

# UKATA MATTERS

THE MAGAZINE FROM THE UK ASBESTOS TRAINING ASSOCIATION

ISSUE 7 | AUTUMN 2015

**TRAIN  
WORK  
KEEP**

TRAIN SAFE, WORK SAFE, KEEP SAFE!

Also in this issue...



4 AGM & Conference



10 Safety & Health Expo



15 Train Safe, Work Safe



24 Member News



25 Don't Let it In





# Rhodes Asbestos Services

Asbestos Removal And Environmental Solutions



**Rhodes Asbestos Removal and Environmental Solutions** specialise in the management, removal and disposal of Asbestos and other forms of hazardous waste. Our knowledge and experience set us apart from most other companies in this highly specialised field! If you have an impending asbestos compliance or hazardous waste management project, engage the specialists.

Our company experience is second to none in the asbestos removal industry. We have wide range of combined experience ranging from on site supervision to analytical work totalling over 50 years; we work very closely with safety advisors and local authorities to ensure we are setting the highest standards possible.

Rhodes Asbestos work very closely with our clients to ensure that we are ticking all the right boxes, from the start of the contract to the end... and beyond. We ensure that there will be as little disruption as possible caused whilst we are carrying out our work, whether it be of one day, or one week, in duration.



**Rhodes Asbestos Services**

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# Welcome...

## ...from the Editor

It's with great pleasure that I welcome you to this 7th Edition of UKATA Matters, the magazine for Asbestos Training Professionals and our allied trades. As we look to the Autumn months we have a chance to reflect over the traditionally busy Summer months for the UKATA Directors and Team.

In June we saw the second opportunity for UKATA to exhibit at the International Safety and Health Expo at The ExCel in London's docklands. In partnership with the British Lung Foundation, the stand this year was again a fantastic advert for our brand and we welcomed over 600 visitors during the three days. Read all about the event and see some of the great pictures including a very special guest starting on page 10.

As most of our members already know July saw our AGM and Conference and I can quite honestly say that this year was the best yet. Once the formal business was complete we enjoyed an excellent line up of speakers ranging from the Environment Agency to a fantastic business speaker. You can catch up with all the day's news from page 4. I think it would be fair to say that everyone who attended the day took something positive away with them to help them in both their business and

personal lives.

The Team are already working behind the scenes to ensure that next year's event will be even better so if it's not something you usually attend, may I recommend that you consider putting next year's date into your diary and book your place early! The date has now been confirmed as Friday 8 July 2016.

September sees the launch of UKATA's own asbestos training campaign: Train Safe, Work Safe, Keep Safe which will see members offering free training to those who need it most- those who may not be able to afford training or simply don't know that they need it! Members all over the country have been stepping up to offer their services to the cause and I would like to offer my personal thanks to that of Craig Evans (GM) and for everyone involved in devising this campaign, which I am sure will be another fantastic success

for Craig and his team.

This edition is packed with events, news and articles so grab a cuppa and read on. As always if you have any news items, comments or suggestions please get in touch with me directly at [jacqui.royall@ukata.org.uk](mailto:jacqui.royall@ukata.org.uk) or via the office so that we can include your items. I hope you enjoy what's left of your summer and I look forward to bringing you the Winter edition later this year.

**Jacqui Royall,**  
Editor



## Date for your diary

**AGM - Friday 8 July 2016 at Radisson Blu Hotel,  
East Midlands Airport**

## Contents

AGM & conference.....	4	UKATA sponsor local football team.....	17	Member news .....	24
Asbestos in the news .....	8	Asbestos audit .....	18	Don't let it in .....	25
Safety & Health Expo.....	10	British Lung Foundation .....	20	Competitions .....	26
Update from the General Manager.....	14	Development & marketing update.....	21		
Train Safe, Work Safe.....	15	Technical & training update.....	22		



# AGM & Conference

Friday 10 July 2015

## AGM highlights

This year's AGM was another memorable event in the UKATA calendar. The 7th Annual General Meeting did not disappoint, with the complimentary social gathering on the evening of 9 July followed by a packed agenda of events on Friday.

The board of UKATA would like to express their thanks to all members and

delegates who attended and to acknowledge the work of Craig Evans, General Manager and the UKATA office staff for all their hard work with the planning and logistics of the event that has delivered a consistently successful AGM and Conference over several years.

## Conference roundup

The formal business of the AGM was conducted in the morning and followed by a selection of presentations from industry experts, interspaced with opportunities for networking both in the morning and in the afternoon following the closing remarks from the new UKATA Chairman.

Clive's enthusiastic, fun and fast paced presentation made clear the importance of keeping business up-to-date.

## Clive Oliver - Peninsula

Next up at 11.00am was Clive Oliver, a Human Resources professional who, before joining Peninsula, was Director of Human Resources with the UK's largest privately owned retailer in its sector. Originally in an operational role, Clive was part of a small team which grew and developed an organisation from three stores to 32 sites with eventually over 650 employees.

Clive's many years' experience in business, in numerous management roles, enables him to use his 'real life' experiences to help managers, business owners and directors of all types and sizes of businesses to understand their legal obligations whilst focusing on maximum employee performance.

Peninsula is the leading provider of employment law and health & safety services in the UK. Established since

1983, they have around 25,000 businesses who have already integrated Peninsula to work as part of their HR and Health and Safety departments. Headquartered in Manchester, Peninsula employs 900 people across the UK and Ireland.

Through its team of specialists like Clive, Peninsula offers guidance on everything from employment law to health & safety at work issues. Over the years, Peninsula's list of services has increased to include everything to mirror an in-house human resources department. Clive's enthusiastic, fun and fast paced presentation made very clear the importance of keeping business up to date with the constant changes in employment law and health & safety legislation. His presentation provided delegates with many practical ideas and solutions for improving the success of their businesses through the people they employ.





## Tim Frost - Environment Agency

Prior to the break for lunch, Tim Frost, a Senior Environment Officer from the Environment Agency gave a lecture on Hazardous Waste and some of the issues surrounding the storage and transfer of asbestos.

Tim has been an Environmental Regulator with the Environment Agency for over 14 years and in this time he has worked as a Field Officer responding to pollution incidents, written guidance documents relating to hazardous waste and was involved in the design, planning and running of the recent asbestos audit campaign.

Tim outlined the process through which asbestos

can be conveyed from site to labelling, storage and handling, through to ultimately safe transfer and disposal. He encompassed how consignment works and the process for premises registration, pointing out that for higher risk sites it is an annual requirement.

Tim highlighted that while some sites are very good, failings included poor or out of date procedures and that a worrying 20% of sites had no training plan at all. While matters of evident concern are passed to the HSE, 21 new permits were issued and the amount of asbestos consigned increased from just over 240,000 tonnes in 2013 to 280,000 tonnes last year.

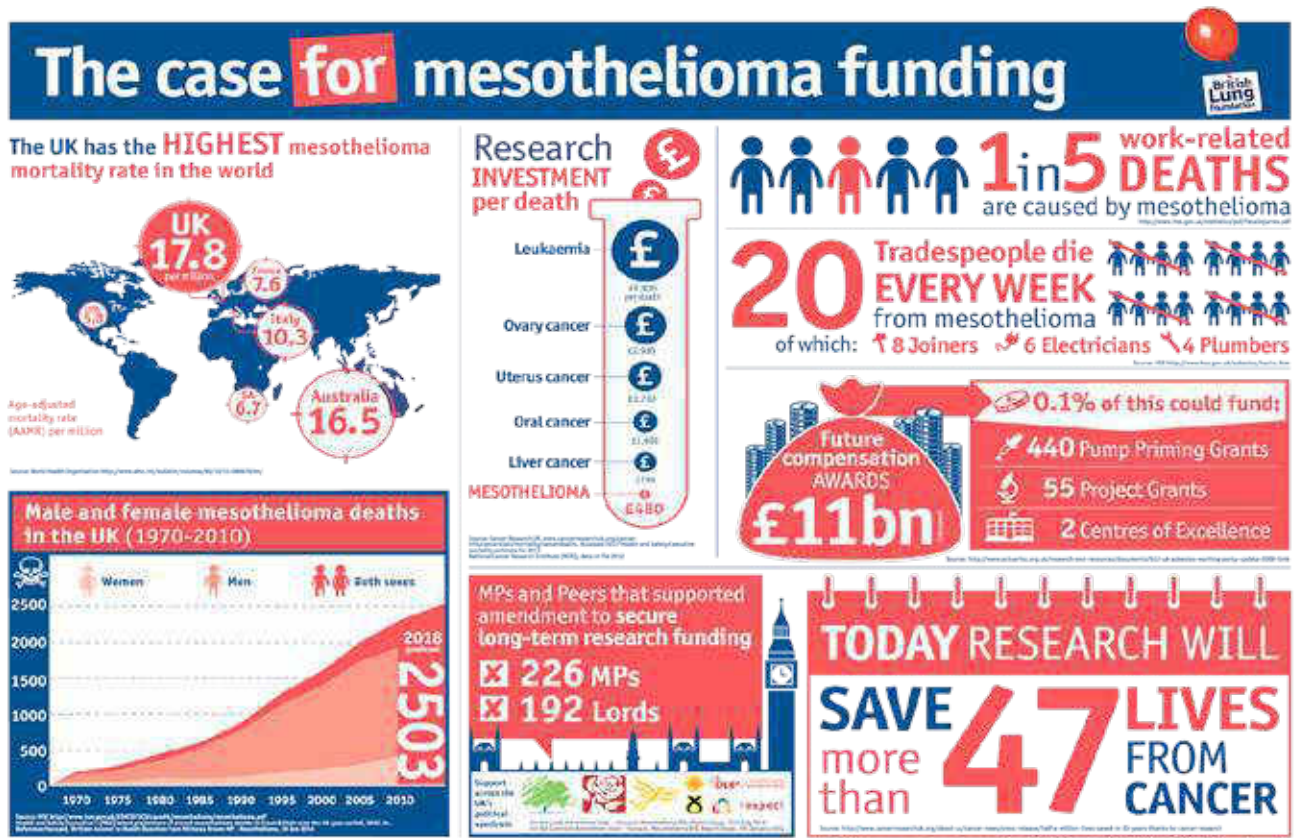
The amount of asbestos consigned has increased from just over 240,000 tonnes in 2013 to 280,000 tonnes last year.





# Breathe easy

Charlotte Pretty, Corporate Partnerships Executive at the British Lung Foundation opened proceedings with a presentation on the current work of the British Lung Foundation and the partnership with UKATA.



Charlotte is passionate about making a positive change to the perception of lung disease and making the lives of people with lung disease better. She used her 10.30am address to talk about the work of the British Lung Foundation and the uphill struggle to fight lung disease. Charlotte focused her comments on mesothelioma, the incurable cancer caused by exposure to asbestos. Charlotte highlighted that respiratory disease covers 40 different conditions, that one in five people in the UK are living with a lung disease and that respiratory disease is the second biggest killer worldwide. Respiratory

disease kills approximately 120,000 people in the UK, meaning someone dies from lung disease every five minutes. Charlotte pointed out that when it comes to occupational lung disease, the UK has the highest rate of mesothelioma in the world, and rising. "The average survival rate ranges from just 12 to 21 months, with only 20% of people diagnosed living beyond two years." At the AGM, Charlotte said that in 2011, the British Lung Foundation invested £1,000,000 into mesothelioma research and that this will remain a key focus area for the charity going forward.

In 2012, the charity initiated a mesothelioma tissue and blood sample bank, the first of its kind in Europe. This is an essential resource for a country with the highest rates of mesothelioma in the world. Researchers from seven UK locations are contributing to the project, it is so beneficial because it enables researchers to gain rapid access to samples they need to perform the very latest pioneering research.

It is such projects that make the partnership with UKATA and our members so essential.

**Charlotte Pretty**  
Corporate Partnerships  
Executive, British Lung  
Foundation





## Richard Denny – How to Grow Your Business

Last but not least, the Conference concluded on an upbeat note with the celebrated business speaker Richard Denny, who gave an uplifting and thought provoking presentation entitled 'How to grow your business.'

Richard Denny is a business growth specialist who has been variously described in The Times as "The master of professional salesmanship", and the BBC as "A legend on the international speaking circuit."

Chairman of The Richard Denny Group, Richard advises corporate and private clients with real and practical solutions towards business growth within the parameters of customer acquisition, sales, marketing, leadership, management, product

pricing, increasing market share, customer care and most importantly people development skills.

Richard has had a fascinating career, brought up in a rectory, his father was a Rector Baronet – he chose agriculture!! He branched out into building a successful farm food wholesale business and masterminded and led the first farmers' rebellion in the UK. Quickly realising you can't take on the government and win, he diversified into retailing. He developed the concept of farmers' markets and farm gate sales into farm shops.

A complete diversification into a wide range of products and services lead to three years in direct marketing with products as diverse as detergents to underwear. Richard led

and inspired a sale force in excess of 2000 people. His experience also included wholesaling of electronic goods.

His presentation and speech to UKATA delegates was liberally illustrated with anecdotes, people stories and, of course, his renowned humour. Richard has the uncanny ability to hold any audience, probably because he talks common sense and has the knack of being a brilliant communicator. This made Richard's section the perfect finale to the day and the ideal springboard to the networking period that followed after. The perfect end to another highly successful day in the UKATA calendar of member events.





# Asbestos in the news

## Llandudno builder jailed for exposing workers to asbestos

A builder has been jailed for exposing workers to asbestos while working at a commercial unit on a Colwyn Bay industrial estate.

Brian Roberts of 123 Bryniau Road, Llandudno and three men working with him, were exposed to potentially deadly asbestos fibres while working in the unit at Eagle Farm Road, Mochdre Business Park around 11 September 2012.

Llandudno Magistrates' Court heard on 12 June how Roberts, who had been employed by the owner of the premises trading at the time, as Light in Design to remove asbestos from the building prior to sale.

The Health and Safety Executive (HSE) was alerted to the unlicensed work by a contractor who was licensed to remove asbestos.

HSE's investigation found that Roberts removed a significant quantity of asbestos insulating board (AIB) from the premises despite not holding a licence to work with such material.

Brian Roberts pleaded guilty to breaching the Control of Asbestos Regulations 2012, and was given a custodial sentence of 26 weeks.

Speaking after the hearing HSE Inspector Chris Wilcox said: "The safe removal of

asbestos requires a high level of skill and technical knowledge and must be done by a contractor licensed by HSE."

"Asbestos is the single greatest cause of work-related deaths in the UK. There are specific rules in place to make sure it is dealt with safely and contractors have a duty to ensure they protect their workers from risk of exposure.

"By undertaking the uncontrolled removal of asbestos, work for which he was not licensed, Brian Roberts exposed himself and his co-workers to the risk of inhaling asbestos fibres.

"The outcome of this exposure cannot easily be assessed but there remains the possibility of ill health in the future. The workers could also have posed a health risk to others, including, for example, their families and loved ones, by taking home contaminated clothing.

"Those involved now have to live with the fear of becoming ill with this life-threatening lung disease."

## Developer in court after workers potentially exposed to asbestos

A construction firm has been fined after exposing workers to potentially deadly asbestos fibres during the conversion of an office block into residential flats in Witham, Essex.

In July 2012, Marden Homes Ltd was commissioned to convert an office block into residential flats, this involved removing a disused boiler and its pipes from the building's former Plant Room.

During the refurbishment work, employees of Marden Homes Ltd disturbed pipe lagging which contained asbestos fibres.

The Health and Safety Executive (HSE), prosecuted Marden Homes Ltd at Chelmsford Magistrates Court after finding the company had not arranged for a Refurbishment and Demolition Asbestos Survey to be available to the workers on site.

The Marden Homes Ltd employees were therefore unable to identify the presence of asbestos before removing the disused boiler and associated pipework and potentially exposed themselves, and other workers, to asbestos fibres.

One of the workers involved had not received any training to enable him to identify whether the

materials he was removing were liable to contain asbestos.

The company had, in 2013, received advice from HSE regarding the need for a Refurbishment and Demolition Asbestos Survey to be carried out prior to work liable to disturb asbestos taking place. The company also received an Improvement Notice requiring them to provide their employees with asbestos awareness training.

Marden Homes Ltd of 275 Prince Avenue, Westcliff on Sea, Essex was fined £50,000 with costs of £1,413 after pleading guilty to three breaches of the Control of Asbestos Regulations 2012.

Speaking after the hearing, HSE Inspector David King said: "Exposure to asbestos fibres is a serious and well known health risk, so it is essential that duty-holders take suitable and sufficient measures to prevent the disturbance, spread and exposure to asbestos."





Guidance on managing the risks of asbestos is widely and freely available.



## London council in court after decade of ignoring asbestos risks

"Guidance on managing the risks of asbestos is widely and freely available. Asbestos has been subject to regulations since 1931 and relevant to the construction industry since 1969.

"Therefore failing to take action to identify the location and type of asbestos present during planning of the work, not communicating that information to workers/contractors who may disturb the asbestos and then not taking appropriate measures to protect the health of those exposed is absolutely inexcusable."

Around 5000 people die every year as a result of breathing in asbestos fibres, making it the biggest single cause of work-related deaths in the UK. Airborne fibres can become lodged in the lungs and digestive tract, and can lead to lung cancer or other diseases, but symptoms may not appear for several decades.

Waltham Forest Borough Council has been fined after it exposed members of staff and visiting contractors to the potentially lethal dangers of asbestos, which it knew to be present in the Town Hall basement.

The hazardous material was identified in a survey commissioned by the council in 2002, yet it failed to take adequate action to act on the findings and put effective controls in place. As a result employees and visiting contractors were allowed to carry on working in the basement regardless of the dangers for the next ten years.

Westminster Magistrates heard on 30 March that the issue only became public by chance in mid-2012 when a local resident put in a request to the council to see some election expenses documentation. The authority denied the request with the reason that the paperwork was contaminated with asbestos.

As a result, the resident approached the Health and Safety Executive's 'Mythbuster Challenge Panel', which in turn referred the concern to HSE inspectors in north east London to investigate further.

HSE found that the council had a second asbestos survey carried out in January 2012. This had

quickly identified problems of asbestos in the boiler room and other areas of the basement. The survey also highlighted that areas identified in the 2002 survey had not been remedied.

The court heard that Waltham Forest had no plan in place for managing the well-known risks of asbestos and there was an inadequate system in place for inspecting asbestos at the Town Hall.

HSE served an Improvement Notice on the council requiring them to put in place a proper management plan dealing with the presence of asbestos. Inspectors also interviewed a number of employees and contractors who had used the basement over the years, including print-room staff who were based down there.

Waltham Forest Borough Council was fined a total of £66,000 and ordered to pay £16,862 in costs after pleading guilty to two breaches of the Health and Safety at Work Act 1974 and a breach of the Control of Asbestos Regulations 2006.

After the hearing, HSE inspector Chris Tilley said:

"Waltham Forest was aware of the asbestos in the basement as far back as 1984. It was also aware of the risks from asbestos exposure and of its duty to manage those risks. However, the authority singularly failed to do so over more than a decade. Over that period, an unquantifiable number of its own employees plus workers from maintenance companies and similar were regularly exposed to these hazards.

"Asbestos related disease has a long latency and it is impossible to ascertain what injury may have been caused in this case. But asbestos is a known and powerful carcinogen and owners or managers of non-domestic premises, such as councils, have a legal duty to manage the material in their buildings and have measures and controls in place to protect workers and the public from being exposed."

Source for all: <http://www.hse.gov.uk/asbestos/news.htm>

# Safety and Health Expo

## Proves a big success

Back in June, the UKATA Office Team attended the Safety and Health Expo at ExCel in London from 16-18 June. Once again, the event proved a great success, with many visitors to the stand keen to learn more about asbestos training and to talk to the British Lung Foundation about asbestos related diseases like mesothelioma.

The EXPO is the largest event in the UK dedicated to excellence in global health and safety and the presence of UKATA allows the Association and, through us our members, the opportunity to reach the thousands of health and safety professionals who attend from locations across the globe.

As in 2014, the EXPO is backed by IOSH, RoSPA, BSIF and other industry partners which make the

EXPO the must attend event for health and safety professions and allows us to get to the heart of the industry where UKATA's message can have the most impact, as delegates take advantage of exhibitors, educational programmes and much more.

UKATA was joined for the three day event by Charlotte Pretty, a representative of the British Lung Foundation who together with her colleagues joined us on

the stand to offer free lung function tests, plus information and advice on respiratory health.

The BLF is hard at work campaigning for sustainable funding for mesothelioma research, a deadly cancer for which there is no cure and more than 90% of people die within three years of diagnosis. Charlotte Pretty very kindly came along to go into the case in more detail at the UKATA AGM, a roundup can be

found on page 6, while a more in-depth view from Charlotte is on page 20 of this issue.

From the perspective of UKATA, the EXPO was the perfect launch pad for our Train Safe, Work Safe, Keep Safe Campaign, designed to offer free asbestos training to those small businesses, DIY enthusiasts and individual tradespeople who arguably need it the most.







In 2014 attending the Safety and Health Expo was a learning curve for all the staff involved. The Association literally set its stall out in terms of who we were and what our members offered, for both large and small businesses, and how membership of UKATA can pay real dividends.

This year was all about building on the work of 2014 and using the 2015 Expo as a platform, to show how delegates could join UKATA and how they could secure training from our members, in their region of operations, while the attendance of the BLF underlined the

importance and health and safety reasons behind why not taking asbestos training seriously is not an option for businesses.

The sad fact is that mesothelioma is the only disease that is easily linked with asbestos. Establishing a direct link between asbestos and other illnesses it is known to cause can be difficult to prove, but it is surely right we do all we can to support asbestos victims now – and with greater training – ensure we never again see workers suffering from its avoidable and tragic effects.

# Safety and Health Expo

## Proves a big success



These messages on training and health and safety were very well received, and once again, interest from UK delegates was heavily supplemented by the arrival of international delegates on the stand. We all know that while asbestos remains the biggest workplace killer in the UK that the situation overseas can be much worse and while our focus remains the UK, it was welcome to enhance UKATA as an expert voice to a global audience.

The EXPO has proved a great outlet for UKATA's core message, and what this amounts to is a very busy time for everyone in terms of processing and evaluating all these new leads and contacts and dealing with them as appropriate. When you consider that UKATA staff welcomed over 600 visitors to the stand over the course of the three days, members can perhaps appreciate the work that needs to be done in terms of follow up.

The Train Safe, Work Safe, Keep Safe message was on prominent display and met with the response we had hoped for. In the past few years our members have delivered over half a million asbestos training courses, but we are all too aware there are still thousands of tradespeople who have not received asbestos training of any kind.

They are at risk of coming into contact with deadly fibres if they inadvertently disturb asbestos during

building work and for this reason our members are generously offering free training, at their own expense, to individual tradespeople who may be unaware that such training exists. UKATA members have once again stepped up to the challenge and a full rundown on the campaign to date is on page 15.





From the perspective of UKATA, the EXPO was the perfect launch pad for our Train Safe, Work Safe, Keep Safe Campaign



In addition to these 600 delegates, we also welcomed a very special visitor in the form of Zooby, a guide dog puppy in training who caused quite a stir when he made an impromptu stop off with the UKATA team!

Over 15,000 Health and Safety professionals who attended the EXPO this year and from the feedback thus far, it is clear UKATA, in partnership with the BLF, has helped to open people's eyes to the danger still posed by asbestos

and related diseases like mesothelioma and of the vital need for greater awareness and training.

At time of going to press, plans are being formulated to see UKATA take part again in 2016, when once again we will be taking asbestos training to the heart of industry. Watch this space!



# Update...

## ...from the General Manager

I would like to start by extending my thanks to all our members who made the trip to East Midlands Airport for this year's AGM and Conference.

The Radisson Blu has proved a great venue and allowed us to innovate and introduce new elements for members, including a social gathering the evening before, which was another good opportunity to meet members in an informal setting prior to the serious business of the AGM. All this year's speakers were very well received and I would like to thank them all for taking the time to come along and give us all the benefit of their experience and insight.

The AGM is always a logistical challenge and a lot of work takes place behind the scenes to help ensure it is a success. It would not run so smoothly were it not for the office team who put so much time and effort into it. The AGM and Conference has taken place this year with an extremely busy period more generally for the UKATA team, so on behalf of myself and our members I would like to pay tribute to the dedication and hard work of the team for delivering another flawless event. The AGM saw us confirm our new Board of Directors and I look forward to welcoming them to the first Executive Committee Meeting, which is scheduled to take place towards the end of September.

Earlier this year UKATA attended the EXPO once more, this time together with representatives of the British Lung Foundation. I attended for the full three days and there was definitely a different approach from delegates visiting our stand this time.

In 2014 some delegates were - perhaps understandably given it was our first attendance at EXPO - unsure who UKATA were and questions ranged from why should they have UKATA training, to why should they be a member. This year, there

Over 3,500 free hours of training have already been pledged by our members

was a distinct change. Of the hundreds who joined us on the stand, the majority now knew who we were and questions were less about why they should join and more about how they could join or how they went about securing training. We now have a very busy period ahead of us in dealing with all these leads, but it is a nice problem to have. Once again, the levels of interest from overseas companies were very encouraging. Closer to home, we have now expanded our portfolio of courses and have launched both the Duty to Manage and the Appointed Persons courses in response to member requests, while also high



on our agenda is our major Train Safe, Work Safe, Keep Safe Campaign.

I can now reveal that over 3,500 free hours of training have already been pledged by our members which is an amazing result. This training is going to have a big impact on those smaller tradespeople who most need help and guidance and may be least in a position to take it up and highlights the dedication and decency of UKATA members up and down the country. By the time this edition of UKATA Matters hits doormats in September, the campaign will have begun in earnest.

This brief review gives a flavour of some of the projects we have ongoing and is just a taster of what UKATA has in our current promotional inbox. There is much more I will be able to bring members up to speed on in the next issue, but suffice to say for now there are many more initiatives in the pipeline for the remainder of the year and as we look forward to the next AGM on 8 July, 2016.

Our ultimate aim is to deliver projects that will have the best outcomes for our members, so if you have an idea that you think we should be looking at, please contact me or one of the Head Office team and let us know.



# Train Safe, Work Safe, Keep Safe



**TRAIN  
WORK  
KEEP**

**TRAIN SAFE, WORK SAFE, KEEP SAFE!**

UKATA members are well underway with their free asbestos awareness training as part of its national campaign to highlight the dangers of asbestos.



UKATA members taking part in this campaign have generously offered over 3,500 hours of free asbestos training during September and October this year, as a means of highlighting the dangers of asbestos and the need for essential training for those who may encounter the

substance.

Our Train Safe, Work Safe, Keep Safe Campaign offers free asbestos training and is predominantly aimed at individual tradespeople, DIY enthusiasts and small companies who may not otherwise have previously known about, or received such training.

"In the last few years our members have delivered over half a million asbestos training courses but we are all too aware there are still thousands of tradespeople who have not received asbestos training of any kind," said Craig Evans, General Manager of UKATA. "They are at risk of

inadvertently coming into contact with deadly fibres if they disturb asbestos during building work and for this reason our members are generously offering free training, at their own expense, to individual tradespeople who may be unaware that such training exists."



## Thank You

We would like to thank all of our members who have generously donated free training as part of our Train Safe, Work Safe, Keep Safe Campaign.



Every week in the UK, 20 tradespeople die from diseases caused by exposure to asbestos fibres as long ago as the 1950s through to 1983, when strict safety guidelines on the use and removal of asbestos were introduced. The weekly toll includes eight joiners, six electricians and four plumbers, with experts predicting the UK's annual death rate of 5,000 will soar in the next five years. Damage caused to the lungs by asbestos inhalation can lay dormant for up to 50 years and a huge number of late-stage cases are about to be diagnosed.

These statistics are the prime reason why UKATA members are keen to offer training to individual tradespeople as they may be unaware of the regulations or the dangers of asbestos. As committed professionals UKATA members believe that offering free asbestos awareness training is a way of delivering the message to this sector of industry and their generosity is commendable.

The legacy of more than half a century of exposure to asbestos at work is about to be seen in thousands of former ship-builders, boilermakers, builders, plumbers, teachers, nurses and their families. Mesothelioma alone is thought to be silently afflicting one in every 100 men born in the 1940s in the UK and Guy's Hospital in London has predicted that 100,000 people in the developing world who are alive now will die from the condition.

In order to check availability on a course and to book a free place, the relevant UKATA Member can be directly contacted via the contact details provided at the link below. Those booking are asked to quote the UKATA Train Safe, Work Safe, Keep Safe Campaign.

Any members who still wish to be involved in the initiative should contact Victoria Castelluccio at Head Office at [victoria.castelluccio@ukata.org.uk](mailto:victoria.castelluccio@ukata.org.uk).

**A list of training dates by region is available for those wishing to attend, by visiting [www.ukata.org.uk/train-safe-work-safe-keep-safe/](http://www.ukata.org.uk/train-safe-work-safe-keep-safe/)**



# UKATA sponsor local football team



Staveley Miners Welfare FC are a local team in Staveley. They are one of most successful teams in the Chesterfield, if not being the best, with at least two teams at every age group starting from Under 7s right through to Under 18s. Staveley also have a Under 21s development. They have a successful Ladies team, plus a Mens team who play at a high level of football.

The UK Asbestos Training Association (UKATA), has announced it has sponsored Staveley Miners Welfare FC Under-9s football team, based near the Association's headquarters in Markham Vale, Chesterfield.

The partnership sees UKATA's logo emblazoned across the team's kit and all weather training jackets, in the coming 2015/16 season. The sponsorship has been used to buy the team 11 football kits and rain jackets with the UKATA logo on the front and numbers on the

back.

"UKATA is always looking for ways to help out the local community in which it works," said Craig Evans, General Manager of the UK Asbestos Training Association. "We're more than happy to help out great causes that need support, so to sponsor Staveley Miners Welfare FC Under-9s made sense for both parties."

The partnership between UKATA and Staveley Miners Welfare FC Under-9s began back when the team were

actually Under-8s, in the 2014/15 season. The then Under-8s manager and current Under-9s manager Jason Moon explains how the partnership with UKATA started when the Under-8s were playing in a cup final.

"Little did I know, but Gill Lewis, Secretary to the General Manager, Executive and Directors at UKATA was present at the game," says Jason. "She'd overheard a conversation I was having about a sponsorship for the team. She said she may be able to help and a week later I got a phone call from her

saying UKATA were willing to sponsor us, which was amazing."

Jason says with UKATA's funding, the team have already been able to reserve funds needed for winter facility costs which last season left them struggling to make ends meet. "With its community ethos, UKATA understands how much institutions rely on a helping hand," said Craig. "It's great to see UKATA's logo on a local football team's kit and wish Staveley Miners Welfare FC Under-9s all the best for the season ahead."

# Asbestos audit

conducted by the Environment Agency, May 2015

Asbestos waste is carcinogenic, toxic and is considered a high risk material even when it is cement bonded.

Movements of over 280,000 tonnes of asbestos waste were reported to us in 2014.



## ENVIRONMENT AGENCY

In recent years we became aware of poor practices in the handling of waste asbestos at transfer sites. We responded by providing guidance and training to our staff on what to expect from sites handling asbestos waste. We highlighted, for example, that: skips of asbestos should go directly to landfill; asbestos waste must be wrapped or bagged, and placed in sealed, locked, labelled skips with the minimum of handling; and asbestos waste must not be treated (including sorting) in any way.

In 2014/15 we ran a national audit campaign together with the Health and Safety Executive and Natural Resources Wales, to check whether minimum standards were met at

asbestos transfer stations. We audited 99 permitted asbestos transfer sites during the campaign and visited unpermitted sites.

Where asbestos waste is moved from one site to another, the receiving site will usually need to hold an environmental permit. There are few exemptions from the requirement to hold a permit and none of them apply to fibrous asbestos, or when the asbestos is produced by the removal contractor or waste management company. As part of the audit we reminded operators about the requirement to hold a permit when receiving asbestos waste; a number of unpermitted sites closed and 21 sites have applied for a permit to store asbestos since the

audit began. Additionally 7 sites decided to remove asbestos from their permit or surrendered their permit in 2014/15.

Many of the asbestos transfer sites we audited were found to be well run, had good quality procedures and operated to a high standard. They maintained good compliance with their permit conditions and to hazardous waste regulations' requirements.

However, some sites failed to come up to the standards we expect.

### Permitting

The operator of an asbestos transfer site needs to hold a relevant environmental permit. The permit sets the standards for operation and also includes restrictions on waste types and quantities. The maximum storage limit set in most asbestos waste transfer permits is 10 tonnes (stored at any time);

this would usually be up to 2 skips on site. The quantity restrictions must not be exceeded.

Some sites we audited had very old permits which cause difficulties to both operators and compliance officers as the permits refer to out of date waste codes, legislation and guidance. We have discussed reviewing the permits with these operators. In many cases the site would benefit from having a standard rules permit, both financially and operationally.

### Premises registration, consignment notes, consignee returns and permit returns

When 500 kg or more of hazardous waste (including asbestos waste) is produced at a site in any 12 month period, that site must be registered with the Environment Agency.





A site's operating procedures should deliver a high standard of environmental protection. When we inspect a site for compliance we expect minimum standards to be met.

There were 6 asbestos waste transfer sites that were not registered as holders of hazardous waste at the time of the audit (they have registered since). 50% of transfer sites were receiving asbestos in quantities greater than 500 kg from unregistered premises. The transfer sites were advised to inform the carriers bringing in such waste that the production site must be registered.

When hazardous waste is moved from one site to another, a consignment note is legally required to track that movement (except where the waste is moved by a householder). Consignment notes were almost always used for movements of non-domestic asbestos waste. However, we found that many consignment notes contained errors, including:

- not giving a detailed waste description
- missing quantities
- missing or incorrect dates and times
- carrier registration numbers missing or incorrect
- incorrect legal names given for the sites receiving asbestos waste

We have made the

operators aware of these issues so that they can resolve them directly or in discussion with the carriers who deliver to them.

A site that receives any hazardous waste must send a quarterly hazardous waste consignee return to the Environment Agency detailing all the hazardous waste received. Any site holding a permit also has to send a permit return to us every quarter detailing any hazardous or non-hazardous waste they have received or sent off site. There is some overlap between the permit return and consignee return, but the consignee must send both returns to us. 20% of sites had not sent one or both of the required waste returns. The sites were advised to send in their quarterly returns promptly.

18% of sites were reporting the waste collection location incorrectly. The collection address required in the consignee return is found in Part A2 of the consignment note. Many consignees were incorrectly giving us the address of the asbestos contractor which is found in Part A5 of the note. It is important that the correct address is given. It is a legal requirement to provide the correct information on returns and

we need this information to track asbestos waste.

A waste carrier may collect from several locations as part of a multiple collection round. Some consignees were:

- recording movements as multiples when they were clearly single collections
- recording all multiples as one single line of information in the consignee return

## Procedures

Thorough, robust and accurate procedures for the receipt, handling and management of asbestos waste are very important elements of a well operated permitted site. Procedures should:

- reflect both HSE and Environment Agency (or NRW) requirements
- match with actual operations on site
- be well understood by everyone expected to follow them

Training on procedures should be made available as necessary. Procedures should be maintained and updated.

Unfortunately 50% of the sites audited had gaps in their procedures and some had no procedures at all. Procedures were also not regularly maintained. Each of these sites has been asked to update or review their procedures.

## Site compliance

A site's operating procedures should deliver a high standard of environmental protection. When we inspect a site for compliance we expect minimum standards to be met.

There was a lot of good practice noted on some of the sites audited. Many sites were using locked skips that were filled manually

and carefully; sited on impermeable pavement; in clean and tidy yards.

Unfortunately however, we also found examples of:

- top-loading of skips where bags are dropped from a height into the skip, including loading using JCB buckets and grabs
- emptying of skips into other skips
- use of open skips (with or without tarpaulin to cover it) and skips that were unlocked
- very heavy skips (over 15 tonnes) where we suspect compaction was taking place
- asbestos bags and pieces of asbestos found outside the skip
- unwrapped asbestos waste and poorly labelled skips
- gas cylinders stored next to skips
- waste being kept on site for over a year

We are pursuing these issues with operators to prevent reoccurrence.

The 2014/15 asbestos audit campaign has shown that there are some well run sites that can successfully manage asbestos to a high standard. The HSE and the Environment Agency will continue to audit more sites in 2015 and require those operators of sites who have not yet met all the standards to reach them without delay.

**Tim Frost**

*Senior Environment Officer,  
Environment Agency*



# The British Lung Foundation

During this year's attendance at the Safety & Health Expo in London, UKATA were joined by Charlotte Pretty of the British Lung Foundation. Charlotte took a break from the stand to provide UKATA Matters with a rundown of the relationship with UKATA to date and the current initiatives being promoted by the charity to combat the various forms of lung disease, in particular asbestos related lung disease.



**The British Lung Foundation is actively campaigning to raise awareness of and improve lung health throughout Britain.**

**Since the British Lung Foundation was established in 1985, they have invested more than £24,000,000 into lung disease research.**

While this sounds like a lot of money, it is in fact a drop in the ocean in terms of what is required, the British Lung Foundation needs all the support possible, which makes partnerships like the current one with UKATA so important. Prevention is always better than cure, so the British Lung Foundation has a number of campaigns to spread the message far and wide.

UKATA is helping with the trade side reaching out to large and small businesses alike, while the 'Love Your Lungs' campaign has taken its message to the public by holding awareness raising events in shopping centres and supermarkets. The events see British Lung Foundation nurses performing lung function tests and members of the British Lung Foundation team raising awareness of breathlessness, which can be an early indicator of diseases such as Chronic Obstructive Pulmonary Disease (COPD).

In addition to its campaigns, the British Lung Foundation has a dedicated helpline (03000 030 555) open from 9.00 am to 5.00 pm Monday to Friday, run by specialist nurses and benefits advisors. The helpline staff will advise on many different topics, from management of a lung condition to travelling abroad.

For many UKATA members, on the front line of asbestos awareness training, the chief enemy is mesothelioma. Mesothelioma is caused by exposure to asbestos and unfortunately there is currently no cure. One of the steps to diagnosing mesothelioma is a CT scan, a CT scan is carried out using a special X-ray machine and produces an image of a cross-section of the patient's body. Once a diagnosis is made, the patient will consider which treatment is best with their care team. The

choices will depend on how far the cancer has advanced, the age and general health of the patient and the symptoms. Treatment options are surgery, chemotherapy, radiotherapy and palliative care. As part of the partnership, the British Lung Foundation joined UKATA at the Safety & Health Expo, where a spirometry test – F.E.V.1 (a forced expiration of lung volume per second) was conducted for those who wished to have it.

Spirometry is a test for lung function and can help to diagnose different lung diseases such as Chronic Obstructive Pulmonary Disease (COPD).

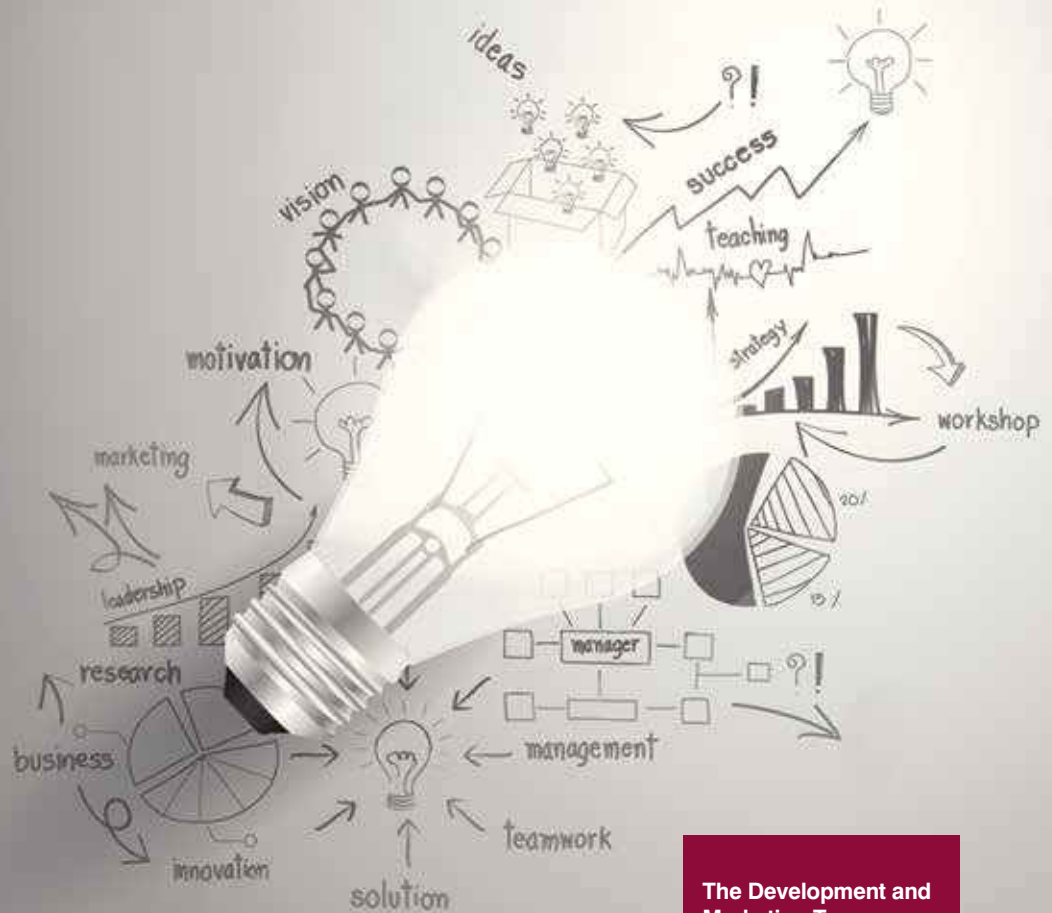
Lung disease affects more than 12 million people across the UK, the British Lung Foundation are there for every one of them. They are leading the fight against lung disease to make sure no one has to face it alone.





# Development and Marketing

During the summer the D&M Team have been working in the background to support the flagship events and new initiatives that keep us on track as the number one recognised Training Association in the UK.



## The Development and Marketing Team are:

### Jacqui Royall

Director and Chair of D&M

### Craig Evans

General Manager and Deputy Chair of D&M

### Gill Lewis

Secretary to the General Manager, Executive & Directors

### Sasha Brailsford

Social Media & Marketing Assistant

### Victoria Castelluccio

Marketing Officer

### Jon Gardner

Beyond PR

I am pleased to report that we had a record number of enquiries from our showing at the Safety and Health Expo in June, and the team are busy with the follow up from the event with some enquires once again coming from overseas: watch this space for more news in the future.

We are currently entering into the consultation phase of proposals to streamline and speed up the verification and audit process. This will bring members and prospective members a faster, more user friendly and more comprehensive service. Consultation closes on Friday 4th September 2015, and whilst predominately for the verifiers and auditors

themselves, please feel free to get in touch if you have any comments or suggestions that you feel are relevant. All communications will be read and considered for their viability.

It has been a long time in the making but the good news that Tutor Testing will be introduced in October of this year has just been announced, further demonstrating UKATA's commitment to excellence. More details on this will be circulated by email later this month and there will be a dedicated member's area opened up on the website for this and member's CPD.

Staying with excellence as a theme, we are looking closely at Quality Control,

ensuring that our brand is protected and used properly only by those authorised to do so. This is an ongoing campaign that will be linked to a review of the Rules of Membership in the autumn.

Finally, looking at our corporate and social responsibilities (CSR), read all about our charity activities and football team sponsorship in this edition. CSR will also be on our radar in the coming months.

# Technical & Training Update

The Technical and Training Committee is pleased to be able to provide members with further updates on the Duty to Manage bespoke course touched on in the last issue. Here Graham O'Mahony gives members an overview of the very latest.

## **Duty to Manage - One Day Overview**

UKATA have received many applications for members wishing to offer the Duty to Manage one day course. The course seems to be a huge success amongst members, who are now able to offer UKATA approved Duty to Manage Certification.

Any members wishing to offer this one day overview for their clients should contact the UKATA Team.

## **Duty to Manage - Appointed Persons 3 Day training course**

Members have been recently informed of the new Appointed Persons course which is now available to members possessing suitable qualifications and experience. The need for an approved course for appointed persons is long overdue and will be well received by members, clients and customers alike, trusting in the brand UKATA certification.

This syllabus sets out the guidance for the provision of asbestos training for those responsible for asbestos containing materials in buildings, as defined within the Control of Asbestos Regulations 2012 (CAR), HSG 264 – Asbestos: The Survey Guide (HSG264) and HSG 227 – A Comprehensive Guide to Managing Asbestos (HSG227).

Providers can offer bespoke or tailored training for the remainder of any training session but the core content must be covered. This

allows greater flexibility and for bespoke courses to be offered to clients with specific needs. In the past, one of the issues was that course syllabi had to be too rigid, so allowing such additional bespoke elements is a real first.

This Appointed Persons course is open to all UKATA Professional Members as an additional course offered and approved by UKATA. Applicants must be able to demonstrate compliance with this syllabus by way of material verification, which must include course presentation, handouts, proformas, documentation used and course assessment and exam.

## **Who could benefit from this training?**

The Control of Asbestos Regulations 2012, Regulation 4 - This regulation covers the duty to manage asbestos in non-domestic premises. It requires duty holders to identify the location and condition of asbestos in non-domestic premises and to manage the risk to prevent harm to anyone who works on the building or to building occupants. It also explains what is required of people who have a duty to co-operate with the main duty holder to enable them to comply with the regulation. Non-domestic premises include the common parts of domestic premises.

Persons as defined under CAR 2012, Regulation 4 will require information, instruction and training to ensure they undertake their

responsibilities to ensure compliance with CAR 2012.

HSG 264 requires an appointed person to assist in the management of asbestos containing materials in buildings (paragraph 14). HSG 264 requires the person appointed to be provided with the necessary skills and training for the effective management of asbestos in buildings.



## **HSG 247 - The Licensed Contractors Guide - Update**

Many members will be aware that the long awaited amendments to HSG 247 are in the final stages of being agreed. UKATA has been involved in the consultation released by the HSE earlier in the year. The consultation period for comments closed at the end of July 2015, so we should hopefully see something very soon. The document is overdue for an update, first being published in Mid-2005, before the CAR 2006 was published, and since then we have had the new CAR 2012. As soon as UKATA hear any news we

will let all members know.

## **Online Training**

The UKATA team have received several applications for asbestos training courses delivered via E-Learning or online training. This has been discussed and it has been agreed by the UKATA Executive Board that only basic asbestos awareness training will be acceptable for online or E-Learning training. It was felt that, other than this course, most other courses required delegate and tutor interaction and discussion. Delegates attending these courses have the opportunity to ask specific questions relating to asbestos, which is not easily achieved via E-Learning.

## **What are we working on next?**

### **Category B & C - Questions bank**

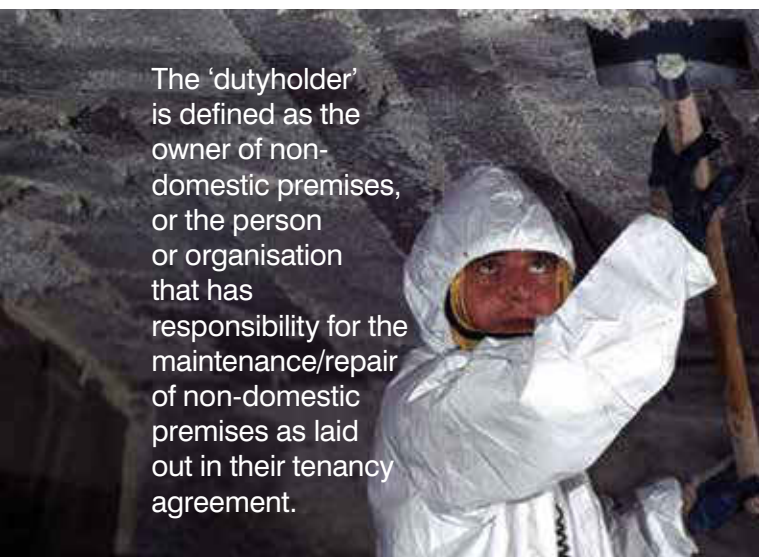
We are now seeking any Cat B and Cat C members who could and would be willing to assist in updating, adding, removing and amending the Category B and C questions bank. This is something the T&T have been allocated to do, but to date have been busy dealing with other matters. So if any member wishes to volunteer some time to assist in this, it would be greatly appreciated.

### **Other UKATA approved training courses**

We are currently working on more UKATA approved syllabi for which members can apply to offer.



## The duty to manage asbestos lies in Regulation 4 of the Control of Asbestos Regulations (CAR) 2012



The 'dutyholder' is defined as the owner of non-domestic premises, or the person or organisation that has responsibility for the maintenance/repair of non-domestic premises as laid out in their tenancy agreement.



CAPITAL LAW

There are four steps the dutyholder must take:

- identify if asbestos, or asbestos containing materials, are present in the premises and the condition thereof
- assess the risk from the asbestos in the premises
- create a plan to manage the risk and implement any actions
- provide this information to other employers who are likely to disturb the asbestos – that is, contractors should be made aware so that controls can be put in place for the duration of any work that may disturb the asbestos.

Ultimately, the duty within CAR is to protect employees and others from potentially fatal exposure to asbestos.

In order to identify the presence of asbestos and its condition, a survey must

be carried out. A good survey should provide accurate, unambiguous information about asbestos containing materials in the dutyholder's premises to allow an effective asbestos management plan (AMP) to be put in place.

However, not all surveys meet the above criteria and dutyholders can end up with reports that have:

- missed asbestos
- missed parts of the building
- misleading or inaccurate reporting and/or advice.

The question is, why are such surveys carried out? There can be a number of reasons:

- surveyors have no/insufficient training or experience
- poor planning or understanding of the needs of the client – in essence, incompetence

- a poor survey from an incompetent surveyor will not meet the requirements of the regulations and will not aid to protect.

The basic principles of asbestos management apply in that:

- asbestos is only dangerous when disturbed: if it is safely managed and contained, it doesn't present a health hazard
- asbestos shouldn't be removed unnecessarily - removing it can be more dangerous than leaving it in place and managing it
- not all asbestos materials present the same risk: the measures that need to be taken for controlling the risks from materials such as pipe insulation are different from those needed in relation to asbestos cement
- if you are unsure about whether certain materials contain asbestos, you should presume they do and treat them as such.

The duty to manage is centred on putting practical control measures in place to protect maintenance workers and others from the risk of exposure - it is not about removing all asbestos.

Due to the nature of the work, construction workers have the greatest potential

to disturb asbestos. With the recent changes to the CDM regulations, it is now more important than ever that employers understand their legal position with regard to asbestos, as contractors and designers have to take more responsibility for safety.

The dutyholder under CAR would be the 'client' under CDM regulations. The client must appoint a Principal Designer and Principal Contractor. The Principal Contractor must prepare the Construction Phase Plan based on all pre-construction information provided by the client (including information relating to the presence of asbestos). The Principal Designer must prepare a health and safety file for the project at the end of the asbestos related work.

It is the responsibility of the dutyholder to employ competent surveyors and continue to manage them throughout their contract. Avoiding the common pitfalls of poor surveying is easier if UKAS accredited surveyors and laboratories are used. Working in partnership with MSS Group, Capital People Consultants can guide clients to manage asbestos effectively, thereby protecting employees and others.

**Tel: 0333 2409 778**  
**[www.capital-law.co.uk/](http://www.capital-law.co.uk/)**

# All Survey Ltd

All Survey Limited became a member of UKATA and a provider of Category A Asbestos Awareness training in May of this year. We are based in Greater Manchester, but have surveyors covering the entire country providing Surveys with Solutions, and UKATA training.



We are a specialist surveying company delivering the highest possible standards and providing more than simply the surveying needs of commercial, residential and public sectors but a full service adding value for money through aftercare and advice. We pride ourselves on our aftercare, commitment and speedy, professional service whilst always maintaining the highest quality of service.

At the onset we never envisaged providing asbestos training, but through learning of UKATA and the wonderful work they carry out, we have vastly increased our services to encompass

the training and will never look back.

To us the most important part of our ethos is to provide knowledge and increased awareness of all asbestos issues and that ignoring it or burying your head in the sand will not make the problem go away. One of the most challenging issues we have faced is ensuring people understand what they really require to be legally compliant.

We have just completed more than 200 surveys for a company who believed they had adequate asbestos reports and registers. 50% of the properties that had asbestos reports showing the property was NEGATIVE for asbestos

actually HAVE confirmed asbestos!

What does this mean really? It means that the properties have had asbestos materials which have not been managed, they are deteriorating, they are potentially releasing fibres. Asbestos is a deadly material and without knowing that it is there it cannot be contained.

The best way of combatting this situation is to increase awareness that asbestos is still a problem and knowledge is the only way to be prepared. Joining UKATA and being able to provide training is ensuring that we can pass on this knowledge to everyone that may need it.

## Social Media

Following on from the update on Social Media in the last issue, we have another status update for you. Our Marketing Department have been hard at work building upon the gains we have made and developing and enhancing the UKATA online presence.

The Tweets we have posted have increased to 3973 in total and we have an impressive 445,571 Tweet impressions, 641 new followers, 554 mentions and 11,781 visits to our page.

We would also like to remind readers that Sasha has developed asbestos related boards on Pinterest which are well worth a look. You can access UKATA on Pinterest by following the link ([https://www.pinterest.com/ukata\\_official/](https://www.pinterest.com/ukata_official/)) or for ease of access, why not click on the icons on the bottom right of the UKATA website homepage.





# Don't Let It In

## New asbestos awareness song launched at AGM

Members who attended this year's UKATA AGM and Conference were treated, not just to a raft of excellent speakers, but also had an opportunity to hear UKATA member and Director, Bob Bridge, perform his new song about asbestos, *Don't Let It In*, affectionately subtitled by members the Asbestos Dust Blues.

Bob is a well known figure in the Association but perhaps less well known is that Bob is a keen musician and a blues and folk singer/songwriter, who has performed at several gigs in his time, including playing at warm up sets for the Robin Hoare Band, (a very well regarded Sheffield blues band). Bob admits that performing *Don't Let It In* for the first time and at the Radisson Blu for fellow UKATA members, was a new and somewhat daunting experience.

The origins of the song lie in last year's AGM and a conversation Bob had with UKATA Director, Carol Chance. The pair had been discussing public awareness of asbestos and the need to get the message on the dangers of the substance 'out there' and to use whatever media it takes to do so.

"This chat with Carol got me thinking, and as I am a keen musician in my spare time, a song seemed a great idea," said Bob. "If I set my mind to something I do it, so once the seed had been planted in that conversation with Carol, I went away and thought about it and set to work on a song that would encapsulate my feelings

with regard to asbestos. The lyrics took me three or four rewrites to perfect before I had the piece I was happy with. Finally I had what I thought was a nice catch, a good hook and the song said what I wanted to say about asbestos and all set to a rock and blues tune."

Bob lives with Chronic Obstructive Pulmonary Disease (COPD) himself which is thought to have been caused by his own exposure to asbestos, so while hoping people would like the song, *Don't let It In* had a very personal and serious message at its heart, despite the butterflies in his stomach while performing.

"For most gigs, you play to an audience you don't know, generally at an evening event at a dedicated venue, so to debut with the first live performance of a new song during the day and for an audience composed of colleagues and fellow members was a new experience," added Bob. "Several people came up to me to say they liked it and that it took a lot for me to get up there and perform, so I am delighted it was so well received and I am



now planning more public performances."

Bob now intends to use the song to raise money for the UKATA charity partner for this year, the British Lung Foundation. An MP4 of the song is due to be available to download on the UKATA website for just £1 and all monies raised will go to the charity. In addition, Bob is actively working on organising two fundraiser gigs in Sheffield, with all proceeds going to the BLF.

"My plan is hopefully to arrange two gigs in the city, with two sets of 45 minutes each," added Bob. "I will open with *Don't Let It In* and then use the song again as the finale. My plan is to offer a raffle prize as well and all monies raised will go to the BLF. The hope is we can have a good time, spread the word on asbestos and raise money for a national charity at the same time."

### **Don't Let it in** (Asbestos dust blues) By Bob Bridge

Brown, blue and white,  
White brown and blue  
Maybe one of these days,  
asbestos dust is gonna  
get you.

'Chorus'  
Don't let it in whatever you  
do, Asbestos dust white  
brown or blue!

Just remember to ask, and  
to wear your mask  
Don't get it wrong, or that  
killer dust will get into your  
lung  
Don't let it in whatever you  
do, asbestos dust white  
brown or blue!

Whether you're an  
engineer, or a builder man,  
Asbestos dust will get you  
if it can!

Don't let in whatever you  
do asbestos dust white  
brown or blue (Repeat and  
fade)

# Competitions

UKATA in partnership with Richard Denny are offering you the opportunity to win one place on the 'Selling to Win' open course. (Details of the course are shown right.)

To win this amazing prize, all you have to do is give us the answer to the following question.

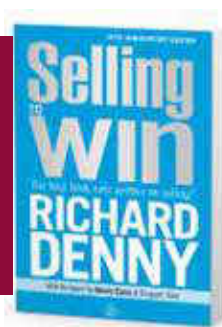
**In the section on Richard's attendance at this year's UKATA AGM, Richard is described by The Times as the master of:**

**A) Professional Salesmanship**

**B) Professional Seamanship**

**C) Professional Craftsmanship**

The book 'Selling to Win' written in 1988 stayed at the top of the Business Best Sellers List for 14 months. It has been translated into 28 languages and sells in over 40 countries.



email your answer (A,B or C) to [info@ukata.org.uk](mailto:info@ukata.org.uk) by Wednesday 30 September 2016. Mark your email UKATA Matters Competition Issue 7. **Good Luck.**



**BLF raffle prize winner, Steve Armstrong – CASH Safety Training Services**

**Companies who donated:** Land Services  
Aerocal, Markham Vale Environment Centre,  
B2M Technology, Universal Marketing Systems

## ONE DAY SELLING TO WIN

**Selling Skills Course  
Led by Bob Wilson**



### Objective

Increase sales revenue, either by winning new customers or increasing the average transaction value while at the same time building long term relationships and getting repeat orders. Each participant will leave with an in-depth understanding of the sale structure from appointment making to closing the sale. Built into the programme will be the unique Denny ingredient for achieving greater success.

### The course content includes:

- Getting yourself accepted by the customer immediately
- Opening the meeting and agreeing goals
- Understanding the customer's requirements
- Active listening skills
- Checking your understanding
- Matching their needs with your solution
- Selling the benefits of your solution
- Asking for their business
- Closing the sale effectively

### Who should attend?

This course is suitable for anyone who has the responsibility of selling, either to new or existing accounts, sales people, account managers, business development executives and is also a useful refresher for seasoned sales personnel.

### The results

Increased profitable business

Usual UKATA Member Ts and Cs apply. Member companies only. No limit on the number of directors and employees that can enter from a Member company, but only one entry per individual. No cash alternative. No alternative prize. Judge's decision final. The winner agrees to publicity in the next UKATA Matters, on UKATA's website and social media streams, etc. No cash alternative.





# DENNY

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**Malcolm McDowell,**  
Bulgarian Investments

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# ID Cards

UKATA now offer an ID Card printing service for members

Members can  
order ID cards by  
contacting  
01246 824437  
or email  
info@ukata.org.uk



UKATA offer the following categories of membership:



PROFESSIONAL MEMBER

Companies wishing to undertake the delivery of asbestos training as a UKATA Approved Training Provider



CORPORATE MEMBER

Major blue chip corporations, local authorities, government departments and health authorities



ASSOCIATE MEMBER

Companies who provide an industry related service interested in gaining recognition as a UKATA supporter



AFFILIATE MEMBER

Are you interested in gaining recognition as a UKATA supporter without qualifying for full Professional Membership

Interested in becoming a UKATA Member? For more information visit:

[www.ukata.org.uk/join-ukata/](http://www.ukata.org.uk/join-ukata/)