

## Annex 13

**UNSATISFACTORY RESPONSE LETTER**

Operations Manager: [Name]

[Duty holder]  
[Address]Your ref.  
Our ref:  
Date:Attention: [Most senior business manager responsible for the installation]  
[Contact]

Dear Sirs,

**OFFSHORE INSTALLATIONS (SAFETY CASE) REGULATIONS 2005  
[SAFETY CASE TITLE, DH's REFERENCE NO., VERSION NO., COIN  
CASE NO.]**

The Health and Safety Executive is assessing this safety case submitted by [duty holder's name]. On [date] we wrote to you enclosing a Level 1 Issue Note(s) concerning major reservations with the case for health and safety. You responded on [date].

Unfortunately the response does not provide sufficient information to allow us to close the Issue Note(s). The reasons for this view are as follows:

[Text describing outstanding matters and the additional information still required.]

Please can you reply to me with this information as soon as possible, bearing in mind that we will need time to evaluate it before the end of the assessment period. Without satisfactory resolution of the original matters raised, HSE may be unable to accept the case.

An accepted case will be required before starting the operations described in the case.

I look forward to an early reply. If you foresee any problems in providing the information, please contact me as soon as possible.

Yours faithfully

Case Manager