



'Hassle Free'

Hassle Free, the retained
consultancy service by Acorn

Welcome to 'Hassle Free'

During the last 25 years, Acorn have supported a wide variety of businesses, charities, and voluntary organisations with our retained consultancy service. This "Hassle Free" service has been designed specifically to meet the needs of each customer with minimum fuss.

Legally all organisations require access to competent health and safety advice, and that's where we can help. We understand that Health and Safety can sometimes be a headache, with ever-changing regulations and seemingly conflicting advice, all to be consistently managed alongside ever-increasing workloads.

'Hassle Free' is a partnership between you and our consultants who will work hand in hand with your business to provide the advice you need, when you need it.

They'll get to know you and your business and be there when you need them.

We will ensure that you have access to the best support and advice relating to your legal requirements, recommendations, and everything in between. In essence, we'll make sure you are covered and protected against the risks to keep you on the right side of ever-changing health and safety laws and legislation.

Our customers operate in a diverse range of industry sectors, equally, our consultants have a diverse range of experience and have many years of experience, putting policies into practice across all business sectors.



What's included*:

In addition to accessing competent health and safety advice, you'll also benefit from:

- ✓ An initial onboarding audit / meeting
- ✓ Creation of a health and safety action plan
- ✓ Access to our telephone support line and dedicated e-mail
- ✓ Preparation of a written health and safety policy and an annual review
- ✓ A suite of documents, forms, and templates
- ✓ A certificate of membership
- ✓ Monthly e-zines and information on a rolling programme of health and safety topics
- ✓ Monthly toolbox talks
- ✓ An annual face to face meeting or site visit
- ✓ A 10% discount on all Acorn Health and Safety training courses
- ✓ Additional guidance for those withSSIP accreditations

*Our new and exciting portal is now up and running! It's an ongoing development and we are adding to it all the time. IOS and Android compatible users will be able to access, store and review documents. We are also digitalising all our forms and templates.

How much does Hassle Free cost?

Acorns 'Hassle Free' service costs from £125 per month, which includes everything mentioned in "What's included", irrespective of the number of employees in your organisation. Payments can be made monthly direct debit at no extra cost.

Is there a tie in?

We ask for an initial commitment of one year, as it takes time to get to know you and your business, however in practice you are free to leave at any time.

How is the documentation provided?

Here at Acorn, we do not lock all our documents into PDF's. All our forms, templates and checklists are provided as editable word documents, and when we do provide documents in PDF format (such as policies and assessments) we'll happily edit them for you whenever required.

Are there any hidden costs?

Put simply, NO! Any additional work that you may request or is required above the 'Hassle Free' included service, will be clearly proposed with simple prices, and is always discussed with you first.

How do I contact my advisor?

You can e-mail us at support@acornsafety.co.uk or call 0117 958 2070 and select option 2. For those businesses requiring it, out of hours support is available 24 hours a day.

We prioritise all calls received to ensure our retained clients receive the right advice, at the right time, however we guarantee to respond to all telephone calls within 4 hours and e-mails within 48 hours.

How is the documentation presented?

All documentation, photos, reports, and certificates are stored in your online portal where they can be accessed and reviewed at any time. You will also be able to complete all necessary tasks through your online portal*.

In addition, we keep copies of all documentation provided in secure, designated customer folders. All customer information is held in accordance with data protection legislation. Acorn Health and Safety are registered with the Information Commissioners Office (ICO)

Do you provide training?

Acorn Health and Safety are also renowned as one of the highest quality health and safety training companies in the Southwest, so yes, we absolutely can.

First aid, fire, manual handling, IOSH, are all available at our bespoke training facility in Warmley, Bristol. As a retained customer, you will also benefit from a **10% discount** on any course booked. We also have a comprehensive e-learning offering.

How do we keep up to date?

We will keep you up to date via newsletter, blogs, and legal updates where applicable, so it is all in hand for you, feel free to also follow us on X, connect on LinkedIn or join us on Facebook.



Contacting Us

Our team are on hand to provide you with practical advice and support when you need it and in a manner complimentary to your day to day business activities.

Our Warmley office is open Monday - Friday from 9am - 5pm and you are welcome to contact us in the following ways:

Telephone 0117 958 2070 (option 2)
E-mail support@acornsafety.co.uk

Acorn Health and Safety aim to provide a prompt response to all enquiries received during normal office hours, whether they originate in person, by e-mail or telephone. If you require an out of hours contact number please let us know.

When you subscribe to Hassle Free you'll be given the name of a lead advisor, a real person with a real desk, someone who we feel is best placed to support you and your business.



Acorn Health and Safety



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