## Authorising reportable and regulated chemicals

Form is sent to the customer with the template letter explaining the legislation Form is the received back by email or post Make sure they have included photo ID if a sole trader Make sure that the form is signed digitally or by hand otherwise go back to the customer If only the front page is completed then only the person who authorised it can be added If they want additional people then page two will need to be completed and the whole form resent CRM contact is updated using SP5 process Security & Compliance Authorised to buy Regulated Chemicals: Authorised Date: Attach the email from the customer containing the from to AX all customers Email the customer back to confirm received and updated, make you CC in Customer Service as someone may have something pending. For example; "Thank you for the completed form, this has now been updated on your account and the persons listed are now authorised to purchase reportable and regulated chemicals as and when. Orders can only be done through our Customer Service Team and not on our online shop. I'll be in touch in 18 months to check the details are still correct, but in the meantime if you would like any additions or amendments please just resubmit the form and this can be done. (I can't see that an order or quote is pending for you, please contact Customer Service on orders@plasticapools.net should you require anything) If I can help any further, please do not hesitate in contacting me. " AX will set up an auto task 18 months from when person was authorised to check information is still correct

Point to note: the legislation states we have to have taken reasonable steps.

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