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Attachment 2 – Statement of Requirements

Annex A – Standards and Processes

Direct Award under Lot 1A of Facilities Management Marketplace RM3830

Introduction

This annex sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this contract.

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1. FM service standards

WORK PACKAGE A: CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard (RM-3830)
A:1	Integration	SA1
A:2	Health & Safety	SA2
A:3	Management Services	SA3
A:4	Service Delivery Plans	SA4
A:5	Fire Safety	SA5
A:6	Permit to Work	SA6
A:7	Accessibility Services	SA7
A:8	Risk Management	SA8
A:9	Customer Satisfaction	SA9
A:10	Reporting	SA10
A:11	Performance Self-Monitoring	SA11
A:12	Business Continuity and Disaster Recovery ("BCDR") Plans	SA12
A:13	Quality Management System	SA13
A:14	Staff and Training	SA14
A:15	Selection and Management of Subcontractors	SA15
A:16	Property Information Mapping Service (EPIMS)	SA16
A:17	Sustainability	SA17
A:18	Social Value	SA18
WORK PACKAGE B: CONTRACT MANAGEMENT		
Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
B:1	Contract Mobilisation	SB1
WORK PACKAGE C: MAINTENANCE SERVICES		
Service reference	Service Description	Service Standard (RM-3830)
General Requirements		
C:1	Mechanical and Electrical Engineering Maintenance	SC1
C:2	Ventilation and Air Conditioning System Maintenance	SC2
C:3	Environmental Cleaning Service	SC3
C:4	Fire Detection and Firefighting Systems Maintenance	SC4
C:5	Lifts, Hoists & Conveyance Systems Maintenance	SC5
C:6	Security, Access and Intruder Systems Maintenance	SC6

C:7	Internal and External Building Fabric Maintenance	SC7
C:8	Reactive Maintenance Services	SC8
C:9	Planned / Group Re-Lamping Service	SC9
C:10	Automated Barrier Control System Maintenance	SC10
C:11	Building Management Systems ("BMS") Maintenance	SC11
C:12	Standby Power Systems Maintenance	SC12
C:13	High Voltage ("HV") and Switchgear Maintenance	SC13
C:14	Catering Equipment Maintenance	SC14
C:15	Audio Visual ("AV") Equipment Maintenance	SC15
C:16	Television Cabling Maintenance	SC16
C:17	Mail Room Equipment Maintenance	SC17
C:18	Office Machinery Servicing and Maintenance	SC18
C:19	Voice Announcement Systems Maintenance	SC19
C:20	Locksmith Services	SC20
C:21	Airport and Aerodrome Maintenance Services	SC21
C:22	Specialist Maintenance Services	SC22

WORK PACKAGE D: HORTICULTURAL SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
D:1	Grounds Maintenance Services	SD1
D:2	Tree Surgery (Arboriculture)	SD2
D:3	Professional Snow and Ice Clearance	SD3
D:4	Reservoirs, Ponds, River Walls and Water Feature Maintenance	SD4
D:5	Internal Planting	SD5
D:6	Cut Flowers and Christmas Trees	SD6

WORK PACKAGE E: STATUTORY OBLIGATIONS

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
E:1	Asbestos Management	SE1
E:2	Water Hygiene Maintenance	SE2
E:3	Statutory Inspections	SE3
E:4	Portable Appliance Testing	SE4
E:5	Compliance Plans, Specialist Surveys and Audits	SE5
E:6	Condition Surveys	SE6
E:7	Electrical Testing	SE7
E:8	Fire Risk Assessments	SE8
E:9	Business Information Modelling ("BIM") and Government Soft Landings ("GSL")	SE9

WORK PACKAGE F: CATERING SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
F:1	Chilled Potable Water	SF1
F:2	Retail Services / Convenience Store	SF2
F:3	Deli / Coffee Bar	SF3
F:4	Events and Functions	SF4
F:5	Full Service Restaurant	SF5
F:6	Hospitality and Meetings	SF6
F:7	Outside Catering	SF7
F:8	Trolley Service	SF8
F:9	Vending Services (Food & Beverage)	SF9
F:10	Residential Catering Services	SF10
WORK PACKAGE G: CLEANING SERVICES		
Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
G:1	Routine Cleaning	SG1
G:2	Cleaning of Integral Barrier Mats	SG2
G:3	Mobile Cleaning Services	SG3
G:4	Deep (Periodic) Cleaning	SG4
G:5	Cleaning of External Areas	SG5
G:6	Window Cleaning (Internal)	SG6
G:7	Window Cleaning (External)	SG7
G:8	Cleaning of Communications and Equipment Rooms	SG8
G:9	Reactive Cleaning (outside cleaning operational hours)	SG9
G:10	Housekeeping	SG10
G:11	IT Equipment Cleaning	SG11
G:12	Specialist Cleaning	SG12
G:13	Cleaning of Curtains and Window Blinds	SG13
G:14	Medical and Clinical Cleaning	SG14
G:15	Pest Control Services	SG15
G:16	Linen and Laundry Services	SG16
WORK PACKAGE H: WORKPLACE SERVICES		
Service Reference	Service Description	Service Standard (RM-3830)
H:1	Mail Services	SH1
H:2	Internal Messenger Services	SH2
H:3	Courier Booking and External Distribution	SH3

H:4	Handyman Services	SH4
H:5	Move and Space Management (Internal Moves)	SH5
H:6	Porterage	SH6
H:7	Clocks	SH7
H:8	Signage	SH8
H:9	Archiving (On Site)	SH9
H:10	Furniture Management	SH10
H:11	Space Management	SH11
H:12	Cable Management	SH12
H:13	Reprographics Service	SH13
H:14	Stores Management	SH14
H:15	Portable Washroom Services	SH15
H:16	Administrative Support Services	SH16

WORK PACKAGE I: RECEPTION SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
I:1	Reception Services	SI1
I:2	Taxi Booking Service	SI2
I:3	Car Park Management and Booking	SI3
I:4	Voice Announcement System Operation	SI4

WORK PACKAGE J: SECURITY SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
J:1	Manned Guarding Service	SJ1
J:2	CCTV / Alarm Monitoring	SJ2
J:3	Control of Access and Security Passes	SJ3
J:4	Emergency Response	SJ4
J:5	Patrols (Fixed or Static Guarding)	SJ5
J:6	Management of Visitors and Passes	SJ6
J:7	Reactive Guarding	SJ7
J:8	Additional Security Services	SJ8
J:9	Enhanced Security Services	SJ9
J:10	Key Holding	SJ10
J:11	Lock Up / Open Up of Buyer Premises	SJ11
J:12	Patrols (Mobile via specific visiting vehicle)	SJ12

WORK PACKAGE K: WASTE SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
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General Requirements

K:1	Classified Waste	SK1
K:2	General Waste	SK2
K:3	Recycled Waste	SK3
K:4	Hazardous Waste	SK4
K:5	Clinical Waste	SK5
K:6	Medical Waste	SK6
K:7	Feminine Hygiene Waste	SK7

WORK PACKAGE L: MISCELLANEOUS FM SERVICES

Service Reference	Service Description	Service Standard (RM-3830)
L:1	Childcare Facility	SL1
L:2	Sports and Leisure	SL2
L:3	Driver and Vehicle Services	SL3
L:4	First Aid and Medical Services	SL4
L:5	Flag Flying Services	SL5
L:6	Journal, Magazine and Newspaper Supply	SL6
L:7	Hairdressing Services	SL7
L:8	Footwear Cobbling Services	SL8
L:9	Provision of Chaplaincy Support Services	SL9
L:10	Housing and Residential Accommodation Management	SL10
L:11	Training Establishment Management and Booking Service	SL11

WORK PACKAGE M: CAFM

Service Reference	Service Description	Service Standard (RM-3830)
M:1	CAFM System	SM1

WORK PACKAGE N: HELPDESK

Service Reference	Service Description	Service Standard (RM-3830)
N:1	Helpdesk Service	SN1

WORK PACKAGE O: BILLABLE WORKS

Service Reference	Service Description	Service Standard (RM-3830)
General Requirements		
O:1	Management of Billable Works	SO1
O:2	Projects	SO2

• WORK PACKAGE A – CONTRACT MANAGEMENT	
Service A:1	1. SA1: INTEGRATION
Standard	1.1 The Supplier shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the Buyer.
Service A:2	2. SA2: HEALTH AND SAFETY
Legislation, ACoP or similar industry or Government guidelines	<p>2.1 The Supplier shall be compliant with Annex B including:</p> <ul style="list-style-type: none"> 2.1.1 Legislative Standards; 2.1.2 UK Legislation; 2.1.3 BS/ISO/EN Standards; 2.1.4 Guidance Notes / Codes of Practice; and 2.1.5 Building Regulations (England & Wales only).
Standard	<p>2.2 As a minimum, the Supplier shall produce and comply with the following documents:</p> <ul style="list-style-type: none"> 2.2.1 A forward maintenance register; 2.2.2 Planned and preventative maintenance schedule; 2.2.3 Accident/Incident reports (RIDDOR); 2.2.4 Fire evacuation drill reports; 2.2.5 Statutory inspection reports, assessments and reviews; 2.2.6 Risk assessment reports and reviews; 2.2.7 Compliance certificates; 2.2.8 Security incident reports; 2.2.9 Disability discrimination assessments and reports;

	<p>2.2.10 Method statements for meeting the Buyer's requirements;</p> <p>2.2.11 Health and safety policies and procedures; and</p> <p>2.2.12 Scope and Services objectives.</p> <p>2.3 The Supplier shall at all times ensure that:</p> <p>2.3.1 The operation of the Buyer Premises and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;</p> <p>2.3.2 It provides any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures;</p> <p>2.3.3 It produces detailed procedures for a variety of emergency situations in conjunction with Buyer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;</p> <p>2.3.4 It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;</p> <p>2.3.5 It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;</p> <p>2.3.6 It programmes and implements Health and Safety inspections of the Buyer Premises and Service delivery annually, and provides evidence to the Buyer on request;</p> <p>2.3.7 It conducts and reviews all risk assessments relevant to the operation of the Buyer Premises and the delivery of Services in accordance with current statutory health and safety legislation;</p> <p>2.3.8 It undertakes a Monthly review of all accidents occurring at the Buyer Premises whether relating to the Supplier's or Buyer's staff using the Buyer Premises or to the Supplier's delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;</p> <p>2.3.9 It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Buyer;</p>
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	<p>2.3.10 It complies with all health and safety obligations including at all the Buyer's Properties which are occupied under leasehold arrangements;</p> <p>2.3.11 It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by Supplier staff on the Buyer Properties; and</p> <p>2.3.12 It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any Buyer's specific requirements.</p>
Service A:3	3. SA3: MANAGEMENT SERVICES
Legislation, ACoP or similar industry or Government guidelines	<p>3.1 ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).</p> <p>3.2 Call-Off Schedule 7 - Key Staff.</p> <p>3.3 Call-Off Schedule 3 - Continuous Improvement.</p> <p>3.4 Call-Off Schedule 15 - Contract Management.</p>
Standard	<p>3.5 The Supplier shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the Buyer.</p> <p>3.6 The Supplier shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.</p> <p>3.7 The Supplier shall produce and issue the agreed management reports and attend meetings as requested by the Buyer to maintain the agreed contractual performance standards.</p>
Service A:4	4. SA4: SERVICE DELIVERY PLANS
Standard	<p>4.1 Call-Off Schedule 13 - Mobilisation Plan and Testing.</p> <p>4.2 As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain:</p> <p>4.2.1 Scope and Services objectives;</p> <p>4.2.2 Approach and methodology;</p>

	<p>4.2.3 Asset management method statement for meeting the Buyer's requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;</p> <p>4.2.4 Variation procedures and additional work requests;</p> <p>4.2.5 Operational structure including resource proposals;</p> <p>4.2.6 Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;</p> <p>4.2.7 Quality statement;</p> <p>4.2.8 Procurement of Services;</p> <p>4.2.9 Procurement of materials taking account of embodied carbon and recycled content;</p> <p>4.2.10 Management of energy use including lighting;</p> <p>4.2.11 Scope of Service;</p> <p>4.2.12 Planned preventative maintenance methodology/schedule;</p> <p>4.2.13 Computerised Asset management system;</p> <p>4.2.14 Building management system;</p> <p>4.2.15 Routine maintenance;</p> <p>4.2.16 Formulation of the planned preventative maintenance programme;</p> <p>4.2.17 Maintenance management, recording and reporting;</p> <p>4.2.18 Critical spares management;</p> <p>4.2.19 Inspections;</p> <p>4.2.20 Conservation and sustainability;</p> <p>4.2.21 Maintenance and renewal;</p> <p>4.2.22 Management arrangements;</p> <p>4.2.23 Quality management;</p> <p>4.2.24 Operational liaison;</p>
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	<p>4.2.25 Reactive Maintenance Works; and</p> <p>4.2.26 Reactive vandalism maintenance Service.</p> <p>4.3 In use and occupied space shall be maintained to appropriate Standards which are deemed 'fit for function' by type (i.e. office).</p> <p>4.4 Vacant space shall be maintained to appropriate Standards (e.g. mothballing & re-commissioning, as BESA SFG 30).</p>
Service A:5	5. SA5: FIRE SAFETY
Legislation, ACoP or similar industry or Government guidelines	<p>5.1 Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</p> <p>5.2 BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</p> <p>5.3 BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</p> <p>5.4 BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</p>
Standard	5.5 The Supplier shall provide professional and technical fire related advice to the Buyer upon request.
Service A:6	6. SA6: PERMIT TO WORK
Standard	<p>6.1 The Supplier shall deliver the Permit to Work systems on behalf of the Buyer.</p> <p>6.2 The Supplier be responsible for managing compliance of Permit to Work systems on behalf of the Buyer for all works being undertaken or managed by the Supplier, including hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height.</p> <p>6.3 The Supplier shall be responsible for the provision of all suitably qualified, skilled and accredited Staff to successfully deliver the Permit to Work system for the Buyer.</p>

Service A:7	7. SA7: ACCESSIBILITY SERVICES
Legislation, ACoP or similar industry or Government guidelines	7.1 The Equality Act 2010.
Standard	<p>7.2 The Supplier shall provide professional advice on accessibility, occupational health, disability and safety advice to meet the requirements of the Buyer.</p> <p>7.3 The Supplier shall provide specialist furniture to meet the requirements of the Buyer. Cost for the provision of these furniture items will be managed via the Billable Works and Projects process.</p>
Service A:8	8. SA8: RISK MANAGEMENT
Legislation, ACoP or similar industry or Government guidelines	8.1 ISO 31000: Risk Management where requested by the Buyer.
Standard	<p>8.2 The Supplier shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.</p> <p>8.3 The Supplier shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Buyer Premises. This includes risk assessments and statutory compliance required by or produced by third parties such as landlords.</p>
Service A:9	9. SA9: CUSTOMER SATISFACTION
Standard	<p>9.1 Call-Off Schedule 3 - Continuous Improvement.</p> <p>9.2 The Supplier shall develop the customer satisfaction process with the Buyer and shall deliver it in accordance with the specific Buyer requirements as defined in line with the agreed Service Delivery Plan.</p> <p>9.3 The Supplier shall deliver a complaints management process which manage and maintain the Buyer's customer satisfaction targets.</p>

	9.4 The Supplier shall participate and respond where appropriate to Buyer or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the Buyer.
Service A:10	10. SA10: REPORTING
Standard	<p>10.1 The Supplier's CAFM system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the Buyer.</p> <p>10.2 The Supplier shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data.</p> <p>10.3 The Buyer's data contained within the Supplier's CAFM system shall be able to be uploaded to third-party CAFM systems where required by the Buyer.</p> <p>10.4 The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements in line with the agreed Service Delivery Plan.</p>
Service A:11	11. SA11: PERFORMANCE SELF-MONITORING
Legislation, ACoP or similar industry or Government guidelines	11.1 ISO 9001:2015 Quality Management System.
Standard	<p>11.2 The Supplier will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.</p> <p>11.3 The Supplier will manage performance using their own internal performance management systems and processes which shall align with the Buyer's internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).</p> <p>11.4 The Supplier shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract.</p> <p>11.5 The Supplier shall also provide a support service available twenty-four (24) hours per day for the Buyer to request the deployment of the Supplier to rectify any non-provision of accommodation or Service(s) embraced by the scope of the FM Framework Contract and within specified response times.</p>

	11.6 The Supplier will develop and agree with the Buyer the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns.
Service A:12	12. SA12: BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS
Legislation, ACoP or similar industry or Government guidelines	<p>12.1 Call-Off Schedule 8 - Business Continuity and Disaster Recovery.</p> <p>12.2 Centre for the Protection of the National Infrastructure (CPNI).</p> <p>12.3 BS 25999: Business Continuity Management.</p> <p>12.4 ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</p> <p>12.5 ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</p> <p>12.6 ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</p> <p>12.7 ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</p> <p>12.8 ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</p> <p>12.9 ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</p>
Standard	<p>12.10 The Supplier shall conform to the Buyer’s Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer’s Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.</p> <p>12.11 The Supplier’s CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance.</p> <p>12.12 The Supplier will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.</p> <p>12.13 The Supplier’s CAFM System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation.</p>

Service A:13	13. SA13: QUALITY MANAGEMENT SYSTEM
Legislation, ACoP or similar industry or Government guidelines	13.1 The Supplier shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call-Off Contract.
Standard	13.2 The Supplier shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date.
Service A:14	14. SA14: STAFF AND TRAINING
Standard	<p>14.1 The Supplier shall manage and deliver the Services in line with the staffing profiles agreed with the Buyer within the Service Delivery Plan.</p> <p>14.2 Where the Buyer has nominated management roles and/or positions as key roles on the Contract, the Supplier shall ensure their recruitment and business continuity processes comply with Buyer requirements as defined within the Service Delivery Plan.</p> <p>14.3 The Supplier shall provide any training required by the procedures and statutory provisions in respect of all staff (whether Buyer or Supplier Staff) at the Buyer Premises as well as in emergency response and security procedures.</p>
Service A:15	15. SA15: SELECTION AND MANAGEMENT OF SUBCONTRACTORS
Standard	<p>15.1 The Supplier is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.</p> <p>15.2 The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.</p> <p>15.3 The Supplier is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.</p> <p>15.4 The Supplier is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the Buyer Properties.</p>

	15.5 The Supplier is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes.
Service A:16	16. SA16: PROPERTY INFORMATION MAPPING SERVICE (EPIMS)
Standard	16.1 There is no Standard for this service. The Buyer requirements shall be fully met.
Service A:17	17. SA17: SUSTAINABILITY
Legislation, ACoP or similar industry or Government guidelines	<p>17.1 Compliance with Government Buying Standards for Cleaning Products and Services</p> <p>17.2 All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:</p> <p style="padding-left: 40px;">17.2.1 Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline;</p> <p style="padding-left: 40px;">17.2.2 Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and</p> <p style="padding-left: 40px;">17.2.3 Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.</p> <p>17.3 Compliance with the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list.</p> <p>17.4 Appendix I - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:</p> <p style="padding-left: 40px;">17.4.1 Sustainable food production; meeting high standards of farming and food processing;</p> <p style="padding-left: 40px;">17.4.2 Nutrition, including food procurement, menu development and provision, food preparation and food service;</p> <p style="padding-left: 40px;">17.4.3 Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;</p> <p style="padding-left: 40px;">17.4.4 Social and economic value – achieving wider social benefits for the community; and</p> <p style="padding-left: 40px;">17.4.5 Quality of service provision.</p>

	<p>17.5 Compliance with Government hospitality policies is essential at all times.</p> <p>17.6 The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.</p> <p>17.7 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p style="padding-left: 40px;">17.7.1 A legal source; and</p> <p style="padding-left: 40px;">17.7.2 A sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.</p> <p>17.8 In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.</p> <p>17.9 Compliance with Government Buying Standards for sustainability as they apply to scanners.</p> <p>17.10 The Government Buying Standards for the sustainable procurement of furniture.</p> <p>17.11 All timber signage shall comply with the requirements of the Government's Timber Procurement Policy.</p> <p>17.12 Provision and maintenance of vehicles shall be in line with the Government Buying Standard for transport (vehicles).</p> <p>17.13 All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and "The Green Book" Treasury Guidance.</p> <p>17.14 Compliance with:</p> <p style="padding-left: 40px;">17.14.1 Government carbon management strategy;</p> <p style="padding-left: 40px;">17.14.2 The Mainstreaming Sustainable Development Package sets out the Government's vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing;</p> <p style="padding-left: 40px;">17.14.3 All initiatives must at least meet the agreed Greening Government Commitments and any successor framework;</p>
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	<p>17.14.4 Government Buying Standards; and</p> <p>17.14.5 The Waste and Resources Action Programme's (WRAP) Resource Management and Mobile Asset Management Planning tools.</p> <p>17.15 The Mainstreaming Sustainable Development Package sets out the Government's vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing.</p> <p>17.16 All initiatives must at least meet the agreed Greening Government Commitments and any successor framework.</p> <p>17.17 Government Buying Standards for the public procurement of sustainable goods and services are mandatory at the minimum level for the central Government estate and related agencies.</p> <p>17.18 For all major refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least "very good" rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</p> <p>17.19 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.</p> <p>17.20 Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals</p> <p>17.21 Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.</p> <p>17.22 In addition, there are Government Buying Standards for a range of electrical goods.</p> <p>17.23 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.</p>
Standard	<p>17.24 The Supplier will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the Buyer.</p>

Service A:18	18. SA18: SOCIAL VALUE
Legislation, ACoP or similar industry or Government guidelines	18.1 Public Services (Social Value) Act 2012.
Standard	18.2 The Supplier will develop a Social Value initiatives and objectives with the Buyer. 18.3 The Supplier will meet the requirements of the Buyer's Social Value requirements. 18.4 The Supplier will meet the reporting requirements to measure Supplier performance and compliance.
• WORK PACKAGE B – MOBILISATION	
19. GENERAL REQUIREMENTS	
Standard	19.1 The Supplier will manage Mobilisation of the Contract in line with Call-Off Schedule 13 - Mobilisation Plan and Testing.
• WORK PACKAGE C - MAINTENANCE SERVICES	
20. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	20.1 BS8544 2013 Life Cycle Costing; 20.2 RICS New Rules for Measurement Part 3 for Maintenance (NRM3); 20.3 HVCA Standard Maintenance Specification, Vol's I – V; 20.4 C.I.B.S.E guidelines; 20.5 SFG20 Maintenance Schedules (published with the consent and support of B&ES Publications); 20.6 Building Research Establishment Conservation Support Unit guidance; 20.7 BSRIA guidance; 20.8 BS 7671.2008 (2011);

	<p>20.9 Fire Safety Order 2005;</p> <p>20.10 S.I. 1989 No 635, the Electricity at Work Regulations;</p> <p>20.11 Environmental Cleaning Specification (1063);</p> <p>20.12 PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals / The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual;</p> <p>20.13 FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene;</p> <p>20.14 Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100);</p> <p>20.15 Mechanical and Electrical Specification (1027);</p> <p>20.16 PD5454:2012;</p> <p>20.17 Asbestos ACOP L143;</p> <p>20.18 Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning;</p> <p>20.19 PAS 2050-1:2012;</p> <p>20.20 Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3);</p> <p>20.21 Heating and Ventilation Contractors' Association Standard Maintenance Specification, Volumes I – V;</p> <p>20.22 Chartered Institution of Building Services Engineers' guidelines;</p> <p>20.23 Building Services Research and Information Association guidance;</p> <p>20.24 Government's Timber Procurement Policy;</p> <p>20.25 Institute of Baths and Recreation Management (IBRM);</p> <p>20.26 Pool Water Treatment Advisory Group (PWTAG);</p> <p>20.27 Swimming Pool and Allied Trades Association (SPATA);</p> <p>20.28 Institute of Swimming Pool Engineers;</p> <p>20.29 The Health and Safety (Safety Signs and Signals) Regulations 1996;</p> <p>20.30 PAS;</p>
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	<p>20.31 BS5499-1:1990;</p> <p>20.32 BS5499-4:2000; and</p> <p>20.33 The Traffic Signs Regulations and General Directions (TSRGD) 2002.</p>
Sustainability	<p>20.34 The General Requirements for Sustainability shall apply.</p> <p>20.35 Compliance with policy under the Greening Government Commitments and any successor policy shall be maintained at all times, including in relation to Waste and Water Management.</p> <p>20.36 In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. Supplier shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.</p> <p>20.37 Additionally, the Supplier shall maintain the grounds of the Buyer Premises by using good husbandry and encouraging native flora and fauna.</p> <p>20.38 All debris arising from the performance of the Works shall promptly be removed from the Buyer Premises and disposed of in an environmentally preferable manner.</p> <p>20.39 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p style="padding-left: 40px;">20.39.1 a legal source; and</p> <p style="padding-left: 40px;">20.39.2 a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source;</p> <p>20.40 The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement.</p>
Standard	<p>20.41 The General Requirements for Maintenance Services shall apply.</p> <p>20.42 There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the <i>minimum</i> Standards for safe working but also have absolute requirements</p>

	<p>in respect of particular areas of the legislation. All Supplier Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to.</p> <p>20.43 The Supplier shall be responsible for:</p> <ul style="list-style-type: none"> 20.43.1 The provision of a safe and comfortable environment for all Buyer users through the provision of a complete building and Asset maintenance management Service for the Buyer Premises; 20.43.2 The provision of preventative, cyclical and Reactive Maintenance to the Buyer Properties to ensure that the Assets provide full operational functionality at all times; 20.43.3 Provision and maintaining of a Full Asset list of all plant and equipment, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/ remaining life surveys on all built Assets (in scope); 20.43.4 Ensuring that buildings and associated engineering services and external works shall be sound and operationally safe; 20.43.5 Ensuring that the Asset's condition remains commensurate with age and life cycle replacement date; 20.43.6 Ensuring that maintainable Assets, including non-fixed plant and equipment, within the Buyer properties and identified from the Asset list and Condition Survey, are maintained to the required '<i>fit for function</i>' performance level, and compliant with all statutory/legal and mandatory obligations; 20.43.7 Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations; 20.43.8 Meeting Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section; 20.43.9 Provision of Asset listing and Condition Surveys to include plant and equipment. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of Buyer Properties (e.g. plant tours, inspections/monitoring); 20.43.10 Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and
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	<p>20.43.11 Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).</p> <p>20.44 All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.</p> <p>20.45 Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a safe system of working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE is made available and worn and that an asbestos register is checked before Works are carried out. Supplier should also be made aware of the Buyer Premises hazard and emergency procedures.</p> <p>20.46 Buildings and Asset Maintenance:</p> <p>20.47 The Supplier shall deliver a buildings and Asset maintenance management Service that meets the requirements in Section 5 – Service delivery response times of this document:</p> <p>20.47.1 The Supplier shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:</p> <p>20.47.2 Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the Buyer in accordance with the Call-Off Contract.</p> <p>20.47.3 Provision of a thirty (30) year lifecycle replacement profile for the Buyer Premises;</p> <p>20.47.4 Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;</p> <p>20.47.5 Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;</p>
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	<p>20.47.6 Submit a Monthly report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan;</p> <p>20.47.7 State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract;</p> <p>20.47.8 Specify minimum redecoration cycles for internal and external elements. The minimum cycles may be split into various areas around the buildings with front of house and all public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole Buyer Premises during the Call-Off Contract;</p> <p>20.48 When carrying out Services the Supplier shall:</p> <p>20.48.1 Discuss the proposed works with the Buyer and Buyer Representative and seek agreement in relation to timescales;</p> <p>20.48.2 Ensure that any reasonable requirements of the Buyer are taken into account in the proposed works;</p> <p>20.48.3 Ensure that the operations of Buyer can continue but the extent of maintenance is at the discretion of the Supplier unless governed by statutory requirements;</p> <p>20.48.4 Confirm the start and completion dates and hours of working;</p> <p>20.48.5 Protect all Buyer users and their belongings during such works;</p> <p>20.48.6 Provide advice and instructions on the use of any new equipment and/or installations;</p> <p>20.48.7 Liaise with the Buyer at the Buyer Premises or the Buyer Representative on access issues, including restrictions to areas that may be out of use;</p> <p>20.48.8 Maintain and make good any incidental damage caused;</p> <p>20.48.9 Remove all rubbish and clean up after completing tasks at the end of each Working Day;</p> <p>20.48.10 Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice.</p> <p>20.48.11 Undertake all Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory Buyer guidance and all legislative requirements;</p>
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	<p>20.48.12 Test and service all plant and equipment within the responsibility of the Supplier, as required by legislation;</p> <p>20.48.13 Provide competent Supplier Staff on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the Buyer;</p> <p>20.48.14 Survey the Buyer Premises in accordance with the Buyer's Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and building services and record the information which will be provided to the Buyer on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and</p> <p>20.48.15 Record and periodically update all building development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with Buyer.</p> <p>20.49 Planned Maintenance:</p> <p>20.49.1 The Supplier shall take cognisance of the Buyer's Planned Preventative Maintenance schedules. The Supplier shall include all building fabric maintenance tasks currently indicated within these documents in addition to any additional Buyer requirements;</p> <p>20.49.2 The Supplier shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Supplier shall agree an annual plan of works with the Buyer that complies with the following requirements;</p> <p>20.49.3 The forward maintenance register will be developed and submitted for agreement to the Buyer on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;</p> <p>20.49.4 Modifications to the schedule of programmed maintenance will also be submitted to the Buyer for approval, providing at least four (4) weeks term time notice;</p> <p>20.49.5 The Supplier must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards;</p> <p>20.49.6 Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the Buyer (see also Security). The Supplier must comply at all times with these access restrictions and ensure that the minimum of</p>
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	<p>disruption is caused to the operations of the Buyer, its staff, Building Users, and the overall Buyer Premises;</p> <p>20.49.7 A programme of inspection reports shall be submitted to the Buyer one (1) month post the Call-Off Contract Commencement Date;</p> <p>20.49.8 The Supplier shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Buyer prior to the Call-Off Contract Commencement Date;</p> <p>20.49.9 The report shall be submitted electronically to the Buyer within five (5) Working Days of undertaking the inspection;</p> <p>20.49.10 The Supplier shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection;</p> <p>20.49.11 The Supplier shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks;</p> <p>20.49.12 The Service shall be delivered in line with Appendix I - Property Classification; and</p> <p>20.49.13 All maintenance routines with a frequency:</p> <ul style="list-style-type: none"> (a) Statutory tasks shall be performed on the date required to maintain statutory compliance in accordance with all appropriate legislation; (b) of 2 weeks or less shall be performed +/- 1 Working Day of the due date; (c) of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and (d) of greater than 13 weeks shall be performed +/- 2 weeks of the due date. <p>20.50 Replacement Materials:</p> <p>20.50.1 The Supplier shall ensure that the programmed replacement of materials and components comply with the requirements of the Buyer's requirements;</p> <p>20.50.2 Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government</p>
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	<p>Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied carbon and recycled content at the time of replacement, unless the Buyer agrees otherwise. External materials will maintain the vernacular of the building;</p> <p>20.50.3 Reused or reconditioned parts or replacements will only be used where the Supplier can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and</p> <p>20.50.4 Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.</p>
Service C:1	21. SC1: MECHANICAL AND ELECTRICAL MAINTENANCE (M&E)
Standard	<p>21.1 SFG20.</p> <p>21.2 The General Requirements for maintenance management shall apply.</p> <p>21.3 The Supplier shall ensure the successful operation and optimum condition of all of the Buyer's mechanical, electrical, plumbing and drainage systems. The Supplier shall ensure they are maintained at optimum performance in accordance with manufacturers' and installers' recommendations and statutory obligations. The Supplier shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard.</p> <p>21.4 The Supplier shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the Buyer at the Call-Off Contract Commencement Date) outlining the maintenance requirements for each Buyer Premises.</p> <p>21.5 The Supplier is to be responsible for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as required by the Buyer.</p> <p>21.6 In line with manufacturers recommendations and common Good Industry Practices.</p>
Service C:2	22. SC2: VENTILATION AND AIR CONDITIONING SYSTEMS MAINTENANCE

Legislation, ACoP or similar industry or Government guidelines	<p>22.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>22.1.1 COSHH Regulations 2002;</p> <p>22.1.2 COSHH Regulations 7, 8 & 9;</p> <p>22.1.3 COSHH Regulations EH40;</p> <p>22.1.4 NHS Estates HTM2025;</p> <p>22.1.5 CIBSE TM26 Hygiene Maintenance of Office ventilation Systems; and</p> <p>22.1.6 TR19 Guide to Good Practice – Internal cleanliness of ventilation systems.</p>
Standard	<p>22.2 The General Requirements for maintenance management shall apply.</p> <p>22.3 The Supplier shall ensure that the insides of ventilation and air conditioning ductwork are kept clean in accordance the relevant and applicable Standards.</p> <p>22.4 In line with manufacturers recommendations and common Good Industry Practices.</p>
Service C:3	23. SC3: ENVIRONMENTAL CLEANING SERVICES
Standard	<p>23.1 Environmental cleaning to be undertaken in accordance with current best practice such as:</p> <p>23.1.1 CIBSE Technical Memorandum TM26;</p> <p>23.1.2 Hygienic Maintenance of Office Ventilation Ductwork;</p> <p>23.1.3 HVCA Guide to Good Practise;</p> <p>23.1.4 Internal Cleanliness of Ventilation Systems TR19 in order to minimise the build-up of dust, dirt, grease and scale.</p> <p>23.2 The Supplier shall preserve a satisfactory standard of hygiene within air distribution and extract systems.</p> <p>23.3 The General Requirements for cleaning shall apply.</p> <p>23.4 In line with common Good Industry Practices, guidance should also be sought from the various trade and governing bodies for the sector.</p>

	23.5 Where treatment for guano and like materials is undertaken the appropriate Health and Safety precautions should be used.
Service C:4	24. SC4: FIRE DETECTION AND FIRE FIGHTING SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<p>24.1 Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</p> <p>24.2 BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises.</p> <p>24.3 BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</p> <p>24.4 BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</p> <p>24.5 BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</p>
Standard	<p>24.6 All Fire Fighting equipment and systems shall be tested in accordance with the manufacturer's recommendations, the relevant applicable British Standards, Approved Codes of Practice and industry best practice.</p> <p>24.7 Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including certification; fire risk assessment, test register and zone charts/device listing.</p>
Service C:5	25. SC5: LIFTS, HOISTS AND CONVEYANCE SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<p>25.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:</p> <p style="padding-left: 40px;">25.1.1 Lifting Operations and Lifting Equipment Regulations 1998.</p>
Standard	<p>25.2 The General Requirements for maintenance management shall apply.</p> <p>25.3 Supplier shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers' recommendations and common Good Industry Practices.</p>

	25.4 In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems.
Service C:6	26. SC6: SECURITY, ACCESS AND INTRUDER SYSTEM MAINTENANCE
Standard	<p>26.1 The General Requirements for maintenance management shall apply.</p> <p>26.2 Operate and maintain systems in line with manufacturers' recommendations and common Good Industry Practices, in accordance with statutory/legal compliance and maintenance requirements. This includes Fireman Lifts and Lift evacuation systems.</p>
Service C:7	27. SC7: INTERNAL AND EXTERNAL BUILDING FABRIC MAINTENANCE
Standard	<p>27.1 The Supplier shall work alongside the Buyer in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so.</p> <p>27.2 The Buyer may require BREEAM in-use or similar assessment of the Buyer Premises performance to be carried out at agreed intervals.</p> <p>27.3 The Supplier shall apply the use of BS8544 2013 in relation to Life Cycle Costing and RICS New Rules for Measurement Part 3 for Maintenance (NRM3).</p> <p>27.4 The Supplier shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the Buyer's requirements.</p> <p>27.5 Where response times are appropriate these shall be adhered to.</p>
Service C:8	28. SC8: REACTIVE MAINTENANCE
Standard	<p>28.1 The Supplier shall be responsible for meeting minimum response times as set out in Section 4 – Helpdesk response times of this document and Section 5 – Service delivery response times of this document, or as defined by the Buyer, to ensure that all Reactive Maintenance activities are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the Buyer.</p> <p>28.2 The Supplier shall inform the Buyer of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat.</p>

	<p>28.3 The Supplier shall inform the local Buyer Representative (in line with the Buyer's policies e.g. Fire Safety Order 2005) at a Buyer Premises where the Supplier is proposing to undertake maintenance work to the fire safety systems.</p> <p>28.4 The Supplier shall be responsible for meeting minimum response times as required by the Buyer for each Buyer Premises to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the Buyer. Service Requests may fall into three main categories:</p> <p style="padding-left: 40px;">28.4.1 Those which involve a Business Critical Event;</p> <p style="padding-left: 40px;">28.4.2 Those requests of an emergency nature where the health and safety of any person is threatened or where the incident or activity has an impact on the physical security of the premises or its Building Users; and</p> <p style="padding-left: 40px;">28.4.3 Those repair activities required on a daily basis to ensure the functionality of each Buyer Premises, which have not been catered for by the programmed element.</p> <p>28.5 The Supplier shall at all times ensure that sufficient, competent, appropriately trained and skilled Supplier Staff are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The Supplier shall ensure that only appropriately trained Supplier Staff are dispatched to Reactive Maintenance activities.</p> <p>28.6 Supplier Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to respond to the Reactive Maintenance repair in a competent, safe and efficient manner.</p> <p>28.7 Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; where this may not be practicable, an equivalent or better standard and specification basis shall be substituted.</p> <p>28.8 If an out of hours engineer system is to be implemented, the Supplier shall ensure that the rotas do not comprise the core team numbers the following Working Day.</p> <p>28.9 The Service shall be delivered in line with Appendix I - Property Classification.</p>
Service C:9	29. SC9: PLANNED / GROUP RE-LAMPING SERVICES

Standard	29.1 The Supplier shall provide optimum replacement frequencies for lamps within the first six (6) Months of the Call-Off Contract Commencement date, whilst maintaining the specified lighting levels in accordance with targets published by the Buyer and in accordance with manufacturer's guidance and any relevant legislation.
Service C:10	30. SC10: AUTOMATED BARRIER CONTROL MAINTENANCE
Standard	30.1 The General Requirements for maintenance management shall apply, in line with manufacturer's recommendations, instructions and common Good Industry Practices.
Service C:11	31. SC11: BUILDING MANAGEMENT SYSTEM (BMS) MAINTENANCE
Standard	<p>31.1 The Supplier shall ensure that maintenance is performed in accordance with the current version of SFG20 and/or manufacturers recommendations and the Buyer's requirements.</p> <p>31.2 Planned maintenance is to include for the periodic upgrade of software as new versions are issued.</p> <p>31.3 The Building Management System (BMS) shall be configured to operate building systems at optimum energy efficiency.</p> <p>31.4 Where possible the BMS shall be integrated or be able to exchange data with the CAFM System.</p> <p>31.5 The BMS shall be to be periodically upgraded as software (& hardware) versions are issued.</p>
Service C:12	32. SC12: STANDBY POWER SYSTEM MAINTENANCE
Standard	<p>32.1 The General Requirements for maintenance management shall apply.</p> <p>32.2 Operate and maintain systems In line with manufacturers' recommendations and common Good Industry Practices.</p>
Service C:13	33. SC13: HIGH VOLTAGE (HV) AND SWITCHGEAR MAINTENANCE
Standard	33.1 All electrical equipment shall be capable of local isolation in accordance with the current regulations, manufacturer's recommendations and SFG20.

	<p>33.2 Due consideration shall be given to the elevated Health and Safety risk when maintaining HV equipment and all electrical equipment shall be provided with means of isolation, which disconnects the respective item of equipment and any associated control devices and circuits.</p> <p>33.3 The Supplier shall ensure that only HV Approved Persons (HVAP) are allowed to instigate isolations and re-instatements of any HV service.</p> <p>33.4 The Supplier shall ensure there is a qualified named HV AP (High Voltage Approved Person) engineer for the Buyer Premises and that the appropriate Competent Person (CP) is in place.</p> <p>33.5 The Supplier shall ensure that Supplier Staff operating in an HV environment are an authorised person, suitably qualified and competent and shall at the very least:</p> <p style="padding-left: 40px;">33.5.1 Be an electrical craftsman;</p> <p style="padding-left: 40px;">33.5.2 Be over the age of 23 years; and</p> <p style="padding-left: 40px;">33.5.3 Possess sufficient knowledge and experience to avoid danger.</p> <p>33.6 The Permit to Work system shall be used for this Service.</p>
Service C:14	34. SC14: CATERING EQUIPMENT MAINTENANCE
Standard	<p>34.1 The General Requirements for maintenance management shall apply, in line with manufacturers' recommendations and common Good Industry Practices.</p> <p>34.2 The Buyer may state that Catering Equipment Maintenance shall be provided as part of the Catering Services provision.</p>
Service C:15	35. SC15: AUDIO VISUAL EQUIPMENT MAINTENANCE
Standard	<p>35.1 The General Requirements for maintenance management shall apply.</p> <p>35.2 The Supplier shall ensure that the required multimedia connectivity is maintained for connection by relevant IT systems and broadcasting services, in line with manufacturers' recommendations and common Good Industry Practices.</p>
Service C:16	36. SC16: TELEVISION CABLING MAINTENANCE

Standard	<p>36.1 The General Requirements for maintenance management shall apply.</p> <p>36.2 In line with manufacturers recommendations and common Good Industry Practices.</p> <p>36.3 The Supplier may deliver TV Services over the IT data network. Domestic areas or parts of the building may be by conventional cable distribution.</p> <p>36.4 The Supplier shall provide power to mobile phone masts and liaise with mobile phone company staff.</p>
Service C:17	37. SC17: MAIL ROOM EQUIPMENT MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<p>37.1 Guidance shall be sought from the various trade and governing bodies for the sector.</p> <p>37.2 In line with manufacturers recommendations and common Good Industry Practices.</p>
Standard	<p>37.3 The Service must include the operation and maintenance of equipment including:</p> <p>37.3.1 Franking machines;</p> <p>37.3.2 Sorters;</p> <p>37.3.3 Postal scales; and</p> <p>37.3.4 X-Ray scanners.</p> <p>37.4 The General Requirements for maintenance management shall apply.</p> <p>37.5 Access for specialist maintenance technicians, including accompanying them to individual machines as necessary and all Reactive Maintenance requests for Mail Room equipment shall be dealt with through the Helpdesk.</p> <p>37.6 All materials and consumables normally associated with the provision of a professional postal service, including ink, special labels, courier bags, packaging materials and trolleys shall be provided.</p> <p>37.7 Please note that Government Buying Standards for sustainability apply to scanners.</p>
Service C:18	38. SC18: OFFICE MACHINERY SERVICING AND MAINTENANCE

Standard	<p>38.1 The General Requirements for maintenance management shall apply.</p> <p>38.2 In line with manufacturers recommendations and common Good Industry Practices.</p>
Service C:19	39. SC19: VOICE ANNOUNCEMENT SYSTEM MAINTENANCE
Standard	<p>39.1 There is no recognised Standard for this service.</p> <p>39.2 The General Requirements for Maintenance Services shall apply.</p> <p>39.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service C:20	40. SC20: LOCKSMITH SERVICES
Standard	<p>40.1 The Service shall be provided in conjunction with any Handyman Service requests and comply with local security requirements.</p> <p>40.2 In areas of doubt the Departmental Security Officer (DSO) shall be contacted for clarification.</p>
Service C:21	41. SC21: AIRPORT AND AERODROME MAINTENANCE SERVICES
Standard	<p>41.1 The General Requirements for Maintenance Services shall apply.</p> <p>41.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p> <p>41.3 The Supplier shall create and develop a maintenance management plan for the Buyer Premises and signs in accordance with BS EN 61821 within six (6) Months of Contract Award.</p> <p>41.4 The Supplier shall enforce, maintain and update a maintenance management plan for the AGL and signs in accordance with BS EN 61821 and issue to the Buyer on an annual basis.</p>
Service C:22	42. SC22: SPECIALIST MAINTENANCE SERVICES
Standard	<p>42.1 The General Requirements for Maintenance Services shall apply.</p>

	42.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
• WORK PACKAGE D: HORTICULTURAL SERVICES	
Service D:1	43. SD1: GROUNDS MAINTENANCE SERVICES
Legislation, ACoP or similar industry or Government guidelines	43.1 When required BS5837:2012 shall apply.
Standard	<p>43.2 The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.</p> <p>43.3 All plants in beds and containers shall be maintained so as to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.</p> <p>43.4 Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the Buyer Premises and recycled or taken off-site and recycled.</p> <p>43.5 It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.</p> <p>43.6 The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs.</p> <p>43.7 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</p> <p>43.8 A maintenance schedule shall be implemented to ensure:</p> <p style="padding-left: 40px;">43.8.1 All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;</p>

	<p>43.8.2 All pots/ containers are cleaned and replaced where necessary;</p> <p>43.8.3 All external soft landscaped areas are kept safe, clean and tidy;</p> <p>43.8.4 Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Buyer, its staff and Building Users;</p> <p>43.8.5 All areas are kept free of an accumulation of leaves, weeds and any other solid matter;</p> <p>43.8.6 The Supplier is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;</p> <p>43.8.7 All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;</p> <p>43.8.8 All trees are maintained to ensure the safety of the Buyer, its staff and Building Users; and</p> <p>43.8.9 In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the Buyer, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys.</p> <p>43.9 Reactive snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</p> <p>43.10 The Service shall be delivered in line with Appendix I - Property Classification.</p> <p>43.11 When required BS5837:2012 shall apply.</p>
Service D:2	44. SD2: TREE SURGERY (ARBORICULTURE)
Standard	<p>44.1 The Supplier shall ensure that staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to the requirements of the relevant British Standard.</p> <p>44.2 Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</p>

	<p>44.3 The supplier is required to seek both Buyer and local Authority approval before trimming or felling any trees.</p> <p>44.4 The Supplier shall ensure that Supplier Staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998. Any Sub-Contractor used by the Supplier for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</p>
Service D:3	45. SD3: PROFESSIONAL / PLANNED SNOW AND ICE CLEARANCE
Standard	<p>45.1 Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</p>
Service D:4	46. SD4: RESERVOIRS, PONDS, RIVER WALLS AND WATER FEATURE MAINTENANCE
Standard	<p>46.1 The Supplier shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments.</p> <p>46.2 The Supplier shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.</p> <p>46.3 The Supplier shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and Environmental Management requirements as required by the Buyer.</p> <p>46.4 The Supplier shall ensure that water quality testing and reporting is in-line with environment agency best practise, including L8 (The control of legionella bacteria in water systems) testing of water features.</p>
Service D:5	47. SD5: INTERNAL PLANTING
Standard	<p>47.1 Internal planting shall only be provided in high traffic areas that are deemed absolutely necessary to decorate. This shall be agreed on an individual basis with the Buyer.</p> <p>47.2 It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The use of chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs may be allowed.</p>

	<p>47.3 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</p> <p>47.4 The Supplier shall ensure that all plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes cognisance of its position within the premises and accords with good horticultural practice.</p> <p>47.5 Soil improvers shall not contain peat or sewage sludge.</p> <p>47.6 All products and services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants.</p> <p>47.7 Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol.</p> <p>47.8 From 2015 plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.</p> <p>47.9 The Supplier shall consider in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The Supplier shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The Supplier shall ensure compliance with the Buyer's policy on Greening Government Commitments at all times.</p> <p>47.10 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</p> <p>47.11 All Supplier Staff delivering the Services must have clean working methods and must remove all debris around the displays prior to leaving site.</p> <p>47.12 The Government Buying Standard for horticulture services shall be used.</p> <p>47.13 Compliance with wider policy on Greening Government Commitments must also be ensured, including in relation to Waste and Water Management.</p>
Service D:6	48. SD6: CUT FLOWERS AND CHRISTMAS TREES
Standard	<p>48.1 There is no specific Service Standard for this Service. However, guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p>48.1.1 Fair Flowers Fair Plants</p>

	<p>48.2 All Supplier Staff delivering this Service shall be fully trained, verified with certificates, within their horticultural speciality and shall have appropriate and approved attire. All Supplier Staff delivering this Service shall have clean working methods and must remove all debris around the displays prior to leaving the Buyer Premises. Supplier Staff shall liaise as required with the Helpdesk both during and outside Operational Working Hours (as and when required).</p> <p>48.3 The Supplier shall keep a full record of each visit to the Buyer Premises.</p>
• WORK PACKAGE E – STATUTORY OBLIGATIONS	
49. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	49.1 The Supplier shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS/ISO/EN Standards and Building Regulations at Buyer Properties.
Standard	<p>49.2 The Supplier shall manage compliance through their CAFM system using SFG20.</p> <p>49.3 The Supplier shall recognise Buyer requirements as they affect compliance at Buyer Properties and implement processes that maintain compliance across all Buyer Properties.</p>
Service E:1	50. SE1: CONTROL OF ASBESTOS
Legislation, ACoP or similar industry or Government guidelines	<p>50.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:</p> <p>50.1.1 Control of Asbestos Regulations 2012.</p>
Standard	<p>50.2 The Supplier shall maintain, update and review the Buyer Premises asbestos register in accordance with statutory legislation.</p> <p>50.3 The Supplier shall ensure that Supplier Staff are appointed and appropriately trained to carry out inspections.</p> <p>50.4 The Supplier shall operate the appropriate Permit to Work scheme.</p>
Service E:2	51. SE2: WATER HYGIENE SERVICES

Legislation, ACoP or similar industry or Government guidelines	<p>51.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>51.1.1 Water Act 2003;</p> <p>51.1.2 Water Industry Act 1991; and</p> <p>51.1.3 The Private Water Supplies Regulations 2009.</p>
Standard	<p>51.2 All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time.</p> <p>51.3 The Supplier shall provide a water hygiene log book and it shall be the responsibility of the Supplier to ensure this is maintained as current.</p> <p>51.4 The Supplier is responsible for ensuring the appointment of trained and competent Supplier Staff specific to the Buyer Premises.</p>
Service E:3	52. SE3: STATUTORY INSPECTIONS
Standard	<p>52.1 The Supplier shall meet the requirements in respect of Statutory Tests and Inspections. For the avoidance of doubt, the Statutory Tests are to include all of those tasks that are not explicitly mentioned in the relevant Legislation but are recognised within the industry as having complied with duty of care obligations (e.g. The Electricity at Work Act does not specifically require periodic electrical testing of fixed circuits, however carrying these out at five (5) Yearly intervals is generally accepted as having made reasonable endeavours to comply. Similarly, complying with HSE Approved Codes of Practice on water testing and treatment demonstrates exercising a duty of care in terms of preventing the risk of legionella).</p> <p>52.2 The Service shall include:</p> <p>52.2.1 Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);</p> <p>52.2.2 Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections);</p> <p>52.2.3 Pollution audits;</p>

	<p>52.2.4 Deleterious materials;</p> <p>52.2.5 Environmental audits i.e. kitchens, water, ventilation;</p> <p>52.2.6 Insurance inspections (where not required by the Buyer under specified statutory test and inspections);</p> <p>52.2.7 Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and</p> <p>52.2.8 Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety).</p> <p>52.3 The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place, and shall be the sole point of contact for any of the Buyer's concerns with that aspect of performance.</p> <p>52.4 Electrical testing shall be undertaken in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.</p> <p>52.5 Fixed wiring installations shall be subject to testing at intervals not exceeding five years. Reference to all appropriate Statutory Instruments (S.I.) will be made, e.g. S.I. 1989 No 635, the Electricity at Work Regulations or equivalent and other relevant Standards or legislation.</p>
Service E:4	53. SE4: PORTABLE APPLIANCE TESTING
Legislation, ACoP or similar industry or Government guidelines	<p>53.1 Health & Safety at Work Act of 1974;</p> <p>53.2 The Electricity at Work Regulations;</p> <p>53.3 The Provision and Use of Work Equipment Regulations 1998 (PUWER 1998); and</p> <p>53.4 The Management of Health and Safety at Work Regulations of 1999.</p>
Standard	<p>53.5 The General Requirements for Maintenance Services shall apply.</p> <p>53.6 As a minimum, testing shall be implemented to meet the requirements of the Supplier's Risk Assessments, to meet Buyer requirements and to align with industry requirements and any relevant legislation.</p>

	<p>53.7 All works shall be carried out in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice.</p> <p>53.8 All Portable Appliance Testing for both the Supplier's and the Buyer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE, Buyer guidance and all statutory and legislative requirements.</p>
Service E:5	54. SE5: COMPLIANCE PLANS, SPECIALIST SURVEYS AND AUDITS
Legislation, ACoP or similar industry or Government guidelines	<p>54.1 ISO 9001: 2008 Quality Management Plan (and replacement ISO 9001:2015 when published).</p> <p>54.2 ISO 14001 Environmental Management.</p> <p>54.3 Equality Act 2010.</p>
Standard	<p>54.4 The Service shall include:</p> <ul style="list-style-type: none"> 54.4.1 Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works); 54.4.2 Health and Safety inspections (where not required by the Buyer under specified statutory test and inspections); 54.4.3 Pollution audits; 54.4.4 Deleterious materials; 54.4.5 Environmental audits i.e. kitchens, water, ventilation; 54.4.6 Insurance inspections (where not required by the Buyer under specified statutory test and inspections); 54.4.7 Fire Risk Assessments (where not required by the Buyer under specified Health and Safety and Fire Safety); and 54.4.8 Fire Safety Plans (where not required by the Buyer under Specified Health and Safety and Fire Safety)

Service E:6	55. SE6: CONDITION SURVEYS
Legislation, ACoP or similar industry or Government guidelines	<p>55.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>55.1.1 Royal Institute of Chartered Surveyors' Condition and Building Surveys ;</p> <p>55.1.2 The main types of surveys fall into three broad sectors:</p> <p>(a) <u>Land</u>;</p> <p>(b) <u>Property</u>; and</p> <p>(c) <u>Construction</u>.</p> <p>55.1.3 Chartered Institution of Building Services Engineers' Guidance for Condition surveys on mechanical and electrical plant.</p>
Standard	<p>55.2 Condition surveys shall be carried out by competent and qualified Supplier Staff on a frequency to be agreed with the Buyer; the Supplier shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys to be available in hard and electronic format. The Condition Surveys shall form the basis of the forward maintenance register where required.</p> <p>55.3 Results from Condition Surveys shall be connected to the relevant Asset and shall have a link to (or be stored in) the CAFM System and any other relevant Buyer databases.</p> <p>55.4 The Supplier shall also provide the Condition Survey service on an ad hoc basis as requested by the Buyer and this shall be additional to the Lump Sum Price.</p>
Service E:7	56. SE7: ELCECTRICAL TESTING
Legislation, ACoP or similar industry or Government guidelines	<p>56.1 Electricity at Work Regulations 1989 and BS 7671 (as amended).</p>
Standard	<p>56.2 The Supplier shall undertake electrical testing in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.</p>

	56.3 Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years.
Service E:8	57. SE8: FIRE RISK ASSESSMENTS
Legislation, ACoP or similar industry or Government guidelines	<p>57.1 Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</p> <p>57.2 BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</p> <p>57.3 BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</p> <p>57.4 BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</p>
Standard	<p>57.5 The Supplier shall manage and deliver fire risk assessments and fire safety plans on behalf of the Buyer.</p> <p>57.6 The Supplier manage compliance with all fire regulations and standards.</p>
Service E:9	58. SE9: BUSINESS INFORMATION MODELLING (BIM) AND GOVERNMENT SOFT LANDINGS (GSL)
Standard	<p>58.1 The Supplier shall have regard to the explanation of BIM and GSL requirements across the industry.</p> <p>58.2 The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset r shall have re is no standard for this service.</p>
• WORK PACKAGE F - CATERING MANAGEMENT SERVICE	
59. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>59.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>59.1.1 Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Voluntary Agreement;</p>

	<p>59.1.2 Government Buying Standards;</p> <p>59.1.3 Food Safety legislation;</p> <p>59.1.4 Food labelling legislation;</p> <p>59.1.5 Responsibility Deal;</p> <p>59.1.6 Greening Government Commitments;</p> <p>59.1.7 Food for Life – Catering Mark;</p> <p>59.1.8 Hazard Analysis and Critical Control Point (HACCP);</p> <p>59.1.9 Control of Substances Hazardous to Health (CoSHH);</p> <p>59.1.10 Waste Scotland Regulations (2012) (for all sites within Scotland);</p> <p>59.1.11 Food Safety (Temperature Control) Regulations 1995;</p> <p>59.1.12 Food Safety Act 1990;</p> <p>59.1.13 Manual Handling at Work; and</p> <p>59.1.14 Health and Safety at Work Act.</p>
Sustainability, Nutrition and Procurement	<p>59.2 Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:</p> <p>59.2.1 Sustainable food production; meeting high standards of farming and food processing;</p> <p>59.2.2 Nutrition, including food procurement, menu development and provision, food preparation and food service;</p> <p>59.2.3 Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;</p> <p>59.2.4 Social and economic value – achieving wider social benefits for the community; and</p> <p>59.2.5 Quality of service provision.</p> <p>59.3 Under the Greening Government Commitments, Buyer's will be open and transparent on the steps they are taking to address procurement of food and Catering Services: including action taken within the context of overarching priorities of value for money and streamlining procurement, to encourage the procurement of food</p>

	<p>that meets British or equivalent production Standards insofar as possible and to reduce the environmental impacts of food and Catering Services and support a healthy balanced diet.</p> <p>59.4 Catering Procurement will be treated as a separate Project for identifying a standard procedure and aggregating requirements where possible. Where existing catering operations are in place the Government Buying Standard for food and catering shall be applied. The catering Standards will be incorporated into the FM Service Standards once they have been developed.</p>
Service F:1	60. SF1: CHILLED POTABLE WATER
Legislation, ACoP or similar industry or Government guidelines	<p>60.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:</p> <p>60.1.1 Drinking Water Directive 1998.</p>
Standard	<p>60.2 It is Government policy not to provide bottled water as a method of supplying chilled water at Buyer Properties, and therefore should only be considered by the Supplier where no other system is possible. Where bottled water is to be provided, the Supplier shall provide a cost per bottle prior to order and an indication of expected usage.</p>
Service F:2	61. SF1: CONVENIENCE STORE / RETAIL SERVICES
Standard	<p>61.1 The General Requirements for Catering Management shall apply.</p> <p>61.2 The Supplier shall be responsible for the provision of a fully stocked retail outlet located within the building or site as availability of accommodation or space allows. The Supplier shall consider product range to help promote access to products low in energy, fat, saturated fat, salt and sugar. Cash & card options to be available (as appropriate) in line with existing card capable systems.</p> <p>61.3 The Supplier shall integrate payment methods with building passes where required to do so by the Buyer.</p>
Service F:3	62. SF3: DELI/COFFEE BAR
Standard	<p>62.1 The General Requirements for Catering Management shall apply.</p>

Service F:4	63. SF4: EVENTS AND FUNCTIONS
Standard	<p>63.1 The General Requirements for Catering Management shall apply.</p> <p>63.2 Compliance with Government hospitality policies is essential at all times.</p> <p>63.3 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>63.4 The Supplier shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics.</p>
Service F:5	64. SF5: FULL SERVICE RESTAURANT
Standard	<p>64.1 The General Requirements for Catering Management shall apply.</p> <p>64.2 The Supplier shall ensure that, as a minimum, a member of the management/supervisory team and/or senior chef is physically present in the serving and dining areas during main meal service periods and at other key times as appropriate.</p> <p>64.3 Supplier Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Buyer, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner.</p> <p>64.4 Re-cycle bins shall be regularly checked by the Supplier and refuse shall be removed to the refuse area when full.</p> <p>64.5 The Supplier shall ensure that the restaurant is to be open, operational and ready to provide Catering Services between the hours specified in the Service Requirements on each Working Day.</p>
Service F:6	65. SF6: HOSPITALITY AND MEETINGS
Standard	<p>65.1 The General Requirements for Catering Management shall apply.</p> <p>65.2 Compliance with Government hospitality policies shall be adhered to at all times.</p> <p>65.3 Pricing shall be via a pass-through arrangement (food, labour & overhead).</p> <p>65.4 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p>

Service F:7	66. SF7: OUTSIDE CATERING
Legislation, ACoP or similar industry or Government guidelines	<p>66.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>66.1.1 Food Safety (Temperature Control) Regulations 1995; and</p> <p>66.1.2 Food Safety Act 1990.</p>
Standard	<p>66.2 The General Requirements for Catering Management shall apply.</p> <p>66.3 Compliance with Government hospitality policies is essential at all times.</p> <p>66.4 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>66.5 If the food is produced offsite then this shall be undertaken from premises that have been fully vetted, registered and approved by the relevant Buyer prior to commencing the Service.</p> <p>66.6 Pricing shall be via a pass through arrangement (food, labour & overhead).</p>
Service F:8	67. SF8: TROLLEY SERVICE
Standard	<p>67.1 The General Requirements for Catering Management shall apply.</p> <p>67.2 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>67.3 Supplier Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</p>
Service F:9	68. SF9: VENDING (FOOD AND BEVERAGES)
Legislation, ACoP or similar industry or Government guidelines	<p>68.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>68.1.1 Regulation (EC) 852/2004</p>
Standard	<p>68.2 The General Requirements for Catering Management shall apply.</p>

	<p>68.3 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>68.3.1 The Automatic Vending Association (AVA).</p> <p>68.4 The Supplier shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance.</p> <p>68.5 The Supplier shall be responsible for all maintenance of vending machines located at Buyer Properties.</p> <p>68.6 Cash & card options to be available (as appropriate).</p>
Service F:10	69. SF10: RESIDENTIAL CATERING SERVICES
	<p>69.1 The General Requirements for Catering Management shall apply.</p> <p>69.2 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p> <p>69.3 Supplier Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</p>
<p>• WORK PACKAGE G – CLEANING SERVICES</p>	
70. SG: GENERAL REQUIREMENTS	
<p>Legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines</p>	<p>70.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>70.1.1 British Institute of Cleaning Science (BICS) Edition 6;</p> <p>70.1.2 Control of Substances Hazardous to Health (CoSHH);</p> <p>70.1.3 Health and Safety at Work Act 1974;</p> <p>70.1.4 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>70.1.5 The Environmental Protection Act 1990 (the "EPA");</p> <p>70.1.6 Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations);</p> <p>70.1.7 NLRS – 0473 - national spec - c~iness-NHS-2007-04-v1;</p>

	<p>70.1.8 PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals; and</p> <p>70.1.9 The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.</p>
Sustainability	70.2 Compliance with Government Buying Standards for Cleaning Products and Services.
Standard	<p>70.3 Cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the Asset free from dirt, marks and smears, and preserving the original condition and appearance of the Asset, given due consideration of its age and condition.</p> <p>70.4 Supplier is to evidence that Supplier Staff are trained and accredited to deliver to BICS Standards and are competent in their duties.</p> <p>70.5 The standard of cleaning as specified for each area is to be evident at the start of each Working Day or as specified by the Buyer. To enable the requirements of the Buyer to be met, as well as introducing an opportunity for the Supplier to use their skills and judgement to achieve cost effective and efficient Services in line with the four standards of cleaning outlined within Section 6 – Other standards of this document.</p> <p>70.6 To ensure that the Supplier can deliver the required level and quality of Service, a clear desk policy should be considered (where appropriate) and where it can be enforced without undue impact on the daily operation(s) by the Buyer.</p> <p>70.7 The Supplier shall develop and implement a resource management plan that will set targets and responsibilities for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production. The structure and format of the resource management plan shall be agreed by the Buyer at Call-Off Commencement Date.</p> <p>70.8 These Standards will be applied across the Buyer Premises which is included in Framework Schedule 6 (Call-Off Contract) as the Standard to be applied to all cleaning activity.</p> <p>70.9 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>70.10 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</p> <p>70.11 The Service shall be delivered in line with Appendix I - Property Classification.</p>

Service G:1	71. SG1: ROUTINE CLEANING (INCLUDING SECONDARY AREAS (NOT GENERAL OFFICE SPACES OR CIRCULATION AREAS))
Standard	<p>71.1 The General Requirements for cleaning shall apply.</p> <p>71.2 The Supplier shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services:</p> <ul style="list-style-type: none"> 71.2.1 Paper products; 71.2.2 Cleaning products; 71.2.3 Liquid Soap; 71.2.4 Air Fresh products; 71.2.5 Bin Liners; and 71.2.6 Sanitary vending consumables. <p>71.3 Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including:</p> <ul style="list-style-type: none"> 71.3.1 The Cleaning and Support Services Association (CSSA). <p>71.4 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</p> <p>71.5 First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Section 6 - Other standards of this document or as otherwise detailed by the Buyer.</p>
Service G:2	72. SG2: BARRIER MATTING
Standard	<p>72.1 The General Requirements for cleaning shall apply.</p> <p>72.2 Maintenance and cleaning will be in line with Good Industry Practice.</p> <p>72.3 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>72.4 Current BICS (Edition 6) cleaning Standards for soft flooring are to be applied.</p>

Service G:3	73. SG3: MOBILE CLEANING
Standard	<p>73.1 The General Requirements for cleaning shall apply.</p> <p>73.2 The Supplier shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services:</p> <p>73.2.1 Paper products;</p> <p>73.2.2 Cleaning products;</p> <p>73.2.3 Liquid Soap;</p> <p>73.2.4 Air Fresh products;</p> <p>73.2.5 Bin Liners; and</p> <p>73.2.6 Sanitary vending consumables.</p> <p>73.3 Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including:</p> <p>73.3.1 The Cleaning and Support Services Association (CSSA).</p> <p>73.4 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</p> <p>73.5 First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Section 6 - Other standards of this document or as otherwise detailed by the Buyer.</p>
Service G:4	74. SG4: DEEP CLEANING (PERIODIC)
Standard	<p>74.1 These Standards below will be carried out using the same principles to the General Requirements and for regular cleaning tasks but with a greater level of effort and application with the intention of re-generating the appearance of the item or product being cleaned whether a wall or floor finish or piece of equipment including a baking tray or oven.</p> <p>74.2 Current BICS (Edition 6) cleaning Standards are to be applied.</p>

	<p>74.3 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>74.4 A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:</p> <p>74.5 Deep cleaning of hygiene areas (including First Aid rooms, laboratories etc.) and to include fridges, kettles (including water boilers) microwave ovens and soap dispensers;</p> <p>74.6 Hard floors (including tiled, cast, wooden, laminate);</p> <p>74.7 Carpets (including entry matting, barrier matting);</p> <p>74.8 Soft Furnishings (including curtains, cushions);</p> <p>74.9 Blinds/window dressings;</p> <p>74.10 Desks;</p> <p>74.11 Telephones and IT equipment; and</p> <p>74.12 External areas such as bin sheds/compounds and publicly visible/used areas.</p> <p>74.13 High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call-Off Contract with the Buyer) including edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the Buyer in the Call-Off Contract to prevent the build-up of dust and debris using appropriate access equipment as necessary. The process shall render them free from ingrained dirt and dust, void of all stains and markings.</p> <p>74.14 The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.</p> <p>74.15 The Supplier shall ensure that Supplier Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>74.16 Guidance should also be sought from the various trade and governing bodies for the sector including the following:</p> <p>74.17 The Association of Approved Oven Cleaners. .</p>
Service G:5	75. SG5: CLEANING OF EXTERNAL AREAS (NOT COVERED WITH ANY GROUNDS MAINTENANCE ACTIVITY)

Standard	<p>75.1 Supplier shall ensure that Supplier Staff are trained to undertake the tasks demanded of them.</p> <p>75.2 The cleaning methods will comply with any manufacturer's recommendation for the cleaning of the external building fabric.</p> <p>75.3 The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.</p>
Service G:6	76. SG6: WINDOW CLEANING (INTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<p>76.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>76.1.1 The Environmental Protection Act 1990 (the “EPA”); and</p> <p>76.1.2 Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).</p>
Standard	<p>76.2 The General Requirements for cleaning shall apply.</p> <p>76.3 All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task.</p> <p>76.4 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>76.4.1 The British Window Cleaning Academy.</p> <p>76.5 The Supplier shall ensure that Supplier Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers.</p> <p>76.6 Where appropriate, the Supplier shall ensure that all Supplier Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>76.7 Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer's requirements, in line with Good Industry Practice.</p>
Service G:7	77. SG7: WINDOW CLEANING (EXTERNAL)

Legislation, ACoP or similar industry or Government guidelines	<p>77.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>77.1.1 The Environmental Protection Act 1990 (the “EPA”); and</p> <p>77.1.2 Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).</p>
Standard	<p>77.2 The General Requirements for cleaning shall apply.</p> <p>77.3 All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task.</p> <p>77.4 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>77.4.1 The British Window Cleaning Academy.</p> <p>77.5 Supplier Staff should be trained in the use of industrial cleaning equipment such as, including high level clean and reach systems, steam cleaners and pressure washers.</p> <p>77.6 Where appropriate Supplier Staff should be trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>77.7 Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice.</p>
Service G:8	78. SG8: CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS WHICH INCLUDES ‘COMMS’ ROOMS, DATA CENTRES AND ANY OTHER SPACE RELATED TO OR SUPPORTING IT EQUIPMENT
Standard	78.1 The General Requirements for cleaning shall apply.
Service G:9	79. SG9: REACTIVE CLEANING
Standard	<p>79.1 A Reactive Cleaning Service shall be provided in order to maintain the full and safe use of the Buyer Premises.</p> <p>79.2 The General standards for cleaning shall apply.</p>
Service G:10	80. SG10: HOUSEKEEPING (INCLUDING LINEN & LAUNDRY)

Standard	<p>80.1 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>80.1.1 The Guild of Cleaners & Launderers;</p> <p>80.1.2 The National Association of the Launderette Industry (NALI); and</p> <p>80.1.3 The Textile Services Association (TSA).</p> <p>80.2 The linen used or required to carry out the Service shall, as a minimum, comply with the mandatory level of the Government Buying Standard for textiles.</p> <p>80.3 Supplier shall ensure that the Dry Cleaning Service shall be delivered in line with the following:</p> <p>80.3.1 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>80.3.2 The Environmental Protection Act 1990 (the "EPA"); and</p> <p>80.3.3 Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).</p>
Service G:11	81. SG11: IT EQUIPMENT CLEANING (SEE ALSO CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS)
Standard	<p>81.1 There is no specific Service Standard for this Service. However, guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>81.1.1 The Cleaning and Support Services Association (CSSA).</p> <p>81.2 The Supplier shall ensure that none of the cleaning operations shall have any detrimental effect on the performance of the Buyer's IT systems or damage any of the equipment to be cleaned.</p>
Service G:12	82. SG12: SPECIALIST CLEANING
Standard	<p>82.1 The General Requirements for cleaning shall apply.</p> <p>82.2 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>82.2.1 The British Antique Furniture Restorers' Association.</p>

	82.3 Under no circumstances is the Supplier to authorise the cleaning of antique furniture, display items, mirrors or artefacts, unless the method of cleaning method has been agreed in writing and underwritten by the Buyer.
Service G:13	83. SG13: CLEANING OF CURTAINS AND WINDOW BLINDS
Standard	<p>83.1 Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</p> <p>83.2 The frequency of cleaning shall be agreed with the Buyer.</p>
Mobile G:14	84. SG14: MEDICAL AND CLINICAL CLEANING
Standard	<p>84.1 The General Requirements for cleaning shall apply.</p> <p>84.2 PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals.</p> <p>84.3 The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.</p>
Service G:15	85. SG15: PEST CONTROL
Legislation, ACoP or similar industry or Government guidelines	<p>85.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>85.1.1 Prevention of Damage by Pests Act 1949;</p> <p>85.1.2 The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and</p> <p>85.1.3 Protection of Animals (as amended).</p>
Standard	<p>85.2 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>85.2.1 British Pest Control Association (BPCA); and</p> <p>85.2.2 The Royal Society for Public Health (RSPH).</p> <p>85.3 A risk assessment shall be carried out to determine what pest control methods are to be used.</p>

	85.4 A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function.
Service G:16	86. SG16: LINEN AND LAUNDRY (INCLUDING DRY CLEANING)
Standard	<p>86.1 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>86.1.1 The Guild of Cleaners & Launderers;</p> <p>86.1.2 The National Association of the Launderette Industry (NALI); and</p> <p>86.1.3 The Textile Services Association (TSA).</p> <p>86.2 The linen used or required to carry out the Service shall, as a minimum, comply with the mandatory level of the Government Buying Standard for textiles</p> <p>86.3 Supplier shall ensure that the Dry Cleaning Service shall be delivered in line with the following:</p> <p>86.3.1 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>86.3.2 The Environmental Protection Act 1990 (the "EPA"); and</p> <p>86.3.3 Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).</p>
• WORKPACKAGE H: WORKPLACE SERVICES	
Service H:1	87. SH1: MAIL SERVICES
	87.1 See Internal Messenger Service.
Service H:2	88. SH2: INTERNAL MESSENGER SERVICE
Legislation, ACoP or similar industry or Government guidelines	<p>88.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>88.1.1 HMG Infosec Standard 5 (IS5);</p>

	<p>88.1.2 Centre for Protection of National Infrastructure (CPNI);</p> <p>88.1.3 Communications Electronic Security Group (CESG) – Good Practice Guide No. 53;</p> <p>88.1.4 The Government Security Classifications Policy (2014); and</p> <p>88.1.5 The Supplier shall ensure that the paper and paper products such as envelopes used in the delivery of the Service shall be compliant with the requirements of the Government Buying Standard on paper and paper products.</p>
Standard	<p>88.2 The Supplier shall arrange for the Supplier's messenger staff to collect messages and other items from the main point of delivery and distribute this to the designated drop off points within each Buyer Premises.</p> <p>88.3 The Supplier shall ensure that the collections and deliveries from collection and drop-off points shall take place at the relevant times determined by the Buyer during Operational Working Hours at all times.</p>
Service H:3	89. SH3: COURIER BOOKING AND EXTERNAL DISTRIBUTION
Legislation, ACoP or similar industry or Government guidelines	<p>89.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>89.1.1 HMG Infosec Standard 5 (IS5);</p> <p>89.1.2 Centre for Protection of National Infrastructure (CPNI);</p> <p>89.1.3 Communications Electronic Security Group (CESG)</p> <p>89.1.4 Security Policy Framework; and</p> <p>89.1.5 The Government Security Classifications Policy (2014).</p>
Standard	<p>89.2 A national and international courier service shall be provided.</p> <p>89.3 Couriers and parcel companies sub-contracted by the Supplier for delivering goods and services shall comply with the Government Buying Standard for transport in performance of the contract.</p> <p>89.4 The Supplier shall support the Buyer's policy on Greening Government Commitments by using environmentally preferable forms of transport such as bicycle couriers and Liquid Petroleum Gas (LPG) cars in preference to those which use motor cycles or petrol powered cars.</p>

Service H:4	90. SH4: HANDYMAN SERVICES
Standard	90.1 A Service shall be provided on a site based or mobile basis and be delivered via a planned or ad hoc basis as defined and shall cover a range of duties to be agreed with the Buyer.
Service H:5	91. SH5: MOVE AND SPACE MANAGEMENT (INTERNAL MOVES)
Legislation, ACoP or similar industry or Government guidelines	<p>91.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>91.1.1 Current legislation, Government Guidance and best practice (including High Performing Properties, Achieving Excellence, Revitalising Health and Safety, Sustainable Development, Design Quality, and Gateway reviews) shall be adhered to at all times; and</p> <p>91.1.2 All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.</p>
Standard	<p>91.2 Where possible, space redesign must provide a working space of no more than eight (8) m² per workstation.</p> <p>91.3 The following areas shall be included in all move management exercises:</p> <p>91.3.1 Planning – documented preparation of move plans;</p> <p>91.3.2 Updating CAD drawings and Asset registers;</p> <p>91.3.3 Providing full CAD drawings where only paper versions are currently available;</p> <p>91.3.4 Stakeholder management;</p> <p>91.3.5 Movement of furniture, equipment and personal effects;</p> <p>91.3.6 Management of Supplier and Supplier Staff;</p> <p>91.3.7 Liaison with other relevant suppliers (e.g. IT and telecommunications, other specialist advisors; and</p> <p>91.3.8 Post occupancy evaluation.</p>

	<p>91.4 With regard to disposal of furniture, the relevant Government Buying Standard includes the statement that all Government departments and their agencies are encouraged to meet at least (five) 5 % of the office furniture and (ten) 10 % of the domestic/residential items through reuse/refurbish/re-upholster of their current furniture stock.</p> <p>91.5 This shall be embedded in the Authority's and the Government Property Unit's separate centralised commercial vehicle on office furniture.</p> <p>91.6 As ministerial office and residential accommodation may be involved, the Supplier shall recognize the special security implications affecting any alterations. The Buyer shall work with the Supplier as required in those eventualities to assist in space planning exercises/negotiations.</p> <p>91.7 The Service shall be delivered in line with Appendix I - Property Classification.</p>
Service H:6	92. SH6: PORTERAGE
Legislation, ACoP or similar industry or Government guidelines	<p>92.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>92.1.1 Manual Handling Operations Regulations 1992 (as amended);</p> <p>92.1.2 The Management of Health and Safety at Work Regulations 1999;</p> <p>92.1.3 Provision and Use of Work Equipment Regulations 1998; and</p> <p>92.1.4 Operations and Lifting Equipment Regulations 1998 (LOLER).</p>
Standard	<p>92.2 In delivering the Porterage Service, the Supplier shall at all times, seek to optimise staffing arrangements of Supplier Staff, to take advantage of any synergies between other Services delivered at each Buyer Premises for example: Handyman Services and Flag Flying, therefore demonstrating value for money to the Buyer.</p> <p>92.3 The Porterage Service shall be controlled entirely by the Helpdesk and shall be subject to the relevant performance measures.</p> <p>92.4 All Supplier Staff shall have undertaken appropriate training including manual handling course and Buyer service skills and be otherwise appropriately professionally trained for their duties.</p>
Service H:7	93. SH7: CLOCKS

Standard	<p>93.1 The Supplier shall ensure that clocks are in working order and display the correct time (taking into account British Summer Time (BST) and Greenwich Mean Time (GMT) variations).</p> <p>93.2 Clocks shall be maintained in line with manufacturer's recommendations and common Good Industry Practices.</p>
Service H:8	94. SH8: SIGNAGE
Legislation, ACoP or similar industry or Government guidelines	<p>94.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:</p> <p>94.1.1 The Health and Safety (Safety Signs and Signals) Regulations 1996;</p> <p>94.1.2 BS5499-1:1990;</p> <p>94.1.3 BS5499-4:2000; and</p> <p>94.1.4 The Traffic Signs Regulations and General Directions (TSRGD) 2002.</p>
Standard	<p>94.2 Guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p>94.2.1 British Approvals for Fire Equipment (BAFE);</p> <p>94.2.2 Driving Standards Agency (DSA);</p> <p>94.2.3 British Parking Association;</p> <p>94.2.4 All timber signage shall comply with the requirements of the Government's Timber Procurement Policy (see: www.cpet.org.uk); and</p> <p>94.2.5 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p>(a) a legal source; and</p> <p>(b) a sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.</p> <p>94.3 The Buyer may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the contract meets this requirement.</p>

	<p>94.4 All signage shall be clean and clearly readable up to an acceptable distance.</p> <p>94.5 External signage should not show signs of discolouration due to mould or verdi gris or like deposits.</p>
Service H:9	95. SH9: ARCHIVING (ON SITE)
Legislation, ACoP or similar industry or Government guidelines	<p>95.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>95.1.1 HMG Infosec Standard 5 (IS5);</p> <p>95.1.2 Centre for Protection of National Infrastructure (CPNI);</p> <p>95.1.3 Communications Electronic Security Group (CESG)</p> <p>95.1.4 Security Policy Framework; and</p> <p>95.1.5 The Government Security Classifications Policy (2014).</p>
Standard	<p>95.2 Guidance shall be sought from the various trade and governing bodies for the sector including:</p> <p>95.2.1 The National Archives;</p> <p>95.2.2 The Archives and Records Association (ARA);</p> <p>95.2.3 Association of Records Managers and Administrators (ARMA International); and</p> <p>95.2.4 The International Council on Archives.</p>
Service H:10	96. SH10: FURNITURE MANAGEMENT
Standard	<p>96.1 The Government Buying Standards for the sustainable procurement of furniture.</p> <p>96.2 With regard to disposal of furniture, the Government Buying Standard to be published in 2014 requires that furniture is advertised to other Government Authorities for reuse in the first instance</p> <p>96.3 Where furniture cannot be reused or refurbished, general Waste Hierarchy principles should apply to its disposal.</p> <p>96.4 Furniture can be disposed of through the Disposal Services Authority</p>

	<p>96.5 Buyer Mobile Asset Management Planning for Furniture items.</p> <p>96.6 Maintenance shall be in line with manufacturers' recommendations and common Good Industry Practices. Furniture shall be recycled where possible.</p> <p>96.7 With regard to disposal of furniture, the Government Buying Standard published in 2013 requires that furniture is advertised to other Central Government Bodies for reuse in the first instance.</p> <p>96.8 Maintenance is to be in line with manufacturers' recommendations and common Good Industry Practices.</p>
Service H:11	97. SH11: SPACE MANAGEMENT
Standard	97.1 See Move and Space Management.
Service H:12	98. SH13: CABLE MANAGEMENT
Standard	<p>98.1 The General Requirements for Security Management shall apply.</p> <p>98.2 Install and maintain in line with manufacturers recommendations and common Good Industry Practices.</p>
Service H:13	99. SH13: REPROGRAPHICS SERVICE
Legislation, ACoP or similar industry or Government guidelines	<p>99.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>99.1.1 The Supplier shall ensure that the paper and paper products such as envelopes used in the delivery of the Reprographics Services shall be compliant with the requirements of the Government Buying Standard on paper and paper products.</p>
Standard	<p>99.2 A central Reprographics Service shall be provided which meets all operational requirements and optimises the potential for synergies with other Services, takes full cognisance of environmental strategies as set out in sustainability policies. The Service shall be regularly reviewed, with proposals made for the introduction of relevant developing technology.</p> <p>99.3 The following services shall be provided:</p> <p>99.3.1 Bulk copying; and</p>

	<p>99.3.2 Finishing and binding of documents.</p> <p>99.4 Service requirements are detailed in Appendix H - Reprographic Services Response Times.</p>
Service H:14	100. SH14: STORES MANAGEMENT
	<p>100.1 The General Requirements for Contract Management shall apply.</p> <p>100.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service H:15	101. SH15: PORTABLE WASHROOM SERVICES
	<p>101.1 The General Requirements for Contract Management shall apply.</p> <p>101.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service H:16	102. SH16: ADMINISTRATIVE SUPPORT SERVICES
	<p>102.1 The General Requirements for Contract Management shall apply.</p> <p>102.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
• WORK PACKAGE I – RECEPTION SERVICES	
Service I:1	103. SI1: RECEPTION SERVICE
Standard	<p>103.1 The reception area shall be fully staffed by designated and fully competent Supplier Staff at all times during the agreed Operational Working Hours.</p> <p>103.2 The Supplier shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage Supplier Staff, Buyer staff and visitors efficiently and in a professional and friendly manner. The Supplier shall ensure that all enquiries to the Buyer are dealt with professionally and promptly.</p>

	103.3 Have a good comprehension and understanding of the English language.
Service I:2	104. SI2: TAXI BOOKING SERVICE
Standard	104.1 Guidance shall be sought from the various trade and governing bodies for the sector including: 104.1.1 The National Taxi Association.
Service I:3	105. SI3: CAR PARK MANAGEMENT AND BOOKING
Standard	105.1 All designated Buyer and visitor car parking spaces shall be managed and booked entirely by a central system. This includes the facility to accept electronic bookings and confirmations. This Service could be incorporated into either the reception or security regime at the Buyer Premises.
Service I:4	106. SI4: VOICE ANNOUNCEMENT SYSTEM OPERATION
Standard	106.1 The Supplier shall ensure that Supplier Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the Buyer Premises. 106.2 Supplier Staff shall operate the voice alarm systems effectively and in accordance with Buyer requirements during emergency and security events. 106.3 Supplier staff shall have good comprehension and understanding of the English Language.
• WORK PACKAGE J: SECURITY SERVICES	
107. SJ: GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry guidelines	107.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 107.1.1 BS EN ISO 9001; 107.1.2 BS 7799 - Information Security Management;

	<p>107.1.3 Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security;</p> <p>107.1.4 BS 25999: Business Continuity Management;</p> <p>107.1.5 BS 7984;</p> <p>107.1.6 HMG Infosec Standard 5 (IS5);</p> <p>107.1.7 Centre for Protection of National Infrastructure (CPNI);</p> <p>107.1.8 Communications Electronic Security Group (CESG)</p> <p>107.1.9 Security Policy Framework;</p> <p>107.1.10 The Government Security Classifications Policy (2014);</p> <p>107.1.11 BS 7499-Static Guarding and Mobile Patrols;</p> <p>107.1.12 BS 7984-Key Holding and Response Services;</p> <p>107.1.13 BS 7958-CCTV Management and Operation; and</p> <p>107.1.14 BS7858-Security Screening.</p>
Standard	<p>107.2 The General Requirements for Security Services shall apply.</p> <p>107.3 The Supplier shall provide a professionally managed, high quality Security and Guarding Services using Security Industry Buyer (SIA) or equivalent licensed staff.</p> <p>107.4 The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.</p> <p>107.5 Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the throughout the Call-Off Contract.</p> <p>107.6 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>107.6.1 Security Systems and Alarms Inspection Board (SSAIB);</p> <p>107.7 All Supplier Staff delivering Security Services must have SIA or equivalent accreditation.</p>

	<p>107.8 All Supplier Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book).</p> <p>107.9 The Service shall be delivered in line with Appendix I - Property Classification.</p> <p>107.10 Screening measures should reflect the risks the Buyer faces and consistent with other security measures in place.</p> <p>107.11 In relation to vehicle screening, similar principles to screening Supplier Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to Buyer Properties, though processes and equipment will differ from those used for personnel screening.</p> <p>107.12 In relation to screening mail, screening measures should be proportionate to the risks the Buyer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.</p> <p>107.13 Clear procedures and processes shall be in place for responding to incidents.</p> <p>107.14 The Supplier shall agree the Standards (7.1.15 & 7.1.16) with the Buyer and/or the Departmental Security Officer as there will be specific requirements for each Buyer Premises.</p> <p>107.15 The Supplier shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each Buyer Representative.</p> <p>107.16 The Supplier shall conform to the Buyer's Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Buyer's Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.</p> <p>107.17 The Supplier shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Buyer Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the Buyer.</p> <p>107.18 The Buyer shall agree the form of dress to be worn by Supplier Staff in each situation.</p> <p>107.19 Supplier may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Buyer. Other styles will be by agreement with the Buyer.</p> <p>107.20 Purchase of uniforms for staff shall comply with relevant Government Buying Standards.</p>
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Health and Safety (Buyer Properties that have manned guarding)	<p>107.21 All Supplier Staff delivering Security Services shall have successfully attended and possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.</p> <p>107.22 All Supplier Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding.</p>
Service J:1	108. SJ1: (MANNED) GUARDING SERVICES
Legislation, ACoP or similar industry guidelines	<p>108.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>108.1.1 BS 7499-Static Guarding and Mobile Patrols</p>
Standard	<p>108.2 The General Requirements for Security Services shall apply.</p> <p>108.3 The Supplier shall provide a professionally managed, high quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management).</p> <p>108.4 The Supplier shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Supplier Staff delivering Guarding Services prior to deployment within each Buyer Premises.</p> <p>108.5 The Supplier shall ensure that Supplier Staff delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each Buyer Premises.</p> <p>108.6 The Supplier shall keep a record on all areas of the Buyer Premises covered by this Service, showing times of inspections, any incidents noted by the Supplier security staff, thefts and any faults to the premises requiring further attention by the Supplier. Problems or faults shall be reported to the Helpdesk on identification.</p>
Service J:2	109. SJ2: CCTV / ALARM MONITORING
Legislation, ACoP or similar industry guidelines	<p>109.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>109.1.1 BS 7958-CCTV Management and Operation;</p> <p>109.1.2 HMG Infosec Standard 5 (IS5);</p>

	<p>109.1.3 Centre for Protection of National Infrastructure (CPNI);</p> <p>109.1.4 Communications Electronic Security Group (CESG);</p> <p>109.1.5 Security Policy Framework;</p> <p>109.1.6 The Government Security Classifications Policy (2014).</p>
Standard	<p>109.2 Compliance with the Data Protection Act and other relevant legislation shall be maintained throughout the duration of any Call-Off Contract.</p> <p>109.3 The Supplier shall operate the Buyer's Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems.</p> <p>109.4 This Service shall be exclusively used at each Buyer Premises where Guarding Services are provided. Where no such Service is specified the Supplier shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be rectified as an emergency repair item.</p> <p>109.5 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>109.5.1 Security Systems and Alarms Inspection Board (SSAIB).</p>
Service J:3	110. SJ3: CONTROL OF ACCESS & SECURITY PASSES
Legislation, ACoP or similar industry guidelines	<p>110.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>110.1.1 BS 7958:1999;</p> <p>110.1.2 HMG Infosec Standard 5 (IS5);</p> <p>110.1.3 Centre for Protection of National Infrastructure (CPNI);</p> <p>110.1.4 Communications Electronic Security Group (CESG)</p> <p>110.1.5 Security Policy Framework; and</p> <p>110.1.6 The Government Security Classifications Policy (2014).</p>
Standard	<p>110.2 The General Requirements for Security Management shall apply.</p>

Service J:4	111. SJ4: EMERGENCY RESPONSE
Standard	<p>111.1 The General Requirements for Security Management shall apply.</p> <p>111.2 Management and supervision of the Security Guarding Service shall form an essential component of the Buyer's emergency procedures and Supplier Staff delivering Security Services shall familiarise themselves fully with all the Buyer's emergency procedures and related equipment and participate fully in their testing..</p>
Service J:5	112. SJ5: PATROLS (FIXED OR STATIC GUARDING)
Legislation, ACoP or similar industry guidelines	<p>112.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>112.1.1 BS 7984-Key Holding and Response Services; and</p> <p>112.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>112.2 The General Requirements for Security Management shall apply.</p> <p>112.3 The Supplier shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns.</p> <p>112.4 Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Buyer Premises.</p>
Service J:6	113. SJ6: MANAGEMENT OF VISITORS AND PASSES
Standard	<p>113.1 The General Requirements for Security Management shall apply.</p> <p>113.2 See Standard SJ3: "Control of Access and Security Passes".</p>
Service J:7	114. SJ7: REACTIVE GUARDING

Standard	<p>114.1 The General Requirements for Security Management shall apply.</p> <p>114.2 The Supplier shall ensure the appropriate rotation of Supplier Staff to deliver this Service, as required by the length of the reactive guarding requirements.</p>
Service J:8	115. SJ8: ADDITIONAL SECURITY SERVICES (SITE SPECIFIC AND NOT COVERED ELSEWHERE)
Standard	<p>115.1 The General Requirements for Security Services shall apply.</p> <p>115.2 The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer at Call Off, these will include:</p> <p style="padding-left: 40px;">115.2.1 Court Security Officers as defined in Courts Act 2003 Section 1 (1); and</p> <p style="padding-left: 40px;">115.2.2 Prisoner Custody Officers as defined in The Criminal Justice Act 1991.</p>
Service J:9	116. SJ9: ENHANCED SECURITY REQUIREMENTS
Standard	<p>116.1 The General Requirements for Security Management shall apply.</p> <p>116.2 The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of the Buyer Security Representative, should there be a change in the Response Level.</p> <p>116.3 There are currently 5 levels of threat (Response Levels):</p> <p style="padding-left: 40px;">116.3.1 low - an attack is unlikely;</p> <p style="padding-left: 40px;">116.3.2 moderate - an attack is possible but not likely;</p> <p style="padding-left: 40px;">116.3.3 substantial - an attack is a strong possibility;</p> <p style="padding-left: 40px;">116.3.4 severe - an attack is highly likely; and</p> <p style="padding-left: 40px;">116.3.5 critical - an attack is expected imminently.</p> <p>116.4 The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert including following a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search baggage and vehicles on arrival.</p>

Service J:10	117. SJ10: KEY HOLDING
Legislation, ACoP or similar industry guidelines	<p>117.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>117.1.1 BS 7984-Key Holding and Response Services; and</p> <p>117.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>117.2 The General Requirements for Security Management shall apply.</p> <p>117.3 Keys to general and secure areas, managed by the Supplier Personal delivering Security Services, shall be in accordance with the Buyer's key management policy. This shall include:</p> <p>117.3.1 Key numbering;</p> <p>117.3.2 Key audits; and</p> <p>117.3.3 Key logs maintained.</p>
Service J:11	118. SJ11: LOCK UP / OPEN UP OF PREMISES
Legislation, ACoP or similar industry guidelines	<p>118.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>118.1.1 BS 7984-Key Holding and Response Services; and</p> <p>118.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>118.2 The General Requirements for Security Management shall apply.</p> <p>118.3 Security installations and measures recommended by the Supplier shall generally need to be CPNI accredited (Security Equipment Assessment Panel) unless otherwise advised by the Buyer Security Representative.</p> <p>118.4 The Supplier shall ensure that staff attending the Buyer Property as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set.</p>

Service J:12	119. SJ12: PATROLS (MOBILE VIA A SPECIFIC VISIT USING A VEHICLE)
Legislation, ACoP or similar industry guidelines	<p>119.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>119.1.1 BS 7984-Key Holding and Response Services; and</p> <p>119.1.2 BS 7499-Static Guarding and Mobile Patrols.</p>
Standard	<p>119.2 The General Requirements for Security Management shall apply.</p> <p>119.3 The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours.</p> <p>119.4 Prior to commencement of the Mobile Security Patrol Service, the Supplier shall ensure that each Buyer Property is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Supplier can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods.</p>
• WORK PACKAGE K - WASTE SERVICE	
120. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<p>120.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>120.1.1 Waste (England and Wales) Regulations 2011;</p> <p>120.1.2 The Controlled Waste (England and Wales) Regulations 2012;</p> <p>120.1.3 The Waste (Miscellaneous Provisions) (Wales) Regulations 2011;</p> <p>120.1.4 The Waste (Scotland) Regulations 2011;</p> <p>120.1.5 The Environmental Protection Act 1990 (the “EPA”);</p> <p>120.1.6 Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations);</p> <p>120.1.7 2007 Standard Industrial Classification (SIC);</p>

	<p>120.1.8 Waste Electrical and Electronic Equipment (WEEE) Regulations 2006; and</p> <p>120.1.9 The Government Security Classifications Policy (2014).</p>
Health and Safety	<p>120.2 Dangerous Goods Regulations on labelling, containment and security for transport shall be adhered to.</p> <p>120.3 Control of Substances Hazardous to Health Regulations shall be adhered to.</p>
Sustainability	<p>120.4 In fulfilment of its statutory duty of care, the Supplier and the Buyer shall prevent the escape of waste and provide an accurate description of the waste being stored. The Buyer will require the Supplier to provide full information on the methods of treatment and disposal of waste, showing clear evidence of where the waste is being taken and that consideration has been given to applying the Waste Hierarchy. As much of the waste as possible will be prepared for re-use (especially IT equipment and furniture), recycled or used for energy recovery, rather than sent to landfill.</p> <p>120.5 All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:</p> <p style="padding-left: 40px;">120.5.1 Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline;</p> <p style="padding-left: 40px;">120.5.2 Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and</p> <p style="padding-left: 40px;">120.5.3 Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.</p> <p>120.6 The Supplier shall develop and implement a waste prevention and management plan to commence at handover, which will outline how the waste management service will be provided in accordance with the Waste Hierarchy to reduce the quantity and hazardousness of waste produced, increase re-use and recycling, minimising the amount of waste going to landfill and robustly capture data on waste creation and disposal.</p> <p>120.7 Regular reporting of waste and waste disposal will be captured as part of the Monthly Report.</p> <p>120.8 Waste transfer information stored in the electronic duty of care (edoc) online system is available for inspection at any time by the Buyer. (The electronic duty of care (edoc) online system is an online system to record waste transfers; the use of edoc eliminates the requirement for paper waste transfer notes).</p>
Service K:1	121. SK1: CLASSIFIED WASTE

Legislation, ACoP or similar industry or Government guidelines	<p>121.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>121.2 HMG Infosec Standard 5 (IS5);</p> <p>121.3 Centre for Protection of National Infrastructure (CPNI);</p> <p>121.4 Communications Electronic Security Group (CESG);</p> <p>121.5 Security Policy Framework; and</p> <p>121.6 The Government Security Classifications Policy (2014).</p>
Standard	<p>121.7 All Classified waste shall be disposed of as per the HMG Security Policy Framework.</p> <p>121.8 The secure collection, storage, removal and disposal of all classified materials shall be done so that at no time are these materials out of the possession of the Supplier or the Buyer and capable of being deciphered once disposed of.</p> <p>121.9 The Supplier shall provide a confidential waste service in line with the requirements of the Closed Loop requirements as set out by the Buyer where practical and appropriate.</p> <p>121.10 All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014.</p> <p>121.11 The Service shall be delivered in line with Appendix I - Property Classification.</p> <p>121.12 Reactive waste services will comply with the response times as detailed within Appendix D – Classification of Waste Disposal will be.</p> <p>121.13 The Supplier shall respond with a Reactive Waste Disposal Service as per the requirements defined by the Buyer. It is expected that this will be an ad hoc service rather than regular or routine and will therefore be treated as such by the Buyer.</p> <p>121.14 Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</p>
Service K:2	122. SK2: GENERAL WASTE
Standard	<p>122.1 The General Requirements for waste management shall apply.</p>

	<p>122.2 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>122.2.1 Chartered Institution of Wastes Management (CIWM).</p> <p>122.3 This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including foodstuffs and cooking oil.</p> <p>122.4 Government targets on waste shall be adhered to with performance reports against these targets included in all Monthly reporting. The Service may be integrated with the general Cleaning Services so that by agreed times all areas are clear of all waste.</p> <p>122.5 Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</p>
Service K:3	123. SK3: RECYCLED WASTE
Standard	<p>123.1 The General Requirements for waste management shall apply.</p> <p>123.2 Items that shall be recycled include:</p> <p>123.2.1 Paper;</p> <p>123.2.2 Cardboard;</p> <p>123.2.3 Glass;</p> <p>123.2.4 Plastic;</p> <p>123.2.5 Metals;</p> <p>123.2.6 Toner cartridges;</p> <p>123.2.7 Organic materials/food waste; and</p> <p>123.2.8 Inert materials and timber (if applicable).</p> <p>123.3 Weights of all materials recycled on a Monthly basis shall be recorded and made available during normal reporting sessions or upon request and meet current diversion from landfill initiatives.</p> <p>123.4 Guidance should be sought from the various trade and governing bodies for the sector including the following:</p> <p>123.4.1 The Recycling Association;</p>

	<p>123.4.2 British Metals Recycling Association (BMRA);</p> <p>123.4.3 Textile Recycling Association; and</p> <p>123.4.4 UK Cartridge Remanufacturers Association.</p>
Service K:4	124. SK4: HAZARDOUS WASTE
Legislation, ACoP or similar industry or Government guidelines	<p>124.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>124.1.1 Dangerous Goods Regulations; and</p> <p>124.1.2 Hazardous Waste (England and Wales) Regulations 2005.</p>
Standard	<p>124.2 The General Requirements for waste management shall apply.</p> <p>124.3 All hazardous waste(s) shall be handled, transported, treated and/or disposed of in order to protect human health and the environment and taken to suitably authorised sites acting in compliance with the and taking account of labelling containment and security for transport.</p> <p>124.4 The Supplier shall provide a discrete, practical and hygienic disposal service that meets with the expected and demonstrated demand at each site.</p> <p>124.5 Guidance should be sought from the various trade and governing bodies for the sector including:</p> <p>124.5.1 The Oil Recycling Association; and</p> <p>124.5.2 The Motor Vehicle Dismantlers Association.</p>
Service K:5	125. SK5: CLINICAL WASTE
Standard	125.1 The General Requirements for Waste Management and Standard SK4 shall apply.
Service K:6	126. SK6: MEDICAL WASTE
Standard	126.1 The General Requirements for Waste Management and Standard SK4 shall apply.

Service K:7	127. SK7: FEMININE HYGIENE WASTE
Standard	127.1 The General Requirements for Waste Management and Standard SK4 shall apply.
• WORK PACKAGE L – MISCELLANEOUS FM SERVICES	
Service L:1	128. SL1: CHILDCARE FACILITY
Legislation, ACoP or similar industry or Government guidelines	<p>128.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <ul style="list-style-type: none"> 128.1.1 The Children Act 1989; 128.1.2 The Education Act 2002; 128.1.3 Protection of Children Act 1999; 128.1.4 Sexual Offences Act 2003; 128.1.5 United Nations Convention on the Rights of the Child (UNCRC); 128.1.6 Other Laws that Affect Children; 128.1.7 Data Protection Act 1984; 128.1.8 Equality Act 2010; 128.1.9 Health and Safety at Work Act 1974; 128.1.10 Human Rights Act 1989; 128.1.11 Mental Health Act 1983; 128.1.12 Race Relations Act 1976; 128.1.13 Special Educational Needs and Disability Act 2001; 128.1.14 OfSTED operate a registration and inspection system for the following services: <ul style="list-style-type: none"> (a) Childminders; (b) Crèches;

	<p>(c) Day Nurseries;</p> <p>(d) Out of School Clubs / Holiday Play schemes;</p> <p>(e) Playgroups; and</p> <p>(f) Private Nursery Schools.</p> <p>128.1.15 Nutritional guidelines commissioned by DfE and available via the Children's Food Trust website.</p>
Standard	<p>128.2 The Supplier shall provide a Child Care Nursery Service to care for children aged between three (3) months and an age suitable for first entry to school. With the express permission of the Buyer the Supplier may care for children aged between six (6) weeks and three (3) months.</p> <p>128.3 As a minimum, Standard 2 of the National Standards apply in the recruitment of Supplier Staff delivering this Service.</p> <p>128.4 The Supplier must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all OfSTED National Standards.</p> <p>128.5 The Supplier must ensure that all refreshments will be prepared on the nursery premises, in accordance with Food Hygiene Regulations.</p> <p>128.6 The Supplier shall:</p> <p>128.6.1 Undertake to supply information and attain OfSTED registration of the nursery prior to the NEC3 Call-Off Commencement Date and each Year thereafter for the Call-Off Contract (NEC3 Contract used with the consent of Thomas Telford Ltd);</p> <p>128.6.2 Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the Buyer Representative for fault reporting where appropriate. Ground maintenance, grass cutting and plant upkeep, is the responsibility of the landlord; and</p> <p>128.6.3 All Supplier Staff with direct contact with children (or vulnerable adults) must pass a Disclosure Barring Service DBS check (formerly CRB) before commencing duty.</p>
Service L:2	129. SL2: SPORTS AND LEISURE

Legislation, ACoP or similar industry or Government guidelines	<p>129.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>129.1.1 The Provision and Use of Work Equipment Regulations 1998;</p> <p>129.1.2 British Standard 1892 Part 1 & 2:1986;</p> <p>129.1.3 British Standard 5696 Part 3:1979;</p> <p>129.1.4 British Standards 7188 and 7044; and</p> <p>129.1.5 Guidance shall be sought from the various trade and governing bodies for the sector including; and British Association of Advisors and Lecturers in Physical Education (BAALPE).</p>
Standard	129.2 The Supplier shall ensure that the care and maintenance of all gym, keep fit equipment and floor surfaces will be in line with manufacturer's recommendations and common Good Industry Practices.
Service L:3	130. SL3: DRIVER SERVICE
Standard	<p>130.1 The Supplier shall provide this Service in line with the Buyer's policy on sustainable development.</p> <p>130.2 The Supplier shall provide and maintenance vehicles in line with the Government Buying Standards:</p> <p>130.2.1 See: The GBS for Transport (vehicles).</p>
Service L:4	131. SL4: FIRST AID AND MEDICAL SERVICES
Legislation, ACoP or similar industry or Government guidelines	<p>131.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>131.1.1 First Aid Regulations 2013;</p> <p>131.1.2 The Health and Safety (First-Aid) Regulations 1981; and</p> <p>131.1.3 Diving at Work Regulations 1997.</p>

Standard	131.2 The Supplier shall ensure that Supplier Staff providing this Service are suitably qualified in order to deliver basic First Aid (First Response) and competent to refer casualties to a doctor or dentist if the injury / condition is more serious.
Service L:5	132. SL5: FLAG FLYING SERVICE
Legislation, ACoP or similar industry or Government guidelines	<p>132.1 The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions:</p> <p style="padding-left: 40px;">132.1.1 Health and Safety at Work Act 1974; and</p> <p style="padding-left: 40px;">132.1.2 The Work at Height Regulations 2005</p> <p>132.2 Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF).</p>
Standard	<p>132.3 The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. Certain sensitive sites will raise and lower flags at alternative times due to the presence of media.</p> <p>132.4 The Supplier may explore the synergies between all other services when considering resourcing this Service i.e. Security.</p> <p>132.5 The Supplier shall ensure that the appropriate Personal Protective Equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of Supplier Staff, Buyer staff and Building Users and members of the public at all times.</p>
Service L:6	133. SL6: JOURNAL, MAGAZINE AND NEWSPAPER SUPPLY
Standard	<p>133.1 The General Requirements for Contract Management shall apply.</p> <p>133.2 Compliance with Government hospitality policies shall be adhered to at all times.</p> <p>133.3 Payment shall be via a pass-through basis (unit cost, labour & overhead).</p> <p>133.4 The Supplier shall be responsible for the provision of all equipment to perform the Service.</p>
Service L:7	134. SL7: HAIRDRESSING SERVICE

Standard	<p>134.1 There is no recognised Standard for this service.</p> <p>134.2 The General Requirements for Contract Management shall apply.</p> <p>134.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:8	135. SL8: FOOTWEAR COBBLING SERVICE
Standard	<p>135.1 There is no recognised Standard for this service.</p> <p>135.2 The General Requirements for Contract Management shall apply.</p> <p>135.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:9	136. SL9: PROVISION OF CHAPLAINCY SUPPORT SERVICES
Standard	<p>136.1 There is no recognised Standard for this service.</p> <p>136.2 The General Requirements for Contract Management shall apply.</p> <p>136.3 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:10	137. SL10: HOUSING AND RESIDENTIAL ACCOMMODATION MANAGEMENT
Standard	<p>137.1 The General Requirements for Contract Management shall apply.</p> <p>137.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service L:11	138. SL11: TRAINING ESTATE / ESTABLISHMENT MANAGEMENT
Standard	<p>138.1 The General Requirements for Contract Management shall apply.</p>

	138.2 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.
• WORK PACKAGE M – CAFM	
Service M:1	139. SM1: CAFM
Legislation, ACoP or similar industry or Government guidelines	<p>139.1 Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning</p> <p>139.2 Centre for the Protection of the National Infrastructure (CPNI).</p> <p>139.3 BS 25999: Business Continuity Management.</p> <p>139.4 ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</p> <p>139.5 ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</p> <p>139.6 ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</p> <p>139.7 ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</p> <p>139.8 ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</p> <p>139.9 ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</p> <p>139.10 The CAFM system shall have the capability to meet the requirements of Government Soft Landings (GSL).</p> <p>139.11 The CAFM system shall have the capability to meet the requirements of Business Information Modelling (BIM) mandated requirements across Central Government (currently BIM Level 2).</p> <p>139.12 PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.</p> <p>139.13 The CAFM system shall have the capability to codify Asset to Uniclass 2015, NRM3 and SFG20 coding.</p>

	<p>139.14 Uniclass Classification Tables.</p> <p>139.15 National Rules of Measurement (NRM3).</p>
Standard	<p>139.16 The CAFM System will be bespoke by the very nature in relation to the Buyer activity. The Supplier shall automate the collection of Data and thereby influence the maintenance of the built environment and the delivery of facilities management Services. Typically, they track and maintain the following core facilities activities:</p> <ul style="list-style-type: none"> 139.16.1 Strategic planning - real estate, business operations, headcount requirements, forecasting future space; 139.16.2 Space planning & management - allocations, inventory, churn; 139.16.3 Planned Preventative Maintenance Programme; 139.16.4 forward maintenance register; 139.16.5 People management – occupancy rates, staff; 139.16.6 Maintenance management - demand (reactive) and scheduled (preventive maintenance); 139.16.7 Emergency management – business continuity; 139.16.8 Disaster planning – business recovery; 139.16.9 Health and safety information – CDM, asbestos; 139.16.10 Capital project management - construction/renovation, large scale move management; 139.16.11 Lease management - property financial data (rentals and insurances); 139.16.12 Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets; 139.16.13 Building information management – integration and interaction with other programs; 139.16.14 Sustainability – energy, water and waste performance, building certifications; and 139.16.15 Building information.

	<p>139.17 While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.</p> <p>139.18 The Buyer should have real time live access to the Supplier's CAFM System.</p> <p>139.19 Business Continuity and Disaster Recovery:</p> <p>139.19.1 The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;</p> <p>139.19.2 In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;</p> <p>139.19.3 The Supplier shall ensure that the CAFM System can support the Buyer during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and</p> <p>139.19.4 In line with common industry practice the CAFM System will have its own Business Continuity and Disaster Recovery Plan in place to enable continuity of Service without degradation.</p> <p>139.20 The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Buyer:</p> <p>139.20.1 Helpdesk including:</p> <ul style="list-style-type: none"> (a) Room Booking; (b) Car Parking; (c) Catering; (d) IT Support; and (e) Other services as required and defined by the Buyer. <p>139.20.2 The Helpdesk shall also:</p> <ul style="list-style-type: none"> (a) Record and report by each Buyer Property or region;
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	<ul style="list-style-type: none"> (b) Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests; (c) automated status updates to the Buyer; (d) easily search and ensure visibility of calls/activities; (e) automate associated hazard warnings, including asbestos alerts; (f) allow cost allocation; (g) Ensure clear and proactive management of Service Level Agreements; (h) Log all Calls via intranet/internet; and (i) Automate prioritisation of work and job escalation when appropriate. <p>139.20.3 Asset Management:</p> <ul style="list-style-type: none"> (a) Asset labelling is required either as a bar code or unique number linked into CAFM System; (b) Relevant Assets shall be included in the forward maintenance register, which must then be updated during the life of the contract as Assets are added or deleted; (c) Numerous elements of data storage against Assets including location, warranty, parts and maintenance records; (d) Asset data to be coded to be compliant with the requirements of SFG20, Uniclass:2015 and NRM3; (e) Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset's service history; (f) Future actions and maintenance requirements will generate alerts at the appropriate time; (g) Integration with other facilities Data provides detailed financial and ownership details; (h) Movement and tracking of Assets within existing or external systems; (i) Association of Assets to personnel departments or locations;
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	<ul style="list-style-type: none"> (j) Asset contract association for automatic issue of related Service Requests to maintaining Supplier; (k) Easy export of Asset Data to third party applications or generation of an Asset register; (l) Full Asset reporting available for automatic distribution to interested parties; (m) Ability for two-way communication, import data from third party financial software or export to a data file; (n) Asset lifecycle reporting including repair details and costs per Asset; (o) Update of Assets with Condition Survey details to feed into an annual life cycle report for the Buyer consideration; and (p) Identify Assets that are replaced or retired so that the Buyer can track against its financial records.
	<p>139.20.4 Costs:</p> <ul style="list-style-type: none"> (a) Costs tracked through multi-level hierarchy of budgets, contracts and projects; (b) Transparent views of full facilities spend and generation of single or multi-line purchase orders; (c) Ability to discount purchase orders or individual line items; (d) Purchase order receipt acknowledgement; (e) Easy to navigate, search and view all budget information;; (f) Projects functionality enables tracking of project spend, key dates and stakeholders; (g) Easy distribution of information to stakeholders; (h) Financial reports available for ad hoc reporting or scheduled generation; (i) Easy to navigate Data tree to ensure simple management and retrieval of all facilities information; (j) Management of Health and Safety equipment and Service Requests; and (k) Consider applying a purchase threshold over which the Buyer needs to authorise.

	<p>139.20.5 Property Management:</p> <ul style="list-style-type: none"> (a) Dynamic link to property related planned maintenance activities; (b) Storage and maintenance of hazardous element Data such as asbestos; (c) Ability to track condition of building elements including structure, fabric and mechanical; (d) Monitoring of building lifecycle costs and energy efficiency; (e) Storage of all property related documents such as contracts, lease agreements and Health and Safety documents; (f) Easy to navigate storage of all company and building contact information; (g) Generation of property management reports; (h) Use of familiar AutoCAD tools to detail and manage space allocation; (i) Map spaces, Assets and assign attributes; (j) Two-way communication between facilities drawings and the Database; and (k) Easy movement and tracking of Assets. <p>139.20.6 Management Information:</p> <ul style="list-style-type: none"> (a) Helpdesk performance management; (b) Automatic generation of reports; (c) Direct email distribution to stakeholders; (d) Specific corporate reporting requirements easily created; (e) Analyse the Data using reporting functionality; (f) Extensive reports provided as standard; (g) Measured performance benchmarking; (h) Cost Control and monitoring; (i) Ensure there is the capability to link 'parent' & 'child' Service Requests and track Service Requests through the various stages to completion; and
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	<p>(j) Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.</p> <p>139.20.7 Reporting:</p> <p>(a) The Supplier shall develop the format standard and frequency of reporting with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p> <p>139.20.8 Room Booking / Workplace Allocation:</p> <p>(a) All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;</p> <p>(b) The Service shall include the facility to accept electronic online bookings and confirmations;</p> <p>(c) The system shall ensure no double bookings;</p> <p>(d) The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and</p> <p>(e) Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.</p>
• WORK PACKAGE N – HELPDESK SERVICES	
Service N:1	140. SN1: HELPDESK
Legislation, ACoP or similar industry or Government guidelines	<p>140.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>140.1.1 Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning.</p>
Standard	<p>140.2 The Supplier shall ensure that Supplier Staff manning the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.</p>

	<p>140.3 The Supplier shall ensure that all Supplier Staff manning the Helpdesk are provided with documented training, to including:</p> <p>140.3.1 Extensive training on the CAFM System package;</p> <p>140.3.2 Buyer service skills;</p> <p>140.3.3 Service call management;</p> <p>140.3.4 Listening skills;</p> <p>140.3.5 Escalation Procedures;</p> <p>140.3.6 Supplier site inductions;</p> <p>140.3.7 Knowledge of Access and Permit to Work procedures;</p> <p>140.3.8 Buyer BCDR and Emergency procedures;</p> <p>140.3.9 Training in respect of all operational areas of the Buyer's premises; and</p> <p>140.3.10 Helpdesk Response Times are detailed in Appendix E – Helpdesk Response Times.</p> <p>140.4 The Helpdesk shall also:</p> <p>140.4.1 Provide a Freephone number from UK landlines to the Buyer;</p> <p>140.4.2 Record and report by each Buyer Property or region across all Service lines;</p> <p>140.4.3 Review work assignment to both maintenance staff and Subcontractors;</p> <p>140.4.4 Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the Buyer; and</p> <p>140.4.5 Record and manage customer satisfaction processes and complaints.</p>
• WORK PACKAGE O – BILLABLE WORKS	
141. GENERAL REQUIREMENTS	
Legislation, ACoP or similar industry	<p>141.1 Compliance with Call-Off Schedule 4a – Billable Works and Projects.</p> <p>141.2 RIBA Plan of Work 2013.</p>

or Government guidelines	
Standard	<p>141.3 The General Requirements for Management Services shall apply.</p> <p>141.4 The Supplier shall develop the Service with the Buyer and shall deliver it in accordance with the specific Buyer requirements.</p>
Service O:1	142. SO1: BILLABLE WORKS
Legislation, ACoP or similar industry or Government guidelines	<p>142.1 Call-Off Schedule 4a – Billable Works and Projects.</p> <p>142.2 For all minor refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</p> <p>142.3 Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.</p> <p>142.4 In addition, there are Government Buying Standards for a range of electrical goods.</p> <p>142.5 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable:</p> <p>142.6 The Service shall be delivered in line with Appendix I - Property Classification.</p>

2. Legislative standards

2.1. This list of codes of practice is not exhaustive. These legislative standards must be complied with (under the “comply with applicable laws” Framework Agreement provision) in any event and nothing in the Service Requirement or Standards absolve the Supplier from doing so.

2.2. From the current issue of maintenance procedures the Authority has identified the Mechanical and Electrical Maintenance procedures and also the Building Fabric Maintenance procedures that have a mandatory, statutory and legislative requirement to undertake. The legislation, Codes of Practice, Standards etc. used as the basis of this identification are identified below:

Table 1: Legislation

No.	Title
1	Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)
2	Health and Safety at Work Act 1974 (HSW)
3	Management of Health and Safety at Work Regulations 1999 (MHSWR)
4	Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR)
5	Provision and Use of Work Equipment Regulations 1998 (PUWER)
6	Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
7	Work at Height Regulations 2005 (WAHR)
8	Waste Electrical and Electronic Equipment Regulations 2006 (WEEE)
9	Construction (Design and Management) Regulations 2015 (CDM)
10	Personal Protective Equipment Regulations 2002 (PPE)
11	Control of Substances Hazardous to Health Regulations 2002 (COSHH)
12	Pollution Prevention and Control (England and Wales) Regulations 2000
13	Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017
14	Modern Slavery Act 2015
15	Energy Act 1983

16	The Regulatory Reform (Fire Safety) Order 2015
17	The Wildlife and Countryside Act 1981
18	Boiler (Efficiency) Regulations 1993
19	Clean Air Act 1993
20	The Air Quality Standards Regulations 2010
21	The Air Quality Standards (Amendment) Regulations 2016
22	The Air Quality Standards (Wales) Regulations 2010
23	The Air Quality Standards (Scotland) Regulations 2010
24	The Air Quality Standards (Northern Ireland) Regulations 2010
25	The Air Quality Standards (Amendment) Regulations (Scotland) 2016
26	The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017
27	Construction (Design and Management) Regulations (CDM) 2015
28	Control of Asbestos at Work 2012
29	Confined Spaces Regulations 1997
30	L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems.
31	HSG 274: Legionella Technical Guidance
32	Water Supply (Water Fittings) Regulations 1999
33	Control of Noise at Work Regulations 2005
34	Control of Pollution (Oil Storage) Regulations 2001
35	Electricity at Work Regulations 1989
36	Electrical Equipment (Safety) Regulations 1994
37	EU product regulation - guidelines on the appointment of UK notified bodies: 2016
38	Electromagnetic Compatibility Regulations 2005

39	Energy Performance of Buildings (Certificates and Inspections) Regulations 2007
40	Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012
41	Pollution Prevention and Control Act 1999
42	The Environment Act 1995
43	The Environment (Wales) Act 2016
44	The Environmental Protection Act 1990
45	European F-Gas Regulation
46	F Gas Regulations 2015
47	Factories Act 1961
48	Food Safety Act 1990
49	The Food Safety and Hygiene (England) Regulations 2013
50	Fuel and Electrical (Heating) (Control) (Amendment) Order 1980
51	Gas Safety (Management) Regulations 1996 (as amended)
52	Gas Appliances (Safety) Regulations 1995
53	Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
54	Pipelines Safety Regulations 1996 (PSR)
55	Pressure Systems Safety Regulations 2000 (PSSR)
56	Pressure Equipment Regulations 1999
57	Simple Pressure Vessels (Safety) Regulations 1991
58	Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR)
59	Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR)
60	Sustainable and Secure Buildings Act 2004
61	Lift Regulations 1997

62	Notification of Cooling Towers and Evaporative Condensers Regulations 1992
63	Ozone Depleting Substances Regulations 2015
64	Energy Performance of Buildings Directive
65	Private Security Industry Act 2001
66	Courts Act 2003 Section 1 (1)
67	The Criminal Justice Act 1991
68	Controlled Waste (England & Wales) Regulations 2012
69	The Carriage of Dangerous Goods Regulations
70	The Safe Management of Healthcare Waste Memorandum (HTM 07-01)
71	Directive 2008/98/EC on Waste (Waste Framework Directive 2008)
72	Waste list Decision 2000/532/EC
73	The Hazardous Waste (England & Wales) Regulations 2005
74	The List of Wastes (England) Regulations 2005
75	The List of Wastes (Wales) Regulations 2005
76	The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861
77	The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507
78	The Waste (England & Wales) (Amendment) Regulations 2012
79	Health & Safety Guideline (HSG) – HSG 33 (4 th Edition 2012) – Health & Safety in Roof Work
80	Health & Safety Guideline (HSG) – HSG 258 (3 rd Edition 2017) – Controlling airborne contaminants at work. A guide to LEV.

Table 2: Guidance Notes and Codes of Practice:

No.	Title
1	HSE Guidance Note PM5 1989 Automatically controlled steam and hot water boilers (and BS EN 61508)
2	Prevention and Control of Legionellosis (Including Legionnaires' Disease) HSE Approved Code of Practice L8 (ACOP L8)
3	Safe use of Pesticides for Non-agricultural Purposes Approved Code of Practice L9 ACoP L9
4	ACOP L22 & L33 - Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998
5	ACOP L122 - Safety of Pressure Systems
6	Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002
7	NFPA25 – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems
8	Food and Hygiene Regulations 2005
9	Food and Hygiene Regulations 2005
10	HSG 250 Guidance on Permit to Work Systems
11	Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property
12	HVCA Internal Cleanliness of Ventilation Systems TR/19
13	HSG 253 The Safe Isolation of Plant and Equipment
14	ACOP L101 Confined Space Regulations
15	ACOP L122 Pressure System Safety Systems 2000
16	ACOP L8 The Control of Legionella Bacteria in Water Systems 2013
17	ACOP L56 Safety in the installation and use of gas systems and appliances – 4 th Edition: 2013
18	UKPLG Code of Practice No. 7
19	The Horticulture Code of Practice 2011 / Horticultural Code for Scotland

Table 3: BS / ISO / EN Standards:

No.	Title
1	BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005
2	BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises
3	BS 5588 Fire Precautions in the Design, Construction and use of Buildings 1990-2004
4	BS 6173: 2009 (this Standard requires interlocking of mechanical ventilation systems and gas supplies for all types of appliances in commercial kitchens, preventing a gas appliance from being switched on before the ventilation system is operating)
5	BS 6700 Specification for Design, Installation, Testing and Maintenance of services supplying water for domestic use within buildings and their cartilages 2006 & A1: 2009
6	BS 7671 Requirements for Electrical Installations – IEE Wiring Regulations 17 th Edition 2009
7	BS 7430: Code of Practice for Earthing Protection of Electrical Systems 2011
8	BS EN 62305 (parts 1-5) Protection against lightning
9	BS 5306 Part 4: 2002 – Fire Extinguishing Installations – CO2 Systems
10	BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009
11	BS EN 3 Portable Extinguishers
12	BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017
13	BS EN 671-1: Fixed Fire Fighting Systems 2012
14	BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment
15	BS 476 Fire Tests
16	BS EN 795 Personal Fall Protection Equipment
17	BS 7883:2005 – Code of practice for the design, selection, installation, use and maintenance of anchor devices conforming to BS EN 795:2012

18	BS 12094: Fixed Fire Fighting Systems 2003-2006
19	BS 9251: 2005 Sprinkler systems for residential and domestic occupancies
20	BS 750: Registered Homes Act 1984 (as a FIR1)
21	BS EN ISO/IEC 17020: 2012 General criteria for the operation of various types of bodies performing inspections
22	BS 7036 Part 1-5: 1996 Code of Practice for safety for powered doors for pedestrian use. Revolving doors.
23	BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2nd and 3rd family gases)
24	BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations
25	BS 6571 Part 4: Vehicle Parking Control Equipment 1989
26	BS5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation
27	BS EN 14175-2: 2003 – Fume Cupboards
28	BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance
29	BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets.
30	BS 9999:2008 – Fire precautions in the design, construction and use of buildings. Managing fire safety.
31	BS 9999:2017 – Fire safety in design, management and use of buildings. Code of practice.
32	BS 9991:2011 – Fire precautions in the design, construction and use of buildings. Code of Practice for residential buildings.
33	BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology.
34	BS 6173:2009 – Specification for installation and maintenance of gas-fired catering appliances for use in all catering establishments (2 nd & 3 rd family gases)
35	BS EN 795:2012 – Personal fall protection equipment. Anchor devices.
36	TR19: Internal Cleanliness of Ventilation Systems - Guide to Good Practice
37	TM46: Hygiene Maintenance of Office Ventilation Systems

38	NHS Estates HTM 2025
39	BS 7858 - Code of Practice for Security Screening of Personnel Employed in a Security Environment
40	BS 7499 - Code of Practice for Static Site Guarding and Mobile Patrol Services
41	BS 7984 - Code of Practice for Key-holding and Response Services
42	BS 7958 - Code of Practice for CCTV Management and Operation
43	BS 7960 - Code of Practice for Door Supervisors
44	BS 8406 - Code of Practice for Event Stewarding and Crown Safety Services
45	BS 7872 - Code of Practice for Operation of Cash-in-Transit Services (collection & delivery)
46	ISO 9001 - Quality Management
47	ISO 14001 - Environmental Management
48	BS EN 16636:2015 – Pest management Services
49 *	<i>ISO 27001 - Information Security Management System</i>
50 *	<i>ISO 44001 - Collaborative business relationship management systems – Requirements and framework</i>
51 *	<i>ISO 31000 – Risk Management</i>

* Where required by the Buyer at Call Off.

Table 4: Building Regulations (England & Wales Only):

No.	Title
1	Building Act 1984
2	Building Regulations Act 1991 2000 Part B, Approved Document B (2006)
3	Building Regulations Act 2000 Approved Document F (2010)
4	Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments
5	Building Regulations Act 2000 Approved Document H (2002)
6	Building Regulations Act 1991 2000 Approved Document J (2010)
7	Building Regulations Act 1991, 2000 Approved Part M (2004)
8	Building Regulations Act 2000 Approved Part L (2010)
9	Building Regulations Act 2000 Approved Document P (2006)

Table 5: Miscellaneous:

No.	Title
1	At request of Fire Officer
2	Local Act
3	SFG 20 Guidelines
4	Buyer specific work practices and standards
5	RIBA (Royal Institute of British Architects) Plan of Work: 2013

(Regulations are continually being updated and amended and as such can only be considered valid prior to the day of issue)

3. Classification of waste disposal

3.1. The following table provides for the destruction baseline for protectively marked documents.

Level	Information Assets	Physical Assets
OFFICIAL	<ul style="list-style-type: none">• Make retrieval and reconstitution unlikely.• Make actual or attempted compromise likely to be detected.	<ul style="list-style-type: none">• Dispose of with care or destroy to make reconstitution unlikely.• Make actual or attempted compromise likely to be detected.
SECRET	<ul style="list-style-type: none">• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.• Detect actual or attempted compromise and help identify those responsible.	<ul style="list-style-type: none">• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.• Prevent identification of constituent parts.• Detect actual or attempted compromise and help identify those responsible.
TOP SECRET	<ul style="list-style-type: none">• Do everything necessary to prevent retrieval or reconstitution.• Ensure that there are robust measures in place to prevent compromise from sustained attack.• Detect actual or attempted compromise and make it likely that those responsible will be identified.	<ul style="list-style-type: none">• Do everything necessary to: prevent retrieval.• Prevent identification of constituent parts.• Ensure that there are robust measures in place to prevent compromise from sustained attack.• Detect actual or attempted compromise and make it likely that those responsible will be identified.

4. Helpdesk response times

4.1. Service requests of any nature shall be acknowledged within fifteen (15) minutes and the caller informed of the action to be taken. The response times for activities managed through the central helpdesk for all Services shall be as follows:

4.1.1. Each Category 'A' work request to be available to both the appropriate Supplier and Buyer Authorised Representative within five (5) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

4.1.2. Oral escalation to the Buyer Authorised Representative (within twenty (20) minutes of allocation to the Supplier) of those Category 'A' work requests unacknowledged by the Supplier ten (10) minutes after such allocation.

4.1.3. All Category B reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within fifteen (15) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

4.1.4. All Category C reactive work requests and any elective work requests to be available on the Systems to the appropriate Buyer Authorised Representative within thirty (30) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

5. Service delivery response times

5.1. Over-arching response requirements

- 5.1.1. It is required when sending a person/engineer to attend a reactive event, at the time of despatch the person/engineer despatched is suitably qualified and is able to complete the repair or task.
- 5.1.2. For activities detailed in Tables 1 and 2 below, the activity is defined to be closed or concluded when the helpdesk/CAFM System receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion.
- 5.1.3. When the activity in 5.1.2 above is closed or concluded, within fifteen (15) minutes, an email/text/electronic communication is sent to the originator of the event advising that the job is closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.

5.2. On-site FM service delivery response times

- 5.2.1. The following Table A describes the reactive response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the Supplier from an on-site facility at the Buyer Premises.
- 5.2.2. The Supplier shall meet these reactive response times in relation to the Buyer requirements.

Table A – Response and Rectification Times – On-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[15] minutes	[1] Hour	Permanent solutions to health and safety issues to be achieved within [12] hours of notification. Security measures must be permanently rectified within [6] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[30] minutes	[2] hours	[1] Working Day
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[2] hours	[Next Working Day]	[2] Working Days
D	Routine	Matters of a routine nature.	[5] Working Days	n/a	[10] Working Days
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)
F	Consumables	Requests for restocking of toilet or other consumables.	[30] minutes	n/a	Toilet to be restocked within [30] minutes of notification to the Help Desk.

G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Help Desk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call.
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[10] minutes of booking.
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgment [2 hrs]	Update [24 hrs]	Written Report (findings & recommendations) [3 working days]
K	Ad hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category DO NOT require an enhanced response above that of Routine.	[5] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	[3] Working Days	n/a	[5] Working Days
M	Call Back	A failure in delivery of any Service, at any time, which			

		requires a re-attendance of the technician / operative to complete the task satisfactorily.	[2] hours	n/a	[4] hours
N	Reprographic s request	A request for Service; allocated a Call Category dependent on the time frame requested (between [2] & [72] hours).	[2] / [72] hours	n/a	[2] / [72] hours

5.3. Off-site FM service delivery response times

- 5.3.1. The following Table B describes the response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the Supplier via an off-site facility.
- 5.3.2. The Supplier shall meet these reactive response times in relation to the Buyer requirements.

Table B – Response and Rectification Times – Off-Site

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)	Completion Due
A	Critical	Matters giving rise to an immediate health and safety, business critical or security risk.	[45] minutes	[2] Hour	Permanent solutions to health and safety issues to be achieved within [24] hours of notification. Security measures must be permanently rectified within [18] hours.
B	Emergency	Matters that prevent or severely restrict the Authority from conducting normal operations.	[2] hours	[4] hours	[Next Working Day]
C	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	[4] hours	[Next Working Day]	[5] Working Days
D	Routine	Matters of a routine nature.	[10] Working Days	n/a	[15] Working Days
E	Billable Works	New Work, change or cosmetic requests.	n/a	n/a	Initial attend and schedule completion date within [10] Working Days of request (actual completion has no SLA)

F	Consumables	Requests for restocking of toilet or other consumables.	[2] hours	n/a	Toilet to be restocked within [2] hours of notification to the Helpdesk.
G	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	[15] minutes	n/a	Capable assistance to be in attendance within [15] minutes of notification to the Helpdesk.
H	Small Moves	Requests for the booking of porters or drivers.	n/a	n/a	[30] minutes of receipt of call
I	Messengers	Requests for Messengers or Couriers to provide a Service.	n/a	n/a	[30] Minutes of booking
J	Complaint	A failure in delivery of any Service, at any time.	Acknowledgement [2 hours]	Update [24 hrs]	Written Report (findings & recommendations [3 working days])
K	Ad hoc	Matters of an Ad hoc or unplanned nature by the virtue of its category DO NOT require an enhanced response above that of Routine.	[10] Working Days	n/a	[15] Working Days
L	Uncompleted task	A Scheduled task not completed as announced / described requiring a	[3] Working Days	n/a	[10] Working Days

		higher than Routine response.			
M	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task.	[4] hours	n/a	[1] Working Day
N	Reprographics request	A request for Service, allocated a Call Category depend on the time frame requested – between [2] & [72] hours.	[2] / [72] hours	n/a	[2] / [72] hours

Please note – For the purposes of this procurement, potential providers should review both Table A and Table B Response Times. The buyer may amend figures in square brackets [] to suit their individual requirements at Call-Off stage.

6. Other standards

Table 1 - Planned Maintenance (PPM) Services

Standard	Synergy with SFG20	Description	
A	Red (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	The general or normal Service Level.	This Standard includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory, mandatory or regulatory requirements together with sector / organisation compliance needs and will include business critical maintenance activities.
	Pink (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
	Amber (Function critical tasks which must be carried out to maintain business critical assets. By carrying them out at the recommended level of frequency, it will avoid the over or under-maintenance of functional / critical assets).		
B	Red (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	This is the minimum level of services required.	This includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory and mandatory requirements.
	Pink (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
C	Green (Discretionary tasks which must be carried out in order to maintain non-critical assets).	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.). To include elements of Red (statutory), Pink (mandatory, regulatory, sector and organisational compliance) and Amber (discretionary) as defined by the Buyer.	Whilst maintaining the core requirements of Standard B, this Standard provides for a bespoke maintenance regime which may include discretionary or non-critical maintenance for specialised properties or circumstances as detailed in the Service Requirements by the Buyer at Call Off. Consequently it will reflect either an enhanced or reduced planned maintenance requirement.

Table 2 - Internal and External Building Fabric Maintenance Services

Standard	Description	
A	The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	This level of maintenance Service this includes a regularly planned maintenance regime which aims to keep all elements of the structure, fabric and finishes and overall appearance of the Property at an acceptable performance level. This includes both internal and external elements. This would include any statutory requirements including any health and safety activities not already captured as part of the planned maintenance regime.
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	This level of Service, which is discretionary, will provide for an enhanced maintenance approach whereby certain elements of fabric require a higher level of attention due to the environment or circumstances in which it is situated.
C	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g. mothballed buildings, garages warehouses, etc.).	This level of Service will be bespoke and site or area specific. It is likely to offer unique challenges to the Supplier and require a deviation from the normal or expected approach or regime. This deviation will reflect either an enhanced or reduced fabric maintenance requirement (an example could be the maintenance of the front door for No 10, Downing Street which is constantly in the public eye).

Table 3 - Cleaning Services

Standard	Description	
A	The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free.
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. This standard would be above and beyond the norm expected for general office spaces and public accessible areas.
C	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area e.g. mothballed buildings, garages warehouses, etc.	Areas subject to this standard will be specified as requiring a bespoke or unique approach to cleanliness. This deviation from the normal or expected approach or regime will reflect either an enhanced or reduced cleaning requirement. The standard will be specified as will frequency of Service. This standard could apply to, for example, a laboratory or healthcare environment where specialist procedures are required to limit infection and cross contamination. The standard could also be used to describe activities to be undertaken in buildings or areas that are mothballed or not in use and requiring a very limited Service. Likewise, areas such as warehouses, storage areas and garages may also require a very limited Service and these would also be specifically described.

7. Property classification

Table 1 – Properties categorised as Standard:

Building Category	Business & Occupational Profile	Description
1	General office - Customer Facing	General office areas and customer facing areas.
2	General office - Non Customer Facing	General office areas and non-customer facing areas.
3	Call Centre Operations	Call centre operations.
4	Warehouses	Large storage facility with limited office space and low density occupation by Supplier Personnel.
5	Restaurant and Catering Facilities	Areas including restaurants, deli-bars and coffee lounges areas used exclusively for consuming food and beverages.
6	Pre-School	Pre-school, including crèche, nursery and after-school facilities.
7	Primary School	Primary school facilities.
8	Secondary School	Secondary school facilities.
9	Special Schools	Special school facilities.
10	Universities and Colleges	University and college, including on and off site campus facilities but excluding student residential accommodation facilities.
11	Doctors, Dentists and Health Clinics	Community led facilities including doctors, dentists and health clinics.
12	Nursery and Care Homes	Nursery and care home facilities.

Table 2 – Properties categorised as Non-Standard / Other:

Building Category	Business & Occupational Profile	Description
1	Data Centre Operations	Data centre operation.
2	External parks, grounds and car parks	External car parks and grounds including externally fixed Assets - such as fences, gates, fountains etc.
3	Laboratory	Includes all Government facilities where the standard of cleanliness is high, access is restricted and is not public facing.
4	Heritage Buildings	Buildings of historical or cultural significance.
5	Nuclear Facilities	Areas associated with Nuclear activities.
6	Animal Facilities	Areas associated with the housing of animals such as dog kennels and stables.
7	Custodial Facilities	Facilities relating to the detention of personnel such as prisons and detention centres.
8	Fire and Police Stations	Areas associated with emergency services.
9	Production Facilities	An environment centred around a fabrication or production facility, typically with restricted access.
10	Workshops	Areas where works are undertaken such as joinery or metal working facilities
11	Garages	Areas where motor vehicles are cleaned, serviced, repaired and maintained.
12	Shopping Centres	Areas where retail services are delivered to the Public.
13	Museums /Galleries	Areas are generally open to the public with some restrictions in place from time to time. Some facilities have no public access.
14	Fitness / Training Establishments	Areas associated with fitness and leisure such as swimming pools, gymnasias, fitness centres and internal / external sports facilities.
15	Residential Buildings	Residential accommodation / areas.
16	Port and Airport buildings	Areas associated with air and sea transportation and supporting facilities, such as airports, aerodromes and dock areas.

17	List X Property	A commercial site (i.e. non-Government) on UK soil that is approved to hold UK government protectively marked information marked as 'confidential' and above. It is applied to a company's specific site and not a company as a whole.
18	Hospitals	Areas including mainstream medical, healthcare facilities such as hospitals and medical centres.
19	Mothballed / Vacant / Disposal	Areas which are vacant or awaiting disposal where no services are being undertaken.

Appendix 1 – Government Buying Standards ("GBS") for Food and Catering

Department for Environment, Food and Rural Affairs

THE GOVERNMENT BUYING STANDARD FOR FOOD AND CATERING SERVICES¹

¹ Updated March 2015 to clarify wording regarding sweetened beverages

Central government procurers directly or through their catering contractors are required to apply this GBS. Others are encouraged to follow it. It includes a set of minimum mandatory standards for inclusion in tender specifications and contract performance conditions. It also includes some best practice standards which are recommended but not required.

The Balanced Scorecard is a supporting tool to use in order to procure food and catering services. It goes beyond production standards, resource efficiency and nutrition helping provide a comprehensive tool for setting technical specifications and evaluating bids. It includes award criteria to reward good practice, and to further stimulate investment and innovation.

IMPACT AREA

MANDATORY STANDARDS

A. Production, Processing and Distribution

1. Production Standards

All food served must be produced in a way that meets UK legislative standards for food production, or equivalent standards. Please refer to Section 2 - Legislative standards of this document for a list of relevant legislation.

If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body. Procurers or catering contractors must ensure that food is verifiable as meeting these standards by either checking that farm inspection systems meet UK standards of inspection or their equivalent, or if not, that they are subject to an independent assurance system.

2. Traceability of fresh, chilled and frozen produce	<p>Catering contractors or food suppliers shall ensure the traceability of fresh, chilled and frozen produce in accordance with current UK legislation or equivalent.²</p> <p>²Traceability and labelling of beef ,eggs, fish, shellfish, most fruit and vegetables, honey, olive oil, wine and imported poultry is covered by EU regulations. Regulations covering sheep meat, goat meat, swine meat and poultry will come into force in 2015. See here for details.</p>
3. Authenticity	The catering contractor or supplier must have systems in place to enable it to check and ensure authenticity of products.
4. Origin of meat and dairy	<p>In line with the industry principles on country of origin information³, food and catering service suppliers shall indicate the origin of the meat, meat products and dairy products either on the menu or accompanying literature. If this is not practicable, then at minimum the information must be available and be provided on request to the procuring authority or end consumer.</p> <p>³http://www.fdf.org.uk/publicgeneral/principles_on_country_of_orig_in_information.pdf</p>
Animal Welfare	
5. Animal welfare	<p>All food served must be produced in a way that meets UK legislative standards for animal welfare, or equivalent standards. Please refer to: https://www.gov.uk/animal-welfare</p> <p>UK standards are generally similar to EU standards for food production. There are, however, differences in animal welfare standards for some aspects of pig meat and broiler chicken production. Broiler chicken, pork and pork products must be compliant with UK standards, as set out in the Welfare of Farmed Animals Regulations 2007 (as amended).</p> <p>If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body. In such an eventuality, EU standards shall be met at minimum.</p>

6. Eggs	All eggs, including fresh in-shell, liquid and powdered eggs, are sourced from systems that do not use conventional cages. If from a caged system, enriched cages must be used.
Environment	
7. Higher environmental Production standards	<p>At least 10% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <p>i) Publicly available Integrated Production (IP) or Integrated Farm Management (IFM) standards that require the systematic and integrated management, at farm level, of:</p> <ul style="list-style-type: none"> - natural habitats & biodiversity; - prevention and control of pollution; - energy, water and waste; - management of soils, landscape and watercourses; <p>and contain within their scope requirements that are consistent with the definition of Integrated Pest Management (IPM) contained in European Council Directive 2009/128/EC</p> <p>OR</p> <p>ii) Publicly available organic standards compliant with European Council Regulation 834/2007 on organic production and labelling of organic products.</p> <p>NOTE: The 10% is of the total monetary value and can be made up of any combination of commodities allowing the procurer flexibility to find the best solutions for their circumstances.</p>
8. Palm oil	<p>From the end of 2015 all palm oil (including palm kernel oil and products derived from palm oil) used for cooking and as an ingredient in food must be sustainably produced.⁴</p> <p>⁴ Support and advice on procuring sustainable palm oil is available from http://www.cpet.org.uk/ (e-mail cpet@efeca.com, telephone 01305 236 100).</p>

9. Fish	<p>All fish⁵ are demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat', or equivalent).</p> <p>No 'red list' or endangered species of farmed or wild fish shall be used (Marine Conservation Society 'fish to avoid').</p> <p>⁵ Fish includes all fish including where it is an ingredient in a composite product.</p>
Variety and seasonality	
10. Seasonal produce	In respect of the use of fresh produce, menus shall be designed to reflect the natural growing or production period for the UK, and in-season produce shall be highlighted on menus.
B. Nutrition	
11. Reducing Salt	Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.
	Salt is not available on tables.
	At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls).
12. Increasing Fruit and Vegetable Consumption	At least 50% of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen.
	A portion of fruit is cheaper than a portion of hot or cold dessert.
	Meal deals include a starchy carbohydrate, vegetables and 1 portion of fruit.
13. Reducing Saturated Fat	Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available. At least 50% of hard yellow cheese has a maximum total fat content of 25g/100g; at least 75% of ready meals contain less than 6g saturated fat per portion; at least 75% of milk is reduced fat; and at least 75% of oils and spreads are based on unsaturated fats.

14. Cereals	At least 50% of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 22.5g/100g total sugars.
15. Fish	If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.
C. Resource Efficiency	
16. Water	Tap water is visible and freely available and such provision is promoted.
	Pre-bottled water (mineral or spring) is not included in the hospitality menu.
17. Reducing Landfill	Where waste management is included in the contract, facilities shall be available to staff and customers for recycling cans, bottles, cardboard and plastics.
18. Food waste	<p>Food and catering supplier with off-site meal preparation operations shall provide evidence of a systematic approach to managing and minimising the impacts of waste throughout their direct operations i.e. those operations over which they have direct financial and/or operational control. This shall include evidence of a continual improvement cycle of objective setting, measurement, analysis, review and the implementation of improvements actions.</p> <p>Catering service suppliers which will supply on-site catering services shall:</p> <ul style="list-style-type: none"> • Take steps to minimise food waste in their on- site operations by creating a food waste minimisation plan, describing what actions they will undertake⁶ • Review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and • Feed back to clients on progress and results with suitable regularity. <p>⁶ A list of potential aspects and actions is provided in the guidance for implementing the Government Buying Standard for Food & Catering. See the 'indicative checklist' in section 19: http://sd.defra.gov.uk/documents/GBS-guidance-food.pdf</p>
	The contracting authority shall check whether a separate food waste collection service can be provided. If the service can be provided, while achieving value for money, then it shall meet the best practice standard.

19. Energy Management	<p>Energy management policy (off-site catering operations)</p> <p>Catering service contractors with off-site preparation kitchen operations shall have in place an energy management policy appropriate to the nature and scale of their energy use and consumption. Their policy shall commit the organisation to the continual improvement of its energy performance</p> <p>Energy management policy (on-site catering operations)</p> <p>On-site catering operations shall be run in accordance with the host building's overall energy management policy.</p>
20. Catering equipment	<p>The minimum mandatory Government Buying Standards for catering equipment apply as well as the duty under Article 6 of the Energy Efficiency Directive.</p> <p>Kitchen taps shall have flow rates of not less than 5l/min delivered through either automatic shut off, screw down/lever, or spray taps; and non-flow rate elements shall meet the Enhanced Capital Allowance Scheme (ECA) Water Technology List criteria.</p>
21. Paper products	The minimum mandatory Government Buying Standards for paper products shall apply where relevant: e.g. kitchen paper, napkins and cardboard cups.
D. Social-economic	
22. Ethical trading	At least 50% of tea and coffee is fairly traded
23. Inclusion of SMEs	Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.
24. Equality and diversity	The catering contractor or food supplier shall have a written equality and diversity policy to help ensure it and its sub-contractors are compliant with employment law provisions in the UK Equality Act (2010). In addition, to ensure the procuring authority meets its public sector equality duty, the contractor or food supplier shall have a policy in place as to carrying out its business, such as in terms of awarding sub-contracts or procuring goods, in a way that is fair, open and transparent.

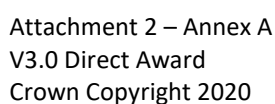
IMPACT AREA	BEST PRACTICE
A. Production, Processing and Distribution	
25. Environmental production standards	<p>At least 40% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <ul style="list-style-type: none"> Publicly available Integrated Production standards or Integrated Farm Management standards; or Publicly available organic standards compliant with European Council Regulation (EC) No 834/2007 on organic production and labelling of organic products.
B. Nutrition	
26. Snacks	Savoury snacks are only available in packet sizes of 30g or less.
27. Confectionery	Confectionery and packet sweet snacks are in the smallest standard single serve portion size available within the market and not to exceed 250kcal.
28. Sugar Sweetened Beverages	All sugar sweetened beverages to be no more than 330ml pack size and no more than 20% of beverages (procured by volume) may be sugar sweetened. No less than 80% of beverages (procured by volume) may be low calorie/no added sugar beverages (including fruit juice and water)
29. Menu analysis	Menu cycles are analysed to meet stated nutrient based standards relevant to the major population subgroup of the catering provision.
30. Calorie and allergen labelling	Menus (for food and beverages) include calorie and allergen labelling.
C. Resource Efficiency	
31. Environmental Management Systems	The contractor must prove its technical and professional capability to perform the environmental aspects of the contract through: an environmental management system (EMS) for catering services (such as EMAS, ISO 14001 or equivalent).
32. Packaging waste	<p>Packaging waste in delivering food for the catering service is minimised.</p> <ul style="list-style-type: none"> i. tertiary and secondary packaging consists of at least 70% recycled cardboard; and ii. where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.

33. Food waste	<p>The food waste minimisation plan includes actions and estimated quantifiable reductions.</p> <p>The supplier ensures that appropriate training is given to staff to ensure best practice in terms of food waste minimisation.</p> <p>Surplus food that is fit for consumption is distributed for consumption rather than sent for disposal as waste E.g. gifted to charities / food banks.</p>
34. Energy efficiency	The on-site catering operation is run in accordance with the Carbon Trust food preparation and sector guide (CTV035).
35. Waste minimisation	Food and drink to be consumed in restaurants and canteens must be served using cutlery, glassware, and crockery which are reusable and washable.
36. Catering equipment	<p>The best practice Government Buying Standards for catering equipment apply where relevant:</p> <ul style="list-style-type: none"> • Domestic Dishwashers • Commercial cooking equipment, including ovens, fryers and steam cookers • Domestic fridge freezers
37. Paper products	Disposable paper products (e.g. napkins, kitchen tissue, and take-away food containers) meet the requirements of the EU Ecolabel, or equivalent.
D. Social-economic	
38. Ethical trading	All tea, coffee, cocoa and bananas are certified as fairly traded.

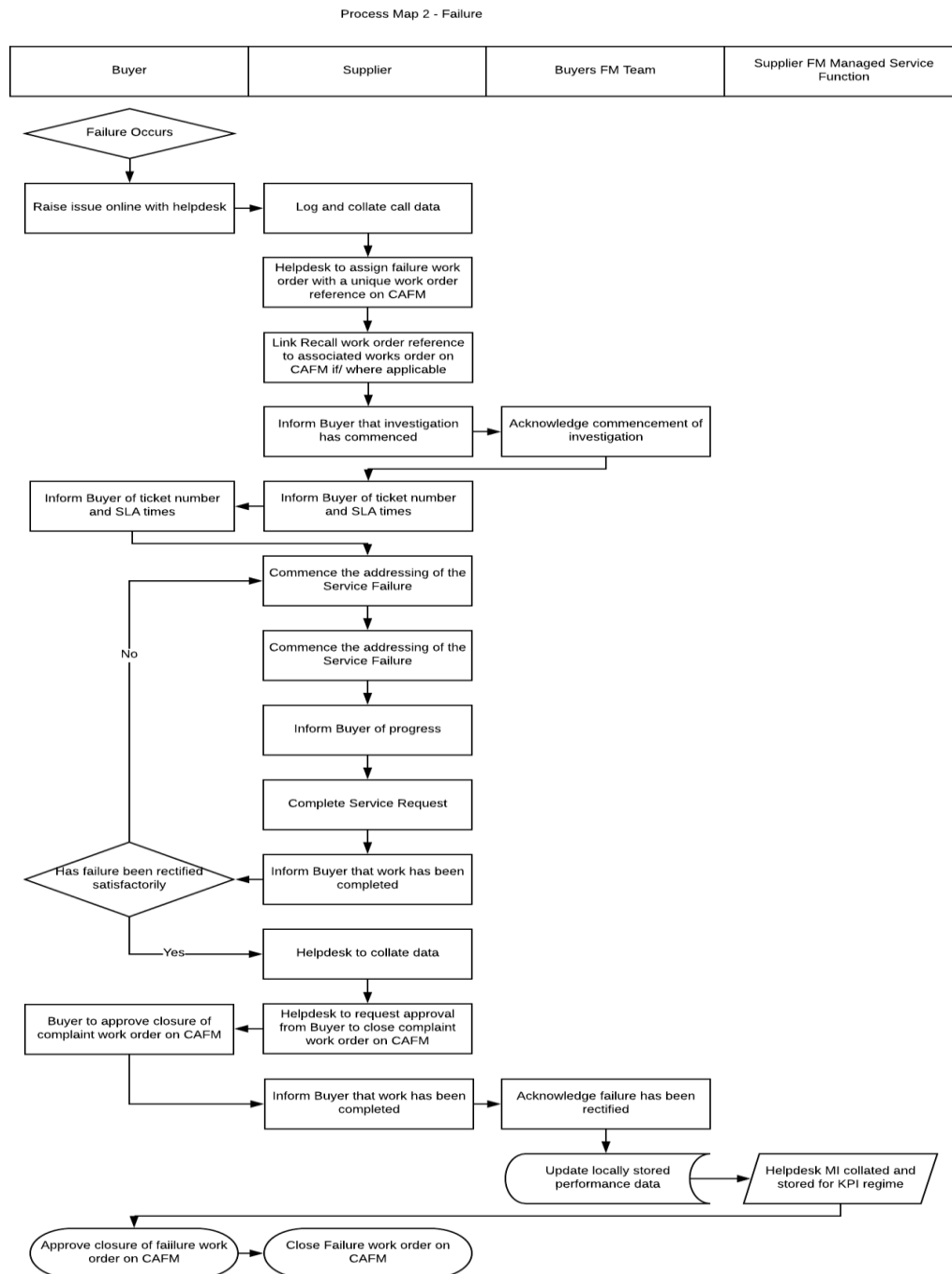
	<p>Where food is sourced from states that have not ratified the International Labour Organization Declaration on Fundamental Principles and Rights at Work (1998), or are not covered by the OECD Guidelines for Multinational Enterprise, the supplier of catering and food services shall carry out due diligence against ILO Declaration on Fundamental Principles and Rights at Work (1998).</p> <p>Risk based audits have been conducted against social / ethical supply chain standards e.g. SA8000 compliance, audit evidence for Ethical Trade Initiative (ETI) Base Code compliance, or equivalent.</p> <p>Working with suppliers to improve conditions through pro-active, direct engagement programmes.</p>
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	<p>Dairy products meet the Voluntary Code of Practice on Best Practice on Contractual Relationships: http://www.dairyuk.org/2014-04-23-11-00-42/vcop-home.</p> <p>Measures are taken to ensure fair dealing with farmers through, for example, the guidance contained in the Groceries Supply Code of Practice: https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice</p>
39. Inclusion of SMEs	<ul style="list-style-type: none"> i) Contracts are broken into “lots” to facilitate bids from small producers; ii) Contract documents are simplified, with a degree of standardisation. Requirements are clearly stated, up front; iii) Contract lengths are geared to achieve the best combination of price and product; iv) Longer-term contracts are offered to provide stability; v) Tenders are widely advertised; vi) Potential bidders are advised on how to tender for contracts; vii) Projects to help small producers do business are undertaken; viii) Social enterprises are encouraged to compete for contracts; ix) Small producers and suppliers are made aware of sub-contractors/suppliers, so that they know who to do business with; x) Competition on quality rather than brand <p>Fair treatment of suppliers</p> <ul style="list-style-type: none"> xi) Suppliers of food and catering services provide fair and prompt payment terms for their supply chain E.g. 30 days maximum. xii) Length of contracts and notice period are agreed fairly with suppliers.

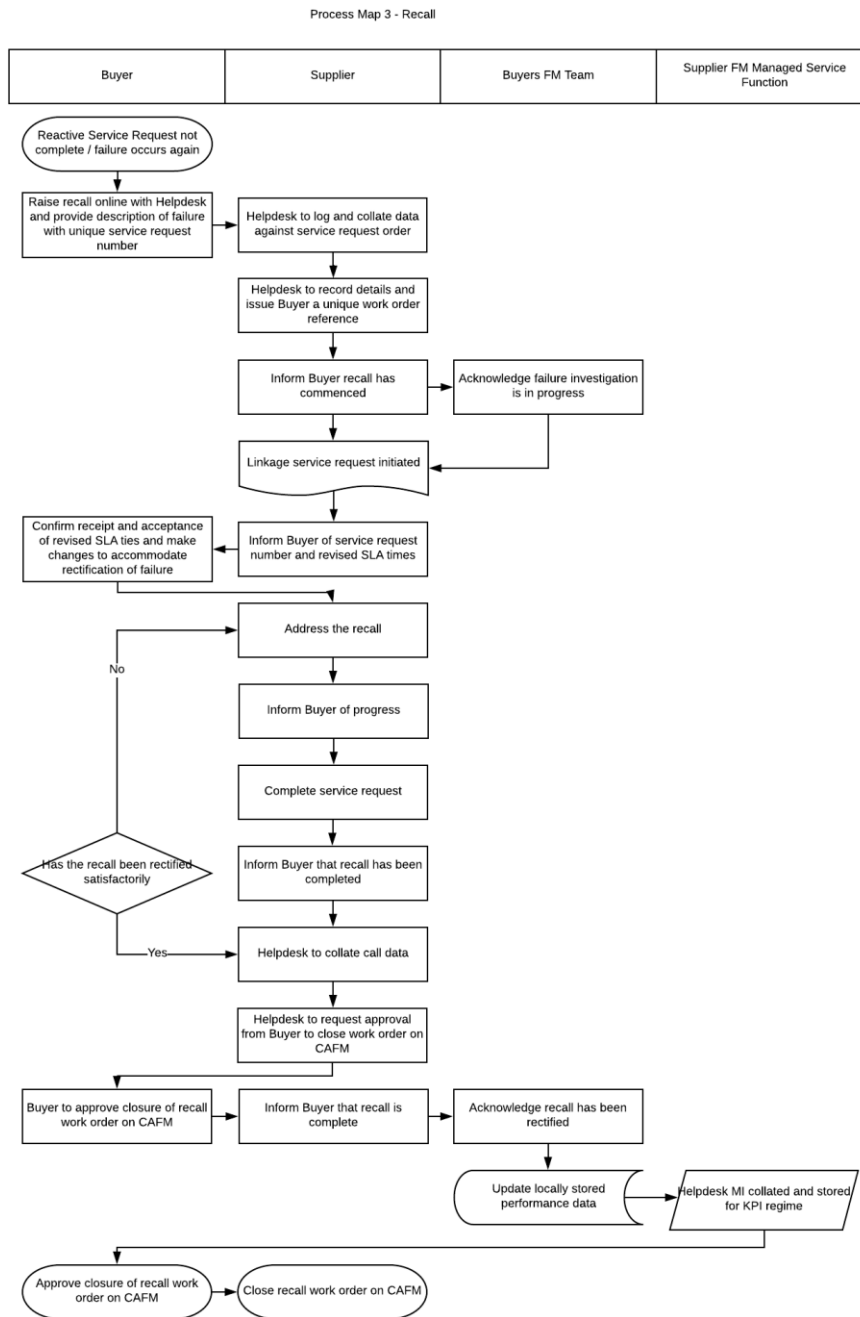
Appendix 2.1 – Process Map 1: Complaints



Appendix 2.2 – Process Map 2: Failure

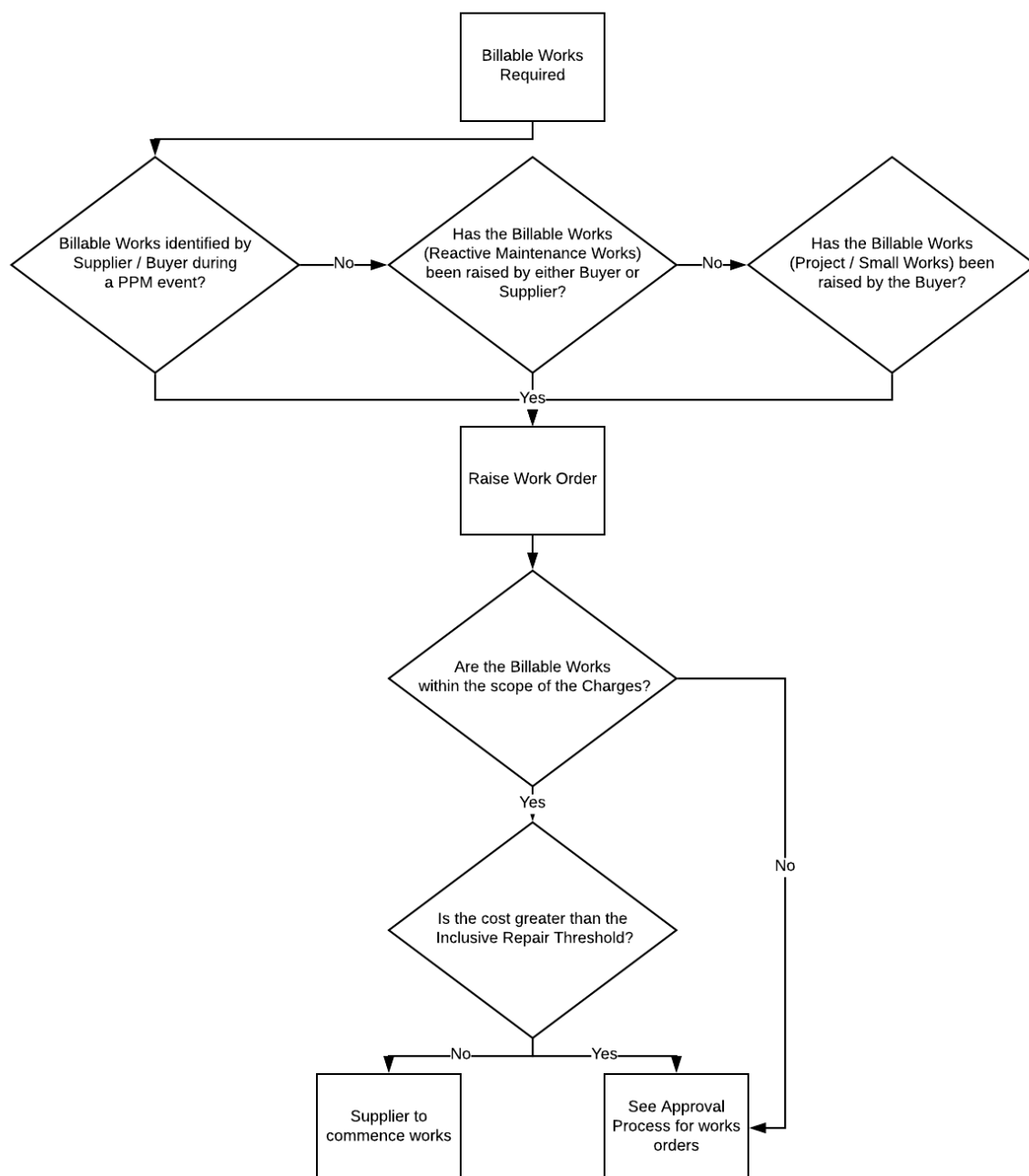


Appendix 2.3 – Process Map 3: Recall

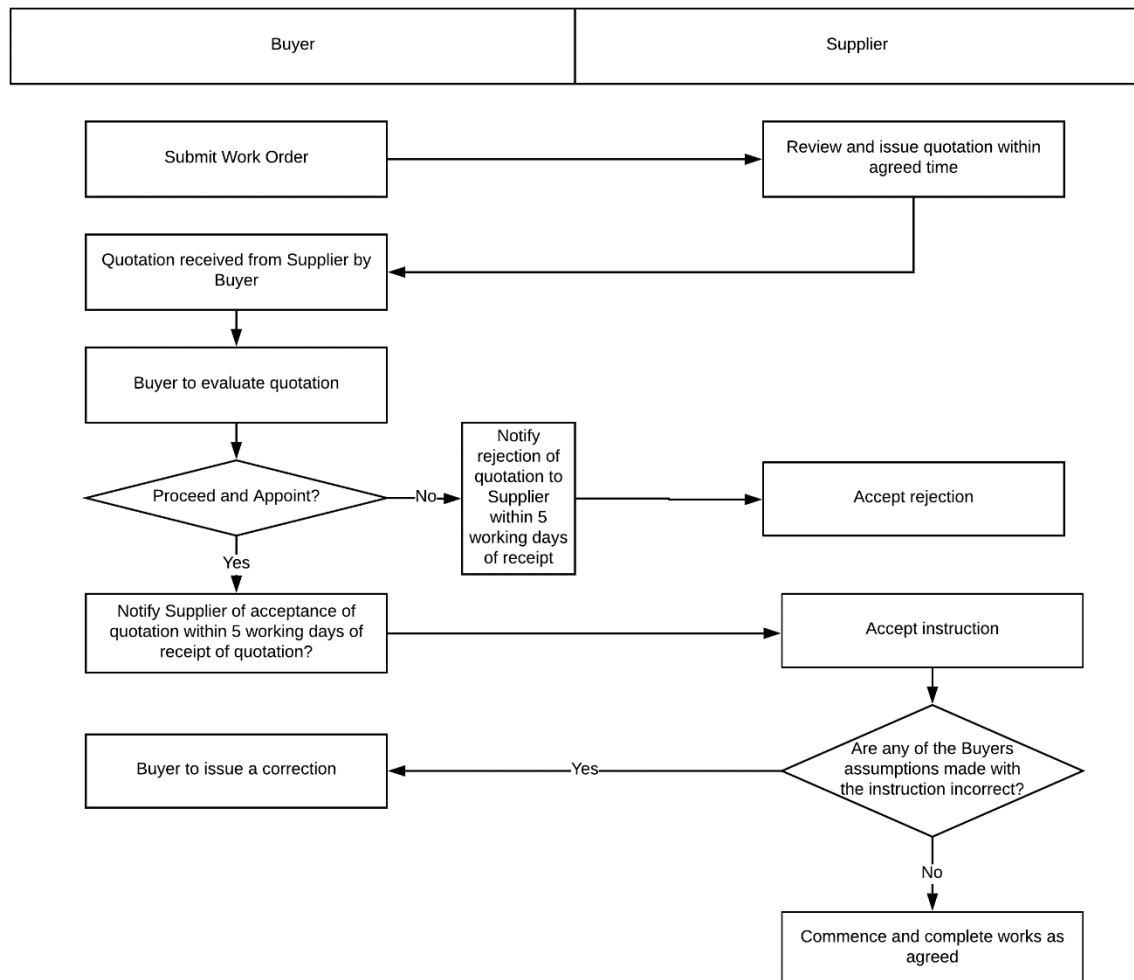


Appendix 3 – Billable Works and Approval Process

Appendix 3.1 – Process Map 1: Billable Works and Approval Process



Appendix 3.2 – Process Map 2: Issuing Quotation by Supplier Process



Appendix 3.3 – Process Map 3: Issuing Instruction for Quotation for Approved Work Order Process

