

CAPABILITY STATEMENT

# Environment, Health, Safety & Sustainability



**DeltaSimons**

Protecting people and planet



## ABOUT US

# Delta-Simons Environmental Consultants

Delta-Simons is a multi-disciplinary environmental and health and safety consultancy providing trusted advice and solutions to 'Protect People and Planet' through facilitating sustainable development.

We are trusted by our clients to provide tailored environmental consultancy on complex projects. Our team of over 200 expert professionals are on hand to develop, implement and manage sustainable solutions to environmental issues throughout the development lifecycle.

Specialising in Environment, Health & Safety and Sustainability, we provide support and advice within the property development, asset management, corporate and industrial markets. Operating from multiple UK based locations, our team of professionals bring experience from across the private consultancy and public sector markets.

For the past 30 years, our team has provided a holistic suite of commercially astute environmental services and advice, designed to mitigate risk to both people and the environment, whilst removing the pain from planning or maintaining buildings and/or assets.

As part of the Lucion Group, we are a national provider with regional presence with a team of 600 employees, the majority of whom are field-based technical specialists with skillsets in 50+ environmental consultancy services, including hazardous materials, ecology, air and water services, geoenvironmental and sustainability among others.

Our team of trusted consultants provide critical insight into environmental challenges and develop the framework of solutions for you to plan and develop sustainably. We provide tailored solutions and embed best practices so that you can progress your project with complete confidence.

**Protecting people  
and planet**



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Our specialist team of EHS & Sustainability Consultants can support with a range of services, tailored to meet the challenges your business faces today, including:

- ▶ Carbon Footprinting
- ▶ Carbon Reduction Plans (including PPN 06/21)
- ▶ Mandatory GHG Reporting (including SECR)
- ▶ Sustainability Reporting & Disclosure (including GRI, CDP & TCFD)
- ▶ Product & Building Lifecycle Assessment (LCAs)
- ▶ Energy Audits & ESOS Compliance
- ▶ Environmental, Social & Governance (ESG) Benchmarking & Strategy

In addition, our core EHS Consultancy Services include:

- ▶ EHS Management Systems
- ▶ Workplace EHS
- ▶ Legal Registers
- ▶ Environmental Permitting

For a full list of services and more information visit [www.deltasimons.com](http://www.deltasimons.com)



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# Inogen® Alliance

We are proud to be a founding member of the Inogen® Alliance, a global corporation providing multinational organisations with consistent, high quality and cost-effective environmental, health, safety, energy and sustainability solutions.

Together by choice for 20 years, the Alliance has unparalleled global coverage with over 200 offices and 5,000 consultants partnering to solve EHS challenges, resolve liabilities from the past, address today's requirements and deliver innovative solutions for the future. Inogen Alliance offers "global thinking with local expertise" and a committed and attentive team of diverse experts around the world. The Alliance has completed projects in more than 150 countries, Inogen Alliance provides a single point of contact for diverse markets such as Automotive, Chemical, Consumer Products & Retail, Financial, Food & Beverage, Healthcare, Insurance, Manufacturing, Non-Profit Organisations, Oil & Gas, Real Estate, Services Firms, Technology and Transportation, among others.

The Alliance's global service delivery model is built on delivering seamless, high-quality, consistent and cost-effective Environmental, Health, Safety, and Sustainability services. With the diversity of our associate members, we have local expertise in a global environment. Our associates understand the cultural nuances, regulations, and language in their own countries where they operate as independent businesses coming together through the Inogen Alliance to create a global network for clients with unparalleled coverage.

For more information please visit [www.inogenalliance.com](http://www.inogenalliance.com)



**Global Thinking.  
Local Delivery.**





# Environment, Health & Safety Services



## EHS MANAGEMENT SYSTEMS

We work with you to design and implement management systems specific to your business operations, strategy and stakeholder requirements. We have expertise in developing integrated management systems in accordance with ISO standards. This ranges from development of overall management systems to development and implementation of specific policies and processes. As part of this service, we can also support you with development or review of bespoke legal registers, compliance objectives, risks and opportunities registers, aspects and impacts registers, hazard registers and risk assessments (see below), all of which are required as part of compliance with ISO standards.



## EHS COMPLIANCE AUDITS

A comprehensive review that focuses on whether your organisation is meeting its obligations in terms of regulatory guidelines, corporate standards or adherence to a specific contract or terms of agreement. Our auditors have extensive experience across many sectors and regions. We'll work together to understand the required scope and preferred methodology for your audit programme. Our auditors then plan and implement an audit regime that takes into account existing EHS programmes and operational activities. The resulting audits identify any compliance gaps, as well as explaining the actions or best practice required to address these, allowing your management to make informed, intelligent decisions based on risk.

## GAP ANALYSIS AND CERTIFICATION

If you are seeking certification against ISO14001 or ISO45001, we can support you by completing a clause-by-clause gap analysis of your current system against the requirements to the standards to identify any gaps and opportunities for improvement, providing you with a route map for management system development (see above). You will also need to complete management system audits to ensure that your management system meets the requirements of the standards. We can support you in completion of the required management system audits to demonstrate to the certification auditors that your management system is embedded, robust and functioning.



## REGULATORY LIAISON

When a regulatory body considers there is a breach of regulatory requirements, they may decide to take enforcement action. These may range from verbal advice or warnings to more serious notifications and official notices which can disrupt operations and be recorded on public registers, all of which should be taken seriously.

We help clients approach all notices in a structured manner, prioritising immediate actions and longer-term management actions to prevent reoccurrence, while satisfying the conditions of the notice and protecting both environment and people. We have demonstrable experience helping our clients communicate effectively with regulatory bodies, develop achievable and timely action plans, and formally respond to official notices.

- Local Authority
- Environment Agency
- Health and Safety Executive
- Fire Services
- Regulation 61 Notices
- Notification of Contravention (NoC)
- Improvement Notices Prohibition Notices

## RESOURCE AS A SERVICE (RAAS)

Sometimes you might require greater support to ensure robust EHS systems are in place throughout your organisation, to ensure legal obligations are met, and EHS objectives are achieved.

We can embed EHS personnel to provide support from within your organisation or act as your internal EHS advisor on all EHS matters, including project management. Our consultants have vast experience across many industries throughout Europe, including the tech sector, in a wide variety of working environments, including office, retail and labs. Our agile consultants can design EHS programmes, or utilise existing programmes, processes and policies for a bespoke and tailored approach. We can collaborate with key stakeholders within the company to build trusted relationships, to ensure a seamless and wraparound service is provided.

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# Environment, Health & Safety Services



## ENVIRONMENTAL PERMITTING

- Operational Review for Permitting Needs
- Permit Application, Variation or Surrender
- Permit Operational Compliance Support and Assessment
- Assessment of Sector or Process Guidance to demonstrate Best Available Techniques (BAT)
- Site Condition Reports (SCRs)
- Baseline and Operational Monitoring and Modelling
- EMS Development
- Regulator engagement e.g. Regulation 61(1) Notices

Environmental Permits are required for certain installations and activities. We can help you decide whether you need a permit and if you do, apply for one on your behalf, or if you're looking to expand your operations, help with a permit variation. Alternatively, if your operations are coming to a close, we can guide you through the surrender process.

Permits are regulated by National Environmental Regulators (e.g. the Environment Agency) or the Local Authority, and are classified as Part A(1), Part A(2) or Part B Permits. We provide support with Bespoke and Standard Rules Permit applications, Minor and Substantial variations, as well as full or partial surrenders and permit exemptions.



## TRAINING

The Delta-Simons team can work with you to develop bespoke training modules. The team has experience in developing training in many different working environments, including office, lab and retail within the tech sector. In close collaboration with you, we can develop bespoke training to suit your needs, including stakeholder engagement and roll out. This can be via an online system, in-person or via virtual platforms i.e., Microsoft Teams.

We can also work with trusted training providers to arrange bespoke external training, including first aid and fire marshal training.

- Compliance Support
- Risk Assessment Completion
- Environmental Permitting
- Hazardous Materials (COSHH)
- Safety Representatives
- Introduction to Health & Safety,
- Health & Safety for Managers
- Manual Handling
- Office Ergonomics

## RISK ASSESSMENTS AND CONTROL MEASURES

We support clients by developing new or reviewing existing risk assessments, completing risk assessments, and training employees to undertake risk assessments. The risk assessment can highlight hazards that could put an organisation at risk of non-compliance. After completing risk assessments, we work with you, following the hierarchy of controls to identify and implement effective and reasonable control measures.

- Fire Risk
- Emergency Response Plans
- Personal Emergency Evacuation Plans
- Legionella
- Environmental
- New and Expectant Mothers
- Young Persons
- Hazardous Substances (COSHH)



## ENVIRONMENTAL RISK ASSESSMENT

- Environmental Risk Assessments
- COMAH Threshold Assessments
- Environmental Assessments as part of the Safety Report for COMAH facilities
- Environmental Assessments in line with the Chemical and Downstream Oil Industries Forum (CDOIF) Guidelines
- Monitoring and Modelling
- Containment Assessments in line with CIRIA 736 "Containment systems for the prevention of pollution"

Where dangerous substances are present, clients need to take all measures necessary to prevent and mitigate potential polluting effects. Environmental risk assessment identifies sources of pollutants, the potential pathways they may take and the people and environment that could be affected.

Operators of facilities storing or handling quantities of hazardous materials above specified thresholds will be regulated under the COMAH Regulations 2015. In such cases, these facilities may need to submit a formal Environmental Risk Assessment as part of their Safety Report to evaluate the risk of causing a Major Accident To The Environment (MATTE). Demonstration of the presence of adequate safety measures is a key part of this process.

We have extensive experience helping our clients identify their key environmental hazards, effectively evaluating their potential for harm, identifying where additional controls would be beneficial and confidently communicating this to regulators.



# Wellbeing & Ergonomics Services

## WELLBEING SERVICES

### WELLBEING PROGRAMMES

Implementing business-wide Wellbeing Programmes can help employees to understand the everyday actions that they can take to improve their wellbeing. We can design bespoke programmes to integrate wellbeing into company policy and develop actions to ensure that wellbeing is filtered into the culture and ethos of the organisation. We can also design wellbeing surveys, and analyse data from survey responses, which can provide crucial employee input to tailor the programme.

### FITWEL® AND WELL™ BUILDING STANDARD

Fitwel encourages evidence-based design and operational strategies that enhance building environments by addressing a broad range of health behaviours through specific, incremental changes. It aims to impact health such as community health, reduced absenteeism, wellbeing and physical activity. WELL Building standard is a performance-based system for measuring, certifying and monitoring features of the built environment that impact the health and wellbeing of the people who live, work and learn in the buildings. Our accredited WELL professionals and Fitwel Ambassadors can help you reach certification and can advise facility, development and refurbishment teams to design, assess and monitor items impacting health and wellbeing.

### WELLBEING ASSESSMENTS

The assessment examines your company's Environmental, Social Governance (ESG) policy. It provides a review of existing initiatives with particular focus on building operation and management, proposing actions to improve health and wellbeing outcomes. Specific topics of interest can provide a tailored approach for your operations and the roles of team members in various business environments. We can then support the promotion of health and wellbeing through the development of policies, provide supporting documentation, review metrics to demonstrate your company's commitment to wellbeing in the workplace, and support corporate ESG reporting.



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## ERGONOMIC SERVICES

We assess the employee within the workspace and identify risks with posture, equipment and working activities, as well as the implications this may have on the employee. We provide cost effective solutions at an early stage which helps to avoid the development of chronic occupational diseases and absenteeism, and also maintains a positive employee experience.

### WORKSHOPS AND TRAINING

Our qualified ergonomics consultants can facilitate small group workshops to provide general advice and support on workstation set up and ergonomic habits. We align our workshops with your existing procedures. Wrap up workshops can highlight key themes and learnings from our employee interactions.

### HOME WORKER SUPPORT

With an increase in flexible working, we can help you understand your obligations to employees working from home and other EHS considerations. We can perform virtual home worker support assessments, providing advice on working environment and equipment. This can be extended to a range of health and safety topics or we can provide generic information for all employees, summarising best practice.



### ONE TO ONE ERGONOMICS SUPPORT

Our experienced consultants can complete individual ergonomics assessments with employees who require 1-2-1 support. We demonstrate good ergonomic set up and equipment positioning in the employee's working environment. We provide cost-effective recommendations, tailored to the employee's circumstances and in line with the organisation's policies and procedures.

### SELF-ASSESSMENT SUPPORT

Our ergonomics and DSE self assessment templates increase employee capability, and reduces specialised resource, by providing employees with the tools they need to analyse their working environment. We can review completed assessments, provide remote advice where needed, and dedicate time to employees experiencing discomfort that need more in depth, tailored advice.



# Sustainability & Carbon Services

## BUILDING SUSTAINABLE BUILDINGS FOR THE FUTURE

Sustainability factors are becoming increasingly regulated at international, national and local levels, whilst health and wellbeing is progressively moving to the top of businesses agendas. Investors are scrutinising the sustainability of their assets and acquisitions, in addition to the wellbeing of their stakeholders more than ever before. Consumers typically favour, and stay loyal to, brands that demonstrate ethical practices.

The UK presently has a legally binding net-zero carbon target that commits us to the Paris Agreement and sets out our policies for decarbonising all sectors of the economy by 2050. The Agreement aims to limit global warming to 1.5°C above pre-industrial levels. To achieve this global emissions will need to be halved by 2030.

In order for the built environment to achieve net zero carbon by 2050, as outlined by the Paris Agreement, a focus on both operational emissions and embodied carbon is required. Otherwise, by 2060 our urban spaces will have doubled in size, contributing to over 200 gigatons of embedded carbon emissions globally from new construction, renovation and necessary infrastructure improvements.

Already buildings are responsible for around 39% of global carbon emissions. Whilst 28% of these emissions are associated with operational energy use, an increasing amount results from the embodied energies associated with construction and materials.

Understanding emissions relating to your product or building design can be a difficult task. With vast quantities of materials involved in procurement, the carbon footprint associated with supply, transport, manufacture and construction can be significant. Nonetheless, as levels of construction double across the next three decades, it is anticipated that emissions from embodied carbon will equal emissions from operational activities.

## OUR SOLUTION

Our Sustainability Team has extensive experience in undertaking carbon assessments for a wide range of projects, including residential, commercial, education, industrial and highways-related developments.

Engaging with a nationally (and internationally) trusted provider of sustainability services will help you to take control of your carbon emissions, reduce planning risks, and identify challenges relating to your development and current Assets Under Management (AUMs).

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## ENERGY SAVINGS OPPORTUNITY SCHEME (ESOS)

Energy Savings Opportunity Scheme (ESOS) requires large companies to undertake mandatory energy audits on a 4-year cycle. ESOS Energy Audits, assessing the potential for reductions in cost, energy and carbon emissions in transport, buildings and processes can form the basis for long term strategic planning by businesses working towards Net Zero.

## CARBON FOOTPRINTING

We can assess the greenhouse gas (GHG) emissions associated with your organisation, product, event or supply chain. Assessments are aligned to international standards such as the GHG Protocol, PAS 2050 and ISO14067 – giving you the knowledge that your carbon footprint is both robust and comparable.

## STREAMLINED ENERGY & CARBON REPORTING (SECR)

The UK Government introduced SECR following a review of the complex and overlapping energy and carbon reporting frameworks impacting on business in the UK. Quoted companies in the UK have been required to undertake mandatory reporting of greenhouse gas emissions for some time.

## NET ZERO

Governments, institutions and companies are increasingly setting Net-Zero Strategies and Action Plans to play their part in tackling the climate change and ecological crises.

Delta-Simons supports our clients to develop Net-Zero Action Plans, and to identify the feasibility, budget and time-scales of carbon reduction projects. In order to prevent the irreversible effects of climate change on our planet, we must reduce carbon emissions by at least 45% by 2030 and by 80% by 2050. It is not currently possible to eliminate fossil fuels from every element of our society. Therefore, it is generally accepted that, in conjunction with progressive carbon reductions, carbon removal or offsetting is a vital part of achieving the reductions we need. Third party offsetting is the 'Net' in 'Net-Zero'.

We help to advise on the suitability of carbon offset projects (based on age, location, cost, technology type, reputational risks etc.) and the optimal time on which to introduce them into a Net-Zero strategy.

## SCIENCE BASED TARGETS

Science-based targets are the international standard for setting carbon reduction targets. Targets are aligned to the Paris Agreement to limit global warming to well below 2°C above pre-industrial levels and strive to limit warming to less than 1.5°C. These are the levels at which irreversible damage to the environment is predicted to happen.

The benefits of setting a Science-Based Target include:

- Improve brand reputation by demonstrating commitment to the environment
- Enhance ESG performance on your organisation
- Reduce operating costs
- Increase business resilience in relation to increasing fuel costs and climate risks
- Win more work – it is now an expectation that suppliers to major organisations and local authorities have carbon reduction targets in place.





# Environment, Social, Governance (ESG) Services

## BUILD RESILIENT BUSINESSES WITH EMBEDDED ESG

Environmental, Social, and Governance (ESG) is taking on an increasingly greater significance with the growing alertness and demand for action amongst consumers; highlighting the responsibility, commitment and action needed to accomplish positive climate action and build a more sustainable, resilient future.

ESG reflects a company’s commitment to include environmentally conscious business practices in tandem with robust social responsibility and corporate governance.

ESG issues are playing an increasing role in companies’ decisions around mergers, acquisitions, and development. Companies are accountable to their various stakeholders like investors, customers, employees, and government organisations that want to evaluate a company’s impact on the world. Accordingly, companies must provide an overview of their ESG risks and opportunities as well as the approach in mitigating or adapting to these risks along with financial implications.

It is no longer a “nice to have” framework or a distant future goal. The transparency on sustainable and socially responsible practices is crucial to the survival of companies moving forward as external audiences, key stakeholders and financial communities focus on how companies are making progress with ESG goals.

While ESG is not a “new thing”, it is without doubt a rapidly developing area of focus for businesses. Investors, clients, employees and consumers are increasingly looking for transparent disclosure of ESG performance metrics by businesses at all levels of the value chain.

Delta-Simons’ expert consultants have worked hard to digest and understand the hundreds of varying ESG frameworks, standards and benchmarks, in order to help guide your organisation.

## OUR SOLUTION

Environment Social Governance transparency is quickly becoming a standard requirement for investors, customers, prospective bids & even internal stakeholders.

Delta-Simons can support with a wide variety of ESG needs and can tailor our approach to your organisation.

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## MATERIALITY ASSESSMENTS

Materiality Assessments are an essential component of starting your organisations ESG journey and understanding your business objectives. They support companies to understand their impacts, collate perspectives from different stakeholders and provide focus to establish ESG policies, Strategic Plans and transparency in reporting.

## BESPOKE BENCHMARKING ASSESSMENTS

Companies want to be comparable in the market but also want to remain true to their values. Benchmarking Assessments hold a mirror up to your organisation to show you where you business stands today so that you can plan for the future. Bespoke benchmarking assessments can support your company to focus on both investor, framework and regulatory requirements whilst remaining focused on the unique values your organisation wants to concentrate upon. Delta-Simons can look to align ESG topics from key ESG frameworks relevant to your business that will support you to understand your next steps in greater detail.

## ESG STRATEGIC PLANNING REPORTS

To effectively embed ESG into your organisation, it needs to align with your business processes and communications structures.

Delta-Simons support companies with their Strategic Planning of their Environmental, Social and Governance objectives which focuses on the following:

- The key activities and impacts of your company
- A review of threats and opportunities to the company
- A summary of your ESG baseline
- Creating an ESG vision which aligns to your business objectives
- A clearly laid out plan of your ESG objectives, metrics and targets
- Governance recommendations
- Agile Performance Management Recommendations

## DELTA-SIMONS ESG THEMES OVERVIEW

Environment	Social	Governance
 Building Standards	 Accessibility	 Ethics & Transparency
 Carbon Emissions & Energy	 Corporate Training & Education	 Management Systems
 Energy Efficiency Systems	 Employment	 Mission & Engagement
 Environmental Management, Resilience & Education	 Health & Safety	 Partnerships
 Land & Biodiversity	 Health & Wellbeing	 Policy & Risk Management
 Water & Material Circularity	 Local Community	 Procurement Practices
 Water	 Customer	 Economic Performance



CASE STUDY

# DOMEBLE ENVIRONMENTAL ASSESSMENT

OVERVIEW

Delta-Simons was appointed by Domeble to deliver an environmental assessment in relation to the proposed development of computer-generated imagery (CGI) and virtual reality (VR) systems and solutions for the automotive industry as part of a funding grant awarded by Innovate UK.

Domeble is a premium rights managed stock library for photographic backplates, 360° HDRI domes and VR environments, tailored towards the automotive and product visualisation sectors. They support advertising agencies, manufacturers, creative production studios, and artists in producing creative and technical solutions that showcase leading brands and products.

The assessment focused on the reduction of travel emissions associated with the transition of franchised vehicle showrooms and test-drives to CGI and VR platforms, as well as taking into account the predicted reduction in customers that will visit showrooms once the technology is rolled out across the UK.

SCOPE OF WORKS



Phase 1 - Baseline Assessment

Based on a combination of information provided by Domeble, publicly available information, independent research and review of third-party industry literature, Delta-Simons were able to gain an understanding of the current status quo for typical automotive operations in the UK.

Delta-Simons were able to estimate the number of journeys that members of the public make to showrooms; the quantity of vehicles that are transported to dealerships, manufacturing of additional vehicles for display and testing purposes; and average test drive times and distances. Delta-Simons were then able to calculate the greenhouse gas (GHG) emissions in relation to these processes and activities.



Phase 2 - Future Baseline Assessment

Based on dialogue with the Client to understand the extent to which travel emissions may be removed from operations both in the short and longer term, Delta-Simons were able to calculate the associated emissions reductions under a range of scenarios, including:

- Travel emissions associated with vehicles transported from manufacturer to dealership;
- Emissions related to speculative vehicle manufacturing required for display purposes in showrooms;
- Travel emissions associated with customers visiting vehicle dealerships;
- Travel emissions associated with vehicle test driving;
- Energy emissions associated with a reduced number of car showrooms; and
- Travel emissions associated with reduced commuting from employees in the car retail sector.



OUTCOMES / CLIENT BENEFIT

Greenhouse Gas (GHG) Emissions resulting from the UK automotive industry and new car dealerships in particular are large, amounting to over an estimated 927,367 tonnes of carbon dioxide equivalent (tCO<sub>2</sub>e) each year.

Domeble’s proposed technology has the potential to contribute significantly towards a reduction in emissions over the next 4 years by an average of 438,015 tCO<sub>2</sub>e (47% reduction) as well as the next 30 years by 856,712 tCO<sub>2</sub>e (92% reduction).

If Domeble were to distribute their solution to 10% of the current franchised car dealerships in the UK by the close of 2024, the technology would help to realise an annual emission saving of 67,743 tCO<sub>2</sub>e per year by 2030 and 85,671 tCO<sub>2</sub>e per year by 2050.

GHG EMISSION SAVINGS

The GHG emissions savings estimated to be achieved per year by 2030 is the equivalent of:

- 3,350 UK homes’ annual carbon footprint (equivalent to the population of Ashbourne, Kent);
- 41,817 return flights between London and New York; and
- 3,100,000 trees being planted.







# LucionGroup

Protecting people and planet

The Lucion Group is a purpose driven company, dedicated to protecting people from hazardous environments and protecting the environment from the impacts of people.

As a private equity backed business, we are sustainable, interesting and continue to grow and push forward to secure our future as a business not only for our investors, but for our community of people.

We started our business as a hazardous materials inspection, testing and consultancy on a mission to protect people from hazardous environments. As we grew the business, we naturally expanded, organically and through acquisition. This led to opportunities to also protect the environment from the impacts of people. We are now a group of companies on a mission to protect people and planet.

The Lucion Group has more than 600 employees, the majority of whom are field-based technical specialists with skillsets in 50+ environmental consultancy services, including hazardous materials, ecology, air and water services, geoenvironmental and sustainability among others.

As an acquisitive company, we have significantly grown during the past 12 months, acquiring five companies during the past 2 years. The group now comprises of;

- Lucion Services - Industry-accredited and certified experts in hazardous materials testing, inspection and management, providing trusted holistic environmental risk management services.
- Delta-Simons - Established multi-disciplinary environmental and health and safety consultancy providing trusted advice and solutions for sustainable development.
- Aberdeen Radiation Protection Services - Specialist provider of comprehensive and cost-effective radiation protection services to a wide range of internationally operating industrial and non-industrial companies.
- Landform Surveys - Established specialist provider of a comprehensive suite of value-adding topographical survey services to a wider range of commercial and industrial clients.
- Ground Engineering Limited - Specialist provider of ground engineering services, Ground Engineering Ltd specialises in the provision of site investigation services and geotechnical testing.
- Midland Surveys Ltd - Providers of trusted, modern surveying services to multiple sectors including infrastructure, commercial, and the public sector.

## CONTACT GENERAL ENQUIRIES

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