Highways England Company Limited

Area 3

Maintenance and Response Contract

Scope

Annex 14

Premises Management

CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
0	0	Contract Issue	SOS	May 2021

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1 GENERAL

1.1 Overview

1.1.1 This annex sets out the requirements for the management of the Premises.

1.1.2 The location, scope and description of the Premises are detailed in the Network Information and defined in the Contract Data, Part 1.

1.1.3 The requirements of this annex apply to all areas and facilities shown within the boundary of the Premises.

1.2 Definitions

1.2.1 In this Annex the following words and phrases will have the following meanings unless the context otherwise requires:

Apparatus	means fixed or loose apparatus where the *Contractor* has the responsibility for maintenance and or replacement of the apparatus during the life of the contract.
Authorised Person	has the meaning described to “Authorised Person” relevant statutory instruments, guidance and good industry practice.
***Client* Policies**	means those policies as detailed in Annex 3.
***Client* Staff**	means those persons engaged or employed by the *Client* or seconded to it.
Commission(ed)	means the bringing into service of apparatus, plant, devices and the like such that its operating parameters as designed are demonstrably met and recorded.
Competent Person	has the meaning ascribed to “Competent Person” relevant statutory instruments, guidance and good industry practice.
Contamination	means all or any pollutants or contaminants, including any chemical or industrial, radioactive, dangerous, toxic or hazardous substance, water or residue (whether in solid, semi-solid or liquid form or gas or vapour) and including without limitation genetically modified organisms.
Core Hours	07:00 to 19:00 weekdays excluding bank holidays.
COSSH	means the Control of Substances Hazardous to Health Regulations.
Emergency	means any Service Request or Event that is life threatening or serious enough to cause significant damage or disruption, or any Service Request or Event that is required to avoid a life-threatening event or an event serious enough to cause significant damage or disruption.

Emergency Plan	means plans, processes, protocols, policies and the like as agreed from time to time between the *Service Manager* and the *Contractor* to control Service Requests or Events categorised as Emergencies.
Emergency Vehicles	means vehicles requiring access to the Premises that belong to the Emergency Services.
Event	means an occurrence which falls within the scope of the *service* provided by the *Contractor* requiring action by the *Contractor* in order to fulfil his obligations of the *service.*
Good Industry Practice	means using standards, practices, methods and procedures conforming to the Law and exercising that degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person engaged in a similar circumstance.
Immediate	means expedient action is taken immediately on receipt of report.
Induction	means the training of employees prior to the commencement of their duties to ensure they are familiar with the Premises, modes of operation and safety rules.
Key Customers	means the client groups benefiting or affected by the provision of the *service.*
Maintenance Works	means any works for maintenance or repair of the Premises that are necessary to ensure that the Premises are maintained in accordance with this annex and Method Statements throughout the *service period*.
Method Statement	means written descriptions of the processes and methodologies to be followed in the execution of activities defining how the risks identified in Risk Assessments are managed.
Normal Working Hours	08:30 to 17:00 weekdays excluding bank holidays
PAT	means Portable Appliance Testing
Permit to Work	means a formal document raised by an Authorised, Competent or Responsible Person allowing the undertaking of works defined therein.

Pest means any life form recognised as such by the Department of Food and Rural Affairs including additionally feral domestic pets, bees, wasps, ants, insects generally, and pigeons.

Planned means pre-arranged work to a mutually agreed time scale.

Plant means the plant and apparatus to be maintained by *Contractor* in complying with the requirements of this annex.

Programmed Works means routine maintenance management services as defined in this annex.

Rectification Time shall mean the time in which the *Contractor* is required to undertake the following tasks in response to a reported Service Request or Event;

a) make good any Service Request or Event in such a way as to restore all functional capability or meet the requirements of this annex as applicable to the Service Request or Event using methods acceptable as good industry practice and meeting all applicable Health and Safety standards and operational policies;

b) carry out any testing work that may be required;

c) ensure that the *Service Manager* is, where necessary, informed of progress and any likely delays;

d) minimise the disruption to the *Client's* operations

e) inform the *Service Manager* if any work undertaken during the Rectification Time is likely to impact on any other *services* especially where such effect may interrupt the provision of *services*.

This will run consecutively with the Response Time from the time logged with the Helpdesk or at which the *Contractor* became aware, whichever is the earlier.

Response Time means the time in which the *Contractor* is required undertake the following tasks in response to a reported Service Request or Event:

establish the nature, location and cause of the Service Request or Event and attend the site if necessary,

appoint a suitably qualified, experienced and accountable person to assess the situation who, within reasonable limits, is empowered to take or to authorise any required action,

	take all necessary actions to make the Premises safe and secure, thereby as a minimum fulfilling all Health and Safety requirements, when necessary, give the *Service Manager* an assessment of the Service Request or Event, the action taken, details of any work required with timescales, not above a 28 day period, and any limitations that this may impose on the related *Client* operations or *service*.
Responsible Person	has the meaning described to “Responsible Person” relevant statutory instruments, guidance and good industry practice
Risk Assessment	has the meaning ascribed to it in the Management of Health and Safety at Work Regulations
Routine	means any Service Request or Event that is not seen as immediately detrimental and not causing significant operational problems or any Service Request that is not seen as immediately detrimental and not causing significant operational problems if not attended to.
Scheduled	means recurring work undertaken against a schedule agreed with the *Client* Representatives.
Security/health Checks	means those checks required by either or both of the *Client’s* or *Contractor’s* Security or other policy statements
Service Request	means a request by the *Client* to the *Contractor* to Provide the Service under the contract.
Suitably Qualified Person	as described in relevant statutory instruments, guidance and good industry practice
Temporary Repair	means works undertaken in response to a Service Request where the service has been reinstated to a safe condition but requires further works to fully restore resilience and functionality. The completion of the Temporary Repair may not fulfil the *Contractor*s obligations unless agreed by the *Service Manager*
Urgent	means any Service Request or Event that shall cause operational problems if not attended to quickly, or which may develop into an Emergency if not remedied or a Service Request which requires attendance quickly to avoid operational problems or an Emergency if not remedied.
Waste	means Confidential/Secure Waste, non-clinical waste, domestic, recyclable waste, and hazardous waste each as defined in the Waste Management Specification.

1.3 Process

1.3.1 This specification is divided into the following sections:

(1) Management,

(2) Policy & Strategy,

(3) Partnerships & Resources

1.4 Minimum Service Requirements

1.4.1 Scope

(1) Management

The *Contractor* ensures that systems and controls as agreed with the *Service Manager* in writing are in place to safeguard property, cash and commodities and appropriate records are kept and available for inspection.

The *Contractor* prepares and submits to the *Service Manager*, a monthly premises management report setting out the status of the *service* covered by this annex. The *Contractor* agrees the format of the report with the *Service Manager.*

(2) Policy & Strategy

The *Contractor* complies with Good Industry Practice. With respect to *services* covered in the annex, compliance with Good Industry Practice shall be deemed to include but not be limited to compliance with the following:

(a) British Standards and Approved Codes of Practice, or equivalent standards,

(b) *Client* Policies, and

(c) Health, Safety and Environment Legislation.

(3) Partnerships & Resources

In connection with the provision of *services* defined in this annex the *Contractor* regularly liaises with:

(a) all occupants in undertaking or preparing to undertake action in respect of works which may impact upon the delivery of Client operation or upon the comfort and/or wellbeing of Others:

(b) Specialist advisors e.g. fire safety,

(c) external advisors and statutory bodies in respect of the service provided.

(4) The *Contractor*:

(a) provides all apparatus and consumables as are necessary for the provision of this annex and ensures that such apparatus is maintained in such a manner and replaced sufficiently to the *Service Manager's* expectation, in accordance with that of the health and or safety of all *Client* staff, visitors etc. and the *Contractor*'s staff is at all times safeguarded;

(b) ensures sufficient stocks of materials and consumables are maintained for the provision of the services defined in this annex and that such materials shall be stored in a safe, clean and tidy manner in areas to be agreed by the *Service Manager* or as set out in the Network Information

(c) makes all arrangements for the delivery/distribution of stocks of consumables, Materials and other apparatus as agreed by the *Service Manager*.

1.5 Response and Rectification Times

Response	Service Response Time	Rectification Time
Emergency	Immediate	4 hours
Urgent	2 hours	24 hours
Routine	Within 2 working days	96 hours
Planned	Within 10 minutes of planned start time	N/A

2 PREMISES MANAGEMENT SERVICES

2.1 Key Objectives

2.1.1 The *Contractor* ensures that:

(1) the *Client's* obligations arising from its occupation of the Premises are met,

(2) Premises records and information is complete, accurate, up to date, and available,

(3) Premises information is provided to Authorised Persons etc or statutory bodies,

(4) the administration of Premises information and business is properly conducted,

(5) the Premises are safe.

2.2 Process

2.2.1 Scope

(1) The *Contractor* provides the Premises management service at all times.

(2) The *Contractor* provides the following under this annex, a Premises management service, including:

- Compliance with the obligations of tenure and the Law,
- Safety of the Premises,
- Information, inspections and reports,
- Efficiency and effectiveness,
- Advice to the *Service Manager*.
- Forward a programme to the *Service Manager* of scheduled servicing
- Regular returns of service evidence

2.2.2 Service Requirements

(1) Compliance Matters

The *Contractor* at all times and within his capacity and limits of authority, ensures that the *Client* fully complies with his obligations arising from the occupation of the Premises.

The *Contractor* keeps the *Service Manager* informed of issues arising or that may arise from the *Clients* occupation; such that the *Client*:

- Is not compromised in his relations with third parties,
- Is not in breach,
- Is not in default,

- Enjoys unencumbered and continuous occupation,
- Avoids claims from third parties.

(2) Trespassers etc.

The *Contractor* takes all necessary actions required to remove trespassers (including others disturbing the *Clients* occupation or use) from the Premises. This will include but not limited to:

- Initial approaches to trespassers to agree vacation,
- Informing the *Service Manager* that legal, advice/action is required
- Call emergency services if deemed necessary
- Attendance at legal hearings as instructed by the *Service Manager*.

(3) Premises Records

The *Contractor* collects, manages and continually updates all Premises records and information on behalf of the *Service Manager.*

The *Contractor* ensures all information and records are complete, precise and clearly identifiable and as a minimum be kept to a standard that shall satisfy the requirements of the *Service Manager*. All such information is available for inspection at the reasonable request of the *Service Manager*

Annually the *Contractor* produces a premises management report which will comprehensively analyse the current status of each of the Premises and make recommendations. The recommendations are to include any changes to the *services* defined by this annex and renewal and improvement schemes essential or desirable for the ongoing management and operation of the Premises.

The *Contractor* delivers the report to the *Service Manager* on the first day of each contract year in a format agreed with the *Service Manager* and within six months of the *access date*.

2.3 Response and Rectification Times

Response	Response Time	Rectification Time
Emergency	Immediate	4 hours
Urgent	Within 2 hours	24 hours
Routine	Within 2 working days	96 hours
Planned	Within 10 minutes of planned start time	N/A

3 CAR PARKING

3.1 Definitions

3.1.1 In this annex the following words and phrases have the following meanings unless the context otherwise requires:

Designated and Priority Parking Areas	Means parking spaces designated for the use of particular groups

3.2 Key Objectives

3.2.1 The *Contractor* provides a car parking service including traffic management across the Premises. The *service* shall be operable at all times. The *Contractor*:

(1) Provides a secure and safe car park environment for Staff and visitors and their vehicles.

(2) Manages car parking areas that maximise the use of the space whilst minimising the risk of crime and pollution,

(3) Provides vehicle management across the Premises to ensure the free flow of traffic ensuring access to the Premises at all times. In the event of shared Premises, the *Contractor* must also consider the operational activities of various functions, such as the Traffic Officer Service, Local Authorities within their management responsibility.

3.3 Process

3.3.1 Scope

The *Contractor* provides the following as part of the car parking service to meet the Service Standards:

- Vehicle management;
- Car parking areas including:
  - designated/priority parking,
  - maintenance issues.

3.3.2 Service Requirements

The *Contractor* provides the car parking service acting at all times in courteous and polite manner.

3.3.3 Traffic Management

The *Contractor* keeps all entrances, exits and internal roadways within the Premises clear from vehicular and other obstructions maintaining free flow of traffic at all times. Signage regarding maximum speed limit through the depot should be clearly visible.

3.3.4 Designated/Priority Parking

The *Contractor* provides designated and priority parking areas within the car park areas and ensures that all designated spaces are used by their intended user-group, the quantity and location of each type to be agreed with the *Service Manager*. The *Contractor* manages designated spaces. The *Contractor* manages the booking of these spaces.

Designated spaces sufficient to contain vehicles for the number of *Client's* representatives' and Others requiring office accommodation as identified in Section 10 of this annex shall be made available at all times.

3.3.5 Car Park Maintenance

The *Contractor* maintains all car park areas such that they are kept clean, free from litter and debris.

The *Contractor* regularly inspects the fabric and fittings of the car park areas and internal roadways and report any damage to the Helpdesk promptly.

3.3.6 Car Park Maintenance & Administration

The *Contractor* monitors the car park for evidence of fluid leaks from vehicles and in the event of flammable or oil spills, taking appropriate action in accordance with predetermined procedures.

3.4 Response and Rectification Times

Response	Response Time	Rectification Time
Emergency	Immediate	2 hours
Urgent	Within 2 hours	12 hours
Routine	Within 2 working days	24 hours
Planned	Within 10 minutes of planned start time	N/A

4 CLEANING SERVICES

4.1 Definitions

4.1.1 In this annex the following words and phrases shall have the following meanings unless the context otherwise requires:

Consumables Means items procured and used by the *Contractor* in the provision of the *service.*

Disposables Means single use items procured and used by the *Contractor* in the provision of the *service.*

4.2 Key Objectives

4.2.1 The *Contractor* is required to achieve a high level of environmental cleanliness throughout the Premises. The key objectives are:

(1) Providing an efficient cleaning service which achieves an optimum standard of cleaning for all buildings and areas of the Premises appropriate for their use,

(2) Providing a standard of *service* that provides a positive image of the *Client* and a level of cleanliness which provides an acceptable environment for visitors and staff.

4.3 Process

4.3.1 Scope

4.3.2 The *Contractor* provides the cleaning service for each of the Premises on a scheduled and reactive basis as may be required to meet this annex and the response and rectification times.

4.3.3 The Cleaning Service consists of:

Cleaning Service including:

(1) Scheduled cleaning,

(2) Reactive cleaning as instructed by the *Service Manager*,

(3) Specialist cleaning,

Cleaning Duties including:

(1) Waste management arising from performance of the cleaning services,

(2) Provision of waste receptacles,

(3) Provision of all apparatus,

(4) Provision of hygiene products and dispensers and their replenishment including feminine hygiene products;

(5) Odour control

(6) Pigeon clearance and removal of guano, including at higher levels where it may be unseen from the ground.

4.3.4 The *Contractor* is responsible for the cleaning of all functional areas.

4.3.5 Within each of these areas, the *Contractor* is responsible for cleaning to agreed standards the following elements:

(1) All internal and external glass surfaces,

(2) All floors, walls, and ceilings including skirtings and architrave's, pipes and ducting; (including lifts and stairways),

(3) All sanitary ware and requisites, including the replenishment of disposables and consumables,

(4) Telephone handsets,

(5) All furniture, fixtures and fittings, including doors, except where specifically excluded,

(6) All external features, fire exits, stairwells, and entrance and exits,

(7) Electrical fixtures and appliances,

(8) All soft furnishings,

(9) Kitchen/pantry; fixtures, fittings and appliances; internally and externally,

(10) Odour control and general tidiness,

(11) Ducts, grills and vents,

(12) Emptying and cleaning of waste receptacles.

(13) Emptying of all gutters, walkways attached to all depot buildings

4.3.6 The *Contractor* is responsible for specialist cleaning where instructed by the *Service Manager*.

4.3.7

. (1) The *Contractor will* not clean, or move to enable general cleaning, items of apparatus so identified by *Service Manager* unless in agreement with the *Service Manager*. This includes but not be limited to:

(a) *Client* computers, visual display units and audio-visual apparatus or machine consoles including anything bearing Hazard Warning signs,

(b) Apparatus plugged in for recharging etc.

(2) The *Contractor* provides, maintains, empties, renews and cleans facilities for feminine hygiene. This will include disposal requisites and bins in accordance with good industry practice.

4.3.8 Minimum Service Requirements

(1) Cleaning

The *Contractor* provides a scheduled cleaning service to meet the requirements of the *Service Manager* in all areas of the Premises. The *Contractor* Provides the Service at such frequencies deemed necessary to comply with this annex.

The *Contractor* provides a reactive cleaning service to address ad hoc Emergency, Urgent and or Routine cleaning requests as instructed by the *Service Manager*. The *Contractor* respond to such requests within the Response and Rectification Times and shall return the affected element(s) to the required quality standard within the allotted rectification time.

When instructed by the *Service Manager*, the *Contractor* implements and carries out specialist cleaning (e.g. pressure washing). The procedures to be adopted will be as agreed with the *Service Manager*.

(2) Materials & Apparatus

The *Contractor* provides, maintains, cleans, stores and replaces all cleaning apparatus. This includes but not be limited to ensuring apparatus is compliant with all applicable legislation and any other regulations and shall be individually marked and not be used unless carrying a current Portable Appliance Test pass label.

The *Contractor* purchases, stores safely and uses safely materials required for the provision of the cleaning service.

Apparatus and materials will be designated for specific use in specific areas of the Premises and are clearly marked with this detail.

The *Contractor,* two months prior to *access date*, determines the requirements for hygiene products and provides and at the *access date* installs all necessary items and maintains adequate supplies at the point of use within appropriate dispensers as required.

(3) Pest Reporting

The *Contractor* reports all evidence that indicates the presence of vermin, insects or pests, including pigeons, identified while the cleaning service is being provided, to the Helpdesk. The *Contractor* is responsible for clearing, cleaning and disinfecting areas contaminated by pest including their excreta, deceased bodies etc. Further maintenance will be required in the repair and prevention, too avoid further incidents in the future.

(4) Waste

The *Contractor* collects, stores and removes all waste arising from the performance of the cleaning service.

Provides a feminine hygiene service including the provision of vending machines, receptacles, disposal bags etc. and the safe disposal of all arisings in accordance with legislation.

4.4 Quality Standards

Element	Standard
Reactive Cleaning	• Spillages /spoiling (internal and external); • Replenishment of materials/disposables; • Cleaning associated with building works (e.g. following Premises maintenance work but not cleaning works undertaken in association with developments as set out in the Developments Service Level Specification); • Untoward incidents such as flooding; • Other requests received by the Helpdesk.
Building	
External features, fire exits and stairwells	• Landings, ramps, stairwells, fire exits, steps, entrances, porches, patios, balconies, eaves, external light fittings are free of dust, grit, dirt, chewing gum, leaves, cobwebs, rubbish, graffiti, chewing gum, cigarette butts and excreta. • Handrails and balustrades are clean and free of stains. • Garden furniture is clean.
Walls, skirtings and ceilings	• Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs. • Walls and ceilings are free of marks caused by furniture, equipment or users of the Premises. • Light switches are free of fingerprints, dirt and dust, scuffs and any other marks. • Light fittings are free of dust, marks, grit, lint and cobwebs.

Element	Standard
	• Polished surfaces are of a uniform lustre.
Windows etc.	• External and internal surfaces of glass are clear of all streaks, spots, marks, including fingerprints and smudges. This will include vision panels, glass countertops, glazed partitions, artwork including pictures, sculptures etc • Window frames, tracks and ledges are clear and free of dust, grit, marks and spots.
Doors	• Internal and external doors and doorframes are free of dust, grit, lint, soil, film, fingerprints and cobwebs. • Doors and doorframes are free of marks caused by furniture, equipment or staff. • Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. • Door tracks and door jambs are free of grit and other debris. • Polished surfaces are of a uniform lustre.
Hard floors	• The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. • The floor is free of polish or other build-up at the edges and corners or in traffic lanes. • The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points. • Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. • Polished or buffed floors are of a uniform lustre. • Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors. • Dust control mats are free from ingrained dust, dirt and stains, and the edges and reverse side are free from dust and dirt.

Element	Standard
Soft floors	• The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids. • The floor is free of stains, spots, scuffs or disproportionate wear on traffic lanes, around furniture and at pivot points compared to general areas. • Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots. • Carpets are of an even appearance without flattened pile. • After deep cleaning, there is no shrinkage, lifting, colour loss or embrittlement of fibres. • Dust control mats are free from ingrained dust, dirt and stains, and the edges and reverse side are free from dust and dirt.
Ducts, grills and vents	• All ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks. • All ventilation outlets are kept clear and uncluttered following cleaning.
Fixtures	
Electrical fixtures and appliances	• Electrical fixtures and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs. • Electrical fixtures and appliances are kept free from signs of use or non-use. • Hygiene standards are satisfied where the fixture or appliance is used in food preparation. • Motor vents, etc., are clean and free of dust and lint. • Drinking fountains are clean and free of stains, mineral build-up and litter. • Bottled water coolers are cleaned internally in accordance with the manufacturers recommendations • Insect-killing devices are free of dead insects, and are clean and functional.

Element	Standard
Furnishings and fixtures	• Hard surface furniture is free of spots, soil, film, dust, fingerprints and spillage. • Soft furnishings are free from stains, soil, film and dust. • Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs. • Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots. • All high surfaces are free from dust and cobwebs. • Curtains, blinds and drapes are free from stains, dust, cobwebs, lint and signs of use or non-use. Cords shall be clean and knot free. • Equipment is free of tapes/plastic, etc., which may compromise cleaning. • Furniture has no unpleasant or distasteful odour. • Shelves, bench tops, cupboards and wardrobes/lockers are clean inside and out and free of dust, litter or stains. • Internal plants are free of dust and litter. • Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact. • Waste is removed in accordance with the Service Standards of the Waste Management section of this annex. • Fire extinguishers and fire alarms are free of dust, grit, dirt and cobwebs, and mechanically intact.
Waste Receptacles	• Waste receptacles are routinely emptied and are generally (with the exception of receptacles at workstation locations) not more than 80% full. • Emptied at least daily • Clean and/or disinfected • Intact and free from physical damage

Element	Standard
	• Suitable for their intended use with lids where appropriate • Suitably marked or colour coded to identifies the nature of the waste for which they are intended • Lockable where required
Kitchen fixtures and appliances	• Fixtures, surfaces and appliances are free of grease, dirt, dust, deposits, marks, stains and cobwebs. • Electrical and cooking fixtures and appliances are kept free from signs of use or non-use. • Cooker hoods (interior and exterior) and filters are free of grease and dirt on inner and outer surfaces. • Cooker hoods, associated ducts, extract ventilation etc. are clean, free from debris and grease build-up • When cleaning food preparation areas, fixtures or appliances, the requirements of the Chartered Institute of Environmental Health or the Royal Institute of Public Health and Hygiene, as appropriate, must be satisfied. • Motor vents, etc., are clean and free of dust and lint. • Refrigerators/freezers are clean and free of ice build-up. • Waste is removed in accordance with the Service Standards of the Waste Management section of this annex.
Toilets and bathroom fixtures	• Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up and mineral deposits. • Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits. • Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits. • Shower curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids.

Element	Standard
	• Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits. • Bathroom fixtures are free from unpleasant or distasteful odours. • Polished surfaces are of a uniform lustre. • Sanitary disposal units are clean and functional. • Consumable items are in sufficient supply. • Waste is removed in accordance with the Service Standards of the Waste Management section of this annex. • Sanitary facilities are free from offensive odours • Provides feminine hygiene facilities where necessary • Provides nappy changing facilities including for disposal
Environment	
Overall appearance	• The area appears tidy and uncluttered. • Floor space is clear, only occupied by furniture and fittings Designed to sit on the floor. • Furniture is maintained in a fashion which allows for cleaning. • Fire access and exit doors are left clear and unhindered.
Odour control	• The area smells fresh. • There is no unpleasant or distasteful odour. • Room deodorisers are clean and functional.
Personal Hygiene Consumables	
Personal cleansing	• Soap • Industrial hand cleaner • Barrier cream

Element	Standard
Consumables	• Towels/dryers • Toilet tissue • Feminine hygiene products

4.5 Response and Rectification Times

Category	Response Time	Rectification Time
Emergency	Immediate	10 minutes
Urgent	10 minutes	20 minutes
Routine	30 minutes	60 minutes
Planned	Within 20 minutes of agreed start time	N/A

4.6 Access Times

Area	Access Times
Noisy activities e.g. vacuum cleaning	No restriction taking cognisance of personnel within the depot.
Meeting Rooms	Between meetings and when not in use
Equipment Rooms	Access provided by the *Service Manager*

5 HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT

5.1 Health, Safety and Environmental Management within the Premises

5.1.1 General

(1) This section details the *Client's* managerial structure for managing health, safety and environment for Premises, and provides health, safety and environment management responsibilities to the *Contractor*. It also details the duties and responsibilities of the *Client's* staff, Others and those of the *Contractors* and their Subcontractors. It further outlines procedures to be followed in all Premises.

(2) Whilst the Health and Safety at Work, etc. Act 1974 places general duties and responsibilities on all personnel, the task of coordinating health and safety is a critical one. The *Contractor* maintains Premises and this responsibility includes the co-ordination of day-to-day health, safety and environmental. All *Contractors* and their employees who work in, or have responsibility for Premises, must co-operate within an agreed managerial framework in order to actively manage health, safety and environment in their working environment.

(3) The *Contractor* complies with all existing regulations and law, as amended in the future, regarding these duties

5.1.2 *Contractor's* Duties and Responsibilities

(1) *The Contractor:*

(a) coordinates health and safety, and environmental requirements within Premises; and

(b) develops, and maintains compliance with, policies, standards and procedures applicable to the Premises.

(2) The *Contractor* appoints a named individual, competent in matters relating to health and safety in the Premises, who reports to the *Service Manager*.

(3) This relationship represents the primary management link between the *Client* and the *Contractor* with respect to management of health and safety in the Premises.

(4) At each of the Premises, the *Contractor* provides a notice board permanently and prominently affixed to an internal wall near the entrance to the office, dedicated to health and safety matters.

(5) At each of the Premises the *Contractor* provides an environmental toolbox kit in a prominent position to ensure awareness of any environmental

sensitivity of that area which include locations of aquifers, sensitive watercourses, and any sensitive areas within 2 km of the Premises.

(6) The *Contractor* ensures that all relevant health, safety and environmental information and instructions, including statutory notices are displayed on the notice board and that it is kept up to date.

(7) The *Contractor* prepares and permanently displays on the notice board a 1:500 scale plan of the Premises maintained by it, showing the following:

(a) Boundary fences,

(b) access/egress arrangements,

(c) roadways including traffic and pedestrian routes,

(d) parking areas for plant, employees and visitors,

(e) building outlines,

(f) storage area(s) including the content, where hazardous substances are stored,

(g) fixed plant,

(h) allocation of storage space,

(i) building maintenance responsibilities,

(j) fire arrangements,

(k) other pertinent features,

(l) Road speed,

(m) Traffic Officer Service designated areas,

(n) local highway authority designated areas.

(8) The *Contractor* updates the plan of the Premises when there are changes to items listed in 5.1.2(7) so that a plan showing current arrangements is always available.

5.1.3 Access Requirements

(1) Other organisations requiring access to the Premises must seek permission from the *Service Manager*, in conjunction with the *Contractor*, prior to entry.

(2) The *Contractor* liaises with Others to determine their programme of works (Method Statement) including:

(a) access, working hours, signing in and out,

(b) parking areas,

(c) use of welfare facilities,

(d) use of equipment.

(3) The *Contractor* ensures that all visitors to staffed Premises sign in and out using a visitor's book, which is normally kept in the reception area at the Premises. All entrances are signed to indicate these arrangements.

(4) Premises that are not staffed throughout the working day, display at their entrance a contact telephone number to arrange access.

(5) The *Contractor* is responsible for co-ordinating and enforcing health and safety standards for its Subcontractors, and ensuring they understand the environmental requirements and sensitivity of the area surrounding the Premises, and carrying out inductions.

(6) The *Contractor* makes access arrangements for motorway communication and signalling maintenance specialists and *Client's* staff who have authority to enter into transmission stations located within the Premises. Such personnel have the authority only to undertake activities within transmission stations, associated equipment cabinets and their immediate vicinity.

(7) The most direct, safe route to the transmission station must be followed in accordance with the site specific risk assessment. Keys to these transmission station gates are issued by the Traffic Technology Group to authorised personnel only.

(8) The *Contractor* puts in place access procedures for the Premises to allow Statutory Undertakers (such as the Environment Agency) and Emergency Services access in the case of an emergency or for other statutory requirements. The *Contractor* prepares these procedures in consultation with the *Service Manager* and in agreement with the relevant parties.

5.1.4 Management Procedures

(1) The health and safety management process begins with the *Contractor* and the *Service Manager* completing the Quarterly Review Checklist and the Monthly Inspection Checklist. The Quarterly Review Checklist ensures an understanding of policy documents between the *Client* and *Contractor*.

(2) The *Contractor* copies the completed forms Quarterly Review Checklist and Monthly Inspection Checklist, along with the site-specific risk assessments and associated mitigation measures to sub-*Contractor*s, and

other organisations using the Premise. In addition, the *Contractor* sends a copy to the *Service Manager* marked for the attention of the Depot Manager. This ensures that all organisations using the Premises have copies of completed forms (Quarterly Review Checklist and the Monthly Inspection Checklist) and therefore know the policies, standards and procedures applicable within the Premises.

(3) Each organisation signs and dates an acceptance note to show that they have received the information. The *Contractor* retains acceptance notes and they are made available to the *Service Manager* on request.

(4) The forms (Quarterly Review Checklist and the Monthly Inspection Checklist) are updated and issued by the *Contractor* as instructed by the *Service Manager* to reflect changes in legislation, use and circumstances.

5.1.5 Quarterly Review Checklist

(1) The *Service Manager* will visit each of the Premises within one month of the *access date*, and then every three months to review health and safety with the *Contractor*.

(2) This review is undertaken using the form Quarterly Review Checklist.

(3) The inaugural review is undertaken with the *Contractor* and other relevant organisations that will use the Premises to establish and agree the content of the form Quarterly Review Checklist. This provides the *Contractor* with the ability to act, liaise and monitor in accordance with the health and safety management requirements of the Premises.

(4) At the subsequent quarterly reviews the *Service Manager* and *Contractor* undertake the following:

(a) check that the form Quarterly Review Checklist and Monthly Inspection Checklist are correct and up to date,

(b) note that actions from monthly safety inspections have been carried out and recorded,

(c) record remedial actions not yet completed and arrange for action to be taken as necessary, within a 28 day period,

(d) monitor expenditure on health and safety,

(e) agree provision of any new facilities,

(f) agree modification of existing facilities,

(g) ensure that any changes to legislation, *Client*'s standards and procedures are implemented,

(h) approve changes in personnel,

(i) approve training needs arising from the above items and

(j) Review any new risk assessments and their associated proposed mitigation methods.

(5) At the subsequent quarterly reviews the *Service Manager* additionally undertakes a review of any relevant monthly (and other) safety reports to confirm, as far as reasonably practicable, that current *Client*'s standards are being met.

(6) The *Contractor* completes and retains the Quarterly Review Checklist in respect of the quarterly review and distribute copies to the *Service Manager.*

5.1.5 Monthly Inspection Checklist

(1) The *Contractor* conducts a monthly health and safety inspection of the Premises and report all conclusions and actions taken to the *Service Manager*.

(2) This inspection is undertaken using the Monthly Inspection Checklist, unless otherwise agreed with the *Service Manager*. The initial monthly inspection must be undertaken within one month of the *access date*.

(3) The *Contractor* monitors Monthly reports to ensure previously agreed actions have been implemented, health and safety legislation complied with, trends established, problem areas identified.

(4) The Monthly Inspection Checklist incorporates the need to place timescales for each action and apportion responsibilities for that action.

(5) Application of the monthly inspection and use of its accompanying form does not preclude the need for all staff and operatives to be vigilant and report any unsafe acts or unsafe conditions at the time of observation.

5.2 Identification of Workplace Hazards within the Premises

5.2.1 General

(1) This section describes health and safety legislation regarding workplace hazards typically encountered in Premises and the *Contractor* considers these in conjunction with the use of the Quarterly Review Forms and Monthly Inspection Forms.

(2) The *Contractor* complies with all relevant statutory provisions applicable to their work in the Premises.

(3) This may be deemed to cover the general duties under the Health and Safety at Work Act and the more specific duties in the various Regulations made under the Act.

(4) The Management of Health and Safety at Work Regulations places a duty on *Client's* to identify hazards, make appropriate risk assessments and manage the risks accordingly.

(5) In particular the *Contractor* prepares a comprehensive risk assessment for each Premise detailing likely hazards that may be encountered and the control measures required to mitigate the associated risks. The *Contractor* disseminate control measures to all relevant staff working in the Premises through regularly held recorded toolbox talks or similar. In addition to this, the *Contractor* makes visitors to the Premises aware of potential risks to their health, safety and welfare, and mitigation methods as part of the premise's Health and Safety induction.

(6) This section does not in itself constitute a formal risk assessment by any *Client* of the health and safety of their employees or others in Premises. It is intended to encourage a broadly uniform approach on the part of the *Contractor* to the identification of hazards, the carrying out of risk assessments and the determination of control measures which must be put into operation to comply with duties under current health and safety legislation.

(7) A statutory duty exists on the *Contractor* as employer to appoint a competent person or persons to assist them in carrying out the requirements imposed on them by the Management of Health and Safety at Work Regulations and those of specific regulations e.g. the Control of Substances Hazardous to Health Regulations, the Manual Handling Operations Regulations, and the Noise at Work Regulations. This is not an exhaustive list and it is the *Contractor*'s responsibility to ensure that the requirements of all the latest regulations applying to operations within the Premises are complied with.

(8) Regulation 9 of the Management of Health and Safety at Work Regulations identifies particular duties on *Clients* who share a workplace, whether on a temporary or permanent basis, requiring them to co-operate and co-ordinate in the carrying out of their statutory obligations, including the exchange of information and the assessment of shared risks. Premises, by their very nature, can be categorised as shared workplaces. This chapter is intended to ensure that the *Client* and *Contractor* comply with this statutory obligation through the identification of typical hazards.

(9) Upon identification of a hazard the *Contractor* puts in place methods of elimination, substitution, reduction or other suitable control measures,

inclusive of any precautions or controls already in place to ensure that all risks are as low as reasonably practicable.

(10) It is the responsibility of the *Contractor* to take all reasonable steps to ensure that employees in the Premises managed by them co-operate, inform and exchange relevant information concerning the risks arising out of, or in connection with, their undertakings. This may entail, amongst other things, an exchange of health and safety policies, risk assessments, method statements and permit to work systems where appropriate.

5.3 Premises as Places of Work

5.3.1 General

(1) The Workplace (Health, Safety and Welfare) Regulations set general requirements in the four broad areas of working environment, safety, facilities and housekeeping and are supported by an Approved Code of Practice. The *Contractor* ensures that all Premises comply with these regulations.

(2) Smoking in any Premise is only allowed in areas designated, and clearly marked, by the *Contractor*.

(3) Hazards and associated risks identified within the four broad areas of the Workplace Regulations which may be typically found in Premises include:

(a) slips, trips and falls caused by the accumulation of waste material, debris and obstructions or slippery floors in garages, workshops and pedestrian routes,

(b) inadequate levels of lighting around machines in the Premises yard, near stockpiles, and elsewhere,

(c) inhalation of toxic gases, fumes and particulates due to inadequate ventilation in garages and workshops,

(d) hazardous substances,

(e) falls into unguarded, open inspection pits and

(f) equipment and vehicular movements.

(4) The *Contractor*, Subcontractors and *Client's* staff identify all relevant hazards associated with their undertakings in the workplace. They carry out an appropriate risk assessment to determine the measures to be taken to manage the risks to be as low as reasonably practicable. The ensuing control measures must incorporate the general requirements for the specific workplace areas and activities described within this document. The *Contractor* ensures the co-operation and exchange of risk

assessments or similar relevant information prepared by others concerning their undertakings in the workplace as appropriate.

5.3.2 Inspection Pits

(1) Before entering an inspection pit, the *Contractor* undertakes a specific risk assessment. This must include consideration of the following:

(a) check whether it is a confined space,

(b) hazardous fumes,

(c) means of access and egress,

(d) fuels and oils,

(e) if considered a confined space then a permit to enter system must be employed,

(f) if hand lamps are used they must be intrinsically safe,

(g) inspection pits must be regularly cleaned and any spillages immediately treated or cleaned up and

(h) unguarded areas must be covered or protected by suitable barriers particularly when the pit is not in use.

5.3.3 Movement of vehicles

(1) Risks with movement of vehicles within the Premises include collision with other vehicles, pedestrians, buildings, plant and equipment and hazardous substances storage areas.

(2) The maximum speed limit for all Premises is 10mph.

(3) All vehicles are safely driven within the speed limit using designated routes and directions.

(4) Vehicle and pedestrian movements are segregated with areas clearly marked.

(5) All vehicles, except private vehicles and those restricted to public and staff parking areas, are reversed using reversing alarms and vehicular fitted reversing lamps with the assistance of trained competent banksperson.

(6) All vehicles and equipment are safely parked or stored in designated areas and vehicular movement lanes must be kept clear of obstruction.

(7) Protection by suitable barriers is required during prolonged and/or multi-directional reversing work (e.g. salt loading).

5.3.4 Vehicle exhaust fumes

(1) The release of vehicle exhaust fumes within a workshop or other building may lead to respiratory problems.

(2) Engines must not be run inside workshops and garages unless these areas are adequately ventilated to minimise the build-up of toxic exhaust fumes.

5.3.5 Lighting

(1) The *Contractor* ensures all workplaces have suitable and sufficient lighting including emergency lighting as appropriate. Lighting to traffic movement lanes, yards, salt barns, loading areas and hoppers must be used when natural light is insufficient for safe working.

5.3.6 Fire precautions

(1) The *Contractor* considers work activities in the Premises maintained by it and identify potential hazards that may result in an outbreak of fire. Fire protection and prevention measures must cover all parts of the Premises and comply with the requirements of the Regulatory Reform (Fire Safety) Order and other fire regulations to the satisfaction of the local fire authority.

(2) Fire is a chemical reaction between a combustible substance (fuel) and oxygen initiated by a source of ignition. It presents a threat through heat, fumes, smoke, explosion, burning and structural collapse. Fire prevention measures centre upon the removal where possible, or control of available fuel and ignition sources. Sources of fuels in the Premises include petroleum, diesel, oil, liquefied petroleum gas, industrial gases, paints, solvents and materials such as paper, timber and rags. Possible ignition sources include sparks emanating from machinery, hand tools and electrical equipment, direct flame from cutting and welding operations, hot surfaces, cigarettes and matches.

(3) In order to reduce the risk of fire, the *Contractor* considers all fire hazards and associated risks in each of the Premises managed by it. Included in the ensuing control measures, smoking and naked flames are prohibited in or near the following:

(a) inspection pits and fitters' workshops,

(b) battery charging rooms or areas where batteries are being charged,

(c) fuel installations, oil storage areas, and filling areas,

(d) storage areas for paint, thinners, chemicals, weed killers, etc.,

(e) LPG containers,

(f) accumulations of combustible materials and other areas where no smoking, no naked lights or highly flammable signs are displayed

(g) and any other area where smoking or a naked flame may constitute a danger.

(4) The *Contractor* ensures that combustible waste and debris are controlled by efficient housekeeping and safe disposal. The *Contractor* ensure that only minimum supplies of flammable materials are kept in the Premises. The use and storage of petroleum, liquid petroleum gas and other highly flammable and/or explosive substances complies with the requirements of the Petroleum Consolidation Acts and the Highly Flammable Liquids and Liquefied Petroleum Gases Regulations.

5.4 Work Equipment

5.4.1 General

(1) The *Contractor* reduces the risks to the health, safety and welfare of their employees and others who may be affected by their operations involving work equipment in Premises. They comply with the general duties and specific requirements of the Provision and Use of Work Equipment Regulations.

(2) The *Contractor* reduces the risk of contamination and other environmental risks created by their operations involving work equipment in the Premises.

(3) Work equipment is defined as any machine, apparatus, tool or installation used at work. Use is defined as starting, stopping, repairing, modifying, installing, dismantling, programming, setting, transporting, maintaining, servicing and cleaning.

(4) The need for appropriate training, maintenance and suitability assessments applies to all equipment. The *Contractor* ensures compliance with Regulations for specific work equipment and its use, for example, Lifting Operations and Lifting Equipment Regulations.

(5) The *Contractor* ensures equipment is used in accordance with the manufacturer's recommendations. The *Contractor* provides appropriate information and training to all operators of such work equipment.

(6) The *Contractor* complies with its duties under the Workplace Regulations regarding the identification of all hazards associated with work equipment used in the Premises. The risk assessments identify control measures to ensure safe systems of work including operating instructions and training. The control measures include instructions for the specific work equipment identified within this document. The *Contractor* ensures the co-operation

and exchange of risk assessments or similar relevant information prepared by other employers concerning their undertakings involving the use of work equipment in the Premises.

(7) *Regulations* state that all plant and equipment must be fit for purpose, properly maintained and safe. When a defect is identified in the operation, suitability or maintenance of such equipment it must be put out of use immediately.

(8) All defective equipment must be marked as defective, or placed in a quarantine area, where there is restricted access.

(9) Guarding of machinery is provided to protect the user from inherent hazards of the work equipment, such as moving parts, yet one of the most common hazards associated with the use of work equipment is the lack of suitable guarding or its deliberate removal.

(10) Other hazards associated with work equipment include traps, impact, contact, entanglement, ejection, electricity, chemicals, temperature, vibration, and noise.

(11) Guarding on work equipment is not removed or modified by the user. Where guards are missing the work equipment must be put out of use immediately and reported.

5.4.2 Lifting equipment

(1) Hazards include the use of worn or poorly maintained equipment and unsuitable equipment for the task.

(2) The *Contractor* ensures all lifting equipment is adequate and appropriate for the task. The *Contractor* ensures that safe permissible working loads are marked on all lifting equipment and rigorously adhered to. Before any piece of lifting equipment is used the *Contractor* ensures requirements contained in Lifting Operations and Lifting Equipment Regulations appropriate to the equipment are met.

5.4.3 Use of jacks

(1) Only jacks of adequate lifting capacity appropriate to the item to be lifted will be used. Jacks are only used to raise vehicles to enable adequate supports to be fixed.

(2) Work can only take place under the vehicle when such supports are correctly positioned.

5.4.4 Hydraulic equipment

(1) With any hydraulically raised equipment, work must not commence until the safety bars, frames or pins have been fitted.

5.4.5 Steam cleaning and pressure washers

(1) Problems may occur in these operations due to prolonged operator exposure to the sprays, chemical fumes and high pressures which can cause personal injury.

(2) The operator must wear appropriate personal protective equipment as determined by the risk assessment for the activity being carried out.

(3) The use of this equipment may result in contamination of sensitive watercourses or aquifers with potentially harmful chemicals. The *Contractor* ensures that operatives know this and work accordingly.

5.4.6 Abrasive wheels

(1) The following precautions apply to the use of abrasive wheels:-

(a) abrasive wheels are only used when effective machine guards to rotating parts are in place,

(b) the floors and areas surrounding fixed machines are kept in good condition and free from obstruction,

(c) splash guards are used where appropriate to prevent the surrounding areas becoming slippery,

(d) only trained operators fit abrasive wheels and operate such machinery,

(e) appropriate personal protective equipment as determined by the risk assessment for the activity are worn.

5.4.7 Pressure greasing equipment

(1) The following precautions apply to the use of pressure greasing equipment:

(a) fittings are to be secure,

(b) hoses are in good order,

(c) filters are functioning correctly,

(d) safety valves are operating correctly;

(e) appropriate personal protective equipment as determined by the risk assessment for the activity are worn.

5.4.8 Drills

(1) The *Contractor* ensures that appropriate personal protective equipment as determined by the risk assessment for the activity is worn. The *Contractor* ensures that effective guarding of the rotating parts and secure clamping of the work piece is provided in accordance with the risk assessment.

5.4.9 Hand tools

(1) Hand tools are often overlooked in the maintenance regime for work equipment yet the same regulations apply.

(2) The *Contractor* ensures that the correct tools for the job are used, including consideration of the use of low vibratory tools. Tools are maintained in good condition and stored properly. The *Contractor* ensures any defective tools are not used.

(3) The *Contractor* regularly cleans all tools with moving and adjustable parts lightly oiled to prevent wear and misalignment. The *Contractor* keeps all cutting edges sharp and sharpened in the correct manner to prevent a change in the temper of the metal.

(4) Metal tools conduct electricity and therefore where work is taking place on or near electrical apparatus, insulated tools must be used. Sparks from tools can cause fire or explosion and care is to be taken near combustible or flammable materials.

(5) The user wears appropriate personal protective equipment as determined by the risk assessment for the activity being carried out.

5.4.10 Welding and Cutting Operations

(1) Hazards common to gas and electric arc welding and cutting operations include fire, explosion, burns, noise, the production of toxic fumes and metal splatter. Hazards associated with gas welding are the use of inflammable gases and the effects of possible oxygen enrichment, particularly in confined or inadequately ventilated areas.

(2) Electric arc welding hazards can result from poor standards of maintenance, repair and improper use of equipment. There is also a risk to the eyes and skin from the effects of ultraviolet light from the arc.

(3) These hazards are identified on the Premises risk assessment and the risks advised to the staff in the Premises through regularly held recorded toolbox talks.

(4) The *Contractor* takes all reasonable steps to ensure that every aspect of work involving welding and cutting operations in the Premises is considered to identify hazards and assess risks. Consideration must be given to the use of hot work permits, in appropriate situations, including

work in confined areas and other locations away from workshops. A specific risk assessment is completed to determine appropriate control measures including segregation from the work, use of barriers, non-reflecting welding screens, working signs and the suitability of personal protective equipment.

(5) Following risk assessments, identified control measures include the following requirements (not deemed to be exhaustive or necessarily covering all eventualities and hazards) to personnel in the Premises:

(a) the undertaking of work involving welding and cutting is restricted to persons trained and competent in the use of and familiar with the safety procedures appropriate to the equipment,

(b) personal protective equipment provided to prevent accident or injury to the body, eyes and head must be worn during any welding and cutting operations,

(c) protective coatings (paint) is removed from around areas to be welded to avoid the possibility of the emission of toxic gases,

(d) welding and cutting work on vehicle fuel tanks or any other vessel designed to contain,

(e) flammable or explosive substances are prohibited in the Premises.

(6) The *Contractor* ensures the co-operation and the exchange of risk assessments, including the mitigation processes, or similar relevant information prepared by employers for all operatives engaged in welding and cutting operations in the Premises.

5.4.11 Hazardous substances

(1) The classification of hazardous substances is laid down in the Chemicals (Hazard Information and Packaging) Regulations. The physical form assumed by a hazardous substance or preparation (liquid, gas, dust, fumes or vapour, etc.) is a contributing factor to its potential for harm. Substances included in the Regulations are found in the Premises including:

(a) liquid - solvents, petroleum, paints, acid (battery charging), coal tar pitch derivations,

(b) gas - carbon monoxide (vehicle exhaust), hydrogen (battery charging), liquid petroleum gas, oxides of nitrogen (welding),

(c) dust - metal dust (grinding machine), cement, salt,

(d) fumes - metal fume (welding),

(e) vapour – solvents.

(2) The *Contractor* ensures working practices aim to minimise the risks associated with using hazardous substances and the consequences of any accidents. The use, storage, handling and generation of certain hazardous substances must satisfy the requirements of the Control of Substances Hazardous to Health regulations. In addition, there are specific regulations providing requirements for the use and storage of a number of hazardous substances (e.g. the Control of Lead at Work Regulations, the Control of Asbestos Regulations, the Highly Flammable Liquids and Liquefied Petroleum Gases Regulations, Dangerous Substances and Explosive Atmospheres Regulations).

(3) The *Contractor* and all other employers in Premises are under a legal duty to provide safe systems of work for their staff and others who may be affected by their undertakings.

(4) The Control of Substances Hazardous to Health regulations require an assessment to be conducted prior to any work involving a hazardous substance. Risk assessments include the need to ensure that all hazardous substances are used in accordance with the manufacturer's recommendations and that suitable control measures are implemented. The *Contractor* will ensure that sufficient information and training, is provided to users of such hazardous substances and those who are affected by their use.

(5) The *Contractor* ensures the co-operation and exchange of relevant instructions including risk assessments prepared by all employers concerning their undertakings involving hazardous substances.

5.5 Flammable, Toxic and Corrosive Substances

5.5.1 General

(1) The *Contractor* ensures that before working with substances personnel have received relevant training and fully understand manufacturers' instructions regarding correct and safe procedures for the storage, use and disposal of flammable, toxic and corrosive substances.

(2) A detailed risk assessment, that is recorded, is carried out prior to any work involved with the use or movement of Flammable, Toxic and Corrosive Substances.

(3) The following precautions act as a guide and are taken as best practice where possible, but are by no means exhaustive and are dependent on the specific nature of the substances involves:

(a) only the minimum quantities of such substances are in use, or stored,

(b) storage is in an approved area or container,

(c) liquids are always to be moved in suitable, securely capped cans or drums on which the contents are clearly marked,

(d) pouring of liquids is carried out with funnels and there must be no naked flame within 6 metres of the operations or other set distance as instructed by the manufacturer,

(e) screw tops and stoppers must be replaced immediately,

(f) drums in use that are fitted with taps are provided with drip trays,

(g) drums in use are stored on end or in cradles,

(h) drums not in use are stored on end,

(i) empty containers are stored in an approved area,

(j) consideration is given to the use of intrinsically safe electrical fittings and

(k) spillages are reported immediately, following agreed procedures, notifying the appropriate authority or authorities as required.

5.5.2 Liquefied Petroleum Gas

(1) Liquefied petroleum gas storage and use complies with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations.

5.5.3 Packaging and labelling of dangerous substances

(2) The packaging and labelling of dangerous substances supplied for use and storage in Premises complies with the requirements of current legislation. Substances received for delivery will only be accepted with the correct packaging and labelling.

5.5.4 Manual handling operations

(1) Injuries are common with manual handling. They can be caused by using incorrect lifting techniques, not taking full consideration of the load to be lifted, or excessive carrying or handling of the load.

(2) Operations involving the manual handling of loads by employees at work which may result in injury are identified by a general risk assessment as required by the Management of Health and Safety at Work Regulations.

The Manual Handling Operations Regulations in turn require that manual handling must be avoided or reduced as far as is reasonably practicable.

(3) Where it is not reasonably practicable to avoid manual handling operations that may result in injury, the *Contractor* and other employers conduct a specific risk assessment to determine how to manage the risks accordingly. All employees required to undertake manual handling of such loads are adequately trained and must make use of any other controls, instructions and procedures determined from risk assessments.

5.6 Electricity at Work

5.6.1 General

(1) The principal risks associated with the use of electricity at work include electric shock, electrical explosions, burns and electrical fires. Electric shocks may result from direct or indirect contact with live conductors and may increase the risk of falls from height (e.g. falls from ladders and scaffolding caused initially by shock currents or explosions). Other risks that may result from the unsafe use of electrical apparatus include slips, trips and falls due to trailing cables.

(2) The Electricity at Work Regulations controls the use of electricity in the workplace, by imposing duties on employers and employees. The regulations are supported by Health and Safety Executive's guidance document Memorandum of Guidance on the Electricity at Work Regulations.

(3) The *Contractor* ensures that any duty imposed by it on its employees which involves work on or near to electrical conductors complies with the regulations. The *Contractor* ensures all such work meets the design, testing and installation requirements of the latest edition of the Institution of Electrical Engineers Regulations for Installations.

5.6.2 Low voltage installations

(4) These instructions apply to all work carried out on low voltage installations. Where a distribution system is supplied from the supply authority's low voltage mains, these rules are applicable to all switchgear and apparatus installed after the supply authority's equipment.

(5) Prior to any low voltage installation work the risk assessment is completed to identify adequate training, the prevention and protection methods to be used (including the need for a permit to work system) and the emergency procedures to be adopted.

5.6.3 Working on 'live' equipment

(6) Only appropriately qualified persons will inspect or work on or near equipment or cables that are electrically live.

(7) Prior to any work on live equipment the risk assessment is completed to identify adequate training, the prevention and protection methods to be used (including the need for a permit to work system) and the emergency procedures to be adopted.

5.6.4 Distribution switchrooms/server rooms

(8) Switchrooms are kept free of all obstructions (e.g. surplus materials or spares) to minimise the possibility of persons falling while carrying out work on or inspecting live equipment. Unattended distribution switchrooms must be kept locked and access must be restricted to competent persons.

5.6.5 Circuit identification

(9) All circuits identified on switches and distribution boards are clearly and correctly shown.

(10) When circuit re-arrangements or additions are carried out, the identities on switches and distribution boards are updated. New labels are prepared in advance and are fixed in position immediately the circuit re-arrangements or additions are completed. Handwritten or other temporary labels are only to be used in exceptional circumstances and then only for a limited period until typed labels are prepared and attached.

(11) When such re-arrangements or additions are made all records are immediately updated.

5.7 Winter Maintenance Equipment and Other Vehicles

5.7.1 General

(1) There are hazards associated with work involving winter maintenance equipment and other vehicles, all of which may result in personal injury accidents. Injuries can occur due to hazards associated with:

(a) direct bodily contact with machines,

(b) entanglement in machinery,

(c) ejection of salt particles from moving parts of *Client's* Vehicles and equipment and

(d) slips, trips and falls on slippery or obstructed surfaces.

(2) The *Contractor* takes all reasonable steps to ensure that hazards associated with work involving winter maintenance equipment and other vehicles are considered by each employer whose undertakings include such operations.

Resulting risk assessments determine the control measures to be taken in order to comply with relevant statutory provisions. The ensuing control measures incorporate the requirements for the specific work activities in Section 5.7.2**.** These requirements are not exhaustive or necessarily cover all work activities involving winter maintenance equipment and other vehicles.

(3) Only appropriately trained and qualified personnel operate *Client's* Vehicles or equipment.

(4) The *Contractor* ensures the co-operation and exchange of risk assessments or similar relevant information prepared by *Client's* engaged in such work.

5.7.2 Gritter Ploughs

(1) Ploughs are kept in designated areas within garages and on the carrier frame provided to allow safe movement and attachment to the vehicle. The area around ploughs are kept clear at all times to allow unhindered and safe access to the ploughs. Movement and attachment of ploughs are only to be carried out by appropriately qualified personnel.

5.8 Salt Loading Equipment, Storage and Handling

5.8.1 General

(2) Hazards associated with salt in Premises include potential instability of salt stockpiles, the hazardous effects of operatives' prolonged exposure to salt, the effects of adverse weather conditions and dangers accompanying the movement and ascent/descent of hoppers by persons at work.

(3) The *Contractor* takes reasonable steps to ensure that every aspect of work associated with salt storage, handling and loading is considered by the employees and employer involved in such work. Appropriate risk assessments to determine the measures to be taken to comply with relevant statutory provisions and the ensuing control measures incorporate the instructions for the specific items and operations identified within this document. These requirements are not exhaustive or necessarily cover all work activities involving salt storage, handling and loading.

(4) The *Contractor* ensures the cooperation and exchange of relevant information including risk assessments prepared by the *Client* concerning their undertakings involving salt in the Premises.

5.8.2 Salt loading equipment (hoppers)

(1) Operatives must keep clear of moving parts and ensure that all guards, screens and ladder loops are in place and remain closed or locked, as appropriate, during operations.

(2) Operatives must keep clear of the underside of hoppers when salt is being loaded or dispersed to avoid injury from falling salt.

(3) The soundness and security of all guards must be checked.

(4) Maintenance operations in hopper bins must only be carried out by competent maintenance *Contractor*s using a permit to work system.

(5) Ascents and descents of the hopper during normal operations must be by the ladders or steps provided and movement on the hopper restricted to the staging catwalks within handrails.

(6) Loose items must not be left on the hopper and lightweight items of large area e.g. inspection hatches, must be properly secured.

(7) All employee's movements and activities during exceptionally strong winds and other adverse weather conditions must be assessed and restricted particularly before they ascend hoppers.

5.8.3 Salt storage and handling

(1) Work in the vicinity of the salt storage area is only undertaken by persons who are trained in and aware of the hazards and associated risks involved with the handling of salt and its associated stockpiles (particularly where salt is stored in the open).

(2) Salt is, wherever possible, be stored in salt barns. When stored in the open salt piles are stored in storage areas agreed with the *Service Manager* with the necessary containment facilities to prevent seepage into nearby water bodies. Salt piles are formed into the shape of long rectangles (dimensions to suit the yard being utilised) because large conical piles of salt present unacceptable hazards. The top surface of the salt pile is convex to ensure that when sheeted there are no valleys formed as seepage of rain through cracks or joins in the sheeting may form crevices in the salt leading to potential collapse of the salt pile.

(3) When storing salt in barns, salt is not placed above the fill line on the retaining wall and at that level a minimum one metre wide strip perpendicular to the wall is left to avoid overstocking, pollution and spillage.

(4) As salt is removed from the stockpile a positive slope, not exceeding 60 degrees to the horizontal, is maintained to avoid risk to staff and vehicles from the collapse of cliff walls of salt.

(5) High winds create further risks to existing control measures in the safe storage of salt. Sheeting, weights and anchorages must be properly secured at all times to mitigate these risks.

(6) *Contractor*'s employees draw any such hazards to the attention of supervisory staff, then onward to the *Service Manager*,

5.9 Personal Protective Equipment

5.9.1 General

(1) The *Contractor* complies with its duties under the Management of Health and Safety at Work Regulations and other relevant legislation regarding the identification of all hazards associated with their work activities in the Premises. Resulting risk assessments determine control measures necessary to ensure safe systems of work. A hierarchy of control measures exists involving the elimination, substitution, reduction, isolation or other means of control of the risks. If these procedures fail to offer an adequate degree of control, i.e. are insufficient to reduce risks to as low a level as is reasonably practicable, then as a last resort, personal protective equipment is provided to control the residual risks. Additionally, some legislation requires personal protective equipment to be worn irrespective of other control measures in place.

(2) The *Contractor* is therefore required to comply with the requirements imposed on it by the personal protective equipment at Work Regulations and a systematic approach is followed ensuring that workers at risk are properly protected. The main elements of this approach must include the selection, introduction and use, maintenance and storage, and a system designed to monitor its effectiveness. Further, where necessary, appropriate information, instruction and training in the use of personal protective equipment must be provided before use.

(3) The selection of personal protective equipment (its type and form) considers, amongst other things, the scale and type of hazard, fumes, dust, noise etc., specific job restrictions, such as work in confined areas, the needs of the user in terms of comfort, ease of movement and use, the cleaning, maintenance and replacement and other specific regulations currently in place, e.g. the Construction (Head Protection) Regulations.

(4) The *Contractor* ensures that all aspects of work in Premises requiring the provision of personal protective equipment are assessed and that personal protective equipment provided is in accordance with the relevant BS EN standard, e.g. BS EN 471 (Retro reflective clothing).

(5) It is normal practice for *Contractor's* to issue standard personal protective equipment to their own employees and staff for normal operations and activities undertaken by them.

(6) However, it is necessary for the *Contractor* to ensure that where activities and operations are taking place that necessitate non-standard or

additional personal protective equipment, this is available and provided to all employees even if they are not its own employees.

(7) It is necessary to ensure that the provision of personal protective equipment is not compromised by the use of other personal protective equipment or the person's own characteristics, e.g. the need for glasses, beards, etc.

5.9.2 Safety Helmets

(1) Wherever there exists a risk of head injury, safety helmets are worn in accordance with the requirements of the Construction (Head Protection) Regulations. Typical situations include areas where structural maintenance or new construction is being carried out and where activities involve work below *Client's* Vehicles and salt loading hoppers and these are clearly defined and signed, and their locations clearly identified to all operatives and personnel using the Premises.

5.9.3 High visibility garments

(1) Class 3 retroreflective fluorescent jackets with full length sleeves are worn in all areas within the Premises.

(2) Exceptions will only apply in areas designated by the *Service Manager.*

5.9.4 Hearing protection

(1) Typical work activities in the Premises where noise levels may present a risk include the use of machinery, plant, welding and cutting operations, particularly in confined spaces.

(2) Hearing protection is provided and worn as required by the Noise at Work Regulations.

(3) In all work activities where noise levels present a risk of occupational hearing loss, the principle is always to be to reduce the noise at source to at least an acceptable level and preferably to the lowest level possible below the current action levels required by the Noise at Work Regulations.

(4) The wearing of hearing protection is always regarded as a last resort control measure. Ear defenders are always worn in the cabs of snow blowers.

5.9.5 Welding and cutting operations

(1) Employees and Others affected by welding and cutting operations, must wear the personal protection equipment determined by the risk assessment. Typically, this will include face shields, welding helmets, gauntlets and aprons to protect against burns, metal splatter and the effects

of ultraviolet radiation and the use of hearing protection particularly in confined spaces.

5.9.6 Work on Hoppers

(1) The risk assessment for work on hoppers may identify the requirement for the use of personal protection equipment. This is likely to include a safety helmet with a chin strap, hearing and eye protection, gloves and protective clothing and in particular a safety harness to protect against falls from height noise, hazardous substances and falling objects.

5.10 Waste and Material Storage

5.10.1 Prior to any storage or waste or other materials within the Premises, the *Contractor* undertakes a risk assessment of that storage and takes measures to prevent the risk of contamination and reduce other identified risks.

5.11 Key Objectives of Environmental Management Services

5.11.1 The key objectives of the environmental management service are:

(1) Setting targets in all key operational areas,

(2) Establishing clear and tangible commitments from *Client* to deliver targets,

(3) Allowing flexibility in terms of the mechanisms used to deliver targets,

(4) Providing support to departments through guidance and up to date examples of best practice.

5.12 Process

5.12.1 Scope

The environmental management service provides, manage, and operate a system of management accordance with the provisions of this annex and the Response and Rectification Times.

5.12.2 Service Requirements

Annually on the anniversary of the *access date*. The *Contractor* makes available to the *Service Manager* in the agreed format, the information gathered and policies pursued in the performance of this service including water, waste, energy, procurement, estates management and biodiversity impacts covering the following aspects:

(a) environmental performance of the Premises,

(b) policies which contribute to sustainable development objectives,

(c) particularly headline indicators,

(d) key sustainable development impacts including performance,

(e) verify their performance data.

All in accordance with the *Client's* environmental policy and the *Contractor's* ISO14001 accreditation

5.12.3 Water Services

The *Contractor* assesses, reviews and reports to the *Service Manager* impacts of water usage including working with Others appointed by the *Client:*

(a) Monitoring water usage,

(b) Carrying out regular water audits,

(c) Advising on the appropriate annual budget to install water saving measures in existing buildings.

The *Contractor*, in conjunction with the *Service Manager* develops targets for reducing water consumption. e.g. consumption per person within the Premises

The *Contractor* collects all data necessary from consumption records in sufficient detail to monitor and report performance against targets:

(a) Each Premises annual water consumption in m^3

(b) Staff numbers, full time *Contractor*s and estimated annual number of visitors,

(c) Hours the Premises are open,

(d) Any special water using features (e.g. cooling towers, garage facilities, sports amenities).

5.12.4 Waste

The *Contractor* assesses, reviews and reports to the *Service Manager* the impacts of waste management including the following:

(a) reduce waste produced and eliminating waste arisings,

(b) increase the quantity of waste that is re-used and recycled, only disposing of waste that cannot be re-used or recycled,

(c) recover value from waste, where the above options are not possible,

(d) as a last resort, dispose of waste that cannot be re-used or recycled in as sustainable a manner as possible,

(e) robust data collection methods and monitoring programmes for waste streams are set in place,

(f) all staff including *Contractor*s are aware of their responsibilities towards sustainable waste management.

The *Contractor*, in conjunction with the *Service Manager* develops targets for reducing waste generation considering:

(a) re-use,

(b) recycling/composting,

(c) landfill,

(d) hazardous wastes.

The *Contractor* collects and analyses all data necessary from the *Client's* records in sufficient detail to monitor and report performance against targets:

(a) provide formal recognition that the *Client* has taken responsibility for managing its own waste streams,

(b) identify sites on the *Client's* estate that are particularly significant in terms of waste arisings and quantities produced,

(c) set out how the *Service Manager* will identify, manage and monitor significant impacts through its environmental management systems, management plans and environmental impact assessments,

(d) set out how to establish or refine data collection systems to enable targets to be monitored,

(e) highlight opportunities for improvements to waste management,

(f) identify and address significant waste impacts in supply chains and contracts and

(g) ensure that the *Client* is able to publicly report on its waste impacts.

5.12.5 Energy

The *Contractor* assesses, reviews and reports to the *Service Manager* the impacts of energy consumption in accordance with the requirements of the *Clients* environmental policy:

(a) to cut the UK's carbon dioxide emissions,

(b) reduce absolute carbon emissions wherever this is consistent with their primary use,

(c) achieve better value for money by improving energy efficiency,

(d) support the production of renewable energy and CHP, through the purchase and, where appropriate, the development of on-site generation facilities,

(e) all staff are aware of their responsibilities towards energy efficiency and reducing carbon emissions and

(f) comprehensive and robust data collection systems are in place to record and monitor energy use.

The *Contractor*, in conjunction with the *Service Manager* develops targets for reducing energy consumption in accordance with the requirements of the *Clients* environmental policy:

(a) to reduce absolute carbon, from fuel and electricity used in buildings and processes and

(b) to increase the energy efficiency of the Premises.

The *Contractor* collects and analyses all data necessary from the *Client's* records in sufficient detail to monitor and report performance against targets.

5.12.6 Premises Management

The *Contractor* assesses, reviews and reports to the *Service Manager* the impacts of the Premises management in accordance with the requirements of the *Clients* environmental policy:

(a) Emissions of greenhouse gases,

(b) Health,

(c) Wildlife,

(d) Materials recycling,

(e) Derelict land,

(f) Ozone depletion,

(g) Rise in global temperature,

(h) Carbon dioxide emissions by end user.

The *Contractor* collects and analyses all data necessary from the *Client's* records in sufficient detail to monitor and report performance against targets.

5.12.7 Biodiversity

The *Contractor* assesses, reviews and reports to the *Service Manager* the impacts of managing the Premises in accordance with the requirements of the environmental policy:

(a) loss or fragmentation of habitat and species to new development/changes in land use,

(b) inappropriate or lack of management of grounds and land (e.g. planting or failing to control non-native species, incorrect grass cutting regimes, use of pesticides and fertilizers, scrub encroachment, fire damage, the effects of ecological disturbance such as trampling, and illegal acts such as fly tipping and egg collecting),

(c) direct and indirect sourcing of products from unsustainable sources (e.g. peat, aggregates, timber, food, water),

(d) pollution of water courses with hazardous substances,

(e) other pollution (e.g. waste emissions, air pollution and noise) which cause damage or disturbance to habitats and species,

(f) climate change and other externally driven processes (e.g. sea-level rise and coastal erosion).

The *Contractor*, in conjunction with the *Service Manager* develops targets for biodiversity in accordance with the requirements of the *Client's* environmental policy:

(a) comprehensive methods for identifying significant impacts for biodiversity as part of their environmental management systems or otherwise have integrated this into management of their estate,

(b) Where there are significant impacts for biodiversity conduct audits of their estate to identify nationally and locally important habitats and species and where necessary conduct site-based surveys; and assess the impact of activities on biodiversity at each site as instructed by the *Service Manager*,

(c) sites identified as being significant for biodiversity, to develop management plans/actions for nationally and locally important habitats and species, and identify opportunities for biodiversity enhancement on other areas of land through their delivery plans as instructed by the *Service Manager*:

The *Contractor* collects and analyses all data necessary from the *Client's* records in sufficient detail to monitor performance against targets specifically:

(a) provide formal recognition that the *Client* has taken responsibility for managing its impacts on biodiversity;

(b) identify landholdings on the Premises that are significant for biodiversity,

(c) set out how the *Client* will identify, manage and monitor significant impacts through its environmental management system, management plans and environmental impact assessments,

(d) highlight opportunities for biodiversity enhancement on landholdings, through grounds maintenance and changes to Premises management,

(e) identify and address significant biodiversity impacts in supply chains and contracts for refurbishment and new build,

(f) identify key partners who can provide advice and expertise on significant biodiversity impacts and developing appropriate actions and

(g) develop action plans that incorporate the UK Biodiversity Action Plan (UK BAP), UK Priority Species and Habitats Action Plan and Local Biodiversity Action Plan (LBAP) processes.

5.13 Response and Rectification Times

Category	Response Time	Rectification Time
Emergency	Immediate	2 hours
Urgent	Within 30 minutes	8 hours
Routine	Within 1 working day	96 hours
Planned	Within 20 minutes of agreed time.	N/A

6 PREMISES SERVICES

6.1 Definitions

6.1.1 In this annex the following words and phrases shall have the following meanings unless the context otherwise requires:

Portable Fire Fighting Appliances	Means devices within the Premises provided solely for the purpose of fire fighting

6.2 Key Objectives

The *Contractor* ensures that the integrity of the building fabric, building services, public health and utility systems, brine saturators, grounds, roads, parking areas, paved areas, boundaries, furniture and apparatus etc. which comprise the Premises are maintained in a safe, fully functional condition.

6.3 Process

6.3.1 Scope

6.3.2 The *Contractor* provides a cyclic and repair maintenance service at all times. Outside of Core Hours the *Contractor* provides access to managers on a formal on call rota basis.

6.3.3 The *Contractor* undertakes all operations required by this Service Specification to the Service Standards and within the Response and Rectification times.

6.3.4 The *Contractor* carries out all activities in a manner which minimises disruption to the *Clients* activities and within the access times.

6.3.5 Under the obligations of the Premises service the *Contractor* is responsible for the maintenance of the physical elements of the Premises.

6.3.6 The Contractor:

(1) inspects and tests all elements of the Premises necessary to ensures they are compliant with applicable Law, *Service Manager* requirements, and Good Industry Practice,

(2) produces reports and makes available as required by applicable Law and Good Industry Practice, and keep the *Service Manager* appraised of progress the reports and

(3) produces and maintains risk assessments and method statements, operational policies and procedures as required.

6.3.7 Planned Preventative Maintenance/Programmed Maintenance

The *Contractor* carries out and completes all planned preventive maintenance / programmed maintenance at the scheduled time to meet the requirements of the Service Standard, Law and Good Industry Practice and within the Response Times.

6.3.8 Reactive Repairs & Maintenance

The *Contractor* provides a repair maintenance service as instructed by the *Service Manager*. All activities will be undertaken within the Response and Rectification Time. The *Contractor* acts at all times in a manner which avoids / minimises disruption to the *Client'*s operations.

6.3.9 Access Times

The *Contractor* agrees access times for carrying out services for areas within the Premises. All activities, save those designated as Emergency, will be carried out within these times.

6.3.10 Statutory Testing

Where Statutory Testing is required the *Contractor* identifies these separately and reports these within the body of the Monthly Review Progress Report ("MRPR") (including inspections due in the following reporting period) and the Planned Maintenance Schedule with all detail necessary.

The *Contractor* plans and organises the attendance of surveyors / inspectors and co-ordinates such inspections with the general planned maintenance activity to minimise disruption to the *Clients* operations. The *Contractor* prepares plant, as necessary, for inspectors to carry out inspections such that the requirements of the Law are continuously met and reinstates the plant to full operational condition following inspection and certification having addressed any deficiencies arising from the inspection.

The *Contractor* is responsible for all corrective actions arising from such inspections to ensure that compliance is maintained.

The *Contractor* is responsible for the routine/regular testing of back-up and emergency systems and apparatus.

The *Contractor* is responsible for the testing, labelling and recording results (for clarity the *Contractor* produce and maintain an accurate and up to date register of all items within the Premises requiring testing) of all portable electrical apparatus in accordance with the risk assessments. Items failing the test or items not carrying a current portable apparatus testing (PAT) test certificate/label will be rendered incapable of use until a suitable test is completed. The *Contractor* arranges for returning the apparatus to an operational condition and re- energising.

6.3.11 Permits to Work

The *Contractor* establishes a method to control services that require permits to work and prepares a schedule of activities requiring these permits.

All permits to work will be issued by the *Contractor* in accordance with the *Contractor*s policies and include all information necessary to safely undertake the services.

In addition, the *Service Manager* may require permits to work to be obtained for services in certain areas or systems. In these instances, the *Contractor* develops and agrees with the *Service Manager* a suitable format for these permits and the procedures to be adopted for usage. The *Contractor* is responsible the preparation and authorisation of permits to work as required.

6.3.12 Diversions of or Disruption to Utilities/Building Services

The *Contractor*, insofar as is possible, avoids the need for utility/service diversions/disruption. Where diversions/disruptions are necessary, The *Contractor*, (other than in an emergency), agrees with the *Service Manager* the timing of the diversion in order to avoid/minimise disruption to the *Client's* operations.

6.3.13 Pest Reporting

During the course of the performance of the duties the *Contractor* monitors areas with limitation of access for authorised personnel for the presence of pests, vermin and insects. Where the presence of pests is discovered or suspected the *Contractor* reports the event to the Helpdesk.

6.3.14 Fire Safety Systems & Procedures

The *Contractor* ensures that where Fire Certificates are required for the Premises that they are current and that deficiencies identified have been remedied in accordance with the prioritisation identified from the fire inspection.

The *Contractor* undertakes, records, continuously reviews and publishes Fire Risk Assessments for the Premises taking into account all aspects of the Premises and the occupants.

The *Contractor* produces a Fire Policy or reviews the existing *Client's* Fire Policy, amends, agrees, maintains, continuously reviews and publishes as required by the *Service Manager* the Fire Policy for the Premises.

The *Contractor* routinely tests the fire precautions installations to maintain functionality and compliance and immediately take all necessary action rectify deficiencies. Appropriate records, log books etc. will be maintained to demonstrate compliance. This includes *Portable Firefighting Appliances* as well as fixed installations.

The *Contractor* arranges and conducts fire drills from the Premises at frequencies no greater than set out in the Risk Assessment or statute. Such drills will be recorded including analyses of effectiveness and remedial action required. The *Contractor* ensures that remedial actions are taken in conjunction with the *Service Manager*, where applicable, as soon as is practicable.

The *Contractor* reports the presence of new or previously unidentified fire risks to the Helpdesk. Where such a risk results from the *Clients* operations the *Contractor* immediately bring this to the attention of the *Service Manager* and propose solutions to remove the risk.

The *Contractor* prepares arranges and undertakes Fire Precautions training for all staff occupying or routinely attending the Premises. This will be undertaken at frequencies determined from the Fire Risk Assessment and for new occupants as part of the induction programme.

6.4 Service Standards

6.4.1. The Service Standards are to form the basis of the *service* within the Premises.

6.4.2. Physical Elements are

Physical Elements

- external fabric repairs including roadways, paths, street furniture etc,
- internal and external painting/redecoration programmes,
- internal fabric repairs,
- internal and external signage,
- fixtures and fittings,
- internal replacement programmes,
- gutters and rainwater systems,
- sanitary, drainage and sewerage systems including land drains and watercourses/drainage ditches,
- chimneys, flues and lightning conductor systems,
- access systems e.g. man safe systems, walkways, gantries and the like,
- water storage, distribution and treatment systems including incoming supplies,
- air conditioning and ventilation systems,

Physical Elements

- boilers, calorifier and heat exchanger systems including piped and transportable gas supplies,
- electrical systems including HV and LV systems including incomers,
- electrical lighting and power,
- generating plant and uninterruptible power supply systems (UPS) systems;
- fixed and moveable furniture repairs – Small moves (up to three desks). However large moves (More than four desks) are covered by the *Client's* furniture contract,
- lifts and lifting equipment,
- compressors and vacuum plant systems,
- heating and domestic hot water systems,
- fire prevention, alarm and firefighting systems,
- security and surveillance equipment and systems,
- general equipment and specialist services,
- vehicle washing systems,
- waste disposal systems including all waste receptacles, shredders, compactors etc,
- kitchen appliances including extract hoods etc and deep cleaning,
- internal and external cleaning equipment,
- plant replacement,
- street and security lighting systems,
- telecommunications infrastructure (fixed cables and outlets only),
- visual display equipment,
- Fuel storage tanks and associated equipment.

6.4.3. Buildings are

Element	Standard
Building Fabric External	• All elements of building fabric shall be functional, operational and satisfy the performance requirements associated with its proper functioning, • Sound secure and weatherproof where appropriate, • Free from damp penetration, efflorescence or spalling, • Claddings, copings and parapets are weatherproof, structurally sound and secure, • free from areas capable of harbouring vermin and/or pests, • Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot, • Free from debris and moss growth.
Building Fabric Internal	• All elements of building fabric shall be functional, operational and satisfy the performance requirements as associated with its proper functioning, • free from structural cracks and/or deflection, • free from damp and vermin, • free from undue damage and of reasonable appearance • free from unsealed asbestos.
Fixtures and Fittings	• operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching, • shall function as intended, and shall be free from all but minor surface blemishes and wear and tear,

Element	Standard
	• luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate, • internal lighting to be maintained in line with manufacturers recommendations, • free from corrosion and surface defects.
Furniture	• Safe and capable of fully meeting its intended function, • In good condition save for minor surface blemishes and wear and tear, • Fabrics to be free from tears, defects and undue surface wear or discolouration, • Surfaces to be of uniform lustre where appropriate, • Painted surfaces free from scratches, shelling, dints etc except those arising from normal wear and tear, • Ergonomically correct for its intended use, • Moving parts free to move and lightly lubricated where appropriate, • Fitted with safety devices where required, • Locking mechanisms to function as designed.
Floor and Floor Coverings	• The floor covering is complete, according to their specification, • The floor covering to be maintained so as not to cause a health and safety hazard, • The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard, • Floor coverings/surfaces shall be maintained in such a way as to provides a suitable uniform surface, with minimal resistance, for wheel chairs and any other wheeled vehicles in use in the Premises,

Element	Standard
	• allow adequate drainage where necessary, • free from pests.
Decorative Finishes	• Decorative finishes are complete according to their specification, free from all but minor surface blemishes or undue wear and tear, • free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.

6.4.4. Systems are

Element	Standard
Emergency Power Supply	• Standby power sources (including UPS systems), where installed, shall be operational, secure and tested regularly, • All generators are to be fully fuelled and tested on a six monthly basis as a Planned Preventative Maintenance measure, Emergency power to be provided by the *Contractor* in the event of a total power outage, • Emergency lighting units shall comply with BS5266, be free from dust, operational and fully charged, • Batteries and Battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged, • Static inverters shall be in working order and not overheat during normal operational loading.
MV Distribution System	• Ratings shall be clearly marked, • Fuse elements or circuit breaker mechanisms in working order, • contacts and connections clean and mechanically tight, • no overheating during normal operating loads, • secure to authorised access only,

Element	Standard
	• recording instruments operational where necessary, • cable joint boxes free from compound leaks, • marker and covering notices where necessary.
HV Distribution Systems	• Ratings shall be clearly marked, • Fuse elements or circuit breaker mechanisms in working order, • contacts and connections clean and mechanically tight, • no overheating during normal operating loads, • secure to authorised access only, • recording instruments operational where necessary, • transformers are free from oil leaks, • protective coatings are intact, • no signs of excessive heating, • electric strength of oil satisfactory, • cable joint boxes free from compound leaks, • marker and covering notices where necessary.
Hot & Cold Water Systems	• Deliver water at the temperatures and flow rates referenced in the Legionella Risk Assessment without undue noise and vibration, • Drinking water supplies to be identified and portable, • Taps, valves and other related fittings and fixtures function as intended, • Monthly inspections of the supply of fresh clean drinking water • Pipe work and fittings shall be fastened securely to their intended points of anchorage,

Element	Standard
	• There shall be no drips or leaks of water from pipe work, taps, valves and/or fittings, • Adequately insulated to maintain minimum/maximum (as appropriate) circulation/delivery temperatures.
Heating, Air Conditioning and Mechanical Ventilation Systems	• All ventilation systems shall function as intended without undue noise or vibration, • air changes and ventilation levels as required to achieve the designs capacity without undue noise or drafts, • Ductwork, fittings and pipe work shall be securely fastened to their intended points of anchorage, • There shall be no leaks of water (or other heating/cooling medium) or air from ventilation systems, • Secure to authorised access only, • Clean internally (including drain pipe work and traps) and free from corrosion, erosion and organic growth.
Specialist Services	• All Specialist Services shall function as intended, at the correct temperatures, quality and standards and flow rates without undue noise or vibration, • All pipe work and fittings shall be fastened securely to their intended points of anchorage. There shall be no leaks of piped gases and/or liquids and/or solids.
Electrical Power and other Cabled Systems	• All electrical installations to complies with BS7671 or equivalent, • weatherproof where appropriate, • protection devices functional and correctly graded to maintain continuity of supply, • Function as intended without undue noise or vibration, • Wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled,

Element	Standard
	• Lighting protection should be complete, isolated and complies with BS6651 or equivalent and tested regularly (annually as a minimum), • MICC cable protective coatings intact, • Light emittance within design Lux levels, • Circuits and sub-circuits to be uniquely identified, • Data cables and outlets to include telephone installations.
Public health and other drainage systems	• shall function as intended, without undue noise and vibration, • provides a safe and comfortable environment, • all pipe work and fittings fastened securely to their intended points of anchorage, • Free from leakage of waste and/or foul water and/or rainwater, • Above and below ground drainage is intact and free from obstructions and blockages, • Manhole and other access points are readily accessible with covers not seized. • Records and trend analysis reports shall be maintained to manage incidents. However, the *Contractor* shall assist in all reasonable measures in identifying and removing the fault.
Fire Fighting Equipment	• Fire extinguishers and other firefighting equipment shall be correctly located in sufficient numbers, appropriate for the intended use and maintained in accordance with BS 5306 Part 3 Code of Practice or equivalent, • Sound, secure and fixed to their intended point of anchorage where housed in recesses additional appropriate signage will be maintained,

Element	Standard
	• Fully operational within manufacturer's recommendations, • Hydrants, sprinklers and hoses shall be at correct operating pressure and capacity, • Pipe work shall be free from corrosion, leaks and drips, • Be of suitable type and quantity for the hazards present within their vicinity.
Lifts and lifting Equipment As defined by the Lifting Operations and Lifting Equipment Regulations 1998	• shall function as intended without undue noise or vibration, • shall have a fully functioning control panel and phone/REM system, • no persons shall be trapped in a lift for more than 30 minutes, • to house a possible communication device for trapped person(s), • Tested and certified at appropriate intervals.

6.4.5. Flow Rates for Hot & Cold-Water Systems are in accordance with the Legionella Risk Assessment for each Premises and as specified in 6.4.4 above.

6.4.6. Infrastructure Systems are listed below and as specified in 6.4.4 above.

Element	Systems
Infrastructure Systems	(1) sanitation and drainage systems, (2) water systems, (3) fuel storage plant, (4) electricity distribution system, (5) gas distribution system.

6.4.7. Heating & Ventilation are listed below and as specified in 6.4.4 above.

Systems	Element	
Heating and ventilation system	(1) humidifiers	(10) Air Handling Units
	(2) heat emitters	(11) Air curtains
	(3) ductwork	(12) Passive ventilation
	(4) mixing boxes and dampers	(13) Fans
	(5) coolers	(14) Under floor systems
	(6) inlet/outlet grilles	(15) Pipe work
	(7) refrigeration plant	(16) Valves
	(8) cooling towers	(17) Motors and pumps
	(9) other local ventilation systems	(18) Fly zappers
		(19) pressurisation units

6.4.8. Specialist Services are listed below and as specified in 6.4.4 above.

Element	Systems	
Specialist Services	(1) un-interruptible power supply systems;	(5) safe Access Systems
	(2) lifts and lifting equipment	(6) car park management equipment
	(3) automatic fire fighting systems	(7) Information Technology
	(4) dry and wet risers including valves, tanks etc.	

6.4.9. The following are to be categorised as Specialist Services

Element	Systems	
Mechanical & Electrical	(1) external lighting installation	(13) water treatment systems
	(2) internal electrical power and lighting installations	(14) domestic and cold hot water storage and distribution systems
	(3) emergency lighting systems	(15) security and fire alarm systems
	(4) air conditioning systems	(16) fixed and portable electrical appliances
	(5) ventilation extracts and air systems	(17) lifts and lifting equipment
	(6) fire prevention, extinguishing and smoke extract systems	(18) space heating systems
	(7) electrical mains distribution system	(19) heat raising plant
	(8) including portable supplies	(20) cooling systems
	(9) stand alone water coolers	(21) UPS and emergency electrical generation plant and equipment
	(10) central air handling plant	(22) chilling plant and chilled water storage and distribution systems
	(11) emergency electrical central battery systems	(23) thermal systems and distribution systems
	(12) refrigeration equipment	(24) heating plant, steam and hot water distribution systems
		(25) fixed and portable first aid firefighting systems other than automatic fire fighting systems

6.5 Brine Production Saturators

6.5.1 Brine Production Saturators as listed in Network Information Section 1.16.2 are made available for use by the *Contractor*. Sections 6.6 to 6.12 below set out the requirements for the maintenance of the brine production saturators

6.6 Operatives

6.6.1 The *Contractor* provides suitably trained operatives for the purpose of loading the Brine Production Saturators as required by operational needs.

6.6.2 The *Contractor* provides suitably trained operatives for the purpose of loading or off-loading brine on the *Client's* Vehicles.

6.7 Maintenance Activities

6.7.1 The *Contractor* maintains the Brine Production Saturators. The maintenance is to comprise the following categories of work:

(1) Planned 'in winter' Periodic Maintenance

(a) The *Contractor* prepares and maintains an up to date maintenance schedule for all Brine Production Saturators**.** The format is to be agreed by the *Service Manager* and must be made available to the *Service Manager* upon request.

(b) The *Contractor* will undertake all planned winter period servicing in accordance with the manufacturers requirements.

(c) Winter period is defined as the 1st October – 30th April each year.

(2) Repairs and Modification

(a) If any component part is still in warranty the *Contractor* arranges such repairs immediately and reports to the *Service Manager* as soon as possible.

(b) The *Contractor* replaces or repairs any damage to the Brine Production Saturators that is due to negligence by the *Contractor*.

(c) The *Contractor* will undertake all repairs in accordance with the manufacturer's requirements.

(d) The *Contractor* does not make any modification or fit any equipment to the Brine Production Saturators without the prior approval of the *Service Manager.*

6.8 Supply of Spare Parts and Materials

6.8.1 The *Contractor* shall supply and fit parts offering the best value for money, whilst meeting appropriate manufacturer's specification and performance requirements.

6.8.2 The *Service Manager* may instruct the *Contractor* to establish a stock of spare parts to ensure that critical components are available immediately.

6.9 Retention of Defective Components

6.9.1 The *Contractor* retains for a period of one month any components removed from Brine Production Saturators and declared by the *Contractor* as beyond economic repair or beyond repair, for inspection by the *Service Manager*.

6.9.2 The *Contractor* shall also retain defective components where serious or repeated failure is apparent.

6.10 Winter Commissioning Activities

6.10.1 In September of each year, the *Service Manager* may obtain the services of a specialist supplier to commission the Brine Production Saturators to ensure that they are ready for use, by the *Contractor*. The *Service Manager* may instruct the *Contractor* to undertake this commissioning.

6.10.2 The commissioning will be in accordance with the manufacturer's requirements.

6.11 In season Use

6.11.1 The *Contractor* maintains the Brine Production Saturators. This will include:

(1) Loading of salt or other materials for the purpose of brine production.

(2) Planned maintenance and operational checks as required in 6.10.2 above and in accordance with manufacturers requirements.

(3) As instructed by the *Service Manager*.

6.12 Summer Decommissioning Activities

6.12.1 In May of each year, the *Service Manager* may obtain the services of a specialist supplier to decommission the Brine Production Saturators. As part of this work the specialist supplier may identify additional maintenance work required prior to the next winter season. The *Service Manager* may instruct the *Contractor* to carry out this work.

6.12.2 Decommissioning will be in accordance with the manufacturer's requirements.

6.13 Response and Rectification Times

Category	Response Time	Rectification Time
Emergency	Immediate	4 hours
Urgent	Within 2 hours	24 hours
Routine	Within 1 working day	48 hours
Planned	At planned start time	N/A

6.14 Access Times

Area	Access Times
Plant / Equipment Rooms	At all times
Client Occupied Areas	Agreed with *Service manager* for Routine and Planned/Scheduled Events/Service Requests, Agreed with local occupiers for Urgent Events/Service Requests, As required for Emergency Events/Service Requests.
Other areas where access is controlled by Others	Agreed with the responsible person
External Areas	Agreed with *Service Manager* for Routine and Planned/Scheduled Events/Service Requests, Agreed with local occupiers for Urgent Events/Service Requests, As required for Emergency Events/Service Requests.

7 GROUNDS

7.1 Key Objectives

To provide a Grounds Maintenance Service for each of the Premises that is responsive to seasonal weather and growing conditions in order to:

- Maintain a landscape that is functional,
- Maintain the Grounds to facilitate the smooth running of *Client* operations including ensuring access to the Premises at all times,
- Provides access to the Premises, including fuel facilities/pumps, car parking and other facilities for *Client's* Vehicles and any other *Client's* vehicles (including but not limited to the *Client's* Traffic Officer's, Inspector's, National Vehicle Recovery Service and any other vehicles instructed by the *Service Manager*),
- Maintain the Grounds in such a way as to promote a positive image of the *Client* to all Visitors and Staff and
- Provides and maintain a safe, logical and clear circulation routes across the Premises that are accessible to all bona fide Visitors and the Emergency Services.

7.2 Process

Scope

(1) The Grounds Maintenance Service will be delivered on a planned and reactive basis.

(2) The Grounds Maintenance Service provides the following, in accordance with the Service Standards and the provisions of this Service Specific Specification:

(a) A planned maintenance programme for all external structures and surfaces,

(b) A reactive maintenance service as instructed by the *Service Manager,*

(c) An emergency call-out service to address such occurrences as fallen trees, snow or ice, etc.

(3) The Grounds Maintenance Service provides a horticulture service across the Premises. This includes, but not be limited to:

(a) Shrub pruning,

(b) Hedge cutting,

(c) Tree maintenance/surgery,

(d) Lawn care including mowing and edging,

(e) Weeding,

(f) Weedkilling,

(g) Litter picking, collection of fallen leaves and general tidying.

(4) The *Contractor* is responsible for appropriate disposal of all arisings resulting from the Grounds Maintenance Service.

(5) The Grounds Maintenance Service provides a service across the Premises. This includes but not be limited to:

(a) Roads and pathways,

(b) Signage; including lighting,

(c) gritting and snow clearance,

(d) Boundary walls and fences and access gates,

(e) Car parks,

(f) External furniture including street furniture; including replacement of light fittings and elements,

(g) Lawns, open areas,

(h) Paved areas and hard-standings

(i) External staircases/fire escapes.

Service Requirements

(1) Horticulture

The *Contractor* provides a planned horticulture service within the Response and Rectification Times.

The *Contractor* provides a reactive horticulture service within the Response and Rectification Times as instructed by the *Service Manager*.

(2) Maintenance

The *Contractor* ensures all external areas of the Premises are sound, safe and tidy and in accordance with the Service Standards described and Response and Rectification Times.

The Grounds Maintenance Service:

(a) Provides and maintain the integrity of all site fencing, boundary walls, hedges, boundary ditches etc,

(b) Provides, maintain and clean all street furniture across the Premises including but not limited to bollards, handrails, signage, street lights, road markings etc. This includes routine replacement of lighting elements,

(c) Provides remediation of vandalism and the removal graffiti as instructed by the *Service Manager*,

(d) Minimise the number of potential sites for vermin habitation.

(3) Site Access

The *Contractor* ensures access routes comply with the Equality Act. This includes provision for cars to set down disabled people at entrances, safely and without hindrance.

The *Contractor* ensures:

(a) emergency vehicles have access to the Premises and to the faces of the buildings,

(b) fire paths are used where roads do not give the required access. The *Contractor* ensures all fire access is agreed with the *Clients* Fire/Health & Safety Officer and the Fire Service,

(c) ensures use of hatched road markings to help to prevent misuse of emergency vehicle access routes.

The *Contractor* ensures measures are in place, agreed with the *Service Manager* and implemented to deal with petroleum/ chemical spills.

The Grounds Maintenance Service ensures

(a) pedestrian access routes are convenient, short and safe, including the removal of moss/algal growth and any other

agent causing or liable to cause slippery external surfaces.

(b) Pedestrians are segregated from vehicular traffic by the provision of walkways from designated car parks and throughout the Premises and are well lit both day and night.

The *Contractor* develops and implements plans for ensuring access and egress to the Premises is maintained throughout periods of adverse weather conditions. This includes staff briefing and provision of specialist apparatus for gritting, salting, de-icing, snow and ice clearance.

The *Contractor* provides a 24-hour rapid response service to clear snow, ice and/or standing water and grit all roads, pathways, car parks and external fire escape routes within the Premises as instructed by the *Service Manager*.

(4) Administration

The *Contractor* maintains all records, showing areas maintained, materials used, activities carried out, date of activity etc. and conduct inspections to ensures that all areas are in good order.

7.3 Response & Rectification Times

Category	Response Time	Rectification Time
Emergency	Immediate	4 hours
Urgent	Within 2 hours	24 hours
Routine	Within 2 working days	96 hours
Planned	Within 20 minutes of planned start time	N/A

8 HELPDESK SERVICES

8.1 Key Objectives

8.1.1 The *Contractor* provides a Helpdesk Service to facilitate the smooth running of the *Client* operations at all times with automatic routing to the agreed out of hours contacts. The Helpdesk Service should be fully integrated with existing *Client* Policies and act as a communication hub for all Premises management matters. The Helpdesk Service shall:

- Be effective, flexible and efficient in coping with varying demands,
- Provides a high level of customer care to all Helpdesk Users,
- Marshal resources to the maximum benefit to the *Client* and
- Co-ordinate emergency responses in a proficient and professional manner.

8.2 Process

8.2.1 The Helpdesk Service forms the day to day notification interface between the *Service Manager*, The *Contractor* and Others in relation to the following matters only:

(1) all queries and requests relating to the service defined in this annex by any of the following:

(2) in person,

(3) via e-mail or intranet,

(4) telephone,

(5) written communication and

(6) facsimile.

(7) the notification of faults and complaints relating to services covered by this annex,

(8) requests for temporary changes to the delivery and scope of services or other *Contractor*'s service,

(9) monitoring of alarms and security systems (if appropriate),

(10) notification of emergencies,

(11) the issue of instructions and notices by the *Service Manager* and the other *Contractor*s in relation to the *service,*

(12) request for information relating to the operation of the Helpdesk Service,

(13) Update of progress regarding any fault notified to the Helpdesk,

(14) Room Booking service

8.2.2 The Helpdesk will also act as the focal point for internal enquiries and will handle calls *for Client* provided services in the same manner as for *services* defined in this annex.

8.2.3 The Helpdesk comprises a facility for receiving, logging, responding appropriately to direct verbal, telephone, letter, facsimile, e-mail and other legal communications and liaising with all users on the progress of work.

8.2.4 At all times the central Helpdesk Service shall be fully responsible for managing and co-ordinating the responses and shall be the single point of contact for the *Client*.

8.2.5 Service Requirement

The *Contractor*:

(a) updates the instructions on the use of the Helpdesk Service from time to time, as necessary and provides these to the *Service Manager*;

(b) ensures that all Helpdesk users, *Contractors* staff, Others and *Clients* staff, are familiar with the Helpdesk service instructions.

The *Contractor* ensures that all new *Contractor* and *Client* staff are familiarised with the function and use of the Helpdesk as part of their induction training. The *Contractor* also provides ad-hoc training as may be required to ensure users are aware of procedural updates.

The *Contractor* agrees with the *Service Manager* a call category protocol that enables the Helpdesk operator to determine automatically the Priority in accordance with the Performance Parameters to this Service Specific Specification for each Service Request made or Event reported.

Helpdesk staff are trained to assess the likely classification of service requirements resulting from a Service Request or Event reported in accordance with the agreed Service Failure categories and respond accordingly;

The *Contractor* trains Helpdesk Staff to respond in an informed manner to enquiries in accordance with the *Client* policies. The Helpdesk Staff shall comply with appropriate codes of conduct.

The *Contractor* logs all *service* Requests made and Events reported immediately and dynamically as the call is received. The information will be entered immediately into the Computer Aided Facilities Management system. The *Contractor* record all relevant details for each Service Request or Event

The *Contractor* generates an activity request report for each Service Request or Event reported. The activity request report shall be communicated to the relevant *Contractor*. Such communication shall be documented.

The *Contractor* informs the Helpdesk user as to the proposed course of action and Response Time and Rectification Time allocated. The Helpdesk Service co-ordinates the appropriate response to all requests.

The *Contractor* responds to the Service Request or Event reported and on completion of the remedial activity informs the Helpdesk Service together with the achieved response, rectification time and the action undertaken. This information is to be logged onto the Computer Aided Facilities Management system.

Information logged with the Helpdesk shall not be amended unless there is a system in place to record the details of the amendment to provide an auditable change control process

The *Service Manager* has full real time access to all Helpdesk records at any time including the use of third party data extraction and manipulation tools.

To facilitate this the *Contractor* ensures that the information (in addition to that required under HD 6 above) is entered and accessible by the *Service Manager* and maintained within the Computer Aided Facilities Management system

The Helpdesk shall be available at all times with automatic routing to the agreed out of hours contacts to respond to all Service Requests or Events reported.

In the event of an emergency, at whatever time, the Helpdesk shall assist in raising the alarm, reporting the incident to internal and external authorities, co-ordinating the response and logging the details.

The *Contractor* answers all telephone calls within 15 seconds and opening, evaluating and initiating the response to other means of communication within 5 minutes of receipt.

The *Contractor* keep the Helpdesk user informed should problems occur with executing the Service Response or Event response.

The *Contractor* ensures confidentiality is maintained in accordance with the *Client* policies

8.2.6 Room Booking

The *Contractor* develops, implements and maintain a room booking service for all common spaces e.g. conference and meeting rooms, hot desks, video conference booking etc.

8.3 Service Records Requirements

Element	Requirement
Request Logging	• requesters/reporters name, • date and time, • location i) Site, ii) Building, iii) Floor, iv) Room, v) Department. • nature of the Service Request or Event, • service required, • priority, • Operatives and/or *Contractor* engaged on the task, • Service Response and Rectification Times, • unique request reference, • contact name to which the request was passed, • Date and time request passed, • Action taken, • Actual Response Time and Rectification Time achieved.
Audit Trail	• Date and time of the amendment, • the exact nature and impact of the amendment,

Element	Requirement
	• the reason for the amendment, • by whom the amendment was authorised.
Records	• Names of all Operatives whether employed directly by the *Contractor* or supplied by a third party assigned to the task, • Individual training records and competences, • Attributable time by Operative/third party.

8.4 Service Response & Action Times

Category	Response Time	Call Passed
Emergency	Immediate	Within 30 seconds of call closing
Urgent	1 minute	Within 2 minutes of call closing
Routine	2 minutes	Within 5 minutes of call closing

9 PREMISES MATERIALS MANAGEMENT SERVICES

9.1 Definitions

9.1.1 In this annex the following definitions apply unless the context otherwise requires:

Breakout	Means the separation form the delivery packaging into separate items for delivery to users
Facilities Materials	Means items supplied by the *Contractor* to the *Client* under this annex
Top-up Service	Means the re-supply of storage areas local to the working area into which Materials are delivered and held

9.2 Key Objectives

9.2.1 The *Contractor* provides a Premises materials management service to facilitate the smooth running of The *Client* operations within at all times. The *Contractor* ensures sufficient Materials are available to maintain the continuity of the *Client*'s business.

This *service*:

- provides an efficient and effective Premises materials management service for the receipt and distribution of the *Client* materials throughout the Premises,
- ensures that all Materials required by the *Client* are available at the point of use at the times and in the quantities specified by the *Service Manager*;
- ensures that value for money is achieved by efficient supply chain management across a range of goods to provide optimum levels of Materials at the agreed quality,
- provides security and safety for Materials in storage and in transit around the Premises.

9.3 Process

9.3.1 Scope

(1) The materials management service ensures that the *Clients* business is not disrupted through a lack of Materials at the point of use.

(2) The *Contractor* provides an integrated materials management service that will have wide responsibilities for the procurement, receipt, safe custody and distribution to end users of Materials requisitioned by the *Client*. The Materials management service includes the following elements:

a) Operational Support:

i.) Delivery Scanning,

ii.) Materials ordering,

iii.) Materials receipt,

iv.) On-site Stock items,

v.) Storage.

b) Breakout:

c) Top-up Service,

d) Management of used packaging,

e) Distribution.

(3) In all instances the *Contractor* Provides the Service in accordance with the *Clients* Policy

9.3.2 Service Requirements

(1) Operational Support Systems

The *Contractor* scans/inspects any delivery it considers may represent a threat to the *Clients* staff or operations. In the event that following the scan the *Contractor* considers that the threat is real the *Contractor* immediately isolates the packages, alerts those present in the Premises to take appropriate action, contacts the Emergency Services and informs the *Service Manager*.

The *Contractor* produces and maintains a register of suspect packages received.

The Register will at all times be accurate and available for inspection by the *Service Manager*

(2) Materials Ordering

The *Contractor* develops, agrees, implements, maintains and manages an auditable material ordering system for the supply of Materials fully compliant with the *Clients* procurement policies including the use and administration of existing *Client* framework contracts.

Provides all necessary forms and processes to enable the *Client* to requisition materials.

Retains and manages procurement records in accordance with the *Clients* Policy.

(3) Facilities Materials Receipt

The *Contractor* is responsible for and control of the inward and outward movement of Materials.

The *Contractor* collects together and appropriately store all packaging Materials and arrange for return/collection/disposal as appropriate

(4) On-Site Stock Items

The Material management service provides and operates a stock control system that provides up to date stock records of all stock lines.

(5) Storage

The *Contractor* provides and maintains safe and secure custody, in line with the *Client* Policy and stores Materials in accordance with manufacturers' recommendations.

(6) Breakout

The *Contractor* provides a customer focused break out service to ensure Materials are supplied to the *Client* in economical units.

The break out stock shall be incorporated into Materials management operational control support systems as devised, implemented, and maintained by The *Contractor*.

The *Contractor* manages all aspects of waste produced during the break-out process ensuring that accumulations do not result in fire, vermin/insect or other hazards.

(7) Top Up Service

The *Contractor* ensures that the stock levels are optimised to provide Premises with agreed range of Materials, in sufficient quantities agreed between the *Contractor* and the *Service Manager* to avoid disruption to the *Clients* operations whilst minimising the stock held.

The *Contractor* maintains and records details of all stock issues/returns made to/from departments are recorded in the appropriate unit of issue in line with the *Clients* Policy and provides such information to the *Service Manager*.

(8) Distribution

The *Contractor* distributes Materials to the Premises to ensure continuity of supply at the point of use.

(9) General

The *Contractor* promotes waste reduction strategies with all suppliers and will demonstrate year on year reductions in the rate of wastage generation in both biodegradable and non-biodegradable packaging.

9.4 Service Response Times

Category	Response Time	Rectification Time
Emergency	Immediate	15 minutes
Urgent	30 minutes	60 minutes
Routine	2 hours	8 hours
Planned	Within 20 minutes of agreed time.	N/A

10 OFFICE EQUIPMENT

10.1 Key Objectives

10.1.1 The *Contractor* shall provide a reactive and programmed office equipment service across the Premises.

The key objectives of the *service* are to provide the *Client* with a technical and operational office equipment service.

10.2 Process

10.2.1 Scope

(1) The office equipment service shall provide, manage, and operate a system of maintenance and replacement in accordance with the Service Standards and the provisions of this annex.

(2) The *Contractor* carries out all activities in a manner which minimises disruption to the *Clients* activities and within the access times.

10.2.2 Service Requirements

The *Contractor* develops, maintains and agrees with the *Service Manager* a schedule of apparatus supported by this service

10.2.3 Planned Maintenance

The *Contractor* provide a planned maintenance service at the scheduled time to meet the requirements of this service standard and within the Response Times

10.2.4 Reactive Repairs & Maintenance

The *Contractor* provides a reactive maintenance service as instructed by the *Service Manager.* All activities will be undertaken within the Response and Rectification Times.

10.2.5 Access Times

The *Contractor* agrees access times for carrying out works for areas within the Premises. All activities, save those designated as Emergency, will be carried out within these times.

10.2.6 Replacements

Where the *Contractor* recommends that office equipment should be replaced prior procurement of new or replacement office equipment the *Contractor* provides all information required by the *Service Manager* to arrive at an informed business decision regarding the method by which the *Contractor* meet the *Client*'s needs.

Upon receipt of an instruction to procure new or replacement office equipment from the *Service Manager* the *Contractor* procures the office equipment in accordance with the provisions of the Materials management section of this annex.

10.3 Service Response and Rectification Times

Category	Response Time	Rectification Time
Emergency	Immediate	4 hours
Urgent	2 hours	24 hours
Routine	Within 1 working day	48 hours
Planned	At planned start time	N/A

10.4 Access Times

Area	Access Times
Client Occupied Areas	Agreed with *Service Manager* for Routine and Planned/Scheduled Events/Service Requests Agreed with local occupiers for Urgent Events/Service Requests As required for Emergency Events/Service Requests
Other areas where access is controlled by others	Agreed with the responsible person

11 PEST CONTROL SERVICES

11.1 Key Objectives

11.1.1 The *Contractor* provides pest control service across the Premises within at all times.

The key objectives of the pest control service are:

a) Provide the *Client* with a technical and operational pest control service covering all land and property within the Premises;

b) Ensure that effective and economic pest control measures are implemented and that they are in accordance with the *Client*'s Policies.

11.2 Process

11.2.1 Scope

The pest control service provides, manages, and operates a system of pest and fungal growth control in accordance with the Service Standards and the provisions of this annex

11.2.2 Service Requirements

The *Contractor* provides a preventative and out of hours service. Planned preventative site assessments are to be conducted at night as well as during daylight hours, across the range of the seasons and at varying times to determine the nature or likely of any infestation. Inspections will include voids within the Premises.

The *Contractor* provides a reactive pest control service as instructed by the *Service Manager.* An emergency pest control service applies in and outside Core Hours for dealing with non-routine, urgent and emergency requests. The *Contractor* attends the Premises and takes the appropriate action.

The *Contractor* provides safe and efficient methods of catching, destroying and safely disposing of pests (adopting safe and humane procedures in all instances). The pest control service ensures all insect and rodent control systems shall be tamper resistant.

The *Contractor* uses chemical treatments only where other forms of prevention are ineffective in controlling pests. The pest control service ensures the use of chemicals, including pesticides and materials, are strictly controlled, monitored, and fully complies with COSHH requirements (records of their use must be available for inspection by the *Service Manager* and other authorised

organisations/personnel). The *Contractor* informs the *Service Manager* in writing at least 5 working days prior to his intention to use chemical control methods.

11.3 Service Response Times

Category	Response Time	Rectification Time
Emergency	Immediate	Dependant on nature of incident
Urgent	Within 30 minutes	Dependant on nature of incident
Routine	Within 2 hours	Dependant on nature of incident
Planned	Within 20 minutes of agreed time.	N/A

12 SECURITY SERVICES

12.1 Key Objectives

12.1.1 The *Contractor* provides security to ensure the safety and security of all staff and bona fide visitors to the Premises.

The *Contractor:*

(a) maintains the safety of all persons, and their belongings, on the Premises,

(b) protects the Premises and property of the *Client* and visitors against theft, vandalism, malicious tampering and criminal damage;

(c) ensures only bona fide visitors are allowed access to the Premises. This includes restricting access to sensitive areas to authorised personnel only;

(d) Ensures adherence to the *Client*'s policies as appropriate.

12.2 Process

12.2.1 Scope

(1) responding to security incidents,

(2) operation of CCTV systems,

(3) access control and permit management,

(4) managing access to the Premises at all times,

(5) incident reporting,

(6) crime prevention,

(7) lost property.

12.2.2 Minimum Service Requirement

12.2.3 Dedicated Security

The *Contractor* ensures that suitable and sufficient security systems are in place throughout the Premises and include specific arrangements for vulnerable high risk areas at the times.

12.2.4 Surveillance Systems

The *Contractor* maintains and operates a surveillance system for the Premises

The *Contractor* ensures that appropriate notices are positioned around the site in compliance with the Data Protection Act and *Clients* Policy

12.2.5 Control of Access

The *Contractor* implements and maintains systems for providing secure access to all areas of the Premises to authorised personnel only. The *Contractor* as a minimum:

a) Manages and controls access to the Premises,

b) manages and implements *Client* Policies regarding the issue and recovery of security passes to and from authorised personnel,

c) manages and implements the *Client* Policies regarding the issue of keys/entry cards or their equivalent including storage and recording and replacement,

d) maintains a record of all security passes, keys, entry cards issued and recovered and

e) does not admit any unauthorised persons into non-public areas.

12.2.6 Incident Response and Reporting

The *Contractor* implements and maintains systems and procedures to report, record and collate all security incidents (including but not limited to criminal offences) correctly, accurately and of a quality suitable for submission in Court or other tribunal or judicial forum.

A report containing all incidents is submitted to the *Service Manager* monthly with the exception of serious incidents in which case the *Service Manager* should be contacted immediately.

Where a crime is committed or where a crime is suspected of being committed, the *Contractor* summons the police in accordance with the *Client* Policies for contacting and liaising with the police. At all times The *Contractor* considers the implications regarding public relations and disciplinary procedures.

Following the discovery of a criminal act the *Contractor* investigates the incident on behalf of the *Service Manager* (in such a manner as not to interfere with any official police inquiry) and reports all findings immediately to the *Service Manager*.

12.2.7 Crime Prevention

The *Contractor* in association with the *Service Manager* and local crime prevention officer develops and implements action plans to deal with serious crimes which may occur at the Site including but not limited to terrorism, vandalism and assault (including sexual assault and harassment) on any Key Customers, visitors or their property.

The *Contractor* promotes security and safety consciousness of all Staff through the development and dissemination of security and safety information.

12.2.8 Lost Property

The *Contractor* provides and administers a lost property system on behalf of the *Service Manager*. This includes but not limited to:

a) Safe custody of 'lost' items,

b) Contacting property owners when known,

c) Disposing of property in accordance with the *Clients* policy.

12.3 Service Response Times

Category	Service Response Times	Rectification Time
Emergency	Immediate	15 minutes
Urgent	15 minutes	60 minutes
Routine	1 hour	4 hours
Planned	Within 10 minutes of agreed time.	N/A

13 UTILITIES MANAGEMENT

13.1 Definitions

13.1.1 In this annex the following words and phrases shall have the following meanings unless the context otherwise requires:

Utility Means any or all of the following:

(a) Electricity,

(b) Gas,

(c) Fuel oil,

(d) Water,

(e) Sewerage,

(f) communications including but not limited to telephones,

(g) solid waste disposal,

(h) liquid waste disposal,

(i) surface water disposal.

13.2 Key Objectives

13.2.1 The *Contractor* provides a utilities management service at all times and access to management and operatives outside these hours. The service shall be based on the principles of sustainable development to:

- optimise the use of energy within the Premises,
- maintain an environment suitable for undertaking the *Clients* operations,
- provides an environmentally friendly solution wherever practicably or economically possible and
- ensures that the provision of all utilities is continuously maintained throughout the duration of the agreement.

13.3 Process

13.3.1 Scope

The *Contractor* manages all Utility services for each of the Premises at all times.

The *Contractor* is responsible for:

(1) undertaking all testing, cleaning and maintenance as required by the Utility and

(2) arranging for standby provisions to cater for those eventualities where Utility connections are unable to meet the demand placed on them.

13.3.2 Service Requirement

13.3.3 Procurement and Continuity of Supply

The *Contractor* informs the *Service Manager* of all scheduled interruptions to any Utility supply whether or not it and in what way it may affect *Client* operations.

The *Contractor* has sole responsibility for ensuring that all-external Utility infrastructure, from the point of connection to the Utility Company distribution/connection point, to the point of connection to the buildings comprising the Premises. Maintain this in a fully functioning condition and in compliance with relevant standards and regulations.

13.3.4 Utilities Information and Management

In relation to property and buildings comprising the Premises, the *Contractor* maintain appropriate records in relation to all specific license requirements where the *Contractor* is responsible for obtaining such licenses. Where the *Client*/Landlord is responsible, the *Contractor* only maintain records that are provided to it by the *Service Manager*.

The *Contractor* ensures all test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) are maintained accurately and updated appropriately and are available for inspection by the *Service Manager* or any other relevant party.

The *Contractor* ensures all information and records are up to date (including but not limited to monthly meter readings taken by the *Contractor*), is precise and accurate and available for inspection by the *Service Manager* or any other relevant party. These will be audited against the Utility Bills from the Utility Supplier(s).

13.3.5 Utility Efficiency Management

The *Contractor* ensures the service is cost effective, comprehensive in nature, addresses all technical, managerial and operational, and maintains the

integrity of supply of each Utility. The Utilities management service includes but not be limited to:

(a) monitoring and controlling the performance of buildings, plant and apparatus to minimise the consumption of energy and other utilities whilst enabling the attainment of optimum environmental conditions required at the Premises,

(b) Designating staff as either competent or suitable and suitably qualified, trained designated people to provides the Utility management service,

(c) advising on Utility consumption and Utility cost implications throughout the contract term for estate upgrading/modernisation schemes and new developments,

(d) management and operation of the building management system (where installed),

(e) production of monthly and annual Utility reports for the *Service Manager*,

(f) form and chair a joint Utility working group or other arrangements agreed with the *Service Manager*, the *Contractor* prepare, agrees and implements a Utility Conservation Policy with the *Service Manager*;

(g) ensures any Subcontractors, are made aware of the aims of the *Service Manager* energy policy and are given guidance on its implementation.

The *Contractor* monitors and reports monthly Utilities consumption and costs within the Premises including (but not limited to):

(a) actual consumption,

(b) actual consumption for the equivalent period in the previous year,

(c) targeted consumption,

(d) variance from target,

(e) variance from the equivalent period in the previous year,

(f) actual cost,

(g) actual cost the equivalent period in the previous year

(h) targeted cost,

(i) variance from target,

(j) variance from the equivalent period in the previous year,

(k) trends from the above comparators, and

(l) the cost of providing the Utilities Management Service.

The above will be complemented by a written commentary on the outcome of the above analyses and methods through which economies can be achieved.

The *Contractor* conduct at least annually a benchmark study of energy usage (at the same period each year) and within the first three months of *Access Date*. The *Contractor* utilise an industry recognised benchmark scheme previously agreed with the *Service Manager*.

The study will also review performance against previous reporting periods, analyse trends, set targets for the following five years and provides a targeted action plan with programme of events, costs and benefit realisation forecasts etc. to allow the *Service Manager* to make informed decisions on energy strategy.

The *Contractor* brings forward, at least annually, proposals which offer opportunities for the *Service Manager* to reduce Utilities consumption, costs, carbon emissions etc.

13.4 Service Response and Rectification Times

Category	Service Response Time	Rectification Time
Emergency	Immediate	4 hours
Urgent	Within 2 hours	24 hours
Routine	Within 2 working days	96 hours
Planned	Within 10 minutes of planned start time	N/A

14 WASTE MANAGEMENT SERVICES

14.1 Definitions

14.1.1 In this annex the following words and phrases shall have the following meanings unless the context otherwise requires:

Waste Management Service	Means the Service to be provided by *Contractor* to the *Client* pursuant to this annex.
Hazardous Waste	Means waste within the categories defined in the Hazardous Waste Regulations 2005
Confidential/Secure Waste	Means waste containing personal data, data covered by the Data Protection Act, protectively marked documents and any other data so defined by the *Service Manager*
Domestic Waste	Means any other waste not falling into other defined categories within this annex
Waste Segregation	Means the separation of waste into the agreed and identified waste streams

14.2 Key Objectives

14.2.1 The *Contractor* provides a Waste Management Service for managing and undertaking the safe segregation, handling, transport, and disposal of Waste from Designated internal storage points to its point of final disposal. The Waste Management Service shall be an efficient, effective, timely, and compliant Waste Management Service for the operational and environmental aspects of the service at the Premises.

All aspects of the Service will be provided in accordance with ISO 14001 registration requirements

14.2.2 The Contractor:

(1) minimises the risk to staff, visitors and the environment,

(2) complies with statutory standards and requirements, Law, codes of practice, and related *Client* policies,

(3) contributes to promoting a clean and tidy impression of the *Client* and its Premises.

(4) Contributes to the achievement of targets within the *Clients* environmental policy.

14.3 Process

14.3.1 Scope

(1) The *Contractor* provides a Waste Management Service at all times and is responsible for the management of all Waste produced within the Premises. This includes but not be limited to the following types of Waste:

(a) Hazardous Waste,

(b) Confidential/Secure Waste,

(c) Other waste, including but not limited to:

(d) Domestic Waste,

(e) Garden, building and engineering Waste,

(f) Recyclable Waste, including but not limited to:

i.) Cardboard and paper,

ii.) Glass.

(2) The *Contractor* provides a complete Waste Management Service encompassing the following stages in the Waste Management cycle:

(a) Waste segregation and handling,

(b) Waste collection, storage and transportation,

(c) Waste disposal.

(3) In addition to these operational services the *Contractor* provides on-going training, education, and advice to the *Service Manager* and *Client* staff regarding waste management issues.

14.3.2 Service Requirements

14.3.3 *Operation and Management*

1 The *Contractor* appoints and employs for the duration of the contract a suitably qualified Waste Manager.

2 All *Contractor* staff involved in the handling of waste and sewerage are offered appropriate immunisation. The *Contractor* establishes arrangements for dealing with staff that decline the immunisation services that are offered.

3 The *Contractor* is responsible for ensuring that there are systems and procedures in place that are adhered to at all times for the safe handling, segregation, collection

and storage of all Waste prior to removal from the Premises. Such system(s) shall be based on risk assessment undertaken by The *Contractor* and have the following objectives:

(a) Compliance with *Client*'s segregation and streaming system,

(b) Minimisation handling at all stages,

(c) Implementation of Waste reduction and minimisation measures and

(d) Ensuring the safety of the *Contractor*s and the *Clients* employees and the general public.

4 The *Contractor* clearly displays the waste management strategy for the segregation and handling of Waste at all Waste storage areas.

5 The *Contractor* provides all receptacles, storage containers, consumables, and apparatus for the provision of the Waste Management Service. With the exception of apparatus the *Contractor* ensures each department has sufficient stock of such items to meet the normal demand of Waste production.

6 The *Contractor* provides a scheduled waste collection service to meet the normal waste outputs of the *Client* across the Premises in accordance with the Service Standards and within the Service Response and Rectification Times Waste collection shall be scheduled at such times and frequencies to ensure disruption to the *Clients* operations is minimised. Waste storage areas shall meet appropriate standards having regard to the nature of the waste generated and stored and not exceed their design capacity. Schedules shall also take full account of the category of waste, volumes produced and ensures additional hazards are not introduced because of waste being left for a period.

7 In addition to scheduled waste collection The *Contractor* provides a reactive collection service as instructed by the *Service Manager*. The *Contractor* responds to such Service Requests within the Service Response Times ensuring Service Standards are maintained at all times.

8 The *Contractor* transports all collected waste from the originating internal storage area to the external storage via routes agreed with the *Service Manager* and in any case so as to minimise contact with visitors.

9 The *Contractor* ensures waste collected is stored in a suitable secure external storage area prior to removal from site in accordance with the relevant laws, regulations and *Client* Policies.

10 The *Contractor* assesses all waste disposal processes to determine in what circumstances receptacles require cleaning/disinfection. Where cleaning

/disinfection is required, it will be carried out in accordance with the appropriate Method Statement.

11 The *Contractor* procures and provides all containers plus the compaction facilities and vehicles to transport waste from the Premises to appropriate and licensed disposal/recycling sites.

14.3.4 Duty of Care

12 In accordance with Duty of Care set out in the Environment Protection Act 1990 and the Hazardous Waste (England and Wales) Regulations 2005. The *Contractor* implements, maintains and records an auditable Waste controls procedure that as a minimum:

a) Records a written description of the waste which includes:

b) its nature, source, and quantity,

c) sufficient information as defined in the appropriate regulation(s),

d) the management chain to discharge the Duty of Care,

e) all applicable waste transfer notes and licenses, and

f) any other relevant information likely to affect the handling or disposal of the waste and

g) Ensures that the means of treatment and disposal are appropriate to the Waste.

14.3.5 General

13 The *Contractor* is responsible for the waste disposal contracts, managing segregated waste and monitoring of waste. The *Contractor* keeps records of all waste disposal contract and management and makes this information available to the *Service Manager* at any time.

14 The *Contractor* provides an on-going publicity, education, and training programme for all *Contractor* staff, including *Client* staff, in relation to the safe handling and segregation of all wastes and recyclables. Training will be regularly reviewed and refreshed to maintain competency. Training records shall be maintained at all times.

14.4 Service Response and Rectification Times

Category	Response Time	Rectification Time
Emergency	Immediate	1 hour
Urgent	2 hours	4 hours
Routine	4 hours	1 day
Planned	Within 20 minutes of scheduled time	N/A

15 SAFE CHECKING OF VEHICLES

15.1 The *Contractor* assists the safe checking of vehicles by the police and Driver and Vehicle Standards Agency (DVSA) within maintenance compounds or other locations as directed by the *Service Manager*.

16 FACILITIES FOR THE CLIENT

16.1 Office Equipment Requirements for the Client

The Contractor provides the following facilities for the use of the Client:

(1) Fully serviced and furnished office accommodation

(a) The number of *Client*'s representatives requiring office accommodation is as follows*:*

Depot	**Number of Clients Representatives**
Whitley Wood Depot	2
Chieveley Depot	8
Hook Depot	2
Park Gate Depot	8

(b) The following office facilities/equipment are to be provided for each of the *Client's* representatives referred to above:

(i) A minimum of 8 sq. m. floor space (excl. corridors, walkways, toilets and messrooms),

(ii) furniture appropriate to the occupation and status of the *Client's* staff member, and

(iii) carpeted flooring.

(iv) The *Contractor* must ensure that all ICT equipment supplied by the *Client* or its duly appointed ICT provider is physically secured to reduce the risk of theft or misuse by unauthorised users to an acceptable level.

(c) The office accommodation layout shall be to the approval of the *Service Manager*.

(d) Toilets and kitchens shall be easily accessible to the *Client's* staff.

(e) Office accommodation shall be available for use by the *Client's* staff 24 hours a day, 365 days a year.

(f) Dedicated paved car parking sufficient to contain vehicles for the number of spaces stated in the table below shall be made available at all times adjacent to the accommodation for each member of the *Clients'* staff.

Depot	Number of Car Parking Spaces
Whitley Wood Depot	2
Chieveley Depot	8
Hook Depot	2
Park Gate Depot	8

(g) Meeting and conference facilities where present in the Premise shall be available to the *Client's* staff.

17 FACILITIES PROVIDED BY THE *CONTRACTOR*

17.1 The *Contractor* will provide the following facilities within the Premises for the usage of the *Client*.

- Access to welfare facilities at all *Client* depots at all times
- Access to vehicle washing facilities provided and maintained by the *Contractor* at all times at all depots where *Client* staff are present
- The *Client* requires access and use of systems within the Tunnel service buildings in emergency situations as detailed in the tunnel Minimum Operation Requirements.

18 ROADSIDE TECHNOLOGY TEMPORARY STORAGE

18.1 The *Contractor* may use areas within the Premises (Depots) as defined in the Network Information for the temporary storage of Roadside Technology Client Stocks, in accordance with the requirements of MCH 2538 - Stock Management Operating Procedures, subject to the acceptance by the *Service Manager.* Technology stocks are currently stored at Dummer Depot. Additional technology storage will be available at the new depot in Guildford.