

HSA Customer Action Plan



An tÚdarás Sláinte agus Sábháilteachta
Health and Safety Authority

Section 1: Introduction

The Health and Safety Authority has a wide and varied mandate including acting as the national body with responsibility for protecting workers from work-related incidents, injuries and ill health. We act as the market surveillance authority for chemicals and industrial products, and protect all citizens from the risks arising from the use of chemicals. We also provide the national accreditation service through the Irish National Accreditation Board (INAB).

As such, we have a wide and varied customer base with different requirements, needs and expectations. These customers include employers, employees, political representatives, stakeholder bodies, industry representatives, researchers, academics, consumers, media, students, European agencies, potential future staff and members of the public. We strive to provide high levels of customer service and are committed to being a high performing organisation providing value for our many stakeholders.

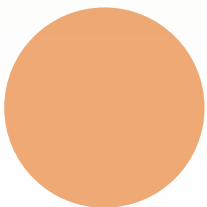
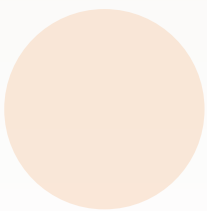
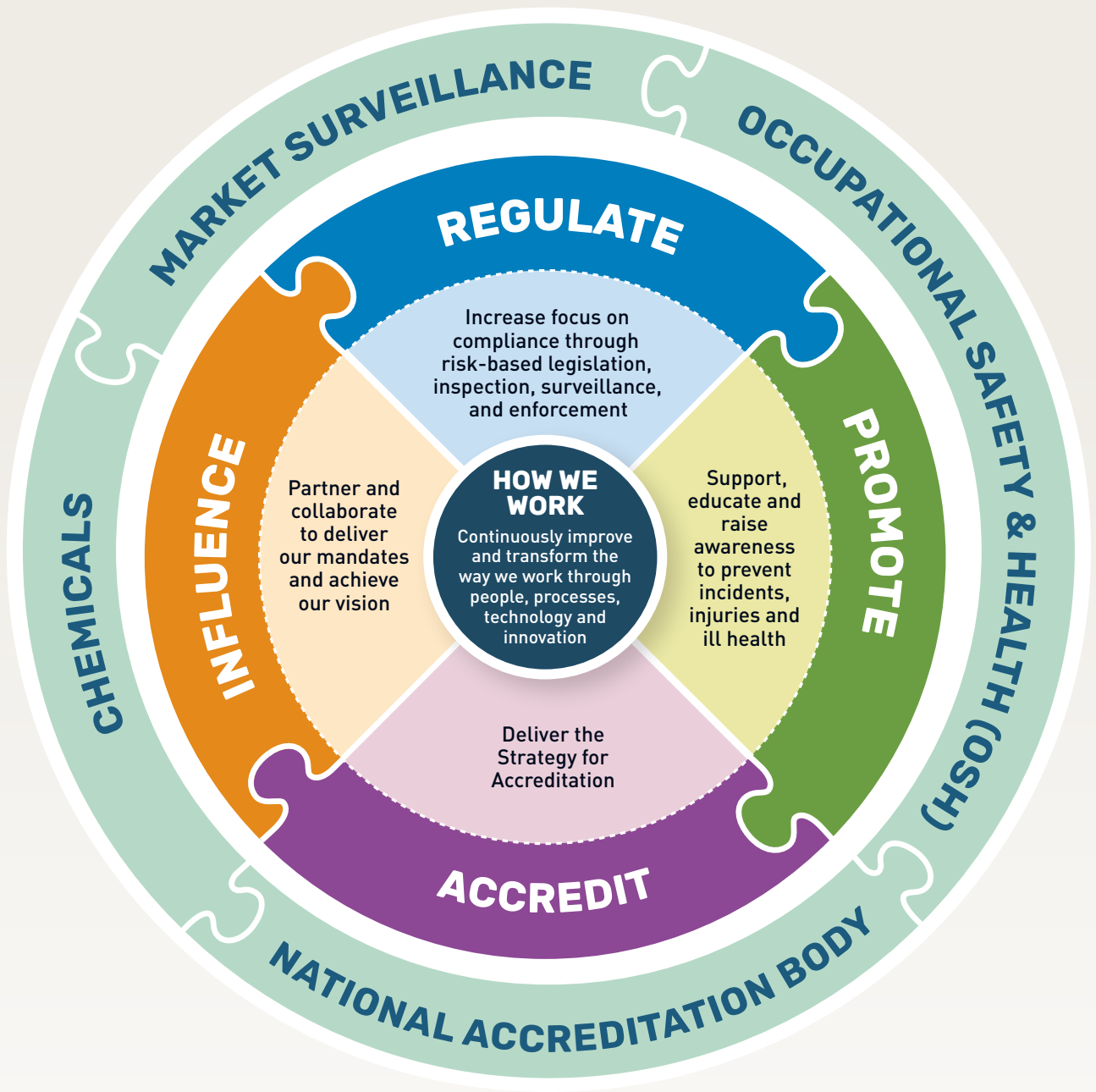
Our Mandate

- To regulate the safety, health and welfare of people at work and those affected by work activities.
- To promote improvement in the safety, health and welfare of people at work and those affected by work activities.
- To regulate and promote the safe manufacture, use, placing on the market, trade, supply, storage and transport of chemicals.
- To act as a surveillance authority in relation to relevant single European market legislation.
- To act as the national accreditation body for Ireland.

Our Values

Our **CORE** values underpin our behaviours and inform the way we work together and perform as an organisation, internally and externally. The values shape how we engage with our customers in all interactions and through all channels.

- **Collaboration:** We listen, consult and collaborate with employees, employers, stakeholders and partners.
- **Openness:** We embrace diverse perspectives while striving to be inclusive in all that we do. We encourage open and honest communication.
- **Responsiveness:** We adapt to changing circumstances and drive continuous improvement through innovation. We use data to inform what we do, and we evaluate and share learnings.
- **Ethics:** We uphold the highest professional, governance and ethical standards. We will earn trust by being accountable and delivering our services in a fair, independent and transparent manner.



Section 2: Our Commitment to the Principles of Quality Customer Service

Guiding Principle 1: Quality Service Standards



Principle

Publish a statement (Customer Charter) that outlines the nature and quality of service which customers can expect, and display it prominently at the point of service delivery.

Our Commitment

- We will publish a Customer Charter and Customer Action Plan that outlines the nature and quality of service which customers can expect and display it prominently on our website and other channels/formats as appropriate.
- We will monitor key customer facing metrics including number of queries, number of complaints and call waiting time, and take remedial action where issues are identified.
- We will undertake an annual customer survey(s) to determine attitudes and opinions in relation to the Authority itself and its work.

Guiding Principle 2: Equality/Diversity



Principle

Ensure the rights to equal treatment established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). Identify and work to eliminate barriers to access to services for people experiencing poverty and social exclusion, and for those facing geographic barriers to services.

Our Commitment

- We will establish an Equality, Diversity and Inclusion (EDI) working group, comprising representatives drawn from across the Authority.
- We will develop an EDI policy and embed into our policies and procedures, including our recruitment, development and retention processes.
- We will seek to exceed the target that at least 6% of our staff represent persons with disabilities.
- We will emphasise and promote equality and human rights through all aspects of our day to day work.
- We will ensure that images used in our resources and publications is reflective of diverse audience.

Guiding Principle 3: Physical Access



Principle

Provide clean, accessible public offices that ensure privacy, comply with occupational and safety standards and, as part of this, facilitate access for people with disabilities and others with specific needs.

Our Commitment

- We will ensure our offices comply with occupational health and safety regulations.
- We will ensure there are suitable facilities to provide safe and comfortable access for people of all abilities visiting our offices, including access for people with specific mobility needs.
- We will ensure appropriate signage is in place for people with disabilities.
- An access officer will be appointed to ensure we meet our requirements under accessibility legislation.
- We will appoint a fire warden in all office locations.

Guiding Principle 4: Information



Principle

Take a proactive approach in providing information that is clear, timely and accurate, available at all points of contact, and meets the requirements of people with specific needs. Ensure that the potential offered by Information Technology is fully availed of and that the information available on public service websites follows best practice guidelines. Continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

Our Commitment

- We will provide information and guidance in a style and format that is tailored to the needs of the target audience.
- We will ensure that all information publicly available is up to date.
- We will adapt a 'plain English' ethos and review relevant publications against NALA guidelines.
- We will publish material in languages other than English where such a need exists, and ensure we meet our duties under the Official Languages Act and the Irish Sign Language Act.
- We will proactively communicate with customers using platforms/media that are relevant to the target audience.
- We will ensure that our web properties conform with accessibility requirements.
- We will comply with the regulations on the Re-use of Public Sector Information and encourage the re-use of the information that is published on our web properties.
- We will provide resources in digital format to the greatest extent possible.

Guiding Principle 5: Timeliness and Courtesy



Principle

Deliver quality services with courtesy, sensitivity and the minimum delay, fostering a climate of mutual respect between provider and customer. Give contact names in all communications to ensure ease of ongoing transactions.

Our Commitment

- We commit to treating our customers with courtesy and respect in all dealings and we will act with high levels of professionalism at all times.
- We will take account of our customers' needs in fulfilling our remit, and legal or technical language will be used only where necessary.
- We will ensure our key 0818 289 389 customer contact line is open from 9:00am to 3:00pm daily, excluding weekends and bank holidays, and will operate an emergency contact line until 5:00pm each day.
- We will aim to answer 70% of calls to our customer contact line within 30 seconds.
- We will aim to respond to all emails to our key customer contact email address (contactus@hsa.ie) within 7 working days.
- Where we cannot resolve an issue, we will aim to inform customers of the estimated time to resolution.

Guiding Principle 6: Complaints



Principle

Maintain a well-publicised, accessible, transparent and simple-to-use system of dealing with complaints about the quality of service provided.

Our Commitment

- We will adhere to our Policy for the Management of Customer Service Complaints which classifies complaints, at the discretion of the customer, as either informal or formal.
- We will strive to resolve informal complaints to the customer's satisfaction at the point of contact.
- Formal complaints will be acknowledged within five working days of receipt of the complaint and an Investigating Manager will be appointed within ten working days.
- We will endeavour to conclude investigations of customer complaints within 30 working days.
- We will maintain a summary overview of formal complaints and take remedial action as appropriate.

Guiding Principle 7: Appeals



Principle

Maintain a formalised, well-publicised, accessible, transparent and simple-to use system of appeal/review for customers who are dissatisfied with decisions in relation to services.

Our Commitment

- Where a customer is dissatisfied with the outcome of a formal investigation of their complaint, they may appeal the outcome which will be undertaken by a member of the Senior Management Team (SMT).
- If, having exhausted the appeals process, the customer remains dissatisfied, they will be advised of the option to contact the Office of the Ombudsman.

Guiding Principle 8: Consultation and Evaluation



Principle

Provide a structured approach to meaningful consultation with, and participation by, the customer in relation to the development, delivery and review of services. Ensure meaningful evaluation of service delivery.

Our Commitment

- All proposed changes to legislation under our remit will be published on the Public Consultation section of our website, and customers and stakeholders will be encouraged to submit their views.
- Stakeholders are engaged with on a regular process, both informally and formally through forums such as our Construction Safety partnership and Farm Safety Partnership, in line with our tripartite values.
- Customers are welcome to submit any comments via the Contact Us section of our website.
- Attendees at our events, both in person and online, will be encouraged to tell us what they think via a feedback questionnaire.

Guiding Principle 9: Choice



Principle

Provide choice, where feasible, in service delivery including payment methods, location of contact points, opening hours and delivery times. Use available and emerging technologies to ensure maximum access and choice, and quality of delivery.

Our Commitment

- We will make it easy for customers to contact us via telephone and digital channels.
- Our Contact Centre telephone lines will operate from 9am to 3pm Monday to Friday, excluding bank holidays.
- Our Contact Centre email service will be available from 9am to 5pm Monday to Friday.
- Outside of core hours, we will operate an emergency service in collaboration with An Garda Síochána.

Guiding Principle 10: Official Languages Equality



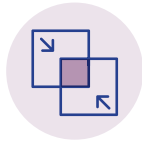
Principle

Provide quality services through Irish and/or bilingually and inform customers of their right to choose to be dealt with through one or other of the official languages.

Our Commitment

- We will create a welcoming environment in which the use of the Irish language is enabled.
- We will comply with the requirements of the Official Languages Act 2003 as updated by the 2021 Act.
- When a customer contacts us in Irish, either verbally or by writing, they will receive a response in Irish.

Guiding Principle 11: Better Co-ordination



Principle

Foster a more coordinated and integrated approach to delivery of public services.

Our Commitment

- Memorandums of Understanding (MOUs) will be developed with key stakeholders as appropriate, such as the Road Safety Authority (RSA) and An Garda Síochána, to avoid duplication of effort and foster a collaborative approach.
- Service Level Agreements (SLAs) will be developed with key stakeholders as appropriate, such as the Department of Enterprise, Trade and Employment.
- We will participate in cross-Governmental forums as appropriate to ensure responsibilities under our remit are understood and integrated with Government departments and other state agencies.

Guiding Principle 12: Internal Customer



Principle

Ensure staff are recognised as internal customers and that they are properly supported and consulted with regard to service delivery issues.

Our Commitment

- We will implement our People Strategy, at the heart of which will be an acknowledgement that our staff are our most important asset.
- We will continue to recognise staff as internal customers and implement internal communications campaigns to ensure staff are full informed and aware of key developments.
- We will ensure that our behaviours and the lived experience of working in the Authority are consistent with our CORE values.
- We will prioritise staff resourcing and talent planning across all disciplines to ensure we have the right people, capability and talent to deliver now and in the future.
- We will continuously improve and transform the way we work by encouraging employee innovation, creativity and involvement in our ways of working.
- We will take a more holistic approach to health, safety and wellbeing to create a safe and inclusive culture where our employees feel valued, supported, and empowered to be their true self and excel in work.

Section 3: Monitoring Progress and Improving Service

We are committed to the continuous monitoring and improvement of our services. This will be done through a variety of methods including:

- Annual customer survey to help us understand how perceptions of workplace health and safety and the role of the Authority might be evolving over time.
- Ad hoc research, including qualitative methodologies such as in-depth interviews, with key stakeholders and partners as appropriate.
- Data analytics from key web properties including www.hsa.ie, www.besmart.ie, www.workpostive.ie and <https://hsalearning.ie> to help us evaluate the reach, use and impact of online tools.
- Analysis of formal and informal complaints received as per our Policy for the Management of Customer Service Complaints.
- Feedback received via our social media platforms including Facebook and Twitter.
- Analysis of the call quality experience via our Contact Centre.
- Staff feedback as collected in line with our People Strategy.

