

LABOUR STANDARDS

ASSURANCE SYSTEM MANUAL

International labour standards have grown into a comprehensive system of instruments on work and social policy, backed by a supervisory system designed to address all sorts of problems in their application at the national level. They are the legal component in the ILO's strategy for governing globalisation, promoting sustainable development, eradicating poverty, and ensuring that the people can work in dignity and safety.

*International Labour Standards:
Rules of the game for Global Economy*

Richardson Healthcare Ltd is committed to upholding an ethical labour policy in-line by developing international legal instruments on trade, finance, environment, human rights and labour. The company contributes to this framework by elaborating and promoting international labour standards aimed at making sure that economic growth and development go along with the creation of decent work.

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1. Policy

Richardson Healthcare's Labour Standards Assurance System Policy (Ref. RHC1794) is outlined within the Ethical Procurement Labour Standards Policy (Ref. RHC1796) and its initial publication dated 19/07/2017.

It applies to both the internal organisation and its Supply Chain and is approved by senior management: Mr. Mayur Patel, Managing Director.

Richardson Healthcare Ltd has developed Labour Standards Assurance System Policy (LSAS Policy) to allow and reflect on the ten core standards described by the law. These are embedded under the LSAS Policy, and it commits to continual improvement.

Adequate and sufficient resources will be made available to the LSAS, and this demonstrates in both time and financial assistance.

It is appropriate to Richardson Healthcare Ltd as the scope of business activities include supplying Procedure packs and General Wound Care to the UK healthcare sector including NHS Trusts, Acute care and hospitals, and Pharmaceutical Wholesalers.

It communicated to all employees during July 2018 and evidence retained. The key suppliers (Tier 1) were sent a copy of the policy in July 2017. The key subcontractors (Tier 2) were also sent a copy of the Policy in July 2017 and 2018.

Suppliers and subcontractors are also required to confirm it has read and understood the Policy by completing the relevant section of the Self-Assessment Supplier Assurance Questionnaire (Ref. RHC1792).

The Labour Standards Assurance System Policy (Ref. RHC1794) is publicly available and to validate this, it has posted on the company's web site: www.richardsonhealthcare.com.

In the first instance, this Policy will communicate to RICHARDSON HEALTHCARE's employees through the HR service (<https://yourhrservices.co.uk/richardson/index.php>) as well as will actively distribute across all contractors, subcontractors, and suppliers.

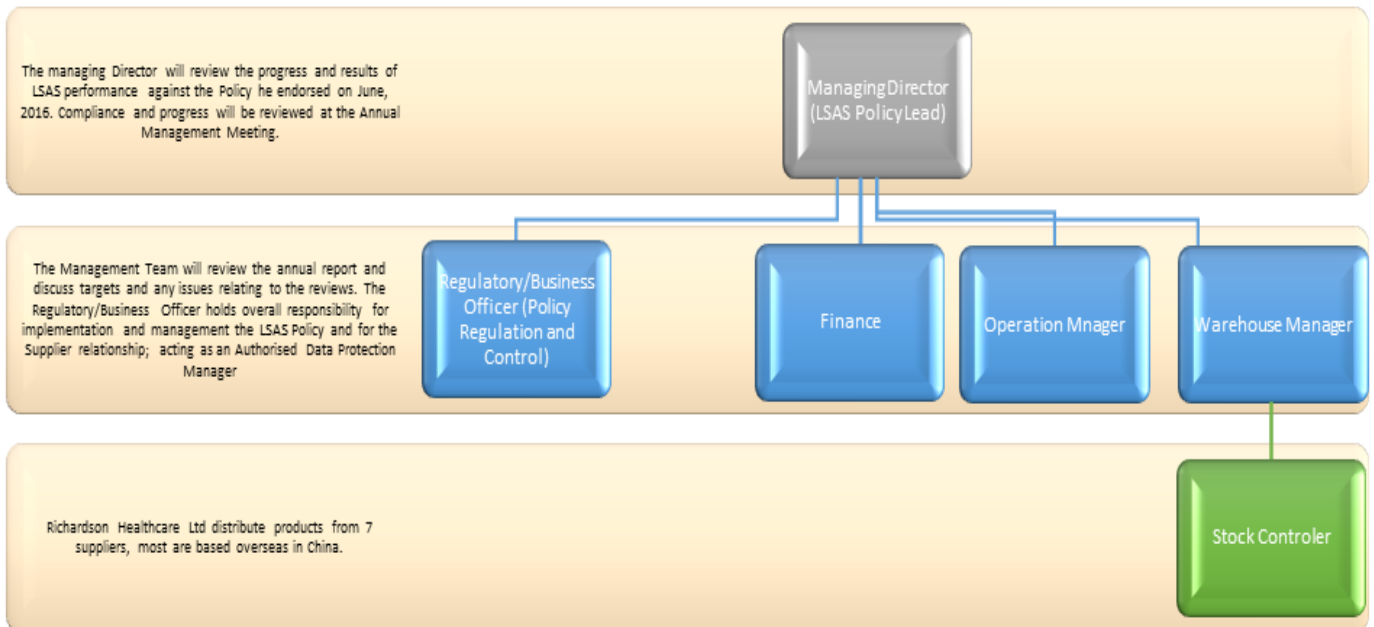
This Labour Standards Assurance System Policy (Ref. RHC1794) together with the Ethical Procurement Labour Standards Policy (Ref. RHC1796) reviewed annually, and evidence of this examination contained in the minutes of the Management Review Meeting.

Richardson Healthcare Ltd also requires its suppliers to comply with their national laws along with the principles held within the LSAS Specification and the Base Code of the Ethical Trading Initiative and ILO. The organisation also commits to complying with the legal and other requirements, and this stated throughout its ISO 13485 Quality Management System, along with declaration included in the Supply Chain Management Policy.

2. Management Representative

The Management Representative for this Labour Standards Assurance System (LSAS) is the Managing Director, Mr. Mayur Patel.

This position has full responsibility and authority for LSAS establishment, implementation, maintenance and ongoing continual improvement.



To achieve the effectiveness of the LSAS; adequate resources shall allocate including to retain Lloyd's Register LRQA to carry out the external assessment to verify it complies with the applicable Labour Standards Assurance System Level.

Typical duties include:

- Creating and publishing the Ethical Labour Standards Policy and Supply Chain Management Policy
- Approving all other relevant and related LSAS policies and procedures
- Carrying out a periodic review of the LSAS management system, typically on an annual basis
- To encourage suppliers and other parties key to the business, to comply with the principles of the Ethical Trading Initiative and/or NHS Labour Standards Assurance System
- Completing risk assessments to determine the level of risks related to each supplier
- Ensuring that any corrective action requests raised against a particular supplier, are addressed in a timely manner
- Allowing the administrative staff sufficient time to progress LSAS issues if required
- Documenting and taking action relating to any concerns about labour abuses
- To comply with UK employment law

- To align these tasks and duties wherever possible to the ISO 13485:2016 Quality Management System
- To set objectives & targets for the overall improvement of the LSAS
- To communicate the LSAS issues throughout the Richardson Healthcare's Supply Chain
- To carry out training with the administration staff who may be involved in the LSAS and if applicable other parties
- To comply with the NHS Supply Chain Framework Agreements (relevant to specific devices)
- Established and maintained personal data protection under Act 2018 and the EU General Data Protection Regulation (GDPR) in respect of data privacy and security



3. Labour Standards Status Review

This procedure undertakes to identify how labour standards such as the NHS Labour Standards Assurance System and the Ethical Trading Initiative relate to Richardson Healthcare and its Supply Chain.

Labour Standards are then assessed to make sure which standards apply to either the company or our Supply Chain:

Labour Standard	Country	Status
NHS LSAS Specification	UK	Compliant
NHS Supply Chain Code of Conduct	UK	Compliant
Equality Act 2010	UK	Compliant
Public Interest & Disclosure Act 1998	UK	Compliant
Bribery Act 2010	UK	Compliant
Health & Safety at Work Act 1974	UK	Compliant
Employment Act 2008	UK	Compliant
General Data Protection Regulation (GDPR) and Data Protection Act 2015	UK & EU	Compliant
Ethical Trading Initiative 2014	UK	Compliant
Sancroft Country Profile	China	Compliant
International Labour Organisation Conventions	China	Compliant

UN Universal Declaration of Human Rights 1948	Would wide	Compliant
UN Global Compact Principles	Would wide	Compliant

Labour Standards Status Review and Supplier Performance Review are carried out as part of the internal audit process on an annual basis; supplier performances conducted as part of the QMS, and annual reviews implemented in the context of the risk assessment process.

4. Legal and Other Requirements

This procedure has been established to help ensure applicable/relevant legislative and/or voluntary obligations relevant to employment, welfare, human rights, ethical procurement, equality, discrimination etc. are either available or accessible to staff, and to maintain Company's awareness of those labour standards requirements.

It is also a Richardson Healthcare requirement to comply with the UK employment laws and, to influence our suppliers wherever practicable, that they do need to conform to employment legislation as a requisite to supply Richardson Healthcare with goods and services.

It is the responsibility of the Management Representative to periodically review these requirements, to confirm Company's ongoing compliance. Besides, future proposed changes in legislation will also identify during the Management Review, and records retained. It is also the responsibility of the Regulatory Affairs Officer that those defined requirements (listed below) are kept up- to-date.

The sources used to identify and review applicable legislation typically are as follows:

Organisation	Web source
Advisory, Conciliation and Arbitration Service	www.acas.org.uk
HSE (Health & Safety Executive)	www.hse.gov.uk
UK Government Employing People	www.gov.uk
Business & Human Rights Resource	www.business-humanrights.org
Ethical Trading Initiative	www.ethicaltrade.org
International Labour Organisation	www.ilo.org
United Nations Global Compact	www.unglobalcompact.org
Office of the High Commissioner	www.ohchr.org
Business for Social Responsibility	www.bsr.org
British Medical Association	www.bma.org.uk
Social Accountability International	www.sa-intl.org
Global Reporting Initiative	www.globalreporting.org
Sancroft International	www.sancroft.com
National Health Service UK	www.nhs.uk
National Archives	www.legislation.gov.uk
Information Commissioner's Office	https://ico.org.uk/

UK and Overseas obligations

This procedure also identifies information on suitable employment and human rights legislation and other requirements as they apply to our direct operations and suppliers in the supply chain.

Those identified include:

Typical obligations	Richardson Healthcare Ltd Documents	Document Reference
ETI Base Code / Modern Slavery Act 2015	Supply Chain Management Policy	RHC1797
Labour Standards Assurance System/ International Bill of Human Rights/ ILO	Ethical Procurement Policy	RHC1796
Health & Safety at Work Act 1974	Health & Safety Policy	RHC1811
Bribery Act 2010	Bribery & Corruption Policy	RHC1815
Environmental Protection Act 1990	Environmental Policy	RHC1174
Equality Act 2010 (as amended 2012)	Equality & Diversity Policy	RHC1798
	Equal Opportunity Policy	RHC1799
ILO Convention/China	Self-Assessment Supplier Assurance Questionnaire (SAQ)	RHC1792
General Data Protection Regulation (GDPR) and Data Protection Act 2015	Richardson Healthcare Data Protection Policy under data protection law. It is applicable to all personal data	RHL Data Protection Policy

Up to date versions of each requirement can be accessed from the various applicable web sites listed above.

Other Key Information:

NHS Supply Chain – Supplier Code of Conduct (RHC1804)

Sancroft Supply Chain Country Profile - China

These examples are not intended to be exhaustive; however, they do provide an excellent foundation to help ensure that throughout our supply chain, labour abuses are not acceptable. These examples are indeed available to our staff to help them understand, and if relevant to their role, how they might apply to them. Besides, other documents and records may also be in place to support compliance, for example, employees Contract of Employment; Employment Handbook, NHS Country Profile.

There is a wide variety of other regulations within the employment sector, which will address if an incident (labour abuse) occurs within our supply chain and any corrective actions put in place if appropriate.

5. Objectives, Targets and Programmes

Richardson Healthcare has established some objectives and targets which are outlined within our Procurement Labour Standards Policy (Ref. RHC1796) and in the Labour Standards Assurance Programme (Ref. RHC1795).

These LSAS objectives, which have been agreed with the Managing Director, when practicable will have a plan of action in place to demonstrate how these targets may achieve.

The current objectives and goals will be maintained by a monitoring program to ensure they implemented effectively. The ongoing monitoring shall form part of the company's internal audit program which listed on the Internal Audit Plan.

These objectives will also review at the Management Review Meeting.

Process	Objective	Action Plan and Update
POLICY	The organisation commits to labour standards and policy requirements, and an organisation will commit to, both internally and throughout its supply chain and make it's publicly available	To make Richardson Healthcare LSAS Policy publicly available on Company's website/HR service. Status - Complete.
LEGAL AND OTHER REQUIREMENTS	The procedure(s) the organisation has in place to: Identify information on suitable employment and human rights legislation and other requirements as they apply to its contractors, sub-contractors, suppliers, and parties in the Supply Chain. Communicate this information to staff with responsibility for labour standards assurance.	To establish a way of identifying the legal requirements in areas of the Supply Chain which are known to be of elevated risk and a way of maintaining a current understanding of relevant employment legislation. Status - Complete
OPERATIONAL CONTROL	To have processes, procedures, and systems in place to manage labour standards through its direct operations (including both mitigating the risk of non-compliance and driving improvement). These direct operations will include how the organisation manages it critical control points.	To document a process for critical control points - supplier approval and site visits - for those suppliers purchasing/manufacturing from the highrisk sites and begin to implement them into the business processes. Status - ongoing

**PERFORMANCE
MONITORING
AND
MEASUREMENT**

To have procedures the organisation in place to collect appropriate information to monitor and measure performance concerning:

- Its stated objectives and targets.
- Compliance with relevant legislation and any other requirements that it subscribes to.
- Conformance to planned arrangements for labour standards assurance.

To develop a system that allows us to regularly monitor our compliance with our objectives, targets and relevant legislations. A system that will enable us to identify critical dates and flag action points relating to supplier performance.

Status - Complete

**CORRECTIVE
ACTIONS**

To ensure the procedures are in place and the organisation has established to manage actual and potential nonconformities to its labour Standards Assurance Systems, including corrective and preventative actions.

To demonstrate the procedures we have established, and are using, to manage both actual and potential non-conformities to our labour standards assurance systems, including corrective and preventative action and also document action plans to mitigate and manage any risks that may arise. These action plans would build further.

Status- ongoing

6. Roles & Responsibilities

This procedure should read in conjunction with the company's Quality Management System Manual.

Responsibilities:

The Regulatory Affairs Officer to ensure the availability of adequate resources to establish, maintain and continually improve the LSAS.

- Overall responsibility to ensure objectives are met.
- To liaise with suppliers to gather required empirical evidence.
- To carry out internal audits, report on the findings and generally advise the Managing Director.

The LSAS programme shall communicate across the Company which includes issuing LSAS related policies. Besides, the relevant policies shall also be sent out to all suppliers.

Roles and responsibilities reviewed at the annual Management Review Meeting.

7. Competence, Training and Awareness

This procedure should read in conjunction with our Quality Management System Training process (Ref: SOP180).

Initial training and awareness have been undertaken to raise the known required labour standards.

These actions addressed in sales meeting discussions:

- Initial LSAS awareness
- LSAS Company policies
- Ethical Trading Initiative Base Code
- LSAS Specification
- Objectives and Targets

Acknowledgment of this information recorded within the skills matrix and an employee skill level graded accordingly (Ref: Quality System Forms F017/ F018/ F019).

Additional training to gain greater competence can be arranged on a case by case basis depending on how the staff member can have an influence on labour standards.

Plans for training (needs assessment) shall record in the minutes of the Management Review.

8. Communications

This Communications Procedure has been established to ensure effective and appropriate communication is in place for internal communication; receiving and responding to correspondence from interested parties relating to labour standards, protecting information from whistle blowers, and the external communication carried out by Richardson Healthcare concerning the practices and performance of our labour standards.

Interested parties could include legislators, regulators, customers, suppliers, enforcement agencies, Certification Bodies, Notified Bodies, Competent Authorities, Local Authorities, Trade Unions, Lobbying Groups, Department of Employment to name but a few.

Key communication issues shall review at the Management Review Meeting, along with information from Whistle Blowers.

We shall receive and respond to allegations, complaints or other alerts about labour standards issues as part of our whistle blowing procedures.

Whistle blowing can be reported directly to the Managing Director on mayur.patel@richardsonhealthcare.com

As Richardson Healthcare is a small enterprise business, there have been no formal internal communication channels set up such as employee satisfaction surveys and staff forums. However, all employees are encouraged to discuss labour standards issues between themselves and with the Managing Director.

This LSAS Manual shall publish on the company's external web site as evidence of our labour standards programme.

9. Documentation & Records

Richardson Healthcare has several processes and procedures in place to manage labour standards throughout the company.

The objective of these processes and procedures is to drive continual improvement throughout both the company and our supply chain.

To demonstrate compliance with the NHS LSAS Specification, this Labour Standards Assurance Manual (Ref. RHC1793) has established.

As an integral part of managing these activities, Richardson Healthcare Ltd shall wherever practicable, mitigate the risks of non-compliance.

Our documentation is also used to maintain its Critical Control Points (CCP) that could have an impact (positively or negatively) on labour standards. Typically, these could include:

No.	Critical Control Point	Impact on Labour Standards	Operational Control Procedures
1	Appointing New Supplier/Approved Supplier	Supplier does not have in place adequate labour standards	Ref. Approved Supplier Register Ref: F007 (Richardson Healthcare LSAS Risk Assessment Checklist).

2	Identifying non-conformance and agreeing on corrective actions	Potentially improving labour standards	Ref: RHL Supplier Workplace Assessment/ Supplier Audit Review; Richardson Healthcare Process Improvement Policy (Ref. RHC1803)/ “LSAS Improvement Form”
3	Carrying out Supplier Performance Review	Identified gaps in the supplier’s documentation which may pose additional risks to labour standards	Ref: SOP061 “Control of subcontracted Manufacturer” Ref: RHL Supplier Workplace Assessment/ Supplier Audit Review
4	The company being subject to external verification	Lack of adequate resources to maintain the LSAS	Independent the LSAS Certification Body Report of Findings
5	The company is complying our legal obligations under the Data Protection Act 2018 (the ‘2018 Act’) and the EU General Data Protection Regulation (‘GDPR’) in respect of data privacy and security.	Any deliberate or negligent breach of this policy may result in disciplinary action being taken in accordance with the Richardson Healthcare’s disciplinary procedure. Serious breaches may be considered to be gross misconduct.	Ref: Richardson Healthcare Data Protection Policy

Policies and forms shall record on the Document Control Register which identifies title, date and issue status.

10. Operational Control

This operational control process shall also consider the method in which we manage our critical control points.

Within our documentation and records section 9, critical control points (CCP) have been identified, and the associated risks have listed.

These CCP include:

- Appointing new supplier
- Identifying non-conformance and agreeing corrective actions
- Carrying out Supplier Performance Review
- The company being subject to external verification

In addition to the above, other critical control points may identify during our Labour Standards Status Review process. Periodically critical control points shall verify in the management review meeting by the Managing Director.

11. Supply Chain Management

This procedure should read in conjunction with the company's Quality Management System: Supplier Evaluation (Ref: Form F031), Approved Supplier Register (Ref: F007), Control of Purchasing Procedure (Ref: SOP060).

Those parties that are involved in the supply chain included on the Approved Suppliers List (Ref: QF40).

Information has collected relating to our supplier's labour standards performance utilising our Supplier LSAS Risk Assessment Questionnaire (Ref: RHC1792). Key suppliers have been identified from the Approved Suppliers List and transferred to the Supply Chain Map within the Supply Chain Management Policy (Ref: RHC1797).

Any issues identified as part of the risk assessments or audits will be recorded in the corrective action section of the Richardson Healthcare's Corrective Action Report (Ref: Form F014) to highlight the fact that we need to respond to the information gathered.

Data received from the Supply Chain is then risk assessed to determine suppliers continued suitability. If necessary, any issues would be highlighted by the Managing Director at the management review meetings with a decision reached on further actions.

When applicable, other information shall send to members of the supply chain such as the ETI Base Code and Company's Bribery & Corruption Policy (Ref: RHC1815) to name but a few.

Periodically we reserve the right to request additional evidence of labour standards compliance. Examples could include obtaining a copy of supplier worker's contract of employment template from suppliers manufacturing in high-risk areas.

During the verification of supplier performance, if any non-conformances identified, the corrective action process should be followed (section 14).

12. Emergency and Critical Issue Response

Richardson Healthcare Ltd shall identify and document responses to significant labour standards issues and risks. The procedure adopted shall be appropriate to the problem and also reflect the current hazards. This process shall achieve by evaluating any action taken during a periodic review.

Typical significant risks and issues include:

- Migrant workers - discriminated against
- Dormitories - sub-standard lodgings provided to workers with poor safety and hygiene
- Failure of minimum wage payment - being paid a lower wage than nationals
- Double book keeping - factory workers working long hours is hidden data in separate books
- Unpaid internships - potential for forced labour
- Controlled trade unions - little freedom of collective bargaining
- Corruption - employees paid to "turn a blind eye" to unsafe practices
- Deterioration in the environment - water pollution amongst others
- Breach of labour laws and standards - noncompliance with the LSAS

Dependent on the criticality or significance of the issue, Richardson Healthcare Ltd will put in place a basic plan for each matter. This plan could also create as a result of a status review (section 3) where a supplier is declared to be manufacturing in a high-risk area.

Some methods to manage escalations could adopt in the plan including:

- Any risk identified shall be assessed using Form: RHL Supplier Workplace Assessment/ Supplier Audit Review, following Emergency and Critical Issue Response.
- Ascertain whether the breach is significant or minor (view ETI Base Code corrective action for clarification) raise a non-conformance on Ref: SOP 061 "Control of Subcontracted Manufacturer" and discuss corrective measures with the Supplier (Ref: SOP 141 "Preventive and Corrective Actions Procedure"). All agreements should be documented and copy sent to the provider.
- Commence seeking alternative supplier if the currently approved provider does not implement corrective action promptly.
- Inform the suppliers/contractors ISO 13485 Certification Body to carry out an unannounced visit relating to the organisation's responsibilities of senior management.
- Notify the relevant national enforcement office to intervene.
- Suspend the supplier/contractor from our Approved List of Suppliers.

If an existing provider is at risk of being removed from the Approved Supplier List, the Supplier Manager shall be informed to check with the Managing Director before placing any additional orders with that supplier.

13. Performance Monitoring and Measurement

This procedure should ideally read in conjunction with the Company's Quality Management System in section Measurement, Analysis, and Improvement (Ref: SOP200 "Procedure for analysis data").

Data shall be gathered to monitor and measure our stated objectives and targets (section 5); compliance with legislation and other requirements (section 4); and conformance to planned arrangements (section 3).

The following data shall be subject to review:

- Number of prosecutions
- Number of employee tribunals
- Number of enforcement notices
- Number of non-conformances
- Number of whistle blower's reports
- Number of document changes
- Number of issues documented within the supply chain
- Number of supplier assurance questionnaires returned
- Number of objectives and targets achieved
- Number of conformances
- Number of requests for information relating our labour standards performance
- Number of risk assessments carried out and their results
- Number of labour standards abuses including near misses
- Number of observations for improvement documented during internal and external audits

Internal Audits carried out annually, and the outcome reviewed as part of the LSAS element of the management review meeting (Ref: SOP 170 "Internal Audit Procedure").

It is our policy to ensure continual improvement and to demonstrate this any observations for improvement will be recorded on the Action Improvement Form.

14. Corrective Actions

The Corrective Actions Procedure should read in conjunction with our Quality Management System procedures: (Ref: SOP 141 "Preventive & Corrective Action Procedure" and SOP 130 "Control of Non-Conforming Procedure"). These procedures have been established to manage actual and potential non-conformances to our standards including corrective and preventive action (Ref: SOP 141 "Preventive and Corrective Action Procedure").

Any actions taken shall record in the Corrective Action Report (Ref: Form F014).

Any issues noted relating to our suppliers or other parties will be addressed in section 11 above relating to Supply Chain Management. In those situations, corrective actions shall record on the Corrective Action Report (Ref: Form F014).

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Approved: 03/12/2018

DOC: RHC1793

Version 03

As with our Quality Management System, once the corrective and preventive measures have been agreed, time scales and responsibilities shall be defined:

Major Non-Conformance: Action - Immediate to one Month (dependent on criticality).

Minor Non-Conformance: Action - No more than three months.

Observations for Improvement: Action - Dependent on an issue, all outcomes will record.

The company shall wherever practicable identify the root cause of any issues of non-conformities raised (Root Cause Analysis Ref. RHC1800).

15. Management Review

The Management Representative shall review the Richardson Healthcare Labour Standards Assurance System (LSAS) at planned intervals, to ensure its continuing suitability, adequacy, and effectiveness.

Following the Management Review plan, this review would hold at least annually.

Minutes of the previous management review meeting shall consider and confirmed as accurate before the commencement of the current meeting. Any outstanding issues shall address as required.

The meeting will review the following agenda:

- Ethical Labour Standards Policy, the Ethical Procurement Policy, and Supply Chain Management Policy.
- Confirm that the duties of the Management Representative have accomplished.
- Review the status of our Labour Standards.
- Check Legal and other requirements remain current; also review the future legislation.
- Monitoring Objectives and Targets. Confirm effective programmes in place.
- Review employee's roles and responsibilities. Verify adequate resources are available.
- Check Training, Competence and Awareness of LSAS. Ensure initial training has been effective.
- Evaluate Internal and External Communication including whistle blowers process.
- Assess the Documents Records Procedure. Confirm compliance with the LSAS requirements. ○ Review Operational Control and Critical Control Points.
- Assess the Management of Company's Supply Chain. Check if the Supplier Assurance Questionnaire is in place.
- Review Emergency and Critical Issue Response. Check labour issues and risks assessments
- Monitor and Measure Company's LSAS Performance. Check compliance with the legislation.
- Consider Corrective and Preventive Action if applicable.
- Review Internal Audit Reports (if applicable). Consider other internal checks on the system.
- Finally confirm continued suitability, adequacy and effectiveness of the LSAS for Richardson Healthcare outcomes.
- Confirmation that the Managing Director has approved all the LSAS related Policies.
- Confirmation that the future plans for the LSAS have also approved by the Managing Director.
- Creation of Meeting Minutes for the current LSAS Management Review Meeting.
- List Action Points discussed at the meeting (if any) in order to improve processes.
- Confirm Continual Improvement of the LSAS is in place.
- General Data Protection Policy: implementation and maintenance

Document review/ version update	Description	Timescale for next scheduled review
V1:	New document	10 July, 2018

V1 amendment:	<p>V2:</p> <p>Page 3-continuong communication with suppliers 2017, 2018</p> <p>Page 4 – organisation chart changed. A new position (Operation Manager) introduced.</p> <p>Page 11 – Quality Form F019 added.</p> <p>Page 15- in the CCP ahs been added GDPR</p> <p>Page 16 – SOP061 reference changed</p> <p>Page 19 – GDPR during management review</p>	10 July, 2019
V2 amendment:	<p>V3:</p> <p>The LSAS Manual has been updated throughout to reflect recent change of address</p>	10 July, 2019