, taking into account the work process, the methods and equipment being used and the protective measures being taken.
- All work on asbestos containing material is to be carried out by a licenced asbestos contractor, unless the work is exempted.

- The licenced asbestos contractor must provide a method statement and a plan of work. The contractor must give notice to the appropriate enforcement agency if required. A copy of the plan of work, method statement and notification to the enforcement agency must be sent to the Property Services Manager (H&S and Compliance) member prior to the commencement of any work involving asbestos.
- The plan of work and method statement is checked in good time to allow the work to be carried out. The Contractor is to be advised in writing whether the method statement is satisfactory or not. If the method statement is not acceptable, the licenced asbestos contractor is to be informed and given the opportunity to amend the method statement.
- The work is carried out in accordance with the procedures described in the plan of work and method statement.
- That air monitoring has been undertaken outside the asbestos work area during such works where a risk assessment deems it necessary.
- That the contractor has verification of the clearance certificates once the works have been completed.
- A competent person checks that the quality of all work carried out on the asbestos containing materials is acceptable. See 'competency of staff' for further details.

14. Responsive Maintenance

- 14.1 For responsive maintenance and other high volume short duration work the Asset Management Department must ensure the works order contains a flag indicating that the property may contain ACMs if appropriate. The Asset Management Department must also ensure that the contractor has appropriate access to the information held for the property and if the presence of asbestos is confirmed, presumed or a material is confirmed to not contain asbestos.

If the job turns into a larger planned maintenance job then the procedure for planned works should be followed

15. Emergency Maintenance Works

- 15.1 In an emergency, contractors are to be authorised to carry out works to make safe the situation.
- 15.2 If there is a risk that asbestos containing materials may be disturbed, occupants must be excluded from the immediate work area and suitable precautions taken to minimise the risk of disturbing asbestos containing materials.
- 15.3 In the event that asbestos containing materials are disturbed or damaged, work must stop after any necessary steps to prevent a risk to health or further damage have been taken. The Property Manager must then be informed and the procedures contained in 'action to be taken if asbestos containing material is

damaged' must be followed.

16. Discovery of Suspected Asbestos Containing Material During Non-Asbestos Works

- 16.1 When asbestos containing material is found during the course of any non-asbestos works; work must stop after any necessary steps have been taken to prevent a risk to health or further damage. Advice must then be obtained from the Property Services Manager (H&S and Compliance).
- 16.2 If work can continue without the asbestos containing material being disturbed, the Property Services Manager (H&S and Compliance) may allow the work to continue.
- 16.3 However, if the work is likely to disturb or damage the asbestos, the area is to be made safe and no further work is to be allowed until it can be carried out safely in accordance with the relevant procedures contained in 'work involving asbestos containing material'.
- 16.4 The Property Services Manager (H&S and Compliance) is to ensure:
- Recording of any advice given in writing
 - Suspect material is to remain in situ
 - Ensure a survey is undertaken, including sample of suspected material by an approved contractor
 - Update the asbestos register
 - Inform the Head of Asset Management of the finding

17. Damaged or Disturbance of Suspected Asbestos Containing Material During Non-Asbestos Works

- 17.1 When asbestos-containing material is damaged or disturbed during the course of any non-asbestos works; work must stop after any necessary steps have been taken to prevent a risk to health or further damage. Obtain advice from the Property Services Manager (H&S and Compliance). The advice is to be recorded in writing.
- 17.2 If it is likely that asbestos fibres were released into the air of an occupied area, then the Manager is to ensure that:
- All persons are excluded from the immediate area
 - Air monitoring is to be carried out immediately
 - A Sample of the suspected material is conducted to determine asbestos content
 - The area is cleared of any asbestos containing dirt or debris
 - The air monitoring is repeated
 - Remedial works are not carried out on asbestos insulation or asbestos insulation board;
 - No soft furnishings, carpets, clothing or any personal property is destroyed or removed from the property until further advice has been obtained
 - The suspect Material is to remain in situ.

The Property Services Manager (H&S and Compliance) must:

- Immediately notify the Operations Director
- Make a written record of the event, including witness statements & photographs
- Carry out an immediate investigation
- Forward copies of the records and investigation report to the Operations Director and Housing Solutions H&S officer/responsible person.
- The customer and any other exposed person is informed in writing of the incident and any significant findings of the investigation
- A case file is kept of the incident
- The enforcing authority has been notified if the release of airborne asbestos fibres is sufficient to cause damage to the health of any person.

18. Asbestos Waste

18.1 The Property Services Manager (H&S and Compliance) is to ensure that waste contaminated by or containing asbestos is bagged and labelled, and then classified in accordance with the Hazardous Waste (England and Wales) Regulations 2005 and the List of Waste (England) Regulations 2005. The hazardous waste must be disposed of by a licenced contractor at a licenced site. Copies of all relevant paperwork must be kept on file.

19. Audit

19.1 The Asbestos Management procedures will be audited as per the following table:

Audit Type	Frequency	Responsible Person
Property check*	Quarterly	Property Services Manager (H&S and Compliance)
Internal audit by appointed H&S consultant	Annually	Operations Director
External audit carried out by external auditors	Bi-annually	Operations Director

*To ensure that all properties that require an asbestos survey are recorded on the master database with a date for re-inspection.

19.2 The Operations Director must record the findings of an audit. The system should be amended to incorporate the findings of an audit.

19.3 All persons are to ensure that proper records are maintained and available on demand for inspection by internal auditors.

19.4 These records shall include but not be limited to the following:

- Documentary evidence that the Asbestos Policy and Management System has been implemented and complied with
- Details of the qualifications of the named competent persons
- Details and location of the asbestos register
- Evidence that all contractors have been provided with details of the register
- Evidence that demonstrates that all staff know who the competent person is and

how they may be contacted;

- Evidence that contractors are being checked onsite
- Tenants have received information that relates to asbestos discovered in their homes.

20. Records

20.1 The Property Services Manager (H&S and Compliance) is to ensure that the following records are kept:

- A register of all asbestos surveys of premises in Housing Solutions Group stock
- Amendments of the asbestos register
- Advice given on asbestos to staff, tenants and contractors
- Advice received from consultants and HSE
- Air monitoring reports
- Audit records
- Details of inspections of asbestos containing materials
- Details of all asbestos removal or encapsulation work
- Incident reports
- Method statements for work involving asbestos containing materials
- Notifications to the enforcement agency
- Waste disposal certificates

21. Key Performance Indicators

21.1 The Property Services Manager (H&S and Compliance) will be responsible for reporting the following key performance indicators through the Monthly Compliance report that goes to the executive team.

21.2 All properties that require a periodic inspection of asbestos containing materials have been re-inspected in line with the policy - Target 100%

22. Complaints

22.1 All customer complaints relating to Asbestos will be logged as per the company's complaints policy and procedures.

23. Additional Information & Links

ARCA - Asbestos Removal Contractors Association - www.arca.org.uk

EA - Environment Agency - www.environment-agency.gov.uk

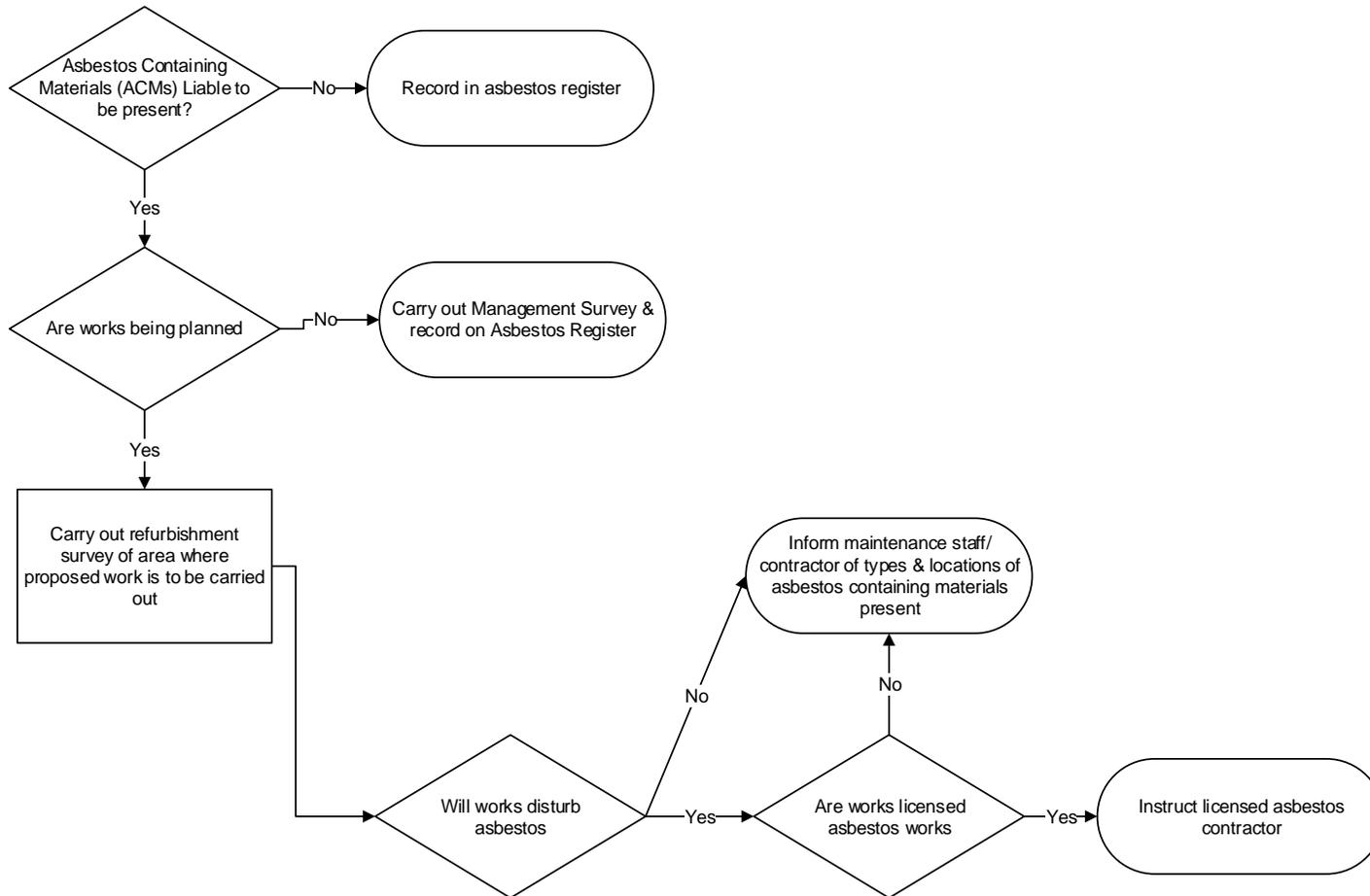
HSE - Health and Safety Executive - <http://www.hse.gov.uk/asbestos>

UKAS- United Kingdom Accreditation Service - www.ukas.com

Appendix 2: Nominated Persons

Competent Person	Mobile	Email
Steve Aldridge Managing Director ACMS UK	01159 220 600	steve.aldrige@acmsuk.com
Ben Lancaster Property Services Manager (H&S and Compliance)	01628 543171 07584 235572	Ben.lancaster@housingsolutions.co.uk
Graham O'Mahony Asbestos Training LTD	08006124115	info@asbestostraininglimited.com

Appendix 3: Survey & Planned Works Procedure



Appendix 4: Information for Contractors

Asbestos Procedures in Housing Solutions' Properties

As some of Housing Solutions' properties contain asbestos, we require you to take the following measures to prevent exposure to asbestos fibres whilst working within our properties:

- (i) You must ensure that all personnel who may work in Housing Solutions' properties have received suitable & sufficient training on the following items:
 - the properties of asbestos and its effects on health, including the increased risk of lung cancer for asbestos workers who smoke;
 - the types, uses and likely occurrence of asbestos containing materials in buildings and plant;
 - the general procedures to be followed to deal with an emergency; and
 - how to reduce the risk from asbestos.
 - the procedures in the event that:
 - They discover; or
 - Damage asbestos.

- (ii) Before you carry out any work on behalf of Housing Solutions, you must:
 - Ask your contact if the property is entered on the asbestos register;
 - Ask to see the asbestos survey if the property is entered on the register;

- (iii) If your work is likely to disturb asbestos, you must:
 - Provide a suitable plan of work & method statement;
 - Ensure the asbestos is either removed, segregated or enclosed from the proposed area of work prior to commencement.
 - Only allow authorised personnel to carry out work in Housing Solutions' properties;
 - Provide the site operative's with all the information relating to the property;
 - Ensure that site operative's know and understand the procedures in the event that:
 - They discover; or
 - Damage asbestos.

- (iv) Take suitable steps to ensure that your personnel work safely and follow Housing Solutions' procedures when on site. If there is a risk that asbestos containing materials may be disturbed, occupants must be excluded from the immediate work area and suitable precautions taken to minimise the risk of disturbing asbestos containing materials. In the event that asbestos containing materials are found, disturbed or damaged during non-asbestos works; work must stop after you have taken any necessary steps to prevent a risk to health or further damage. Your contact must be informed and the relevant procedure must be followed.