



NOTE TO INDUSTRY (NTI)

TOPIC: ONLINE ENQUIRY AND CONCERN			Reference Number 2022/NTI/08
Approved by: Director of Strategic Planning Division	Issue date: 26 October 2022	Expiry date: None	Revision No: 1.0

Purpose: This Note to Industry (NTI) serves as a notice to inform all Principals, Occupiers, Employers, Self-Employed Persons and individuals about the new Enquiry and Concern Page featured on the SHENA website.

All stakeholders including members of the public are hereby informed that in an effort to streamline and improve communications with the Safety, Health and Environment National Authority (SHENA), a new **Enquiry and Concern Page** has been introduced on the SHENA website: <http://shena.gov.bn/SitePages/enquiryandconcern.aspx>, which has replaced the previous practice of sending email to “**SHENA Info**”. From this page, separate links are provided for access to specific **online forms** for:

- 1) “**Reporting of Workplace Safety and Health (WSH)/Radiation Concern**”; and
- 2) “**Enquiry or Request**”.

For the reporting of WSH/radiation concern, SHENA will first conduct a verification process to authenticate the identity of the sender as soon as possible, within a **maximum of three (3) working days** of receipt of the report. Any sender who fails or refuses to provide the required details within this period, his/her report will be deemed invalid and will not be entertained further. Upon successful verification, the concern will be followed up accordingly by SHENA and if requested an update on the action(s) will be provided to the sender.

For any enquiry or request, SHENA will respond to the sender as soon as possible, within a **maximum of seven (7) working days**.

As an interim measure, any enquiries/requests and reports of concern received via the SHENA Info email (info@shena.gov.bn) will be redirected to the relevant forms. All stakeholders are also encouraged to peruse the FAQ page on the SHENA website: <http://shena.gov.bn/SitePages/FAQs.aspx> in case a similar issue has been asked and addressed before.

END