

Feb 2026

CoreStream Health and Safety Manager

Services Definition Document



Introducing CoreStream

CoreStream is a UK based provider of Governance, Risk and Compliance (GRC) technology solutions focused on helping organisations manage risk, satisfy compliance obligations and ultimately operate more effectively.

Our aim is simple; to make technology intuitive.

Our leadership team has decades of combined experience in big 4 consultancies and has experience in procuring and implementing technology solutions as clients ourselves. We recognise the common frustrations of working with technology partners and use this understanding to ensure we structure projects to deliver quality output, on time and within budget.

CoreStream has experience operating in a wide range of industries, including a wealth of experience in the public sector and some of the largest organisations in the world. We have strong and long-running relationships with a number of blue-chip clients which sees us renowned for delivering line-of-business applications that yield immediate results.

CoreStream is not only a technology provider. Our industry experts help you to shape the optimal solution, with the benefit of a deep understanding of your business challenges, and experience of what works in the real world.

What is GRC?

With a single fully in-house built solution, CoreStream spans the full scope of GRC as defined by the OCEG capability model



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1. Overview

CoreStream Health and Safety Manager is a flexible environment for centralising and standardising Health and Safety operations across your organisation. With support for typical Health and Safety features such as Incident management, Risk Assessments, and Inspections we also support your continuous improvement through root cause analysis features and novel approaches to Health and Safety policy dissemination, helping to provide a more accessible experience for users

Key features include:

Risk Assessments

- Tailored risk assessments using intelligent forms to gather assessment data in response to user input.
- Automated action generation based on assessment responses
- Ad-hoc or scheduled assessments
- Configurable approval workflows and escalations

Incident and Inspection management

- Automated risk scoring
- Intelligent and adaptive workflow for routing incidents through investigations and root cause analysis processes.
- Integrated remedial action planning.
- Automated notifications

Health and Safety Policy management

- Searchable library of policy content
- 'Ask a question' feature providing policy do's and don'ts in response to common tasks.
- Automated policy read requests and attestations.
- Policy review schedules

Contractor and Third-Party Onboarding:

- Management of onboarding third parties, ensuring relevant Health and Safety documentation is submitted and remains current.
- Automated risk scoring

All features are configurable to match your existing processes and provide the flexibility to evolve with your Health and Safety Practice over time.

Complementary Services

Additional components of the GRC suite can be made available to support the Health and Safety manager module, allowing a tailored solution to be created to meet your specific risk management or compliance requirements



Our SaaS offerings can also be deployed on premise behind your firewall. Further details including video demonstrations can be found on our website: www.corestream.co.uk

1.1 Health & Safety Manager - Sample Screenshots

My Risk Assessments

My Risk Assessments ³ My Action Required All Risk Assessments All Expired Risk Assessments					
ID	ASSESSMENT	RELATED PROGRAMME OR PROJECT	ASSOCIATED HAZARDS	EFFECTS	STATUS
RIS-30389	Coronavirus (CO...	1	15	Contractor, Co...	Draft
RIS-30388	Generic Football...	2	12	Crew, Contribu...	Draft
RIS-30387	Coronavirus (CO...	1	15	Contractor, Co...	Draft
RIS-30385	Coronavirus (CO...	1	41	Contributor, Cr...	Draft
RIS-30384	Coronavirus (CO...	1	33	Contributor, Pr...	Draft
RIS-30382	HOLBY CITY (N...	1	14	Children, Contr...	Draft
RIS-30375	Travel to Wanap...	1		Staff	Draft
RIS-30373	Coronavirus (CO...	1		Contractor, Co...	Draft
RIS-30372	Coronavirus (CO...	1		Contractor, Co...	Draft
RIS-30367	THE ONE SHO...	2		Contributor, Cr...	Draft
RIS-30365	Work from home...	1	2	Staff	Draft
RIS-30364	RA COVERING J...	1	3	Staff	Submitted
RIS-30363	Portsmouth v Su...	1	41	Contributor, Cr...	Draft
RIS-30359	Sunderland v Ac...	1	40	Contributor, Cr...	Draft

Figure 1: Risk Assessment Register

Progress Risk Assessment

Auto save in 15 minutes (click to reset)

Risk Assessment Title *

Sample Risk Assessment

22/255

Brief Summary

Please note, you cannot currently copy / paste images into this field. Please upload the image using the upload button instead.

B i U A: Paragraph... ▾

Please enter a brief summary of the scope of this Risk Assessment. No sensitive information as this is widely visible.

Characters : 0

What stage does this risk assessment relate to? *

Start Date *

03 May, 2022 10:46:00

End Date *

If the risk assessment is set to expire within the next 30 days, would you like a reminder before this ends?

No ☒ Yes

Matt Eddolls

Please update the sharp objects hazard

03 May, 2022 10:52:25

Comments

ACTIONS

CANCEL

Figure 2: Risk Assessment Form

Incidents Dashboard

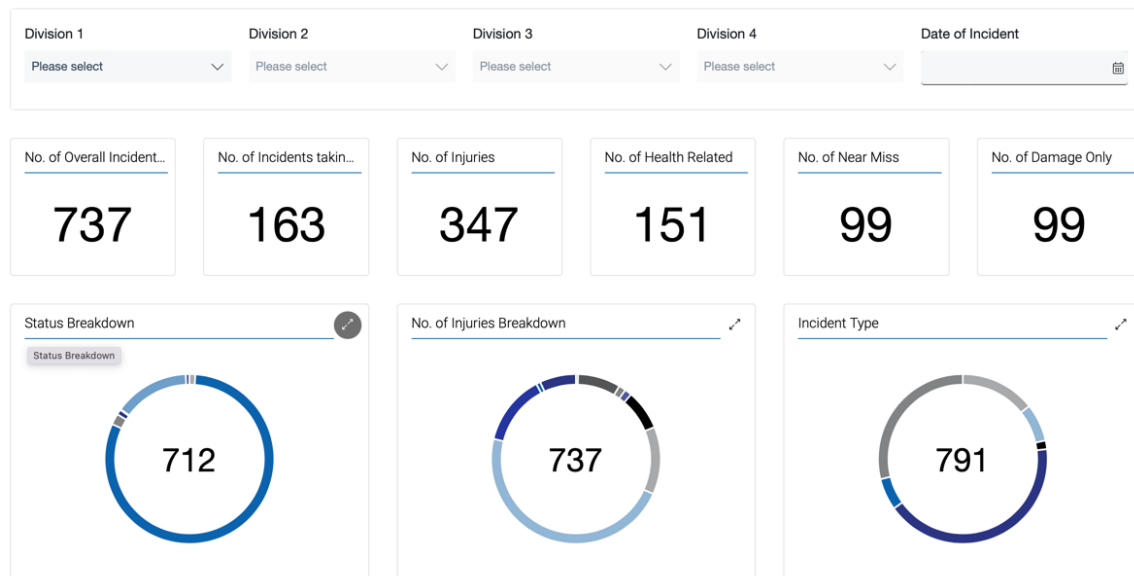


Figure 3: Incidents Dashboard

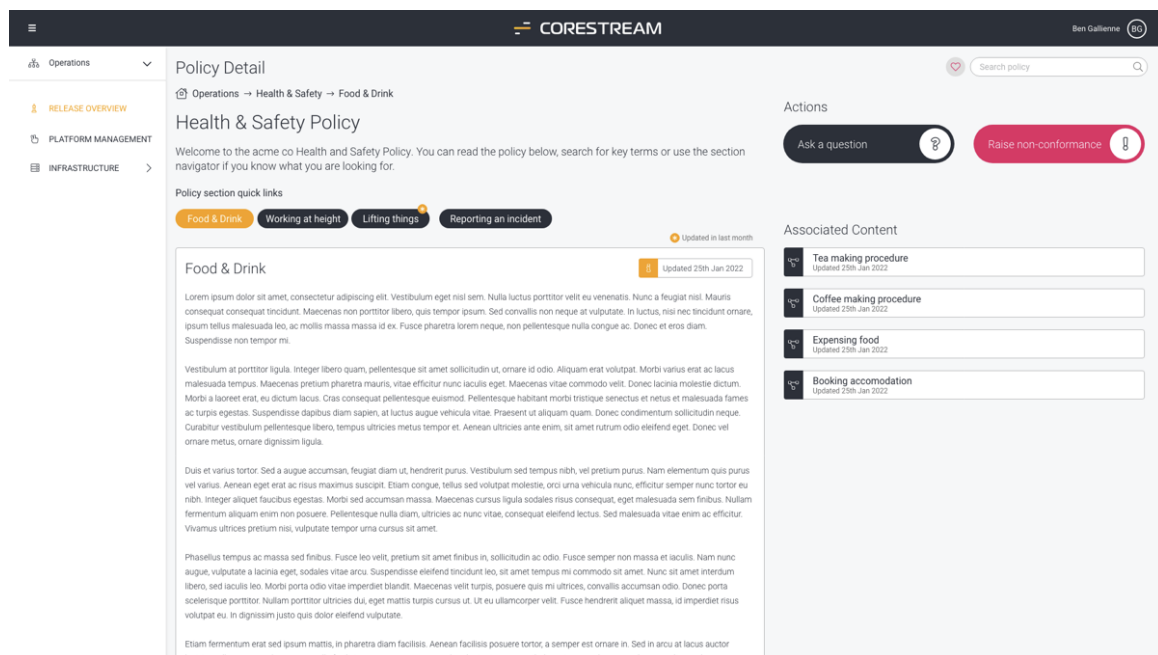


Figure 4: Policy Detail Manager

1.2 Further Configuration and Development

Whilst containing a rich out-of-the-box feature set, the CoreStream platform can be easily adapted to satisfy more bespoke requirements. Additional configuration can be performed either on a time and materials or fixed-price basis.

2. Service Management

3.1 Monitoring

CoreStream hosting provides 24 hours a day and seven days a week monitoring of the computing, operating and networking infrastructure to detect and correct abnormalities. This includes environmental monitoring, network monitoring, load-balancing monitoring, web server and database monitoring, firewall monitoring, and intrusion detection.

3.2 Data Backup and Recovery

The backup schedule can be varied according to specific requirements. Our default offering provides for daily incremental backups and weekly full system backups. Backups are stored offsite in encrypted format as part of our standard offering.

3. On-boarding and Off-boarding

Each implementation of the CoreStream platform follows a standard process which our team of delivery managers will support you through:

- Requirements meeting and demonstration (FOC)
- Confirm order
- Design Workshops
- Consultancy and configuration (2 days included)
- Platform deployment and security hardening (included)
- User acceptance testing
- Training and Communications
- Launch

Data migration into the service can be supported using standard file formats (XLS, Raw Text, XML). Migration activities will be charged in accordance with our rate card unless accommodated within configuration days included with the license purchase.

Upon termination of this service, the relevant framework and call-off contract terms apply. Data repatriation will be provided free of charge (in raw text and PDF formats) unless additional requirements are specified for delivery of the data in non-standard file formats or with

transformations applied. In these cases time and materials will be chargeable per the standard rate card. Following repatriation, all customer data will be purged and destroyed.

4. Pricing Overview

We only offer 'enterprise licenses', with no variable fees. The license fees are based on the complexity of the solution, with no per-user charges.

- Fixed Annual platform license fee.
- Full support included (see support section)
- Please refer to our pricing document for details.

Managed Service License Fees (excl VAT)					
Module	Platform License SaaS Fee*	Implementation Fee	Per User Charges	Discount	Includes
Health and Safety Manager Case management workflow, automated update schedules, tailored dashboard reporting	Bronze: £18,000	£5,000	None*	N/A as all licenses are for unlimited users.	6 days implementation effort*
	Silver: £25,000	£20,000			As above, with 20 days
	Gold: £35,000	£35,000			As above, with 30 days
	Platinum: £60,000	£50,000			As above, with 50 days

Additional configuration can be performed either on a time and materials (please refer to the CoreStream pricing document for details) or on a fixed-price basis.

A minimum 1-year contract tenure applies. Pilot implementations can be arranged for a minimum 6-month period, with associated consultancy and configuration will be charged per our rate card.

We can also offer access to trial environments for limited periods, free of charge

5. Service Constraints

Deployments of new functionality will result in short outages to the service. CoreStream will provide 48 hours notice and (unless unavoidable) ensures that deployments are managed out of normal business hours.

There is a standard weekly maintenance window from between midday Saturday to midday Sunday to allow for server maintenance, though this can be varied by negotiation.

6. Support Arrangements

Standard user-support over an online support ticketing system and email is available during UK working hours (Monday to Friday, 9am to 5pm). Out of hours support is available upon request.

7. Hosting and Security

CoreStream is hosted exclusively in the UK in a Tier 3 data centre with multiple resilience and security arrangements. We guarantee in excess of 99.9% availability and service credits are payable in the event that this is not achieved.

We also offer (costed) options for hosting in the public cloud, or on-premise if required.

CoreStream is ISO27001 certified via the British Assessment Bureau (fully UKAS certified) and holds the Cyber Essentials Plus certification.

We also hold SOC2, Type2 (Security, Availability) accreditation.

Security features:

- All client environments reside on dedicated web applications and database instances. Higher levels of environment isolation are available on request
- Hosting is established in a highly resilient 'always on' configuration, meaning individual physical component failure cannot lead to a service outage.
- All data is encrypted in transit and at rest using strong protocols / cyphers
- Full daily backups held off-site in encrypted format.
- Options for real-time failover (Disaster Recovery as a Service)
- 24x7 Security Operations Centre (via Sophos MDR) means that the platform is continually being monitored for signs of breach, with trained security specialists available to contain any such incidents should they occur.
- CoreStream staff all background checked, and we can establish entire teams with UK Government 'SC' clearance where required.
- Penetration testing of the CoreStream platform is completed at least annually, by a CREST / CHECK accredited third party.

- Full time vulnerability scanning is in place for all our internet points of presence.
- We utilise the latest generation of firewalls which include deep packet inspection and intrusion detection protection.

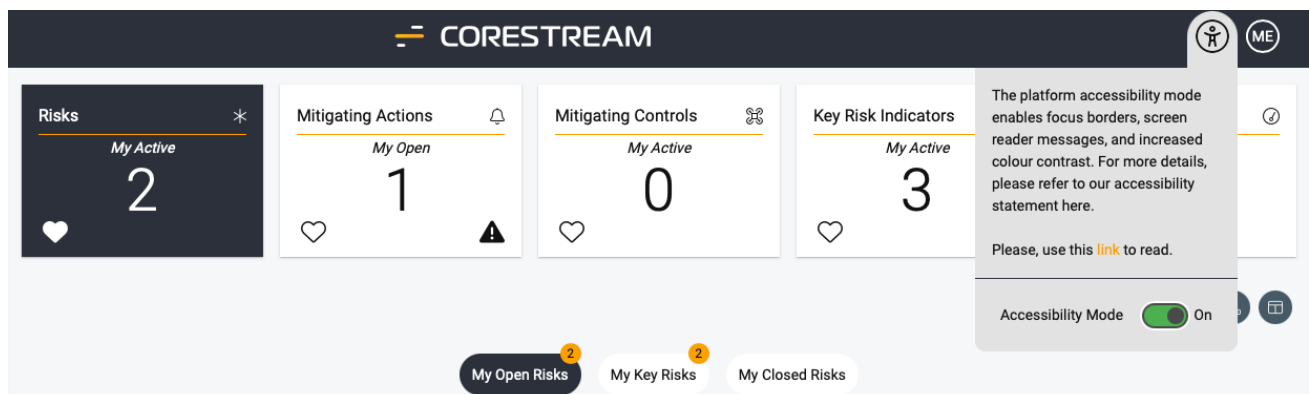
Disaster Recover and Business Continuity

- CoreStream regularly practices its disaster recovery processes and shares results with its clients.
- Business Continuity plans are typically shared as part of the client onboarding process, including incident management processes.

8. Accessibility

For users with additional accessibility needs, we largely comply with the relevant WCAG (2.2 AA) requirements, and subject our platform to an annual accessibility audit, completed by an independent accessibility specialist firm.

A dedicated 'accessibility mode' is available from all parts of the system, as is an accessibility statement describing our accessibility credentials in detail, including any known issues.



9. Training

8.1 User Training

User training will depend on the complexity of any platform modifications specified by the customer, and the number of users to be trained. Due to the in-built contextual help prompts and configurable

guidance pages, training roll-out can almost always be accomplished on a “train the trainer” basis. In the unlikely event that additional training is charged on a time and materials in accordance with our standard rate card.

Large scale, multi-channel training programme design and delivery including video guides, and webinar broadcasts can be devised as required. Please refer to the CoreStream training service offering on Digital Marketplace for details.

8.2 Super User Training

Super users can be trained to be able to configure aspects of the GRC platform themselves, reducing the need for additional configuration expenditure. This training typically takes 3-5 days, depending on the skills profile of the recipients of the training.

10. Ordering and Invoicing Process

- Upon receipt of a purchase order, CoreStream will provision the environment.
- All license fees are to be paid 12 months in advance, from the point of UAT commencement.
- 50% of the first 12 months fee is due upon ordering the environment.
- The remaining 50% is due at the point of go-live.
- If additional services, or blocks of users are purchased mid-contract, the relevant fee is payable up the end of the current 12-month period, after which fees revert to 12 months in advance.
- Time and materials (Consultancy, Training etc) are invoiced monthly in arrears. Invoices are due for payment within 30 days of the invoice date.
- Please refer to our full terms and conditions for details.

11. Government ICT Blueprint Principles

10.1 Information Strategy

- CoreStream SaaS services are designed and built to align with government Information and Communications Technology (ICT) information strategy principles, ensuring information is effectively managed, protected and made accessible through the use of open standards technology. Our focus on information governance is underpinned by our ISO27001 certification, and SOC2 Type 2 (Security / Availability) accreditations.

10.2 Environmental Policy

- CoreStream takes its environmental responsibilities seriously, aligning its operations to the published ICT government greening principles. In support of these principles, CoreStream guarantees:
- All hosting services are powered from renewable sources.
- Non-essential travel will be minimised using technology, such as video conferencing.
- To continue to donate monthly to the World Land Trust, helping plant trees in deforested areas.
- To remain paper-free wherever possible.
- To reduce waste or to recycle wherever possible.
- Hot-desking in its office locations to reduce its overall office footprint.

Further details of our Environmental Strategy are available on request.

For more information please contact:

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tenders

