

CONTENTS

| <i>Chapter/Annexe</i> | <i>Page</i> |
|--|-------------|
| 1 The guidance: purpose and scope | 4 |
| 2 Executive summary | 8 |
| 3 Overview of the regulations | 12 |
| 4 The breaches | 20 |
| 5 Steps to help you comply with the regulations | 41 |
| 6 What happens if you don't comply with the regulations? | 57 |
| A Selected other legislation and related guidance | 61 |
| B Redress schemes | 65 |