Dated 2018

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| (1) **THE ACC LIVERPOOL GROUP LIMITED**  (2) **INSERT** |

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| SECTION III -  CLEANING AND WASTE SERVICES CONTRACT SERVICE REQUIREMENTS |

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**1. Definitions**

Definitions shall be in accordance with Section II – General Terms and Conditions of Contract, Clause 2. Definitions and as detailed below (where applicable):-

**Employers Service Desk:**    The Employer’s hub for the recording, organising and coordinating all faults, issues and requests that require resolution for the successful operation of the facility.

**Front of House Manager:** The Employer’s nominated responsible person who maybe either the I.C.O. (Incident Control Officer) or the Front of House Manager during an event.

**2. Introduction**

The ACC Liverpool Group (ACC Liverpool) campus is home to a world-class family of venues, experiences and services for the local, national and international events market.

Our Group includes Destination Venue ACC Liverpool, home to BT Convention Centre, Echo Arena and Exhibition Centre Liverpool and our ticketing agency TicketQuarter.

The versatile BT Convention Centre facilities include a 1,350 seat auditorium, 18 breakout rooms, 3,725m2 of exhibition space and a range of sustainable credentials having been designed to produce half the CO2emissions it would without any environmentally-friendly measures.

Sister venue Echo Arena Liverpool is an 11,000-seat arena with 22 hospitality VIP Boxes and a recently opened Liverpool Collection Lounge with a packed programme of entertainment and sporting events throughout the year.

In September 2015, ACC Liverpool expanded its offering with the opening of Exhibition Centre Liverpool, adjacent to BT Convention Centre and Echo Arena, providing an additional 8,100m2 exhibition facility, taking the total to 15,225m2 of interlinked and flexible event space.

A pedestrian link bridge connects the new and existing venues making it the only purpose-built interconnected arena, convention centre and exhibition facility in Europe. A 216-bedroom Pullman hotel, which forms part of the development, opened in February 2016.

ACC Liverpool works closely with clients helping to ensure the success of their events and delivering the best possible service. All of the Supplier’s staff will be required to be pro-active in providing a first class, customer focused service to all clients.

Our vision is to be a successful world class arena, convention centre and exhibition centre that serves its customers to the best of its abilities and attracts visitors to Liverpool, thereby contributing to the long term growth and prosperity of our enterprise, our city and its people.

The Contractor must be a true partner and work closely with The ACC Liverpool Group to promote continuous improvement and help The ACC Liverpool Group enhance their brand and service quality.

**3. Specific areas of operation**

The facility can be split into the following areas which have varying storage spaces and access arrangements that will require different cleaning and waste disposal techniques and methodologies. These areas are:-

* Convention Centre
* External Piazza
* Back of House/Office Areas including management suite, operations office, briefing room, Employer’s staff rooms, loading bay, central production unit, etc.
* Exterior of the Building
* Exhibition Centre Liverpool including the Turning Circle, Loading Bay 3 Smoking Area and Half Tide Wharf.

This list is not exhaustive.

**4a. Scope of Services – Cleaning and Waste**

The provision of first class customer service is key to the vision and values of the Employer. Cleaning and waste management services are two of the front line customer services which create the environment that makes a first and lasting impression on venue clients, customers, visitors, stakeholders and the internal teams.

The Contractor will be expected to provide a consistent level of high quality services for both routine and event cleaning and waste management. The ACC Liverpool Group expects the provider to be highly proficient, motivated and committed to providing high standards of cleaning services at the most cost effective rate for all internal and external areas of the Site in accordance with the standards detailed in this document.

The Contractor will, in agreement with the Employers Operational Representative, determine the appropriate frequencies for maintaining Cleaning Standards at the level required to suit the needs and reasonable expectations of the Employer’s Operational Representative.

Cleanliness will always be a high priority for the Employer, the Employer’s clients, stakeholders, customer and visitors, therefore the Employer’s expectations are high.

Below is a summary of the Employers key expectations of the Contractor and the Cleaning Contract.

**4b. The Employers Expectations of the Contractor**

This Contract is for the provision of cleaning and waste services (the Services). For the purpose of this contract, Cleaning Standards will be set focusing on the Employers expectations on cleanliness. These are the basic standards which the Employer requires to be achieved. The Contractor will be required to review the Key Performance Indicators (the indicators) for each area or element on a regular basis to aid the process of continuous improvement. These indicators will also be used by the Employer’s Operational Representative to highlight where improvements/resources are required.

The main measure of performance will be the quality of cleaning and the effective and responsible disposal of waste from across The ACC Liverpool Group campus. The Contractor’s performance will be judged in more detail against an agreed set of indicators.

Furthermore the Contractor will be appraised on their efforts to add value to this service and therefore to the operation of the venue. The Contractor will be expected to embrace the aspirations of the Employer and assist in its continuous improvement, with specific reference to the Cleaning Standards and Waste Management.

The Contractor will review alongside the Employer recurring faults which either or both parties believe detract from the cleaning or waste management standards. Where possible, progress monitoring will be undertaken with a resolution date agreed.

**4c. The Employers Expectations of the Contractor’s Methods of Delivering the Contract**

The Employer operates the business according to clear and documented procedures, termed Standard Operating Procedures. The Employer expects that the Contractor will deliver waste and cleaning services in all areas according to their own procedures (to be termed the Service Delivery Plan/s). The Employer expects the Contractor to deliver cleaning services consistently, effectively and efficiently.

Below is a list of examples of the methods of delivering the contract that will be expected by the Employer from the Contractor. This list is not exhaustive and may be varied from time to time at the discretion of the Employer:

* Understand and respect the Employer’s business purpose and will never disrupt the core business function by its actions or its omissions.
* Ensure the staff at all times observe a duty of care to the Employer, its clients, stakeholders, customers and visitors.
* Facilitate all aspects of the Employers business functions and purpose.
* Promote a positive image to all users of the facility.
* Comply with legislation, Best Practice and the Employer’s Standard Operating Procedures including, but not limited to Health and Safety and Waste Management Regulations.
* They facilitate the efficient and effective operational use of facilities.
* They focus on waste segregation, emphasizing waste management techniques to create a positive image to all users of the facility.
* They support the smooth, efficient and timely delivery of all events covering build, open and break periods.

**Cleaning**

The Employer has extremely high standards of cleanliness and service delivery and expects the Contractor to consistently meet, and, aim to exceed these standards. Below is a list of examples of the standards of cleaning that will be expected by the Employer from the Contractor.

This list is not exhaustive and services may be varied from time to time at the discretion of the Employer:

* The absence of litter or undesirable debris both externally and internally.
* The absence of dust build up on any surface or items.
* The absence of surface marks, including fingerprints, spills, sticky labels.
* The absence of wax, soil, chewing gum, or other undesirable build up.
* The absence of cobwebs, dust, lint, and other fibre accumulation.
* The absence of dirt, smears, stains, marks on walls, floors, surfaces, doors.
* The absence of unclean toilets, sinks, wash areas, and any public or staff facilities.

**Waste Management**

The Employer prides itself on sustainability and being a zero to landfill site. The contractor will look to not only maintain this statement, but constantly look at ways to improve waste management across the campus and look to reduce the carbon footprint.

This list is not exhaustive and may be varied from time to time at the discretion of the Employer:

* Routine waste collection and disposal services from all areas of the venue including; catering waste, litter, office waste, exhibition and event waste, waste from any other sources resulting from the operation of the business.
* Other specific waste management services related to events or other one-off occurrences to be specified on an individual basis.
* The provision of suitable, appropriate and effective equipment to facilitate and deliver a responsible waste management strategy.
* Adoption and promotion of ACC Liverpool Group’s Waste Strategy.

In summary the Employer expects that the Contractor will understand, accept, and, through its effective management of the staff, disseminate and promote the Employers Mission Statement, Values, Beliefs and Culture ensuring high standards of Contract delivery.

**5a. Detailed service requirements**

**Cleaning**

The Contractor shall agree a cleaning schedule with the Employer which clearly defines the Contractor’s staff duties and other relevant information. The cleaning schedules will form part of the Contractor’s Service Delivery Plan that will specify clearly how the Contractor intends to implement, carry out and manage this Contract.

Where appropriate, the cleaning schedule shall include proposals for reaching those areas to clean that cannot be accessed by any permanent fixture on the Site including:-

* a full description of all the plant and operating procedures involved
* All the safety measures to be adopted to protect operatives, building occupants and the general public.
* Any measures to be adopted for the protection of the building fabric from damage.

The Contractor shall maintain a record for all duties undertaken as part of the cleaning schedule. These shall show as a minimum, the task, equipment and/or consumables, methodology for undertaking the task and assessment of risk.

It is at the Contractor’s discretion to be able to amend the cleaning schedule should they deem it necessary to improve the quality of the cleaning or for operational reasons provided the quality of the cleaning will not suffer. Any changes to the cleaning schedule will be undertaken subject to the approval and agreement of the Employer’s Operational Representative.

To optimise the effectiveness of the agreed cleaning schedule this should be reviewed with the Employer’s Operational Representative on a monthly basis in advance of the Services being carried out. This should include details of the task(s), date and time and any impact on the operation of the Site and any support required from the Employer.

The detailed service requirements for cleaning are split into the following areas:-

1. Routine Cleaning
2. Event Cleaning
3. Associated Services, e.g. ad hoc cleaning requirements.
4. Staffing

The routine cleaning should be coordinated with the Employer and its execution will take into consideration other Contractors work, seasonal fluctuations, weather conditions and any other influencing factors which may affect the completion of these duties to achieve the desired standard.

**1 ROUTINE CLEANING**

The contractor’s operational representative in conjunction with the employer’s operational representative shall agree a routine cleaning schedule that meets the business needs Monday to Friday. Saturday and Sunday routine cleaning schedule will be on a call off basis which will be agreed 1 month in advance. The Employer reserves the explicit right to stand down routine requirements in line with the business needs.

**Routine Cleaning is split into the following areas:**

Daily Internal Cleaning

Daily External Cleaning

**Daily Internal Cleaning Schedule**

The Contractor’s Operational Representative, in consultation with the Employer’s Operational Representative, shall provide a detailed schedule for the routine cleaning of the internal areas of the building from Monday to Friday. Saturday & Sunday (call off basis) as requested. The Services to be undertaken are as follows covering the Arena, Convention Centre & Exhibition Centre Liverpool:

|  |  |  |
| --- | --- | --- |
| **Area** | **Internal Routine**  **Description of Services** | **Frequency** |
| Venue Entrances ( 4 number) | Wipe doors and glass of fingerprints and marks, vacuum and mop floors. Wipe all surfaces and worktops. Particular attention is required to ironmongery and kick plates | Daily |
| Guest Relations (2 number) | Vacuum carpet, dust sills, empty bins, damp wipe all horizontal and vertical surfaces. Particular attention is required to ironmongery and kick plates | Daily |
| VIP Boxes (Box Location Numbers 2 to 7 Cityside. | Vacuum carpet, dust sills, empty bins, damp wipe all horizontal and vertical surfaces. Doors & walls to be damp wiped removing dirt & grease marks. | Periodically utilized as meeting rooms, check daily and clean as required |
| Board Room ( 2 number | Vacuum carpet, dust sills empty bins, damp wipe all horizontal and vertical surfaces. Particular attention is required to ironmongery and kick plates | Daily |
| Escalators (6 number) | Stainless steel side panels to be polished and left free from dust and marks top to bottom. Glass to be free from smears and streaks. Hoover debris from escalator plate. | Daily |
| Operational Offices (3 number) | Vacuum carpet, dust sills, damp wipe all horizontal and vertical surfaces.  Empty Bins / Replenish Consumables | Monday – Friday |
| Staff Kitchens (3 number | Mop floor, empty bins, wipe horizontal and vertical surfaces, Replenish consumables when needed, empty / fill dishwasher and clean microwave oven. | Daily. |
| Staff Briefing Room (1 number) | Vacuum carpet, empty bins and damp wipe tables | Daily |
| Toilets ( 11 number) | Clean horizontal and vertical surfaces up to a safe and practical height.  Using appropriate cleaning chemicals thoroughly clean all toilets, urinals, Hygiene units.  Sinks, taps and dispensers to be thoroughly cleaned and left in a clean shiny condition. Lime scale to be removed from all surfaces.  Cisterns and hand dryers to be damp wiped clean.  Mirrors to be polished and free from marks.  Floors to be brushed and mopped and free from any stubborn marks.  Doors & walls to be damp wiped removing dirt & grease marks. Particular attention is required to ironmongery and kick plates.  Replenish consumables /empty bins. | Daily  (Replace Toilet Brushes Monthly) |
| Paneled Walls | Walls to be damp wiped removing dirt & grease marks to a safe height of 2m. | Daily |
| Shower Rooms | Clean horizontal and vertical surfaces up to a safe and practical height. Using appropriate cleaning chemicals thoroughly clean all toilets, urinals, Hygiene units.  Replenish consumables /empty bins. | Daily |
| Lifts (19 number) | Wipe glass and walls, mop and vacuum floors, polish all stainless steel surfaces.  Remove all debris from floor and grooves | Daily  Weekly |
| Gantries ( 3 number) | Empty bins and wipe surfaces. | Daily |
| Lift lobbies and lower Galleria corridor | Vacuum carpets, bonnet mop and remove debris | Daily |
| Staff restrooms (3 number) | Empty bins, replenish consumables. | Daily |
| Box Office - Concourse | Vacuum carpet, empty bins and damp wipe counters. | Daily |
| Staff Corridor | Brush and Scrubber dry floor. Damp wipe skirting’s, doors & walls removing dirt, grease and stubborn marks. | Weekly or as requested by the Employer. |
| Central Production Unit | Brush and Scrubber dry floor | Weekly or as requested by the Employer. |
| Back of House Staircases | Remove litter, dust and mop. | Weekly or as requested by the Employer. |
| Back circulation areas | Litter pick, brush and mop floors. | Weekly or as requested by the Employer. |

**Daily External Cleaning Schedule**

The Contractor’s Operational Representative, in consultation with the Employer’s Operational Representative, shall provide a detailed schedule for the routine cleaning of the external areas of the building from Monday to Friday. Saturday & Sunday (call off basis) as requested. The Services to be undertaken are as follows covering the Arena, Convention Centre & Exhibition Centre Liverpool:

|  |  |  |
| --- | --- | --- |
| **Area** | **External Routine**  **Description of Services** | **Frequency** |
| Entrances ( 4 number) | Keep free from debris and cigarette ends. | Continuous |
| Waste Bins ( 27 number) | Empty all waste bins clean and refill with bag as necessary and take all waste to Loading Bay 2 for disposal. | Daily. |
| Ashtray / Waste Bins ( 13 number) | Empty all ashtray topped waste bins (13 number), clean and refill with a bag as necessary and take all waste to Loading Bay 2 for disposal. | Daily |
| Waste | Remove all waste sacks from the Ferris Wheel area and from any catering units on Site | Daily |
| Flag Poles ( 23 number) | Clean bottom of flag poles daily. | Daily |
| Riverside External Ventilation Grills (4 number) | Check and clean as required. | Daily |
| ACC Liverpool Campus | Pick all debris including cigarette ends from all  Area’s under the Employer’s domain including flower beds and grassed areas. | Daily |
| ACC Liverpool Campus | Keep Piazza clear of debris, chewing gum and cigarette ends and brush where necessary. | Daily |
| ACC Liverpool Campus | Brush all corners, edges and steps on the Riverside, on the Piazza, at Exhibition Centre Liverpool, at the Car Park and by Loading Bay by Jurys Inn), including removal of cobwebs | Daily |
| ACC Liverpool Campus | Wipe and shine all stainless steel surfaces under the Employer’s domain including Box Office, bike racks and hand rails on steps | Weekly |
| ACC Liverpool Campus | Clean all directional signage. | Weekly |
| ACC Liverpool Campus | Monthly clean with a scrubber drier also required. | Monthly |
| External Redeployment | During extreme weather internal cleaning duties to be carried out as instructed by the Contractor’s Operational Representative | As Requested by the Employer. |

**2 EVENT CLEANING**

The Contractor shall note that this requirement is in addition to routine cleaning and the staff employed to deliver these services will be in addition to the routine cleaning staff. The Contractor shall maintain a sufficient number of event cleaning staff to meet the obligations of the contract. The ACC Liverpool Group’s busy event programme will determine the schedule and scope of services required.

**Event Cleaning is split into the following areas:**

Pre Event – Build Period

During Event

Post Event

Arena Event Glazing

Towel Hire

The Contractor’s Operational Representative, in consultation with the Employer’s Operational Representative, shall provide a detailed schedule for the cleaning of the internal areas of the building on an event basis only. The cleaning schedule will include, but not be limited to:-

The Services to be undertaken by the Contractor’s Cleaning Operatives in the Arena, Convention Centre and Exhibition Centre Liverpool are as detailed below. This list is not exhaustive and requirements, including venue, room usage, may vary depending upon the specification for the event:-

**Pre Event / Build Period**

|  |  |  |
| --- | --- | --- |
| Venue | Description Of Services | Frequency |
| ACC Liverpool Campus | Any hired items, e.g. towels, shall be delivered to the required location on request. | Once |
| Sweep, vacuum and/or mop the Stage to remove all stains and marks as instructed. | Once |
| Check all rooms in use and clean as required. | On Request |
| Corridors and walkways cleaned, vacuumed scrubber dried and/or vacuumed as requested to a high standard. | On Request |
| React to any ad hoc requests from the Employer during the pre-event / build period of the event which may include, but are not limited to, spillages, waste removal, surface cleaning and stock replenishment. | On Request |
| Empty all waste bins – replace bags and clean bins as required. | Pre- event opening. |
| Check toilets for cleanliness and replenish all consumables | Pre- event opening. |
| Proactive removal of waste from all areas during build. Segregate recyclable materials. | Continuous |
| Ensure all areas in use are clean and tidy. | Continuous |

**During Event**

|  |  |  |
| --- | --- | --- |
| **Venue** | **Description Of Services** | **Frequency** |
| ACC Liverpool Campus | Toilets to be checked / serviced every 15 minutes by the Contractor’s Toilet Janitors and the Contractor’s Toilet Janitors should be on hand at each area to react to spillages, including bodily fluid spillages | Every 15 Minutes or as Requested. |
| React to any ad hoc requests from the Employer during the event which may include, but are not limited to, spillages, surface cleaning, and room refreshing and stock replenishment**.** | Continuous |
| Proactive removal of waste and segregation of recyclable materials. | Continuous |
| Immediately treat spillages on carpets to avoid staining. | As Requested |

**Post Event**

|  |  |  |
| --- | --- | --- |
| **Venue** | **Description of Service** | **Frequency** |
| ACC Liverpool Campus | Ensure the swift and thorough cleaning of all rooms in use... Vacuum carpet, dust sills empty bins, damp wipe all horizontal and vertical surfaces. Particular attention is required to ironmongery and kick plates  Rooms to be left spotless with all waste removed and any defects reported | Once |
| Toilets - clean horizontal and vertical surfaces, disinfect all toilets, urinals, washbasins. Replenish consumables and ensure all debris is removed from troughs (chewing gum, paper etc.) | Once |
| Clean and polish all chrome post and barrier bases. | Once |
| All bins should be emptied, cleaned and re-bagged for the next event | Once |
| Stage to be swept, mopped /vacuumed to remove all debris and stains. Wipe clean soft furnishings. | Once |
| Ensure all Hall floors / Arena floor have been cleaned; vacuumed/mopped/scrubber dried, all waste removed and any defects reported. | As Required |
| The removal of all waste, including any specific event exhibition waste to the waste disposal area for processing. | As Required |
| Kitchen cleans will include Ovens, Fridge and Freezers ensuring all are clean and free of any grease, dirty marks and waste food. | As Required |
| Ensure that all areas, including corridors / walkways in use have been returned to their post event level of cleanliness. | As Required |
| Ensure that all walls / panels are free from dirt / grease.  Up to a safe height of 2 meters. | As Required. |
| Ensure that all branding and collateral belonging to the event are disposed of as part of the post event clean. This will include any information left on notice boards, registration areas and organiser offices. | As Required. |

**Arena Event Glazing**

Arena Event Glazing cleaning duties may include the VIP Boxes and the Liverpool Collection Lounge. The Employer will contact the Contractor to request the Services on ad hoc basis depending upon the requirements of the event.

Arena glazing details are specified below:-

* All Arena upper tier seating blocks (block numbers 2, 4, 6, 8, 10, 12, 14, 16 and 18) have a full width glass façade
* Arena blocks, numbers 1 and 2, also have a full length glass side
* Each Arena block has 2-4 access stairways with a full glass side
* All Arena lower tier seating blocks (block numbers 1, 3, 5, 7, 9, 11, 15 and 17) has a full length glass mid-section that runs through all blocks
* Arena blocks, numbers 17 and 18, also have a full length glass side
* There are accessible bays behind the lower tier blocks with full glass facades
* Arena lower tier blocks that do not have a full glass façade will have a glass back façade
* There are two side balconies at each end of the Arena, both of which have full glass facades
* VIP Club Class Boxes 1-24
* Liverpool Collection Lounge balustrades and internal glazing up to a height of 2m.

**Towel Hire**

If required for a specific event, the Employer may request a supply of hand and/or bath towels to be provided by the Contractor on a hire basis only.

The Contractor shall ensure:-

* the specified size, colour and quality of clean towels are provided within the delivery period requested by the Employer
* Documented signing out / in process.
* used towels are promptly collected after use
* should a sub-contractor be utilised for towel hire, that the used towels are promptly returned to the point of hire for cleaning
* Any towel loss should be reported back to the Employer at the end of the hire period with the relevant signing in and out paperwork for investigation within 24 hours. The Employer will not be responsible for any losses not reported within the specified timeline.

**3 ASSOCIATED SERVICES**

In addition, to Routine and Event cleaning requirements, the Contractor may be required to deliver additional associated services as detailed below. (This list is not exhaustive). These services will be delivered as and when requested by the Employer.

**Associated Services Cleaning is split into the following areas:**

**Arena:**

Deep Cleans – Internal and External

Arena Floor Seat Clean

High Level Clean

VIP Boxes, Balconies and Corridor

**Convention Centre and Galleria:**

Auditorium Deep Clean

Conference Chair Clean

Hall 2 Moveable Walls and High Level Clean

Trespa Grey Panels on Galleria

Grey Sails on Galleria

Carpet Clean

Level 3 Balcony Stainless Steel

**Exhibition Centre Liverpool:**

Halls A, B and C Moveable Walls

Panels/Facings/Shutters on Atrium

Carpet Clean

External Deep Clean

Road Sweeping Service

**Deep Cleans – Internal and External**

The Employer may, on an ad hoc basis, request a deep clean of specific areas of the building.

The Contractor’s Operational Representative, in consultation with the Employer’s Operational Representative, shall provide a detailed schedule of each area requiring a deep clean which may include both low and high level cleaning. Delivery of these Services should be undertaken with minimum impact on the business operations of the Employer.

The Services to be undertaken by the Contractor’s Cleaning Operatives are as detailed below:-

**Arena**

Arena Deep Clean

* Arena Tiered Floors and Tiered Seating - all stains and chewing gum removed
* Arena Tiered Seating (7,271 number) - surface cleaned of stains and debris
* Artist Village - jet washing or scrubber drying of suitable floor areas, carpets shampooed and/or /bonnet mopped, walls, doors and door kick plates polished, all vertical and horizontal surfaces wiped including all desks, chairs and soft furnishings.
* Toilets - all surfaces wiped including walls from floor to ceiling with all stains and marks being removed, cubicles, over and under all surfaces, polishing of stainless steel fittings and floors jet washed and polished
* Arena Concourse - all stains and marks removed, floors scrubber dried, all surfaces wiped including walls, posts to head height, doors and catering pod external counters.
* Arena Floor - all stains and chewing gum removed, jet washing, scrubber dried and sealed.

Arena Floor Seat Clean

* Arena Floor Seating (3,020 number) – wiped, stains, chewing gum, hair, sticky labels and their residue scraped off and/or other debris removed and then treated with Scotchguard or an equivalent product .

High Level Clean

* Arena Bowl - clean all high level steel, including ducts, stantions, beams and gantry walkways, to remove all dust and debris
* Arena Concourse - clean all high level steel, including stantions, beams and gantry walkways and etched internal glass, to remove all dust and debris
* All areas above the ConcessionsKiosks/Pods/Units on the Arena Concourse level to be cleared of all dust and debris.

VIP Boxes, Balconies and Corridor

* Carpets - shampooed and/or bonnet mopped to ensure all stains and marks are removed
* All surfaces wiped free of dust and marks including all walls, table tops, work surfaces and chairs
* VIP Balconies (1per VIP Box, 22 number VIP Boxes) – wiped, stains, chewing gum, hair and/or other debris removed and seats then treated with Scotchguard or an equivalent product
* Toilets (2 male, 2 female, 2 disabled) - all surfaces wiped including walls floor to ceiling, cubicles, over and under all surfaces, polishing of stainless steel fittings and floors jet washed and polished.

**Convention Centre and Galleria**

Auditorium Deep Clean

* Auditorium Seats (1,350 number) - wiped, stains, chewing gum, hair and/or other debris removed and then treated with Scotchguard or an equivalent product
* All carpets to be shampooed and all stains and chewing gum removed
* Doors wiped of all stains and marks.

Conference Chair Clean

* Conference Chairs (2500 number) - seats wiped, stains, chewing gum, hair, sticky labels and their residue scraped off and/or other debris removed and then treated with Scotchguard or an equivalent product.

Hall 2 Moveable Walls and High Level Clean

* Hall 2 moveable walls - washed down and wiped free of all dust and marks from top to bottom (56 number 8 metre panels, 28 number 6 metre panels and 37 number 4.6 metre panels)
* Hall 2 high level clean to internal glazing.

Trespa Grey panels on Galleria

* Washed down and wiped free of all dust and marks from top to bottom

Grey sails on Galleria

* Hoovered down and wiped free of all dust and marks from top to bottom

Carpet Clean

* Carpets to all areas scheduled below - shampooed and/or bonnet mopped to ensure all stains and marks are removed:-

|  |  |
| --- | --- |
| **Room and Dimensions (square metres)** | |
| Hall 2 – Multipurpose Hall 3,725 | Hall 14 – 44 |
| Hall 3 – 463 | Hall 15 – 25 |
| Hall 4 – 173 | Hall 16 – 14 |
| Hall 5 – 25 | L3 Foyer – 560 |
| Hall 6 – 26 | Lower Galleria – 490 |
| Hall 7 – 34 | Hall 3/4 and 11 Lobbies |
| Hall 8 – 25 | Cityside Corridor |
| Hall 9 – 26 | Riverside Corridor |
| Hall 10 – 34 | Hall 3A and 11A Corridors |
| Hall 11 – 332 | Cityside and Riverside Toilet Lobbies |
| Hall 12 – 172 | Level 3 Balcony – 132 |
| Hall 13 – 58 |  |

Level 3 Balcony Stainless Steel

* Balcony perimeter - all stainless steel rails to be polished.

**Exhibition Centre Liverpool**

Halls A, B C Moveable Walls

- washed down and wiped free of all dust and marks from top to bottom (48 number 10.2 metre panels per wall. 2 walls in total.

Panels/Facings/Shutters on Atrium washed down and wiped free of all dust and marks from top to bottom

* Atrium - all stains and marks removed, floors scrubber dried, all surfaces wiped including walls, posts to head height, doors and catering pod external counters.
* Exhibition Centre Floor - all stains and chewing gum removed, jet washing, scrubber dried and sealed
* Toilets - all surfaces wiped including walls, cubicles, over and under all surfaces, polishing of stainless steel fittings and floors jet washed and polished
* Escalators (2 number with 2 side panels and 1 full length base on each) - silver side panels on escalators to be washed down and wiped free of all dust and marks from top to bottom.
* Event Management Office - Blinds, Ceilings, Walls, Ledges and Facings. Toilets - all surfaces wiped including walls, cubicles, over and under all surfaces, polishing of stainless steel fittings and floors jet washed and polished.

Carpet Clean

* Carpets to all areas scheduled below - shampooed and/or bonnet mopped to ensure all stains and marks are removed:-

|  |  |
| --- | --- |
| Room and Dimensions (square metres) | |
| Meeting Room 17 | 34.4 |
| Meeting Room 18 | 35.9 |
| Meeting Room 19 | 32.8 |
| Meeting Room 20 | 29.6 |
| Meeting Room 21 | 80.4 |
| Meeting Room 22 | 42.5 |
| Meeting Room 23 | 33.4 |
| Meeting Room 24 | 65.8 |
| Circulation Space | 223.7 |
| Lounge | 328.2 |
| Terrace | 328.0 |
| Link Bridge | 101.3 |
| 4 Organiser Offices |  |

**External Deep Clean**

* External steps - to be jet washed of all stains and marks (10 number sets)
* Piazza on both the Cityside and the Riverside and Exhibition Centre- to be jet washed and/or scrubber dried of all marks and stains.
* External bins - to be polished (27 number)
* External steps handrails – to be polished (8 number sets)
* External walls handrails on both the Cityside and the Riverside - all stainless steel to be polished (15number sets)
* External walls edges - to be jet washed along the whole external site
* Piazza steps to be jet washed of all stains and marks
* External walls to grassed areas on both the Riverside, Cityside and Exhibition Centre - to be jet washed of all stains and marks (7 number)
* External entrances - to be jet washed of stains and marks
* External sandstone sills and cladding - to be jet washed of stains and marks.
* External Cladding on request.

**Road Sweeping Service**

If required for a specific event, the Employer may request a road sweeping service inclusive of the necessary equipment and an operative to undertake the road sweeping. Delivery of the road sweeping service should be undertaken with minimum impact on the business operations of the Employer.

**4 General Services**

The Contractor shall respond to the following list of requirements as detailed below in addition to those outlined in Clause 5a - 1, 2 and 3 above:

**External Reactive Calls**

The Contractor’s Cleaning Operatives are also required to react to all radio calls for external cleaning to be undertaken. Reactive calls will include, but are not limited to:-

* Remove any dog or horse faeces where necessary
* Attend to and deal with all spillages, including bodily fluid spillages, as directed below.
* Attend to and deal with any waste or cleaning requests on neighboring lands that impact the campus directly or indirectly.

It is the expectation of the employer that whilst the contractor delivers the above services that all hazards and/or damages to the campus and its buildings are reported to, the Employer’s Service Desk or the Employer’s Operational representative.

**Bodily Fluid/Solids and Sharp Object Removal**

Whilst engaged in other cleaning duties or when the Contractor’s Cleaning Operative is present on the Site, the Contractor will remove bodily fluids/solid spillages and sharp objects from within the boundary of the Site.

The Contractor shall ensure that their staff follow appropriate procedures and wear Personal Protective Equipment (PPE) in accordance with appropriate legal, health and safety requirements and industry best practice. Spillages and sharp objects should be disposed of in accordance with industry best practice into waste containers provided by the Contractor.

Bodily fluid spillages will be limited in the scope of this Contract to those which can be cleaned using the onsite kit provided by the Contractor. Those spillages requiring surface replacement will be hygienically cleaned and made safe only.

The Contractor shall maintain a record of bodily fluid spillage and sharp object removal reports which must detail as a minimum, date, time, location of spillage/removal, the time the Cleaning Operative was in attendance in addition to the actual time required to remove the spillage.

**General Spillages**

All floor surfaces shall be maintained to non- slip standard. The Contractor shall ensure that all dry and wet spillages on hard floors are made safe and any spillage is removed in a timely and appropriate manner. The Contractor, on receipt of notification of a spillage on any hard flooring, shall attend within two minutes and make this area safe i.e. by erecting appropriate warning signage at no cost to the Employer. The Employer will provide barriers to cordon off the area as required whilst the Contractor’s Cleaning Operative proceeds to rectify the spillage with the appropriate process.

The Contractor shall maintain a record of spillage reports which must detail as a minimum, date, time, location of spillage, the time the Contractor’s Cleaning Operative was in attendance in addition to the actual time required to remove the spillage.

The Contractor shall ensure 100% of spillages are attended to and made safe within two minutes as indicated within the standard operating procedure.

**Glazing**

The Services to be undertaken are as follows covering the Arena, Convention Centre & Exhibition Centre Liverpool:

|  |  |  |
| --- | --- | --- |
| Area | Description of Service | Frequency |
| Arena - Concourse | Clean internal and external glass and external canopies above the fire doors. Leave free from streaks and smears. | Monthly |
| Arena - Entrances & Fire exits | Clean all pod doors (entrances to the Arena) - Fire exit doors internally and externally and glass side panels Cityside and Riverside internal steps. | Monthly |
| Convention Centre - External | Clean all clear glass at Piazza level | Monthly |
| Convention Centre - Level 3, Galleria and B1 mezz | Clean all glass balustrades including balcony internally and externally.  Leave free from streaks and smears | Monthly |
| Convention Centre – Mezzanine Level | Clean all glass sided steps. Leave free from streaks and smears. | Monthly |
| Exhibition Centre- | Clean all external and internal glazing as defined by the employer | Quarterly |

**High Level Cleaning and Glazing**

The Services, to be undertaken by the Cleaning Operatives are as follows:-

|  |  |  |
| --- | --- | --- |
| Area | Description of Service | Frequency |
| Convention Centre | Wash Roof canopies, leaving free from streaks and smears. | 6 Monthly |
| Arena & Convention Centre | Wash Etched Glass leaving free from streaks and smears. | 6 Monthly |
| Arena, Convention Centre and Exhibition Centre Liverpool | Wash all external cladding to the building perimeter in line with O&M instructions. | As requested by the Employer. |

**Escalator Cleans**

The Contractor’s Operational Representative shall, in agreement with the Employer’s Operational Representative, provide a specific cleaning schedule for the escalators within the internal areas of the building. The date and timings for undertaking the escalator cleans will be coordinated to minimise disruption to the operation of the Site. This Service should be undertaken on a six monthly basis. The Employer may also request an additional escalator clean to be undertaken as necessary.

**Hygiene Services requirements**

The Contractor shall provide hygiene services across the campus that will include but not be limited to the following:

* Toilet Fresheners
* Sanitary bins
* Sharps Bins
* Hand Sanitisers
* Intelligent Water Management systems

The contractor shall ensure that the above meet the service requirements by carrying out regular audits, checking amongst other the below:

* Refill programme is being adhered
* Bins are being emptied as per schedule
* Presentation of the equipment is being maintained
* Equipment is being cleaned regularly

The Contractor will provide quarterly reports demonstrating that the Hygiene services and products being provided are still best in market for quality and value for money.

The Contractor shall be responsible for the provision of Hygiene Services across the campus.

The frequency and quantity of each product will be agreed with the Employer’s Operational Representative.

**Machinery**

The Contractor shall be responsible for the provision of all machinery needed to carry out the Services detailed in the Contract. All machinery should be fit for purpose and maintained on a regular basis in accordance with the manufacturers’ specifications.

The Contractor will ensure that the Contractor’s Cleaning Operatives will be trained, according to manufacturer’s specifications, in the use of all machinery deemed necessary to carry out the Services as specified in the Contract.

The Contractor shall ensure the Contractor’s Cleaning Operatives obtain specific on Site training including, but not limited to, due care and attention to the proper use of lifts and doors to prevent damage by locking off lifts and wedging doors open when moving machinery and undertaking deliveries to Site.

Machinery should be inspected before use by the Contractor’s Cleaning Operative and a check sheet completed to verify the machinery is fit for use. Any issues arising during inspection of the machinery should be reported to the Contractor’s Operational Representative.

The Contractor shall ensure that any and all faults with machinery are reported and rectified in a timely and efficient manner to ensure there is no impact on quality or delivery of the Services.

The Contractor shall be responsible for all machinery maintenance and a copy of any maintenance schedules shall be provided to the Employer on a monthly basis.

The Contractor shall provide the Employer with details of a contingency plan in case of machine failure to cover any and all scenarios. Any hire of machinery to cover damaged items in order to ensure delivery of service will be at the Contractor’s expense.

All machinery should be returned to storage area in the same state as it was before use. Any debris or liquid build up should be emptied and filters cleaned by the operative post use.

The contractor shall provide the employer with a quarterly report outlining that the machinery associated to the above contracts offer the most efficiencies and innovation relating to cleaning and waste management.

Existing Machinery

The Employer has identified existing machinery which has an operational lifespan beyond the expiry date of the existing contractual arrangement. The Contractor will be required to honour any existing lease agreements that are current in relation to relevant machinery or equipment.

**Consumable Materials**

The Contractor is responsible for the provision of consumable materials needed to carry out the Services detailed in the Contract.

The Employer and the Contractor will agree a minimum stock quantity to be stored on Site. The Contractor’s Operational Representative and the Employer’s Operational Representative will assess the stock quantity on a monthly basis.

The Employer is open to innovation and welcomes recommendations in respect of fixtures and fittings for consumable materials. In the event of any change, new fixtures and fittings should be provided by the Contractor at no extra cost to the Employer. Any change to the range of consumable materials will be at the Employer’s discretion.

Should there be a requirement for the Employer to supply consumable materials, they shall remain the property of the Employer and shall be used by the Contractor for the execution of the Services and for no other purpose. The Contractor shall be responsible for the safe custody of such consumable materials. Any such consumable materials not required for the execution of the Services shall be delivered up in good condition on completion of the Services or shall be disposed of by the Contractor as directed by the Employer.

The Contractor will ensure the Contractor’s Cleaning Operatives are trained in the use of consumable materials to ensure they are used to their maximum effect. The Contractor shall provide an updated register of consumable materials at least quarterly to the Employer or upon request by the Employer. All consumable materials should aim to be cost effective and compliant with the Employer’s environmental standards.

The consumable materials selected should be fit for purpose; specifically they should be the appropriate consumable materials for the type of facility, fabric and operational constraints of the Site.

**Consumable Equipment**

The Contractor is responsible for the provision of consumable equipment needed to carry out the Services detailed in the Contract.

The Contractor’s Operational Representative and the Employer’s Operational Representative will assess the stock quantity on a monthly basis and will agree a minimum stock quantity to be stored on Site.

Should there be a requirement for the Employer to supply consumable equipment, this shall remain the property of the Employer and shall be used by the Contractor for the execution of the Services and for no other purpose. The Contractor shall be responsible for the safe custody of such consumable equipment. Any such consumable equipment not required for the execution of the Services shall be delivered up in good condition on completion of the Services, or shall be disposed of by the Contractor as directed by the Employer.

The Contractor will ensure the Contractor’s Cleaning Operatives are trained in the use of the consumable equipment to ensure they are used to their maximum effect. The Contractor shall provide an updated register of consumable equipment at least annually to the Employer or upon request by the Employer. All consumable equipment should aim to be cost effective and compliant with the Employer’s environmental standards.

The consumable equipment selected should be fit for purpose; specifically they should be the appropriate equipment items for the type of facility, fabric and operational constraints of the Site.

**Chemical Agents**

The Contractor is responsible for the provision of all chemical agents deemed necessary to carry out the Services specified in the Contract.

The Contractor will maintain an inventory of all chemical agents used on Site detailing type and manufacture. These agents must conform to any and all legal and environmental legislation including but not limited to maintaining COSHH records and safety data sheets.

The Contractor shall provide an updated register of all chemical agents on a quarterly basis to the Employer or as requested. It is the responsibility of the Contractor to obtain and implement all documentation and training in relation to chemical agents and ensure this is made available to the Contractor’s staff. The Employer reserves the right to request proof of all training records in relation to the handling of the chemical agents.

The chemical agents selected should be fit for purpose; specifically they should be the appropriate consumables for the type of facility, fabric and operational constraints of the Site.

Storage of all chemical agents will be in accordance with manufacturer’s specification and will conform to all legal and health and safety legislation. A detailed inventory will be provided by the Contractor listing all chemical agents stored in each location. All safety data should be clearly displayed in all storage areas.

The Contractor should ensure that the chemical agents are delivered to point of use in a timely, efficient and safe manner.

**5b. Detailed service requirements**

**Waste**

The Contractor shall agree a waste management schedule with the Employer which clearly defines the Contractor’s staff duties and other relevant information. The waste management schedules will form part of the Contractor’s Service Delivery Plan that will specify clearly how the Contractor intends to implement, carry out and manage this Contract.

The Contractor will be expected to adopt the Employer’s waste recycling policies and procedures. Sustainability is at the top of the Employer’s agenda and key to this is the Employer’s Waste Management Strategy – see Appendix 6.

It is expected that, in having up to date market knowledge, the Contractor will be able to highlight innovations to the Employer during the execution of the Contract so that the Employer’s Waste Management Strategy remains as environmentally friendly as possible to current standards.

The collection and disposal of all types of waste must be carried out by appropriately licensed operators. The amount of general waste sent to landfill should be zero. Opportunities to improve the segregation of materials suitable for recycling should be captured wherever possible.

The Contractor shall maintain a record for all duties undertaken as part of the waste management schedule. These shall show as a minimum, the task, equipment and/or consumables, methodology for undertaking the task and assessment of risk.

It is at the Contractor’s discretion to be able to amend the waste management schedule should they deem it necessary to improve the quality of the waste services or for operational reasons provided the quality of the waste services will not suffer. Any changes to the cleaning schedule will be undertaken in consultation with the Employer’s Operational Representative.

To optimise the effectiveness of the agreed waste management schedule this should be reviewed with the Employer’s Operational Representative on a monthly basis in advance of the Services being carried out. This should include details of the task(s), date and time and any impact on the operation of the Site and any support required from the Employer.

**Waste Segregation**

The type of waste generated at the Employer’s Site can be segregated into the following broad streams:-

* Food
* General Waste
* Green Waste
* Clinical Waste
* Hazardous Waste
* Plastic bottles
* Paper
* Cardboard
* Metals
* Glass
* Printer cartridges
* WEEE
* Light bulbs
* Batteries
* Confidential Document disposal.
* Wooden pallets

The detailed service requirements for waste services are split into the following areas:-

* Routine Waste
* Event Waste

**1 ROUTINE WASTE**

**Routine Waste is split into the following areas:**

Daily Waste Services Schedule

Machinery

Receptacle Hire

Waste Processing and Recycling

Specialist and Hazardous Waste Disposal

**Daily Waste Service Schedule**

The Contractor’s Operational Representative, in consultation with the Employer’s Operational Representative, shall provide a detailed schedule for waste services including, but not limited to:-

* Collection and removal of all waste left in the corridors or in the Central Production Unit ensuring all waste is disposed of in the correct receptacle within the centralised waste area.
* The appropriate segregation of waste according to the Employer’s instructions.
* ensuring the waste disposal area is kept clean and tidy at all times
* liaising with waste transport companies to ensure all waste transfer notes are signed and given to the Contractor’s Operational Representative for filing and reference
* utilising the waste compactor as appropriate
* responding to all calls for waste removal
* washing, disinfecting and re-bagging all bins before returning them to their usual locations
* informing the Contractor’s Operational Representative in advance of all receptacles that are approaching full capacity and will be requiring pick up/transport
* keeping a daily record of all waste disposed of for audit and event recharge purposes
* undertaking regular cleaning of machinery, maintenance checks and reporting any faults
* ensuring all Contractor’s staff are wearing the appropriate PPE, specifically for delivering the Services within the Waste Disposal Area of Loading Bay 2 and 3, as well as in any other areas of the Site, as necessary
* jet washing bins during quiet service periods
* scrubber dry cleaning of the Loading Bays when required.

**Machinery**

The Contractor shall be responsible for the provision of all machinery needed to carry out the Services detailed in the Contract. All machinery should be fit for purpose and maintained on a regular basis in accordance with the manufacturers’ specifications.

The Contractor will ensure that the Contractor’s Waste Operatives will be trained, according to manufacturer’s specifications, in the use of all machinery deemed necessary to carry out the Services as specified in the Contract.

The Contractor shall ensure the Contractor’s Waste Operatives obtain specific on Site training including, but not limited to, due care and attention to the proper use of lifts and doors to prevent damage by locking off lifts and wedging doors open when moving machinery and undertaking deliveries to Site.

Machinery should be inspected before use by the Contractor’s Waste Operative and a check sheet completed to verify the machinery is fit for use. Any issues arising during inspection of the machinery should be reported to the Contractor’s Operational Representative.

The Contractor shall ensure that any and all faults with machinery are reported and rectified in a timely and efficient manner to ensure there is no impact on quality or delivery of the Services.

The Contractor shall be responsible for all machinery maintenance and a copy of any maintenance schedules shall be provided to the Employer on a monthly basis.

The Contractor shall provide the Employer with details of a contingency plan in case of machine failure to cover any and all scenarios. Any hire of machinery to cover damaged items in order to ensure delivery of service will be at the Contractor’s expense.

All machinery should be returned to storage area in the same state as it was before use. Any debris or liquid build up should be emptied and filters cleaned by the operative post use.

The Contractor shall be responsible for the management and delivery of coat rails and mirrors across the campus as detailed in event schedules and internal meeting forms. Post event this equipment will be removed by the contractor and placed back into storage. The contractor shall ensure that regular checks on the above equipment are carried out and must inform the Employers representative of any damage sustained to the equipment immediately.

**Receptacle Hire**

The Contractor shall provide appropriate waste compactors, skips and bins for the disposal of on-Site waste. This will be in agreement with the Employer’s Operational Representative. Receptacles should be provided to dispose of all segregated waste streams as specified by the Employer.

**Waste Processing and Recycling**

The Contractor shall provide an appropriate means of transport for all the Employer’s waste streams within the Contractor’s waste service delivery schedule.

The Contractor’s waste service delivery schedule should ensure prompt pick up and return of all waste compactors, skips and other receptacles with little or no disruption to the operation of the Site. All waste transfer notes will be filed in accordance with waste regulations by the Contractor’s Operational Representative.

The Contractor shall ensure that all waste transported off site will be processed and recycled by the most environmentally appropriate means and ensures a zero to landfill status. The Contractor shall credit the Employer for waste that is recycled from the Site.

All statistical information relating to processing/recycling will be captured and reported back to the Employer’s OperationalRepresentative including, but not limited to, the quantity and means of disposal, processing and recycling.

Waste disposal methods are as follows:-

* Food Waste - disposed of in on site bins and taken for energy recovery
* General Waste – disposed of in the general waste compactor and sent for incineration and energy recovery
* Wood, packing too large for the compactor and carpets – disposed of in the skip and sent for recycling and energy recovery
* Green Waste including paper, packaging and plastic – disposed of in the dry, mixed recyclable compactor and sent for recycling
* Plastic bottles – disposed of in the dry, mixed, recyclable compactor and sent for recycling
* Paper Waste – stored and sent for recycling
* Cardboard including boxes and packaging – disposed of in the dry, mixed recyclable compactor and sent for recycling
* Metals – disposed of in the metal store and sent for recycling
* Glass – Glass bins – Sent for recycling
* Printer Cartridges Waste – disposed of in the printer cartridge bin and sent for recycling
* WEEE Waste – disposed of in the WEEE Skip and sent for recycling
* Light Bulbs – disposed of in the Light bulb skip and sent for recycling
* Batteries – disposed of in the battery bins and sent for recycling
* Confidential document disposal – stored and sent for processing.

**Specialist and Hazardous Waste Disposal**

The Contractor shall source suitable expertise for the disposal of site specific waste such as excess sanitary waste, animal waste, building materials, gas canisters, fluorescent tubes or lamps and equipment containing ozone depleting substances such as fridges and freezers and any other hazardous materials. Statistical information concerning the disposal of waste and associated energy use should be regularly circulated between the Contractor’s Operational Representative and the Employer’s Operational Representative.

**2 EVENT WASTE**

**Event Waste is split into the following areas:**

Event Waste Services Schedule

Pre event / build up of the event

During Event

Post Event

**Event Waste Service Schedule**

The Contractor’s Operational Representative, in consultation with the Employer’s Operational Representative, shall provide a detailed schedule for waste service delivery on an event basis only. The Contractor’s Waste Operatives will be responsible for the collection and transport of all event specific waste to the waste disposal area. This will cover the build, event open period and post event management of waste, both internal and external.

The waste service delivery schedule will include, but is not limited to:-

Pre event/build period of the event

* Disposal of all pre event/build period waste in the correct receptacle in the waste disposal area. This will include the segregation of waste according to the Employer’s instructions and will include the use of compactors and skips
* Respond to all calls for waste removal.

During Event

* Collection and transportation of all waste from the event to waste disposal area
* Respond to all calls for waste removal.

Post Event

* Collection and transportation of all waste from the event to waste disposal area
* External checks and waste removal when necessary.

Depending on the nature of the event, the Contractor’s Waste Operative may be required to manage waste externally, specifically queue waste as detailed below:-

* Litter picking
* Emptying and re-bagging of bins and
* Any reasonable reactive requests e.g. spillages. Please refer to 5a.1b. for further details relating to removal of spillages.

In addition, the Contractor shall designate other staff necessary for delivery of the Services including, but not limited to, Experienced Waste Operatives, etc.

**5c Detailed Service requirements**

**Staffing and Uniform**

**1 Staffing**

It is recognized that cleaning and waste management is a labour intensive service, where the recruitment, training, management and retention of quality staff is critical to achieving the desired performance standards. The Contractor shall employ staff of sufficient quantity and competence to deliver the cleaning and waste requirements based on a full understanding of the Site and the scope of Services required. The Contractor should recognise that, as an events driven industry, the Employer’s Site operates a 24 hour service. The Contractor shall ensure that staff are available at all times to cover events including nights, weekends and Bank Holidays.

The Contractor is fully responsible for the provision of a management team and culture which is highly effective in delivering the defined standards. This should include, but not be limited to, effective communication, continuous improvement and change management. The Contractor shall be monitored to ensure that they have an effective, efficient and sustainable process for first line management and control of Contractor’s staff.

The Contractor shall provide details in their Service Delivery Plan of the proposed resource structure and the key staff intended to be employed under this Contract, including documentary evidence of relevant experience and qualifications.

The Contractor shall designate key staff with responsibility under this Contract for delivery of the following functions:-

* Contractor’s Strategic Representative (one individual for both cleaning and waste management)
* Contractor’s Operational Representative (one individual for both cleaning and waste management)
* Supervisor(s)
* Any other staff necessary for delivery of the Services including, but not limited to, Cleaning Operatives, Waste Operatives.

Contractor’s Strategic Representative

The Contractor’s Strategic Representative is authorised to act on behalf of the Contractor and will be the point of contact for the Employer’s Strategic Representative and will represent the Contractor at a strategic level dealing with variation of services, dispute resolution and change of control measures.

The Employer requires one individual only to undertake the role of Contractor’s Strategic Representative for both the cleaning and waste management.

Contractor’s Operational Representative

The Contractor shall provide a Contractor’s Operational Representative to be the sole point of contact for the Employer’s Operational Representative. The Contractor’s Operational Representative shall have full authority to act for the Contractor and serve at all times to carry out the provisions of this Contract. The person appointed to Contractor’s Operational Representative shall be subject to prior approval by the Employer.

The Employer requires one individual only to undertake the role of Contractor’s Operational Representative for both the cleaning and waste services. The Contractor’s Operational Representative will be based on Site. Section 8.2 provides further details relating to Accommodation and Welfare Facilities for the Contractor’s Operational Representative whilst based on Site.

The key responsibilities of the Contractor’s Operational Representative will be as follows (this list is not exhaustive):

* to support the Contractor’s Strategic Representative in the strategic management of the Contract
* to support, liaise and work with the Employer’s Operational Representative and relevant Employer’s staff
* to ensure Service Delivery Plans are written and reviewed on a regular basis
* to undertake management of the Contractor’s staff delivering the Service to ensure they meet the required standards
* to undertake Health and Safety management
* to provide a key client interface role
* to undertake vetting and recruitment of the Contractor’s staff and manage their welfare
* to train the Contractor’s staff as appropriate
* to assist in the protection of the Employer and the Employer’s clients environmental standards
* To champion an appropriate waste management system
* to deliver a local account management service
* to implement and manage quality standards
* to deliver, monitor and control the management of Key Performance Indicators
* to undertake scheduling of the Contractor’s staff and to provide the Employer’s Operational Representative with a copy of all staff rotas for routine, event cleaning and waste services
* to audit cleaning and waste services and deliver corrective actions
* to prepare event risk assessments.
* to specify the event cleaning and waste management schedules in accordance with the needs of each individual event within 48hrs of receiving the event schedule.
* to ensure the event cleaning and waste management schedules allow for the potential requirement for additional staff to compensate for staff no shows (at no extra cost to the Employer)
* to attend all pre event meetings with the Employer as required and advising on event cleaning and waste management issues
* to prepare, issue and deliver pre-event staff briefings to all appropriate Contractor’s staff
* to collate and submit all post event reports to the Employer’s Operational Representative within 24 hours of the event finishing
* to ensure that any long term absence is covered by a suitably qualified person (at no extra cost to the Employer).
* To ensure that a robust management system is in place for the managing, recording, storage and issuing of machinery, consumable materials, consumable equipment and chemical agents. To ensure weekly audits are undertaken measuring the effectiveness of these systems.

Supervisors

The Contractor shall provide sufficient supervision to ensure that the work completed by the Contractor’s staff is delivered to the required cleaning standards. Supervisors should be deemed to have the appropriate skills and training to manage Contractor’s staff as appropriate.

Supervisors shall as a minimum perform the following duties:

* liaison with the relevant Employer’s staff
* undertake site Health and Safety control
* manage Contractor’s staff attendance and day-to day absenteeism
* provide local Contractor’s staff welfare and support
* undertake daily quality audit assessments
* control delivery and storage of machinery, consumable materials, consumable equipment and chemical agents.

Operatives

The Contractor shall provide the required number of cleaning and waste operatives

as agreed with the Employer for both routine and event cleaning.

Operatives should be trained, well-groomed, observant, keen and efficient whilst displaying a professional image at all times.

The Contractor should be aware that due to the nature of the business, any last minute requests from the Employer or the Employer’s clients may require Contractor’s staff providing routine cleaning services to be redeployed elsewhere within the Site.

Hourly pay rates for Contractor’s staff undertaking routine cleaning services should mirror pay rates provided to Contractor’s staff undertaking event cleaning services to ensure uniformity across the business.

Hours accrued through the non-delivery of routine cleaning services, e.g. due to a change in circumstances at the Site or an alteration to business needs, will not be invoiced as per the actuals only model.

The Contractor’s staff will work with the Employer’s staff including key staff identified below:-

Employer’s Strategic Representative

The Employer’s Strategic Representative is authorised to act on behalf of the Employer and will be the point of contact for the Contractors Strategic Representative and will represent the Employer at a strategic level dealing with issues such as variation of services, dispute resolution and change of control measures.

Employer’s Operational Representative

The main responsibilities of the Employer’s Operational Representative can be summarised as follows:

* providing the main contact point for the Contractor’s Operational Representative
* agreeing the cleaning schedules, both routine, event and ad hoc with the Contractor’s Operational Representative
* approving sub-contractors proposed by the Contractor
* keeping up to date statutory registers and associated certificates of examination and inspection relevant to cleaning standards
* authorizing the delivery of Services
* agreeing prices where Services fall outside the Contract
* auditing Services delivered for quality, quantity, timeliness and best value for money
* ensuring accounting procedures are adhered to including reviewing and checking all relevant invoices and authorising payment in accordance with the delegated authorities from the Employer
* receiving the Contractor’s reports and undertaking the Contract review process
* auditing the Contractor’s Site maintenance records on a regular basis.
* Attending Weekly and monthly contract meetings as required
* To complete monthly KPI reports.

Training & Qualifications

The Contractor shall ensure that all Contractor’s staff have received appropriate training for the execution of their duties under this Contract. This training should include, where appropriate:-

* Cleaning and waste management methodologies, such as NVQ or BICS
* Relevant customer service training
* Environmental training
* Relevant health and safety training, including manual handling and noise awareness
* Relevant trained MEWP qualifications needed to complete duties.

For cleaning services, as a minimum all Contractor’s staff shall be trained to NVQ Level 2, BICS Level 1 or agreed equivalent. Untrained staff shall not be permitted to perform the Services specified within this Contract. It shall be the Contractor’s burden to provide evidence that staff have been trained when requested by the Employer.

Staff Retention

The Contractor shall use its best endeavours to maintain staff for the duration of the Contract. In the event of an approved change of staff there shall be a reasonable handover period during which the outgoing and incoming person shall both be engaged in the Services. Changes, removals and additions to staff shall not be made without the prior written approval of the Employer.

The Employer shall specify the length of the handover period required for the change of the staff in the notification giving authorisation for the change. The time spent by the incoming person during the handover period shall not be chargeable.

The Contractor shall engage with the Employer in the interview process when appointing new management to the contract. This engagement will take place at the final stage of interviews.

**2 Uniforms**

The Contractor must supply all cleaning and waste staff with a suitable uniform, the style, branding and standard of which must be agreed with the Employer and must present an appearance that is appropriate for the event being staged at all times. All of the Contractor’s personnel will be expected to wear approved uniforms whilst on Site.

The bearing and appearance of staff and their uniform standard should project the professionalism of the Contractor at all times.

The Employer reserves the right to require different uniforms for the ECHO Arena, Auditorium, Club Class, Liverpool Lounge, Convention Centre and Exhibition Centre Liverpool.

**6. Contract Requirements**

**6.1 Escalation Process**

The Contractor shall operate a clearly defined escalation process for services outlined in this contract. You will provide the Employer’s Operational Representative with a single manned telephone number to cover this eventuality and a route for escalating operational issues outside of the Contractor’s Operational Representative’s normal working hours.

Emergencies and escalations occurring outside the Contractor’s Operational Representative’s normal working hours will be escalated via the Employer’s Operational Representative or relevant ACC Liverpool manager. This could be the Event manager, the Employer’s Service Desk or Front of House Manager. The Employer will require attendance at the Site within one hour of notification to evaluate the situation and arrange suitable resource.

**6.2 Contract Meetings**

The Contractor and Contractor’s Staff shall attend regular meetings with the Employer as follows:

|  |  |  |
| --- | --- | --- |
| **Meeting Type** | **Contributors** | **Frequency** |
| Operational  review meeting | Employer’s Operational Representative  Contractor ‘s Operational Representative | Weekly |
| Monthly review meeting | Employer’s Operational Representative  Contractor ‘s Operational Representative | Monthly |
| Strategic review  meeting | Employer’s Strategic Representative  Employer’s Operational Representative  Contractor’s Strategic Representative  Contractor ‘s Operational Representative | Quarterly |

The meetings shall communicate and assess the performance of the Services and review any issues in respect of unsatisfactory performance.

Event meetings

The Contractor’s Operational Representative will be expected to attend client meetings, pre event briefings and key operational meetings as required in order to determine the cleaning requirements for each event held.

Briefing Sessions

The Contractor’s Operational Representative shall hold regular briefings with all Contractor’s staff. These should include feedback on performance and introduction of new initiatives and practices.

**6.3 Contract Reporting**

## Event Report

### The Contractor shall be responsible for providing cleaning and waste management reports, on an event by event basis, to the Employer, indicating any incidents and any other issues to be brought to the Employer’s attention. These reports need to concentrate on the recovery, improvement and limitation of these issues reoccurring.

### These reports, in a format to be agreed with the Employer, shall be presented no less than 48 hrs. post the event.

Monthly Reports

The monthly contract management meetings shall expand on the issues raised in the monthly report under the same headings: -

* Operational performance for services against the agreed specification
* KPI results for the month covering all elements of the contract
* Electronic employee attendance records and the management of absenteeism

#### Key issues and concerns

#### Health, safety & environmental issues or incidents

#### Financial issues

* + Summary of event reports and customer feedback
  + Equipment serviceability
  + Staffing Information, training and HR issues

#### Any other agreed information.

Quarterly Reports

The quarterly contract management meetings shall expand on the issues raised in the quarterly report under the same headings:-

* Operational performance summary for the quarter against the agreed specification;
* Key issues and concerns;
* Full financial report for the quarter and year to date
* Added value and innovation including equipment and machinery
* Anticipated changes / variations
* Contractor’s business updates
* Any other agreed information.

**6.4 Management Information**

The Contractor shall ensure that accurate and up-to-date information is held and maintained, which is capable of producing accurate and up-to-date reports in the format agreed with the Employer on request by the Employer.

**6.5 Organisation Chart**

The Contractor shall supply and maintain a valid organisational chart; this should detail the number of staff at each level and lines of management.

**6.6 Safe Systems of Work and Quality Assurance**

Health & Safety/Risk Assessments

In completing all cleaning and waste management duties and, in particular, the deep clean and high level cleaning schedules, the Contractor shall ensure that they have completed all necessary mandatory health and safety checks, risk assessments, methodology statements and training.

Significant risks

The Employer will carry out event specific risk assessments, to which the Contractor will contribute appropriately, which will address the following significant potential risks.

The Contractor will be deemed to have gathered sufficient additional information and to have carried out a detailed risk assessment of the Services included within this Contract and to have devised appropriate control measures and determined appropriate resource levels to ensure the Services are delivered safely.

The items listed below are a guide to the elements that may be considered when preparing the risk assessment, however this list is not exhaustive:

* Use of machinery, consumable materials, consumable equipment and chemical agents
* Manual handling/lifting
* Working at Height
* Working in the vicinity of vehicular traffic
* Noise
* Flashing Lights
* Violence.

Accidents and Near Misses

In the event of an accident or near miss to either a person or damage to property, the Contractor shall immediately inform the Employer verbally and submit a written report in accordance with the site procedures.

The Employer should be informed immediately after the incident in question. In the absence of service desk this should be reported to Security Control.

Quality Assurance

The Contractor shall take a pro-active attitude for the delivery and quality of the Services, making recommendations where improvements to service and quality can be achieved. In the early stages of the Contract mobilisation period the Employer’s Representative will establish a contract development group and the Contractor will be invited to contribute.

The brief for the development group will be as follows:

* To streamline the procedures
* To share best practice
* To share technology
* To develop the system to the benefit of all

The Contractor shall exercise due care, skill and diligence to ensure that the Services are rendered in a professional and timely manner in accordance with the requirements of the Contract. The Contractor shall prepare a Service Delivery Plan that will specify clearly how the Contractor intends to implement, carry out and manage this Contract. It will include the management structure of the Contractor’s organisation and provide an organogram of the key staff who will implement and manage the Contract. This delivery plan will be completed within the first three months of contract start date.

Proposed key staff should be named and a CV provided that demonstrates that they have the necessary skills and experience to implement and manage this Contract. The Service Delivery Plan submitted will form part of the Contract against which the Contractor will be monitored and measured. This will involve measurement of the Contractor’s performance against KPI’s. The Service Delivery Plan will be subject to continual review during the Contract so that it reflects experience gained from providing the Services.

**6.7 Audit by the Employer**

The Employer reserves the right to conduct their own spot checks of the arrangements laid down by the Contractor in order to satisfy themselves of the adequacy of the arrangements, and the cleaning and waste management standards in general. These inspections may take place at any time during the Contract without any prior notice.

The Contractor shall implement all agreed recommendations arising from the audits within a time scale, mutually agreed between the Employer and the Contractor. The Contractor shall include in all sub-contracts right of access for the Employer as described herein.

**7. Key Performance Indicators (KPI’s)**

The Contractor’s performance will be measured on the basis of timely and accurate delivery of the Services, added value and team working ability. The Contractor’s performance shall be measured against mutually agreed KPI’s covering the key delivery areas of the contract. The agreed KPI’s will be submitted within the first 3 days of the new month for the outgoing month.

The KPI’s shall be scored and weighted according to the risk to the Employer. The resulting score shall be shown as a percentage of the maximum points available.

For reference please see below areas that will be covered in the KPI’s:

* Routine Cleaning – timely and quality delivery
* Event Cleaning – timely and quality delivery covering all phases of tenancy
* Waste Management – to include segregation, handling and disposal
* Provision of agreed staff manning levels for both routine and event
* Uniforms and staff presentation
* Provision and maintenance of equipment suitable to the services being delivered
* Timely submission of event costing’s and contractual reports
* Health and safety compliance
* Auditing of all contract services – event cleans, consumable management, waste management etc.
* Financials – timely and orderly financial reports and monthly reconciliations

Scoring Criteria

|  |  |  |
| --- | --- | --- |
| A score of | Coded | Monthly Deduction |
| 95% or above | Green | No action |
| 90% to 95% for 1 month | Amber | Request to return to 95%  compliance within 1 month |
| 90% to 95% for 2 consecutive months | Amber | Warning issued and request to return to 95% or above within 1 month. |
| 90% to 95% for 3 consecutive months | Amber | Improvement process agreed and rolled out. If no improvement  within 1 month, the Employer  reserves the right at its sole  discretion, to terminate on grounds  of breach of Agreement |
| Less than 90% for 1 month | Red | Request to return to above 90%  compliance in 1 month |
| Less than 90% for 2 consecutive months | Red | The Employer reserves the right at its sole discretion, to terminate on grounds of breach of Agreement. |

**8. Supplementary service specific conditions**

**8.1 Insurances**

Professional Indemnity Insurance

The Contractor shall have in force and shall require any sub-contractor to have in force for the duration of the Contract, where relevant, professional indemnity insurance in respect of any design carried out in the sum of not less than ten million pounds (£10,000,000) for any one claim and unlimited in total.

With respect to the professional indemnity insurance, the Contractor warrants and undertakes to the Employer that it has maintained at all times since it commenced the Services in respect of the Contract professional indemnity insurance and will maintain for a period ending six (6) years after the Contract End Date or the Completion Date of the last Purchase Order, whichever is the later.

**8.2 Accommodation and Welfare Facilities**

In accordance with Section II – General Terms and Conditions of Contract, Clause 13. Fixtures, Fittings & Equipment (FF&E), the Contractor shall be issued with the following FF&E:-

Cleaning and Waste Management

1. Accommodation

* a dedicated desk for the Contractor’s Operational Representative based on Site
* use of additional desks and/or meeting rooms as and when requested by the Contractor, subject to availability.

2. Storage facilities

* dedicated storage area as determined appropriate by the Employer and the Contractor for delivery of the Service through the Contract
* use of additional storage facilities as and when requested by the Contractor, subject to availability.

3. Information and Communication Technology (ICT)

* one desktop monitor and keyboard
* access to photocopying and printing facilities
* one telephone handset
* Radio handsets as deemed necessary by the contractor to deliver the contract services by maintaining clear communication channels. Radio handsets will be issued subject to a £350.00 deposit payable per handset by the Contractor. This deposit would be refundable at the end of the contract term by the Employer upon receipt of the handset and the proof that it is in good working order.

4. Miscellaneous

* car parking pass provided to the Contractor’s Operational Representative based on site
* recruitment advertising through ACC Liverpool’s website
* access to ACC Liverpool employee offers as deemed appropriate by the Employer.

**9. Provision by the employer**

**9.1 Fixtures, Fittings and Equipment (FF&E)**

Please refer to clause 13 of Section II - General Terms and Conditions.

**9.2 Storage of Plant and Materials**

Please refer to clause 14 of Section II - General Terms and Conditions.

The Employer shall provide the following

a) Access to all areas on Site required to complete the Services, and

##### b) Access to Contractors’ Accommodation and Welfare Facilities.

**10. Contract administration**

**10.1 Administrative Procedures**

All correspondence and communications under the Contract shall be addressed and directed between the Contractor’s Representatives and the Employer’s Representatives.

Employer’s Operational Representative: Delia Hanlon - Contract Operations Manager or a Designated Representative

Address: Arena and Convention Centre Liverpool

Kings Dock

Liverpool Waterfront

Liverpool L3 4FP

Telephone No: 0151 239 6037

Fax No:

Email: [delia.hanlon@accliverpool.com](mailto:delia.hanlon@accliverpool.com)

Employer’s Strategic Representative: Eddie dos Santos – Head of Event Support or a Designated Representative

Arena and Convention Centre Liverpool

Kings Dock

Liverpool Waterfront

Liverpool L3 4FP

Telephone No: 0151 239 6044

Fax No:

Email: [eddie.dossantos@accliverpool.com](mailto:eddie.dossantos@accliverpool.com)

Contractor’s Operational Representative: TBC

The Contractor Strategic Representative: TBC

In the event that Services are instructed by the Employer in accordance with Section II – General Terms and Conditions of Contract, Clause 5 Instruction to Supply Services, the following named persons are authorised by the Contractor to accept such instructions:-

The Contractor’s Representative 1:

Name:

Address:

Telephone No:

Fax No:

Email:

The Contractor’s Representative 2:

Name:

Address:

Telephone No:

Fax No:

Email:

The Contractor’s Representative 3:

Name:

Address:

Telephone No:

Fax No:

Email:

Oral communication of instructions or information in connection with the Contract shall be confirmed in writing using minutes of meetings or formal correspondence as appropriate and until confirmed shall not be binding.

There will be the appropriate level of support supplied by the Contractor’s central office to manage all back office activity which does not fall under the remit of the operational personnel. This shall include but is not limited to:

* Supporting the entire management team in delivering correct, realistic, understandable and measurable information to improve the performance level of the contract.
* Contract administration.
* Wages and staff payment issues.
* Contract communication.
* Action of fault procedures.
* Management of the Contractor’s help desk to ensure fast and efficient corrective actions to all the locations within agreed timescales.
* Liaison with the Employer’s Representatives.
* Staff recruitment and vetting.

**10.2 Monthly Invoicing – Routine Cleaning Services**

The Contractor shall provide the Employer with a monthly reconciliation pack, this pack shall contain invoices for the contract services supplied. This will include:

* Management fees
* Routine cleaning
* Routine Waste Services
* Glazing
* Cladding cleaning
* Escalator cleans
* Hygiene services
* Machinery rental
* Waste Receptacle hire
* Waste processing and recycling
* Consumables (if a flat hourly rate is in force)
* Chemical agents (if a flat hourly rate is in force)
* Consumable equipment hire (if a flat hourly rate is in force)

The invoices will be raised to reflect services provided only. Each invoice will be accompanied by a monthly reconciliation pack clearly showing when these services were delivered. The monthly reconciliation pack will be submitted by the contractor in accordance with Section II General Conditions of Contract Clause 21.

The Employers Operational Representative will authorise the invoice if satisfied it is a true reflection of services received within 48 hours of receipt. If the Employers Operational Representative is not satisfied with the invoice, a query will be raised with the Contractors Operational Representative within 48 hours of receipt.

The Employer will pay the invoice in accordance with Section II General Conditions of Contract Clause 21.

**10.3 Purchase Order Procedure**

1. **Event Cleaning Services**

The Purchase Order Procedure for Event Cleaning is:

* The Contractor attends event planning meetings and obtains event schedules and layouts from the Employer’s Event Planner.
* Using the information obtained in the event planning meetings, the Contractor will submit a forecast to the Employer’s representative detailing the staff needed to fulfil the service requirements of the event. This forecast will be submitted to the Employers representative no later than 48hrs after the event schedule has been received.
* Once the event has taken place, the Contractor shall submit, within 48 hrs. an “actuals report” to the authorised representative. The authorised representative will raise any queries regarding this report with the Contractor within 48 hrs. of receipt.
* The Employer will raise the Purchase Order and submit it to the Contractor via email within 48hrs from receipt of actuals or from resolution of any queries.
* The Contractor must submit an invoice on an event by event basis quoting the Purchase Order number.
* The Employer will pay the invoice in accordance with Section II General Conditions of Contract Clause 21.5
* The Contractor shall compile and maintain an attendance log upon which is detailed the event date, list of signatures of attending staff, the arrival and exit times. Time shall be shown by commencement time and completion time, and total of hours worked. The Employer reserves the right to conduct random spot checks of the logs.

1. **Other Cleaning and Waste Services**

The Purchase Order Procedure for other Cleaning and Waste requirements is:

* The Employer will request a quotation from the Contractor
* Following receipt of the quotation and, subject to acceptance, the Employer will raise the Purchase Order and submit it to the Contractor via email
* Following the completion of the services, the Contractor must submit an invoice quoting the Purchase Order number
* The Employer will pay the invoice in accordance with Section II General Conditions of Contract Clause 21.5
* The Contractor shall compile and maintain an attendance log upon which is detailed the event date, list of signatures of attending staff, the arrival and exit times. Time shall be shown by commencement time and completion time, and total of hours worked. The Employer reserves the right to conduct random spot checks of the logs
* In the event of emergency or urgent work being required, verbal instructions may be issued to expedite an immediate response. The Contractor must ensure that the Employer confirms such verbal instructions in writing on the next working day before payment can be made against these instructions
* The Contractor issues an invoice with the corresponding Purchase Order referenced and any emergency response forms attached.

**11. Pricing**

**11.1 Pricing Schedule:**

See attached pricing schedules as detailed below:- (final schedules will be appended to the Contract)

* Management Fees
* Staffing – Daily Internal and External Rate – Option 1 All Inclusive (TBC)
* Staffing – Daily Internal and External Rate – Option 2 Flat Rate (TBC)
* Consumable Materials (TBC if Option 2 selected)
* Consumable Equipment (TBC if Option 2 selected)
* Chemical Agents (TBC if Option 2 selected)
* Hygiene Services
* Machinery
* Escalator Clean
* Towel Hire
* Routine Waste
* Glazing
* Arena Event Glazing

**11.2 Schedule of Sub Contractors**

See attached Sub-Contractors Schedule. (final schedule will be appended to the Contract)