

**The Health and Safety Policy
of
VECTOR24**



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Vector24

GENERAL POLICY

It is the Policy of Vector24 to provide and maintain safe and healthy working conditions, systems and equipment for all its employees and to provide such information, training and supervision as is needed to meet this commitment in accordance with the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations updated 1999.

The Board of Trustees for Vector24 accepts its statutory responsibilities for the health, safety and welfare of employees/volunteers and others who may be affected by its activities, whether by contract or otherwise.

The allocation of duties and responsibilities for health and safety matters and the arrangements to implement this Policy are set out below.

The Health and Safety Policy will be reviewed and updated as the business circumstances change through technology or changes to legislation. The review will take place annually in line with the business plan or more frequently should circumstances dictate. The Director of Operations, will be responsible for reviewing and updating this Policy.

Employees/Volunteers of Vector24 have a responsibility for their own health and safety and the safety of others who may be affected by what they do or don't do in compliance with the Health and Safety at Work etc. Act 1974.

Name: Marie Crombie (CEO)

A handwritten signature in black ink, appearing to read 'Marie Crombie', with a stylized flourish at the end.

Signed:

Date: 24 June 2026

ORGANISATION AND RESPONSIBILITIES

Overall responsibility for Health and Safety lies with the Board of Trustees. This includes the responsibility to allocate resources and delegate authority to appropriate staff to ensure that the terms of the Safety Policy are met.

Vector24 accepts that to be successful, its Health and Safety Policy should involve the participation of staff at all levels. Under Section 7 of the Health and Safety at Work Act, employees/volunteers have a duty to take reasonable care for their own health and safety as well as for any other persons who may be affected by their acts or omissions at work.

Vector24 also recognises its responsibility as a "Contractor" under Section 3 of the Act to conduct its operations in a way that ensures, so far as is reasonably practicable, that individuals are not exposed to risks to their health and safety.

To meet these responsibilities a competent person may be appointed to consult on matters relating to health and safety. They will advise Vector24 and liaise with any other organisation on matters pertaining to health and safety with whom Vector24 may enter into a contractual agreement.

Responsibilities are devolved as follows:-

Responsibility for operating the Policy for Vector24 employees working within or out with their premises lies with The Chief Executive Officer to whom the employees report.

Responsibility for carrying out risk assessments under the Management of Health and Safety at Work Regulations 1999 incorporating the Regulatory Reform (Fire Safety) Order 2005 lies with The Chief Executive Officer. They may however appoint an assessor if this person is totally familiar with the range of operations of all employees under their control. In some cases extra assessments relating to a task or activity may need to be carried out. This could be due to the age of employee (inexperience) or medical condition (pregnancy).

The Chief Executive Officer will be responsible for operating the Policy within any work area, external or internal and will ensure that all employees act in accordance with it. This responsibility extends to ensuring that safe conditions are provided for any volunteers, who are working for the charity. The Chief Executive Officer will:-

- (i) Arrange for any necessary health and safety training for Vector24 staff.

- (ii) Monitor regularly health and safety within Vector24 using Safety Audit Techniques.
- (iii) Investigate accidents to any staff or members and set corrective action plans. Where necessary through the appointed person, report accidents to the regulating authorities under RIDDOR and maintain appropriate records thereof.
- (iv) Liaise with local district council environmental health department, Health and Safety Executive (H.S.E.), Employment Medical Advisory Service (E.M.A.S.) and similar bodies.
- (v) Liaise with the local Fire Authority and advise on Fire Risk Assessment, Fire Precautions, Fire Drills, Fire Fighting Equipment and Evacuations?
- (vi) Advise on provision, maintenance and management of First Aid facilities.

DIRECTOR OF OPERATIONS

The Director of Operations has the following responsibilities:-

- (i) They must read and understand the Health and Safety Policy of Vector24 and accept responsibility for implementing it within Vector24.
- (ii) They will, if delegated to, assess the Health and Safety risks to employees and others who may be affected by Vector24's operations.
- (iii) They must set a personal example in demonstrating a concern for health and safety matters.
- (iv) They must ensure that employees carry out work safely and in accordance with any safety instructions and signage.
- (v) They must report any defects in premises, plant and equipment that they notice to The Chief Executive Officer.

EMPLOYEES/VOLUNTEERS VECTOR24

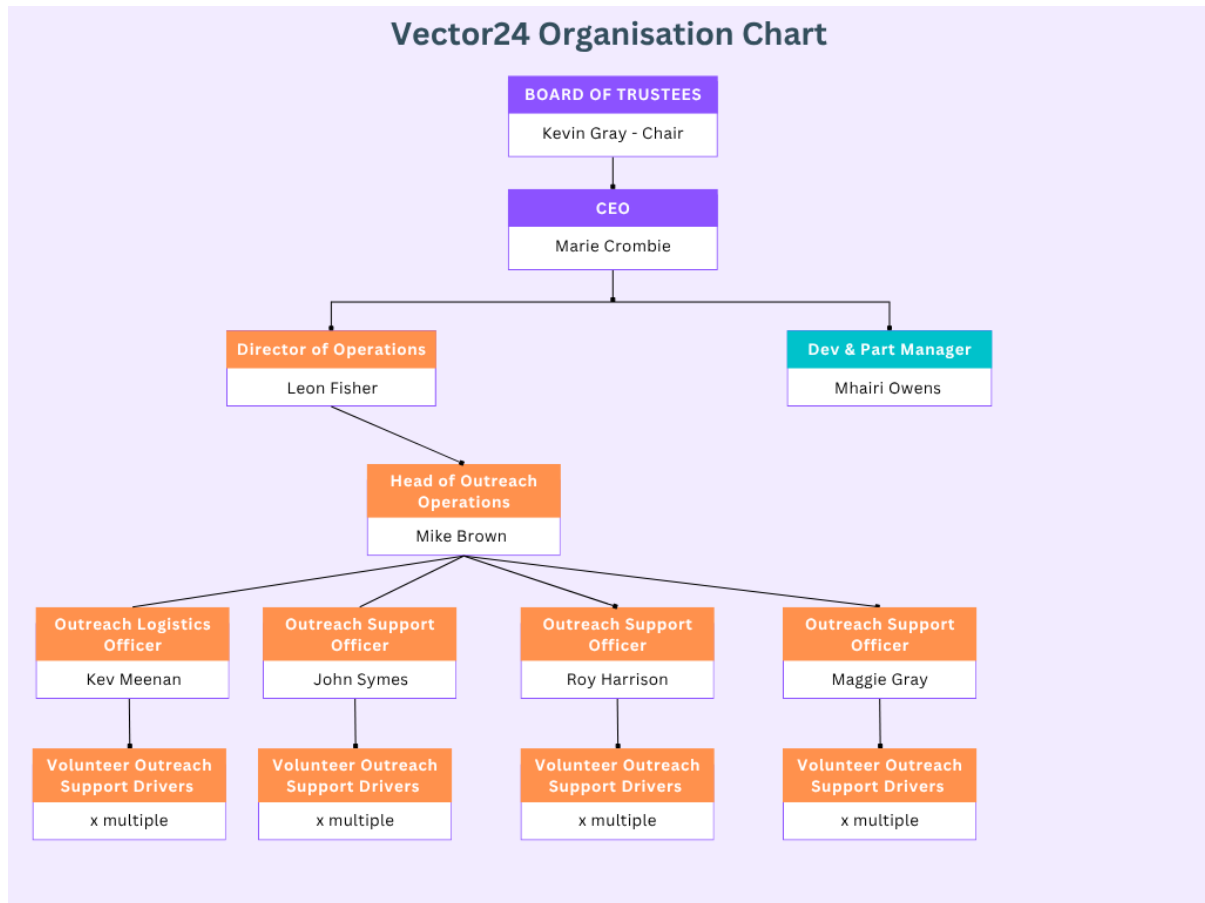
Employees/Volunteers are responsible for their own health and safety and the health and safety of others who may be affected by their acts or omissions within Vector24 or when operating elsewhere including clients premises/sites. Employees/Volunteers have a duty to:

- (i) read and understand the company Health and Safety Policy.
- (ii) report immediately to the Director of Operations any unsafe conditions or defects in the vehicles or equipment that they notice.
- (iii) report immediately to the Director of Operations any unsafe acts or systems which they notice.
- (iv) seek safety information from the Director of Operations if uncertain of any process or procedure.
- (v) co-operate with the Director of Operations to enable them to implement the Health and Safety Policy.

VISITORS and SUB-CONTRACTORS

Visitors and Sub-contractors while in Vector24 vehicles are considered at work. As such they are expected to conform with relevant and current Health and Safety legislation and to co-operate with Vector24 on matters affecting their and others Health and Safety. All persons entering a Vector24 vehicle are expected to conform to the information supplied to them and obey any instructions from their host. Sub-contractors are expected to comply as above and in particular with any specific regulations in their contract with Vector24. Visitors will be expected to conform to the information supplied and obey any instructions from their host.

ORGANISATION CHART



ARRANGEMENTS FOR HEALTH AND SAFETY

ACCIDENT REPORTING

All staff must report any accident or dangerous occurrence. The report will be submitted via the Vector24's staff or volunteer portal on the Vector24 website (www.Vector24.co.uk), by the person involved or someone acting on their behalf and the report must be completed that day, and accompanied by a telephone call to a member of Vector24 Management. This will be investigated by the Director of Operations who will inform The Chief Executive Officer of the findings. All accidents or dangerous occurrences will be investigated and a report written by the relevant competent person. Corrective actions with dates for completion will be agreed with The Chief Executive Officer.

Vector24 accident entries will be checked on a regular basis as part of our Safety Audit. The Director of Operations or Appointed Person will advise on trends or potential hazards and report to The Chief Executive Officer. The Chief Executive Officer or Director of Operations will be responsible for reports under Reporting of Injuries Diseases and Dangerous Occurrences (RIDDOR 2013) to the Health and Safety Executive (HSE) by using the online reporting system.

The main points of RIDDOR are as follows:-

1. If anyone dies, receives a major injury or is seriously affected by, for example, a harmful substance or electric shock you should notify the inspectorate immediately by telephone and confirm in writing within 7 days.
2. You should also notify the inspectorate immediately if there is a dangerous occurrence, a fire or explosion etc., which stops work for more than 24 hours.
3. Report within 15 days injuries which keep an employee off work for more than 7 days.
4. Report certain diseases suffered by workers who do specified types of work as soon as possible on learning about the illness.

ACCIDENT INVESTIGATION

All accidents/incidents and/or dangerous occurrences shall be investigated by either the Director of Operations or Head of Outreach Operations to determine the truth, cause and where possible, to enable immediate action to be taken to prevent a similar accident or dangerous occurrence taking place. Where this action cannot be carried out immediately, a temporary recommendation shall be made to The Chief Executive Officer.

FIRST AID PROVISION

A requisite number of First Aiders and First Aid kits will be provided according to Company operations and staff levels. All Vector24 vehicles carry first aid kits and four of the Vector24 full time staff members are Emergency First Aid at Work at SCQF Level 6 qualified.

The First Aider/Appointed Person is also responsible for maintaining the contents of the first aid boxes.

We will have notices posted on notice boards informing employees where the first aid box is and who the first aiders/appointed persons are. The Chief Executive Officer will ensure that suitable First Aid facilities are available on all sites whether Vector24 is in overall control of the site or not. All Company vehicles carry first aid kits, drivers will be responsible for maintaining the contents. Should any injury require treatment further than first aid, the employee must be taken to A&E at the nearest appropriate hospital either by a member of staff or by Ambulance.

FIRE

The responsibility for Fire Procedures rests with The Chief Executive Officer who may liaise with the local Fire Brigade or a suitable competent person on these matters. Further advice will be sought from guidance publications: 'the Scottish Government's 'Fire Safety – Existing Non-Residential Premises: Practical Guidance'.

Vector24 will:

- Carry out a fire risk assessment of the vehicles.
- Identify significant findings of the risk assessment and formulate improvements where required.

- Make adequate provision for the safety of any vulnerable, disabled or inexperienced people who may be present in the vehicles.
- Provide and maintain such fire safety measures which are necessary to safeguard those who use the vehicles.
- Provide and maintain suitable fire-fighting equipment within the vehicle.
- Provide information, instruction and training to our employees about the fire precautions.
- Review the assessment at regular intervals or before any significant change or relevant safety issues arise.

On-site, we will ensure operatives have sufficient information from various sources including site inductions, risk assessments and site rules and are able to follow all site fire safety procedures.

The Chief Executive Officer or Director of Operations will be responsible for informing and updating all employees on these matters.

SMOKING POLICY

The Chief Executive Officer or the Director of Operations will arrange for the review and implementation of Vector24 Smoking Policy. A general No Smoking Rule applies to Vector24 vehicles. Vector24 will assist any member of staff in stopping smoking. This assistance will include advice and support in any suitable form. Initially the member of staff will be directed to Quit Your Way Scotland (NHS Inform) on 0800 84 84 84.

HOUSEKEEPING OF VEHICLES

The Head of Outreach Operations is responsible for arranging cleaning work to be carried out. Suitable receptacles are provided for waste. These should be properly used and shall be emptied frequently. The Chief Executive Officer and The Director of Operation are responsible for the general arrangements for cleanliness and tidiness of vehicles. They must also ensure that safe procedures are followed, that access and egress are maintained at all times and that notices are posted warning of any restrictions. Employees must report any defects in the system or vehicle to the Director of Operations via the vehicle issue reporting form found on the staff portal page of the Vector24 website within 24 hours.

EQUIPMENT AND MACHINERY

Staff should be fully familiar with any equipment, material or machinery they use. Training and instructions or manuals will be made available where appropriate. Employees or Volunteers must not operate any equipment or machinery without first having been trained, or if required, certificated, to do so. Hosts must ensure that employees/volunteers are aware of and follow this instruction. Equipment may be updated or re-positioned, all staff have a responsibility to ensure that this does not cause a hazard. Any possible hazards must be reported immediately.

The Director of Operations, is responsible for arranging for regular maintenance of equipment and machinery including portable appliance testing and maintaining a register. Any member of staff who is aware of or suspects a defect must inform The Chief Executive Officer or the Director of Operations immediately. No equipment or machinery may be purchased, leased, hired or brought on site for use by staff, without prior notification to The Chief Executive Officer, or the Director of Operations. This is so that a suitable assessment, in accordance with the Provision and Use of Work Equipment Regulations 1998 and the Lifting Operations and Lifting Equipment Regulations 1998, can be carried out. These regulations cover all equipment that may be used by Vector24. Equipment must be fit for purpose, used only for that purpose, inspected and maintained to ensure it remains fit for purpose. Appropriate records will be kept.

Key elements under the regulations are as follows:-

- Work equipment must be suitable by design, construction or adaption for the actual work it is provided to do, where it will be used and the purpose for which it will be used.
- Use of work equipment includes, stopping, programming, repairing, setting, transporting, modifying, maintaining, servicing and cleaning.
- Work equipment must be adequately maintained and periodically inspected and records kept.
- Users of work equipment must have available to them adequate health and safety information and, where appropriate, written instructions regarding the use of work equipment.
- Users of work equipment must receive adequate training in use of work equipment.
- Requirements of work equipment and lifting equipment by definition, specifically includes guarding, controls and controls and control systems, isolation from sources of energy, stability, lighting, maintenance operations, markings and warnings.

- Specific arrangements and guidance relate to lifting equipment and engineering and other machinery.

RISK ASSESSMENT

Sufficient and suitable risk assessments are a requirement of the Management of Health and Safety at Work Regulations 1999. This regulation incorporates duties to Young Persons and New and Expectant Mothers.

An assessment of risk is a careful examination of what could cause harm to people. These assessments will identify whether adequate precautions have been taken and what else, if anything, is required to prevent harm.

The aim is to make sure no one gets hurt or becomes ill.

Health and Safety can be managed effectively by:-

- Identifying the hazards
- Evaluating and measuring the risk associated with the hazard
- Removing altogether, reducing or controlling the risks
- Educating all those whom are exposed to the risks
- Having an active programme of implementation
- Monitoring and reviewing performance

HAZARD

A hazard is taken to mean anything that can cause harm, whether a substance, material or practice, to the health and safety or welfare of staff, employees, members of the public and others affected by that action (e.g. machinery, chemicals, electricity, manual handling, working from ladders etc.)

RISK

A risk is the chance great or small, that someone will be harmed by the hazard.

The Chief Executive Officer or the Director of Operations, will assess the risks associated with the operations carried out by Vector24 employees. On completion of the risk assessment, the risks will be removed or reduced to an acceptable level. The result of the risk assessment will be recorded and the findings communicated to the relevant employees in compliance with the Management of Health and Safety at Work Regulations updated 1999.

COSHH

The Chief Executive Officer, or the Director of Operations, will arrange for the assessment and constant updating of a register of harmful substances in line with the Control of Substances Hazardous to Health (COSHH) Regulations 2002 (Amended 2004). The register will contain suitable information on the substance, normally from the manufacturer's safety data sheets (MSDS), on how the substance is used and stored safely (Risk Assessment). No new substance may be purchased for use by staff, brought onto the premises or site, or used by company staff, without prior permission of The Chief Executive Officer, or the Director of Operations. This will allow a suitable assessment to be carried out in accordance with the COSHH Regulations.

WASTE MATERIAL and RECYCLING

Due to the nature of our industry, Vector24 produce a variety of waste products. From general wastes and recyclable materials, through to small amounts of special and potentially hazardous wastes. We acknowledge we have a duty to ensure that all of these wastes are disposed of responsibly, using approved, registered waste/recycling contractors.

Good housekeeping, COSHH assessments and staff training ensure our waste management is performed in accordance with all waste legislations requirements, including duty of care. We seek to minimise waste generation and facilitate repair, re-use and recycling over the disposal of waste, wherever possible.

Vector24 are committed to both the protection of the environment and to continually improve our environmental performance.

DISPLAY SCREEN EQUIPMENT

A suitable sufficient assessment of work stations is required to identify users. Where a user is identified, a further assessment of the work station will be required taking into account time in front of DSE, work routines, breaks, glare from lighting, foot rests, seating (adjustable chair), type of software and eye tests where applicable.

Injuries can be prevented by adopting the following advice:-

Posture

Sitting awkwardly will create poor posture and muscle strain. Simple adjustments, to your chair and VDU however can make a big difference in how you feel at the end of the day.

- Upper and lower arms should be at approximately right angles.
- Forearms should be at the same level as the desk.
- Elbows should be close to sides.
- Head up with eye level just above top of screen (30 degrees down to centre of screen).
- A comfortable keying position for the keyboard and/or mouse must be adopted - hands must **NOT** be bent at the wrists.
- Back should be kept straight and small of back supported.
- Feet flat on floor or on a foot-rest
- Head must be kept straight and level.

Display Screen, Keyboard etc.

- The characters on both must be readable and screen and keyboard must tilt.
- The screen image must be stable and free from flicker.
- The screen must have adjustable brightness and contrast.
- Reflection and glare should be minimised.
- Mouse should be position close to the side of the keyboard

MANUAL HANDLING

Vector24 acknowledge this is an important part of the Health & Safety of our employees/volunteers. Formal Manual Handling training is carried out with all employees/volunteers via our one day bespoke training workshop carried out by IED Training Solutions Ltd. Task specific training or refresher Tool Box Talks are also carried out, when required. Any necessary lifting/moving equipment, or additional labour, will be provided.

Before any Manual Handling tasks are carried out, an assessment of the task must have been carried out by The Chief Executive Officer or Director of Operations. The assessment will identify any particular hazards to employees and how the risk is to be removed or reduced to an acceptable level.

Assessments should take into account:-

- the task to be undertaken;
- the weight, shape, size of the load to be lifted or moved.
- the working environment, e.g. excessive heat or cold, or the space available.
- the potential repetition and duration of the task.
- the individuals capability.
- the distance the object(s) are to be moved.

The formal risk assessment undertaken must be recorded and the results made known to the person(s) affected.

A review of this assessment will be required if conditions change.

All practicable means of reducing the need for manual handling of loads must be taken wherever possible. Mechanical plant or handling aids should be utilised wherever possible.

Back injuries frequently result from poor lifting technique. Lifting from a standing position with the back rounded can produce stress on the back six times greater than if the spine is kept straight. The weight a person can lift will vary according to:- age, physique and technique used. Heavy loads should be broken down into smaller, lighter, manageable sizes. Plan the lift, test the weight, get help if required.

Materials should be stacked or stored as close as practicable to where they are to be used. Person(s) required to undertake manual handling tasks should be trained in the techniques necessary to enable them to carry out those tasks without risks to their health or safety.

GENERAL HINTS

1. Lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand.
2. The load to be lifted or moved must be inspected for sharp edges, splinters and wet or greasy patches. Care should be taken with uneven loads.
3. When lifting or moving a load with sharp or splintered edges gloves must be worn. Gloves should be free from oil, grease or other agents which might impair grip.

4. The route over which the load is to be lifted or moved should be inspected to ensure that it is free of obstructions or spillage which could cause tripping or slipping.
5. Employees should not attempt to lift or move a load which is too heavy for them to manage comfortably.
6. Where team lifting or moving is necessary one person should be appointed to act as coordinator, giving commands to lift, lower etc.
7. Change tasks or alternate workers when carrying out long, repetitive tasks. Ensure workers take frequent breaks.
8. When lifting an object off the ground employees should assume a squatting position, head up (looking forward), keeping the back straight. Straightening the knees, not the back, should lift the load. These steps should be reversed for lowering an object to the ground.

ELECTRICAL

Direct or indirect contact with live parts can cause shocks or burns, or can be fatal. All mains electrical equipment is fitted with trips or RCD's. Electrical wiring on Vector24 premises, is serviced and maintained by a qualified, electrical contractor, including an EICR every 5 years.

Wherever possible, battery powered tools will be used. When this is not possible, we will use low voltage equipment. Portable equipment, on the premises and on site, will be subject to portable appliance testing at regular intervals, determined by risk assessment. All electrical installations, will be sub-contracted to a suitably experienced, qualified electrical contractor.

LONE WORKING (See additional procedure)

Often employees/volunteers will be alone for various periods of time either within Vector24 when travelling. The Chief Executive Officer or the Director of Operations, will carry out an assessment of the risks involved.

Regardless of the outcome, staff will be made aware of the increased risks associated with lone working during the induction. Lone working will only be tolerated under controlled conditions, which have been approved by The Chief Executive Officer or the Director of Operations. Staff who are about to enter a

lone working situation should be familiar with the procedure and they must inform others of their intended location and approximate time of arrival and return. Mobile phones will be used to keep in touch at regular intervals and reduce the level of risk.

STAFF TRAINING

Vector24 is committed to investing in our employees, through their training. This ensures our employees are equipped with the skills and competence to undertake projects effectively and safely.

The Chief Executive Officer or Director of Operations, or whomever they may appoint, will arrange all training requirements. New employees/volunteers will receive induction training. Any new equipment being introduced will require employees/volunteers to be trained on that equipment and possibly a period of initial close supervision.

Responsibility for arranging training identified by a risk assessment, or changes to an employee's role, lies with The Chief Executive Officer and the Director of Operations. A Skills Matrix will be maintained to show, at a glance, the status of training overall, as well as any potential skill gaps which may need dealt with. All training, formal and informal e.g. toolbox talks, will be recorded in the skills matrix. Health and Safety information is available to operatives at all times and good communication is maintained throughout the workforce.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal Protective Equipment will be used to protect employees when all other sources of protection are exhausted. PPE will be issued to employees free of charge following identification of need in the risk assessment. The equipment must be assessed for suitability and only used after suitable training in the appropriate use of such PPE.

To avoid ill health or injury to its employees and to comply with the Personal Protective Equipment (PPE) at Work Regulations 1992, Vector24 will:

- carry out assessments to evaluate the risk to the health and safety of employees and others who may be affected by our activities
- as a last resort, where a hazard cannot be eliminated or reduced, provide suitable PPE to employees

- ensure that the PPE issued to employees is maintained in an efficient state and good order
- ensure that PPE is cleaned or replaced when necessary
- provide facilities to safely store PPE when not in use
- provide information, instruction and training to employees, to explain the risks that will be avoided by the use of the PPE, and its correct use
- ensure that the PPE issued to employees is used correctly

Employees must:

- ensure that the PPE provided is correctly used, stored and cleaned in accordance with both the training and instructions given
- report immediately any loss or defect of any PPE provided for their use

USE OF COMPANY VEHICLES (see also Management of Road Risk Policy)

The risks associated with the use of vehicles must be assessed.

Vehicles are not to be operated unless:

- There is an appropriate service and check procedure in place and the vehicle is confirmed to be in safe working order.
 - Drivers have the correct licence (copy held on file), are authorised and are fit to operate the vehicle.
 - The number of passengers does not exceed the design specification for the vehicle.
 - Seat belts are worn by all occupants.
 - Persons and material/equipment are not being transported together in the same compartment.
 - All material and equipment is securely and correctly fastened in place.
- The driver will not use a mobile phone whilst driving, unless using a device with hands free access.

Vehicle engines must be switched off when the vehicle is parked.

Vehicles must travel at a safe speed and adhere to any local speed limits, traffic routes and priorities.

Any issues, faults or concerns with a vehicle must be reported to management for immediate action.

MOBILE TELEPHONES

Mobile telephones are issued to all members of staff who carry out any work, away from our premises. It is the Policy of Vector24 that this equipment must NOT be used while driving a motor vehicle, unless using a factory fitted built in

hands free device which can be operated safely from the steering wheel. If for any reason the equipment cannot be operated safely, the vehicle should be brought to a halt, safely at a convenient place, before a call is made or answered. If using a hands-free system, drivers should advise the caller that they are driving and keep the conversation brief.

CONSULTATION WITH EMPLOYEES

Consultation and communication with employees is fundamental to the success of any health and safety system. Vector24 involve all levels of staff when discussing, planning and assessing a project, as well as on-going discussions throughout a project. These discussions can also involve the client, main-contractor, sub-contractors or any other parties involved.

Vector24 will directly adhere to all necessary rules as noted in the HEALTH & SAFETY (CONSULTATION WITH EMPLOYEES) REGS. 1996 and ensure that employees are kept informed of the following:

- Any changes in work, which may affect their Health and Safety.
- Vector24 will arrange for competent people, to help keep people safe and to satisfy the requirements of Health and Safety law, when the needs arise.
- Information on the likely risk associated with their work and the precautions they need to take both to prevent and protect, and also to respond if the risk arises (emergency procedures) will be shared with employees.
- Planned Health and Safety Training, whether project specified or general.
- Pre-start site meetings or site inductions with employees, which will cover site specific risks.
- The Health and Safety consequences when introducing new technology.

All employees are reminded that they have a responsibility to report to the management on potential hazards, dangerous occurrences, general safety matters and also when consulted by management on such matters.

DRUG AND ALCOHOL MISUSE

Vector24 have a duty to all staff to ensure that the use of drugs i.e. the use of illegal drugs and/or the misuse of prescribed drugs and substances whether deliberate or not, does not pose a risk to their employees. In order to fulfil this duty The Chief Executive Officer and the management team will require any employee attending work under the influence of any kind of substance, to stop work immediately. They will then be escorted off the premises. Care will be

taken to ensure they are not a danger to themselves or others, to the best of our ability.

Any employee found using or supplying illegal drugs on the premises will be reported to the Police.

In any case the Director of Operations will suspend the employee, pending a disciplinary investigation.

SAFETY INSPECTIONS and AUDITS

Vector24 acknowledges that the **Management of Health and Safety at Work Regulations 1999** requires us to carry out safety audits.

Informal inspections of the vehicles, will be carried out on a regular basis by management. Records will be kept and future actions noted.

A review of our Health & Safety Policy is carried out annually, or sooner if required, by our external Health and Safety advisor.

An internal audit is carried out by our Director of Operations, which includes a review of the Vector24 Health and Safety Policy, and a selection of COSHH Assessments. The audit is done annually, or sooner, if circumstances change. The findings and recommendations will be issued to The Chief Executive Officer for any further action.

FUTURE REVIEW

The arrangements proposed in the above policy, will be reviewed in the light of operational experience and altered to take account of any requirements arising from re-organisation in Vector24 due to staffing or statutory changes.