Facilities Management Re-procurement

Security Services Provider

Security Services Statement of Requirements v1.0

Contents

1 General Standards & Objectives 5
1.1 Overview 5
1.2 Objectives 6
1.3 General Requirements 6
2 Service Elements 7
2.1 Service Elements 7
3 Description of Service requirements 10
3.1 Work Package J.1 – Manned guarding Service 10
3.1.1 Service standards - J1: Manned Guarding Services 14
1. J1: Manned Guarding Services 14
3.2 Work Package J.2 – CCTV / Intruder Detection Systems (IDS) and Alarm monitoring 15
3.2.1 Security Service standards – J2: CCTV/IDS and Alarm Monitoring 17
2. J2: CCTV / Alarm Monitoring 17
3.3 Work Package J.3 – Control of access and security search on entry 18
3.3.1 Security Service standards – J3: Control of access and security search on entry 20
3. J3: Control of Access & security search on entry 20
3.4 Work Package J.4 – Management of visitors and passes 20
3.4.1 Security Service standards – J4: Management of visitors and passes 21
4. J4: Management of Visitors and Passes 22
3.5 Work Package J.5 – Management of contractors and passes 22
3.5.1 Security Service standards – J5: Management of contractors and passes 22
5. J4: Management of contractors and Passes 23
3.6 Work Package J.6 – Emergency Response 23
3.6.1 Security Service standards – J6: Emergency Response 24
6. J6: Emergency Response 24
3.7 Work Package J.7 – Patrols (fixed or static guarding) 24
3.7.1 Security Service standards – J7: Patrols (fixed or static guarding) 25
7. J7: Patrols (fixed or static guarding) 25
3.8 Work Package J.8 – Enhanced Security Requirements 25
3.8.1 Security Service standards – J8: Enhanced Security Requirements 26

8. J8: Enhanced Security Requirements 26
3.9 Work Package J.9 – Key holding 27
3.9.1 Security Service standards – J9: Key-holding 28

9. J9: Key-holding 28
3.10 Work Package J.10– Lock up / Open up of the Buyer Premises 28
3.10.1 Security Service standards – J10: Lock Up / Open up of the Buyer Premises 29

10. J10: Lock up / Open up of the Buyer Premises 29
3.11 Work Package J.11 – Reactive guarding.....29
3.11.1 Security Service standards – J11: Reactive Guarding..... 30

11. J11: Reactive Guarding 30
3.12 Work Package J.12 – Additional Security Services.....30
3.12.1 Security Service standards – J12: Additional security Services (site specific and not covered elsewhere) 31

12. J12: Additional Security Services (site specific and not covered elsewhere).....31
3.13 Work Package J.13 – Mobile Security Patrols (via a specific visiting vehicle).....31
3.13.1 Security Service standards – J13: Mobile Security Patrols (via a specific visiting vehicle)..... 32

13. J13: Patrols (Mobile via a specific visit using a vehicle).....32
3.14 Work Package L.5 – Flag flying service 32
3.14.1 FM Service standards – SL5: Flag Flying Service 33

14. SL5: Flag Flying Service 33
4 Service Levels 34
4.1 Service level table 34
4.2 Table 1- Response and Rectification Times – In hours 34
4.3 Table 2- Response and Rectification Times – Out of hours.....34
5 Materials and Equipment 35
5.1 Overview 35
5.2 Service Specific Materials and Equipment 35
5.2.1 Ownership..... 35

5.2.2 Equipment, Spares and Consumables..... 35
6 Staffing Requirements 37
6.1 General 37
6.1.1 Right to work in the UK 37

6.1.2 Clearance for contact with children and vulnerable adults 37

6.1.3 Complaints against Supplier Staff 37

6.1.4 Induction programme 37

6.2 Service Specific Staffing Requirements 37

6.2.1 Skills and Attributes 37

6.2.2 Staff Security Clearance 38

6.2.3 Training 38

6.2.4 Training and Health Records 39

6.2.5 First Aid 39

6.2.6 Fire and Evacuation 39

7 Building-specific Services 40

7.1 Overview 40

7.2 Service Specific / Heritage Requirements 40

1 General Standards & Objectives

1.1 Overview

The Supplier shall provide a high-quality Security Service (incorporating manned guarding and other security services) for the protection of all staff, visitors, contractors, information and assets against attack, theft, damage, injury, corruption or non-availability whether by deliberate or accidental means at all time, and to ensure the continuity of the Buyer's operations at all Buyer Premises. The Supplier shall also assist and direct visitors and third-party suppliers and contractors where possible. Delivery of an effective Security Service is essential to ensure the significant risks of workplace violence posed from aggrieved litigants/parties, to court/tribunal users, Buyer staff and judiciary are effectively managed. This includes provision of effective security search-on-entry controls, and good calibre personnel to deal with incidents requiring restraint and removal of individuals from court/tribunal premises.

The Buyer has a very large estate and delivers complex operations requiring its security to be managed diligently and flexibly by the Supplier, ensuring the guarding force is effectively motivated to consistently deliver a high-quality service, as defined in this Statement of Requirements.

The ultimate responsibility for determining policy to ensure the security of the Buyer Premises, and its staff and assets will remain with the Buyer. The Supplier is required to develop the Security provision in conjunction with the Buyer and to implement security arrangements for each Buyer Premises where the service is required.

The Supplier will need to interface in a professional and effective manner with the Buyer's other contracting suppliers.

This Security Services Statement of Requirements details the Supplier's responsibilities for security services, consisting of:

- Services included within the Fixed Fee:
    - Manned guarding Service
    - CCTV / alarm monitoring
    - Control of access and security search and entry, including the seizure of prohibited items
    - Emergency response
    - Patrols (fixed or static guarding)
    - Management of visitors and passes
    - Enhanced security requirements
    - Key holding
    - Lock-up / Open-up of the Buyer Premises

- Services included on a Billable Works basis:
    - Reactive guarding
    - Additional security Services
    - Mobile security patrols

1.2 Objectives

The key objective of this security Statement of Requirements is to detail the obligations on the Supplier to:

- Provide a single point of responsibility for managing and delivering all of the specified Security services at the Buyer Premises
- Provide fit for purpose, value for money and compliant services
- Provide proactive services that are focused on quality, security officer performance, consistently delivered across a large estate of court/tribunal buildings and back office operations.
- Provide high standards of customer-orientated services and customer interaction
- Proactively propose service improvements in service quality and assurance
- Provide a flexible and fully integrated service
- Implement and operate within a regime of well-defined Key Performance Indicators ("KPIs"), as defined within Call-off Schedule 14 - KPIs, which requires a high-level of service to be delivered to the Buyer Premises, and which reflects the importance of this Service to the successful operation of HMCTS.

1.3 General Requirements

The Supplier Staff shall at all times:

- Conduct themselves in a professional manner that reflects their role as ambassadors for the Buyer,
- Carry out all tasks with the minimum inconvenience to all building users and members of the public or disturbance to the Buyer's core operations (subject to the obligation to Deliver the Services), and
- Remain at their post unless instructed otherwise by a direct supervisor; or until properly relieved by their replacement; or until building closure

The Supplier shall:

- Manage the Buyer's expectations through advanced warning and regular updates
- Ensure that the Supplier Staff are always well motivated, correctly dressed, displaying building identification passes and appropriate licenses, and act in a courteous and considerate manner
- Ensure that the Supplier Staff are always fully and properly trained/briefed in accordance with the Assignment Instructions, to competently complete their tasks in the Buyer Premises (e.g. Courts/ Tribunals and non-court sites)
- Ensure that their representatives are helpful and co-operative to the Buyer, building users and visitors.
- Meet the requirements of the Buyer for guarding, use of technology and procedures.
- Liaise directly with the Buyer, as required, and shall at all times ensure that access to Supplier Staff is granted on request by the Buyer.

2 Service Elements

2.1 Service Elements

This section provides an overview of the components contained within the service descriptions, as described within Section 3

Element	Description
Work Package J.1 – Manned guarding Service	The following areas are covered by section 3.1 of this Statement of Requirements: • General requirements • Manned guarding duties • Use of X-ray scanning machines • Assignment instructions • Porterage Services • Inspections of the Security Services by the Buyer • Emergency contacts • Additional security provisions
Work Package J.2 – CCTV/ IDS and Alarm monitoring	The following areas are covered by section 3.2 of this Statement of Requirements: • General Requirements • CCTV/ IDS Monitoring • Storage of CCTV recordings • Review and reporting • Release of CCTV footage • CCTV system outage • Incident logging and investigation requirements • Staff availability • ARC/ Remote alarm monitoring system • Specific security services • Panic alarm monitoring • Lift alarm monitoring
Work Package J.3 – Control of access and security search on entry	The following areas are covered by section 3.3 of this Statement of Requirements: • General requirements • Non-operational working hours access
Work Package J.4 – Management of visitors and passes	The following areas are covered by section 3.4 of this Statement of Requirements: • General requirements • Visitor passes • Visitor registration procedure • Access control systems

Work Package J.5 – Management of contractor and passes	The following areas are covered by section 3.5 of this Statement of Requirements: • General requirements • Contractors
Work Package J.6 – Emergency response	The following areas are covered by section 3.6 of this Statement of Requirements: • Intruder alarm response • Emergency response requirements • Emergency reporting • Alarm response training • Emergency situation planning
Work Package J.7 – Patrols (fixed or static guarding)	The following areas are covered by section 3.7 of this Statement of Requirements: • Patrol intervals • Patrolling scope • Records
Work Package J.8 – Enhanced security requirements	The following areas are covered by section 3.8 of this Statement of Requirements: • General requirements • Additional security requirements
Work Package J.9 – Key holding	The following areas are covered by section 3.9 of this Statement of Requirements: • General requirements • Availability • Key storage service
Work Package J.10 – Lock-up / Open up of the Buyer Premises	The following area is covered by section 3.10 of this Statement of Requirements: • General requirements
Work Package J.11 – Reactive guarding	The following areas are covered by section 3.11 of this Statement of Requirements: • General requirements • Duration
Work Package J.12 – Additional security Services	The following areas are covered by section 3.12 of this Statement of Requirements: • General requirements • Additional security requirements
Work Package J.13 – Mobile Security Patrols (via a	The following areas are covered by section 3.13 of this Statement of Requirements: • General requirements

specified visiting vehicle)	• Defect and incident reporting

3 Description of Service requirements

3.1 Work Package J.1 – Manned guarding Service

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Work Package are within the Fixed Fee	
J.1.1 - General requirements	The Supplier shall: • Maintain a physical security provision required by the Buyer to meet the requirements of this Statement of Requirements and the Buyer's information provided in the Data Room; • Ensure appropriate communication devices are in use, as sanctioned in writing by the Buyer. The Supplier shall ensure that all Security Staff carry valid ID passes as approved by the Buyer at all times whilst on duty; • Comply with the required security Standards as detailed in the Security Service Standards below, in particular, the Court & Tribunal Security Officers Powers of Search; and • Ensure that its Court Security Officers ("CSOs") and Court Tribunal Officers ("CTOs") search anyone seeking to enter a court or tribunal building and any articles in their possession, in accordance with section 52 of the Courts Act 2003 and the Tribunal Security Order 2014, as detailed in the Buyer's Security and Safety Operating Procedures ("SSOP"). • Ensure that, without compromising the Security Standards, the Security staff will be flexible in their approach to their duties and will use reasonable endeavours to assist visitors and Buyer staff at all times.
J.1.2 - Manned guarding duties	The Supplier shall provide a manned guarding Service that will include the duties set out below: **<u>Physical Security</u>** • Delivery of effective security search-on-entry procedures in line with the SSOP requirements; • Provide physical intervention i.e. restraint and removal Services where necessary; • Proper operation of building access control systems for people and vehicles, into the Buyer Premises to prevent unauthorised access; • Operation of the Automated Access Control System ("AACS") in accordance with the Buyer requirements; • Securing the perimeter of the Buyer Premises, including fire exits and ensure only authorised access into the Buyer Premises in the event of evacuation; • Operation of barrier control systems, including hostile vehicle mitigation devices (e.g. vehicle access gates), ensuring the correct use of 'tiger traps' where in situ, at all times; • Opening and lockup of the Buyer Premises as stated in the Assignment Instructions; • Securing of any prohibited items required by the Buyer's policies;

- Holding items surrendered or seized securely, providing receipts and return to the owners on leaving, if appropriate;
- Inform the police and the Buyer when any unlawfully held item or offensive weapon is surrendered or seized, in accordance with the SSOP;
- Managing car parking security for authorised users;

Response Service

- Effective response to panic alarm systems and other incidents, ensuring effective restraint and removal of individuals posing a threat, in line with Courts Act 2003 requirements;
- Respond to intruder detection system alarms, flood detection systems and fire alarms and record and report to the Buyer;
- Respond to any audible lift alarms or lift alarm telephones which are diverted to the Security desk,
- Patrol interior parts of courts/tribunals (particularly public areas) and exterior locations, including car park areas, where appropriate to identify, and if possible, to address and report any hazards, security weaknesses, threats and defects and take appropriate action in line with the Buyer's requirements;
- Report incidents immediately to the Buyer (including the fire and incident authorised control officer) and complete a security incident or accident report form, if required by the SSOP;

Testing

- Conduct
    - Daily checks/tests on CCTV systems (including confirmation of recording), Archway Metal Detectors and X-ray machines, to ensure effective operation prior to use.
    - Complete weekly checks of all panic alarm buttons and system, fire alarm system, intruder system and access control system to ensure effective operation;

    Any defects found in the equipment should be reported immediately to the FM Helpdesk and the Buyer;
- Conduct daily checks/tests on radios and Hand-held Metal Detectors to ensure effective operation prior to use. Any defects found in the equipment should be reported immediately to the Helpdesk or the Supplier's management, as appropriate.
- Operate fire alarm testing in accordance with fire regulations, ensuring logs are accurate and up-to-date and tests are operated within two (2) minutes of any agreed times. Voice announcement system broadcasts or announcements shall all be performed professionally and in accordance with the Buyer's requirements as outlined within the Assignment Instructions;

Monitoring

- Monitor all security and searching equipment to identify suspicious activity and if necessary, initiate effective response in line with Buyer's requirements;
- Control and maintain records regarding the authorised issue, receipt, administration and safeguarding of all keys, including arranging the replacement of locks when required via the FM Helpdesk;

	• Monitor and control delivery and removal of all goods and mail to the Buyer Premises, logging and maintaining such records in accordance with the Buyer's requirements; **<u>Other</u>** • Liaison with the Helpdesk in order to agree manned guarding personnel for non-Operational Working Hours Service calls (in accordance with J7 – Reactive Guarding); • Control all radio battery charging; • Issue and management of fire alarm pagers daily; • Accept lost property and pass to the Buyer, and • Record and report statistics to the Buyer on an agreed template for items surrendered and seized, to a frequency specified by the Buyer;

J.1.3 – Use of X-ray scanning machines	At a limited number of courts there is the requirement for X-ray baggage scanning maintenance and operation. The Supplier will train and appoint the onsite security supervisor/manager as the Radiation Protection Supervisor in compliance with Regulation 17 (4) of the Ionising Radiation Regulations 1999. The supplier shall ensure that a daily test regime is completed in line with Centre for the Protection of National Infrastructure ("CPNI") standards and that operators of the X Ray machines are trained to a standard of advanced searching to enable identification to:
	
	• Understand the purpose of X-ray screening and be familiar with the organisation of the screening facility
	• Understand the applicable health and safety obligations surrounding the use of X-ray equipment both nationally and at a local level;
	• Understand how X-ray machines function and be proficient in their operation;
	• Understand X-ray equipment testing procedures and the limitations / peculiarities of X-ray machines; and
	• Learn how to interpret X-ray images and to identify items including:
	  o Improvised Explosive Devices (IEDs) Recognition
	  o Improvised Incendiary Devices (IIDs) Recognition
	  o Firearms Recognition
	  o Sharps, Blunts, Tools of the Trade Recognition
	  o Organic/chemical substances/liquids

J.1.4 - Assignment instructions	The existing site-specific Assignment Instructions are provided in the Data Room. These detail the Buyer's requirements, and consist of the generic guarding instructions and building instructions broken down into different sections to cover the differing responsibilities of guards. The Supplier will be responsible for the production and regular updating of the site-specific Assignment Instructions, in both electronic and paper formats, using the latest SSOP Template provided in the SSOP (updated by the Buyer from time-to-time) and for ensuring that these reflect the Standards and obligations of the Statement of Requirements. The Supplier shall be cognisant of the existing level of guarding at each Buyer Premises, as defined in the Assignment Instructions and shall retain this level of guards unless varied in accordance with the Variation Procedure.

	All Buyer Premises Assignment Instructions must be signed off by the Buyer's Regional Security and Safety Officer; the Buyer will advise which Regional Security and Safety Officer is responsible for which Buyer Premises. The Supplier will provide to the Buyer copies of the Assignment instructions on request and if the Buyer requests additions or changes, these will be implemented by the Supplier.
J.1.5 – Porterage Services	A flexible porterage Service shall be provided by Security to deliver small furniture moves, court room setup before and/or after sittings and for the transport of inter-departmental supplies, and to assist local Buyer Staff with small porterage tasks. The Supplier shall satisfy themselves that the security of the Buyer Premises or its building users and visitors is not at any time compromised during the provision of Porterage Services, and shall integrate this service as part of routine Manned Guarding tasks. The Porterage Service may also include but is not limited to, the Delivery of internal and external post, parcels, delivering stationery to allocated store areas and moving small packages. The Supplier shall notify the Buyer in a timely fashion any events where Porterage tasks such as court room set up, cannot be completed and may have an adverse impact on court operations.
J.1.6 - Inspections of the Security Services by the Buyer	The Buyer reserves the right to conduct its own spot checks of the arrangements laid down by the Supplier in order to satisfy itself of the adequacy of the arrangements and the security staff in general. These inspections may take place at any time during the Contract without any prior notice.
J.1.7 - Emergency contacts	The Supplier shall maintain a comprehensive list of the Supplier Staff / building users to be contacted in an emergency situation. This list shall include specialist staff and/or FM Helpdesk details for items of plant, equipment or fabric that may affect the good running of each Buyer Premises and this list shall be made available to all appropriate staff and to the Helpdesk.
J.1.8 – Miscellaneous security provisions	During times of heightened security, the Supplier shall provide further detailed security provision as required by the Buyer's Security Representative. This may include but shall not be limited, cancellation of all non-essential events, checking of vehicles entering onto the Buyer Premises or in car park areas for potential suspect devices, or providing escort services into and out of the sites to persons at threat (e.g. for Judiciary). See section 3.11 Security Standards and 3.8 Enhanced Security Requirements for further details. The Supplier will be required to maintain a suitable 'pool' of trained, licensed and security-cleared personnel, no less than 10% of the security guarding compliment, to cover annual leave, unplanned and sickness leave and the requirement for additional guards throughout the Contract duration. This pool should be evenly spread taking into consideration the distribution of guards within the Contract Region. This is to ensure that the Supplier can fulfil all contracted shifts. The Supplier can have a pool greater than that number if they feel 10% is insufficient to provide the cover necessary.

3.1.1 Service standards - J1: Manned Guarding Services

The following table details the Security Service standards in relation to J1: Manned Guarding Services:

Service J:1	**1. J1: MANNED GUARDING SERVICES**
Legislation, ACoP or similar industry guidelines	1.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 1.1.1 Courts Act 2003 and the Tribunal Security Order 2014 1.1.2 BS 7499-Static Guarding and Mobile Patrols 1.1.3 BS 7858 – Security screening of individuals employed in a security environment 1.1.4 Security Industry Authority (SIA) licensed personnel Security Officer for non-court buildings 1.1.5 SIA CCTV Public Space Surveillance 1.1.6 SIA-licensed personnel at either Security Officer including SIA accredited Physical Intervention training or Door Supervisor levels and Advanced security search on entry at courts and tribunals buildings as per Court / Tribunal Security Officer requirements 1.1.7 PAS 127: 2014 and CPNI standards
Standard	1.2 The J 1.2 - General Requirements for Manned Guarding Services shall apply. 1.3 The Supplier shall provide a professionally managed, high-quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management; BS7499; BS7858 & SIA 1.4 The Supplier shall carry out and complete a Baseline Personnel Security Standard Check, and National Security Vetting check, in accordance with BS7858, if appropriate, of Supplier Staff delivering Guarding Services prior to deployment within each Buyer Premises. 1.5 Advanced security search-on-entry training for Officers must be delivered in addition to that provided via the SIA process and this must be to standards outlined in the SSOPs. This must include advanced security search-on-entry training in respect of ensuring Officers can: 1.5.1 effectively prepare court/tribunal users for entry to the security search, 1.5.2 an ability to effectively identify and respond to alarms from Archway Metal Detectors/Search equipment, 1.5.3 effectively undertake a systematic and effective search using a Hand-held Metal Detector (“HHMD”), covering all parts of the body, at the right pace and distance required for the piece of equipment at the court/tribunal (note that there are different makes/models in place across the estate, each requiring specific training to enable the Officer to utilise it effectively,

1.5.4 an ability to effectively differentiate between different alarms of the HHMD to establish/resolve the source of alarms and discount those which are false positives, with ability on exception to perform an effective manual search on the person to establish the cause.

1.5.5 The training syllabus should include the requirements as stated in the SSOP. This includes a requirement to give Court/Tribunal Security Officer, Courts Act 2003 and Tribunal Security Order 2014 awareness training.

1.6 The Supplier shall ensure that Supplier Staff delivering Guarding Services are SIA-licensed (or subsequent approved industry or legal Standard), have had any current criminal records disclosed, have received advanced security search on entry training, and Physical Intervention training, to current standards and Courts Act/Tribunals Security Order familiarisation training (content and syllabus agreed with the Buyer) prior to deployment within each Buyer Premises.

1.7 The Supplier shall keep a record (Daily Occurrence Book) of all areas of the Buyer Premises covered by this Service, showing across the service, overall deployment of Officers, times of inspections, any incidents noted by the Supplier security staff, thefts and any faults of the Buyer Premises requiring further attention by the Supplier or the FM Supplier. Problems or faults shall be reported to the Helpdesk or the FM Helpdesk, as appropriate, on identification. Upon request, this record must be immediately provided to the Buyer.

3.2 Work Package J.2 – CCTV / Intruder Detection Systems (IDS) and Alarm monitoring

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee	
J.2.1 - CCTV/ IDS Monitoring	The Supplier shall operate the Buyer's Closed-Circuit Television ("CCTV") systems in accordance with the local Assignment Instructions. The Supplier shall effectively monitor all on-site CCTV displays for security incidents/breaches as part of the overall security requirements at each Buyer Premises with static guarding, unless it is agreed with the Buyer Security Representative, that the security measures in place at the Buyer Premises determine that the CCTV system is in place to provide an evidential record only and that real-time monitoring is not necessary. The Supplier shall ensure that Supplier Staff viewing CCTV displays are changed at sufficiently regular intervals to maintain alertness as defined in recognised industry guidelines and in compliance with Health and Safety legislative requirements. The Supplier shall ensure that at least one (1) guard who is SIA CCTV-certified monitors the CCTV displays at all times and that cameras are intelligently tasked in accordance with the Buyer's operational requirements. The Supplier shall ensure that any Supplier Staff viewing CCTV displays have immediate access to other staff, including emergency/incident control staff, at all times, to ensure the safe and secure functioning of each Buyer Premises and the building users and to facilitate the

	instigation of action as appropriate. It shall be the responsibility of the Supplier to publish guidelines to the Supplier and the Buyer's Staff and update these as required, including all liaisons with, and instructions from, the Buyer.
J.2.2 - Storage of CCTV Recordings	Any tapes/discs used by the Supplier to monitor CCTV activity shall be kept in a fire-proof secure facility, where provided by the Buyer. It shall continue to be the responsibility of the Supplier to provide and maintain all CCTV tapes / discs in good order to enable ready access on an as-needs basis and as outlined above. The Supplier must keep all CCTV discs available for review for four (4) weeks before re-use, in accordance with any evidential requirements and the terms set out in the GDPR (see Work Package A) All security-related media must be passed to the FM Supplier to be destroyed in compliance with the relevant security standards. The Supplier shall manage any digital recording system in line with procedures stipulated by the Buyer.
J.2.3 - Review and reporting	The Supplier shall keep the CCTV systems under continuous review, in order to recommend to the Buyer any revisions to the systems that may be advantageous. It shall be the Supplier's responsibility to ensure that any incidents of breakdown of the systems are reported through the FM Helpdesk.
J.2.4 - Release of CCTV footage	CCTV footage shall only be released to third parties in accordance with the relevant security guidance including, but not limited to, a specific court order or to assist police with an investigation and with the agreement of the appropriate Buyer's Security Representative. At all times the provisions of Data Protection Legislation, as applied by guidance from the information Commissioner's Office, shall be followed.
J.2.5 - CCTV system outage	The Supplier shall take note that any systems outages are regarded as requiring an Emergency response due to the potential implications on health and safety for the Supplier Staff and building users, and this shall be reported immediately via the FM helpdesk.
J.2.6 - Incident logging and investigation requirements	In addition to following the Buyer's Accident and Incident reporting process, as defined by the SSOP, including informing/escalation process to the Buyer Authorised Representative, the Supplier shall ensure that a log is kept of any incidents requiring investigation/intervention by the staff delivering the security Service and this log shall be available at all times to the Buyer. All incidents shall additionally be reported to the Helpdesk. The Supplier shall present any information on incidents / security breaches uncovered by the CCTV monitoring to the Buyer as part of its reporting on performance. The Supplier shall be responsible for instigating any liaison with the Buyer's Security Representative as required to ensure security is at all times uncompromised.
J.2.7 - Staff availability	Supplier Staff shall be made available to monitor activities shown on CCTV displays and, where CCTV coverage has failed, adequate staff are provided at the Buyer Premises to cover each the Buyer Premises with a guarding Service.

J.2.8 – ARC/ Remote alarm monitoring system	The Supplier shall monitor remote alarm systems including, but not limited to intruder alarms, lift alarms, fire alarms, flood detection alarms. The URN for each court must be registered and maintained with the police and a priority police response agreed for Crown Courts and courts/tribunals at either a "low+", "Moderate" or higher risk of terrorist attack (list provided in the Data Room and updated from time-to-time by the Buyer). The Supplier shall operate and maintain an Alarm Receive Centre ("ARC") to ensure that intruder and fire alarms are monitored 24 hours a day, 365(6) days a year. The supplier shall ensure the IDS systems are functioning and that activation signals are sent to a monitoring centre, where they are filtered for false activations that are neither crime related or caused by genuine intrusions or fires In the event of a confirmed signal, the police or other relevant emergency services shall be contacted by the Supplier on the Buyer's behalf in accordance with the Safety and Security Operating Procedures.
J.2.8. Specific security Services	The Buyer shall be responsible for the cost of installation and associated on-going telephony costs required by any Buyer assets which need external connectivity (e.g. phone lines connecting alarm systems to the ARC).
J.2.10. Panic Alarm Monitoring	The Supplier shall be required to monitor panic alarm systems and respond in accordance with Emergency response timescales defined in the Assignment Instructions. The Supplier shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be reported immediately via the FM helpdesk as an Emergency reactive maintenance event.
J.2.11. Lift Alarm Monitoring	The Supplier shall be required to monitor lift alarm activations and, if it becomes aware of any such activation, report this to the FM Helpdesk and notify the Buyer in accordance with the Emergency response priority. The Supplier Staff shall attend to the lift activation in the first instance and assess the extent of risk to persons and manage communications with those persons whist the FM Service Provider responds.

3.2.1 Security Service standards – J2: CCTV/IDS and Alarm Monitoring

The following table details the Security Service standards in relation to J2: CCTV/IDS and Alarm Monitoring:

Service J:2	**2.** J2: CCTV / ALARM MONITORING
Legislation, ACoP or similar industry guidelines	2.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 2.1.1 BS 7958-CCTV Management and Operation; 2.1.2 HMG Infosec Standard 5 (IS5);

	2.1.3 CPNI guidance; 2.1.4 Communications Electronic Security Group (CESG); 2.1.5 Security Policy Framework; 2.1.6 The Government Security Classifications Policy (2014). 2.1.7 SIA Public Space Surveillance
Standard	2.2 The IDS systems must be maintained to be compliant with: 2.2.1 BS EN 50131, and 2.2.2 The National Police Chief's Council protocol/guidelines for police requirements/response to security systems. 2.3 Compliance with the Data Protection Legislation and other relevant legislation shall be maintained throughout the duration of the Contract. 2.4 The Supplier shall operate the Buyer's Closed-Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) licence is held covering all guards operating CCTV systems. 2.5 This Service shall be exclusively used at each Buyer Premises where Guarding Services are provided. Where no such Service is specified the Supplier shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be rectified as an Emergency repair item. 2.6 Guidance should be sought from the various trade and governing bodies for the sector including: 2.6.1 Security Systems and Alarms Inspection Board (SSAIB). 2.6.2 National Security Inspectorate

3.3 Work Package J.3 – Control of access and security search on entry

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee	
J.3.1 - General requirements	The Supplier shall be responsible for the control of access to the Buyer Premises, in accordance with Buyer policies, to ensure that nobody is permitted entry into the building without a security search of their person and their baggage, aside from those exempted from search as stipulated in the SSOP. The Supplier shall be responsible for ensuring that all prohibited items, defined in the SSOP are effectively identified and confiscated from all persons and their baggage, at the public entrance of a court/tribunal building. The supplier shall ensure that all prohibited items are securely stored, logged, receipted and handled according to Buyer policies The Supplier shall ensure that the identity/authorisation of those persons exempted from a search (e.g. Police Officers with warrant card, visiting judges) is effectively delivered according to the Buyer's SSOP, to ensure that there are no instances of unauthorised access into the

Buyer Premises. The Supplier shall be responsible for the checking of all ID passes for all building users at each Buyer Premises, as defined by Assignment Instructions agreed with the Buyer

The Supplier shall ensure that all Supplier Staff completing security search-on-entry procedures have received enhanced security search on entry training , in line with Buyer policies. The includes Court/Tribunal Security Officer "familiarisation of usage" of the make and model of security search equipment being used (there are different makes and models of such equipment across the Buyer estate). The Supplier shall ensure that there are effective performance review processes in place to promptly identify and address any instances of poor performance in the completion of these security search on entry tasks by any the Court/Tribunal Security Officer.

The Supplier shall be required to open and close (including alarm activation and de-activation where appropriate) the Buyer Premises in accordance with the requirements and times set out in the Assignment Instructions. Any services provided outside the agreed Operational Working Hours will be at additional cost to the Fixed Fee.

The open and close procedures for the Buyer Premises are deemed to be of high importance by the Buyer. The Supplier will develop procedures for approval by the Buyer Authorised Representative during the Mobilisation Period.

At no time will the Supplier allow the entrance of unauthorised individuals into the Buyer Premises. It shall be the Supplier's responsibility to manage the service so that there is no incident of unauthorised access.

Supplier shall manage deliveries to the Buyer Premises with unauthorised deliveries being turned away as per the process agreed with the Buyer.

The Supplier shall also provide access control from Monday to Friday and Saturdays in accordance with site-specific Assignment Instructions with a Sunday service being provided on request, via the Helpdesk, in accordance with the Billable Works and Approvals Process.

It will be expected by the Buyer that the Security staff will be flexible in their approach to their duties and will use reasonable endeavours to assist visitors and staff at all times, without compromising the security Standards.

Security staff shall politely challenge any person not wearing an appropriate ID pass at any time, including recognised Buyer staff to assure themselves that any and every person has a valid reason for being at the Buyer Premises. The Supplier shall have procedures in place for security staff to deal with and escalate any potential intrusion.

A process for the management of visitors shall be developed by the Supplier during the Mobilisation Period and agreed with the Buyer. Implementation of the agreed process will ensure that visitors are not allowed past reception or public areas without a suitable escort or sponsor.

	The Supplier shall be obliged to liaise closely with the Buyer's Regional Security and Safety Officer to ensure that Supplier Staff understand procedures, and the format and content of all passes that meet the Buyer's security requirements. The Supplier shall also comply with, and operate within, the Buyer's specific access requirements.
J.3.2 - Non-operational working hours access	It shall be the sole responsibility of the Supplier to control ingress and egress to each Buyer Premises outside of Operational Working Hours. At no time shall the Supplier allow the entrance of unauthorised individuals into the Buyer Premises and it shall be the Supplier's sole responsibility to manage the Service so that there is no incident of unauthorised access at any time.

3.3.1 Security Service standards – J3: Control of access and security search on entry

The following table details the Security Service standards in relation to J3: Control of access and security search on entry:

Service J:3	**3.** J3: CONTROL OF ACCESS & SECURITY SEARCH ON ENTRY
Legislation, ACoP or similar industry guidelines	3.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 3.1.1 BS 7958; BS7499; BS7858 3.1.2 HMG Infosec Standard 5 (IS5); 3.1.3 CPNI guidance; 3.1.4 Communications Electronic Security Group (CESG); 3.1.5 Security Policy Framework; and 3.1.6 The Government Security Classifications Policy (2014).
Standard	3.2 The general requirements for security management - BS7499 shall apply.

3.4 Work Package J.4 – Management of visitors and passes

Work Package Ref / Sub-Service	**Description of Outputs / Inputs**
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee	
J.4.1. General requirements	It shall be incumbent on the Supplier to ensure that all visitors to the Buyer Premises have a valid reason for gaining access, by checking with the appropriate visitor lists and/or the building user. Where appropriate, security staff shall liaise with the Buyer reception staff issuing visitors' passes, as detailed within the Assignment Instructions.

J.4.2 – Visitor passes	The Supplier shall maintain a log of all "escorted" and "unescorted" visitor passes issued by security guards and carry out a daily audit to ensure that all passes are returned. In the event that visitor passes are lost or not returned, the Supplier shall complete an incident report. The Buyer shall use reasonable endeavors to ensure that the Supplier Staff are notified one day in advance of visitors arriving at each Buyer Premises, but on occasion this may be at short notice. Prior to issuing an escorted / unescorted visitor pass, the Supplier Staff shall contact the appropriate building user on the arrival of a visitor and ensure that building user has the appropriate pass to escort a visitor around the Buyer Premises.
J.4.3 - Visitor registration procedure	The Supplier shall implement a registration procedure to log the arrival and departure of each visitor to the Buyer Premises. Registration shall include verification of visitor identity and shall also include recording of: • Visitor's full name; • Visitor's organisation; • The name of the person being visited; • Time of arrival; • Time of departure; • Date of visit; and • Vehicle registration (if applicable) Supplier Staff shall ensure that all visitors are made aware of the Buyer's emergency/ incident management procedures.
J.4.4 – Access control systems	Where card access systems are in use, the Supplier shall provide the Buyer with regular transaction reports and ad hoc reports as required by the Buyer. Where the Supplier has access to the access control system, the Buyer may on occasion notify the Supplier to disable lost or unreturned passes. Where notified, the Supplier shall disable such passes within one (1) hour of receipt of such notification or as quickly as is practicable. The Supplier should ensure that all issued temporary access passes (visiting staff/judiciary etc) should be returned. A telephone number should be requested from the person to whom the pass is allocated at the point of issue, and a follow-up call made if the access pass is not returned by the time specified. Any pass which has not been returned to the agreed schedule, or is a cause of concern, should be disabled. At certain Buyer Premises, there may be a requirement for the printing of access passes or the enablement of access control key fobs and cards. The cost of supplying the consumable elements of this requirement and any associated equipment are outside of the Fixed Fee.

3.4.1 Security Service standards – J4: Management of visitors and passes

The following table details the Security Service standards in relation to J4: Management of visitors and passes:

Service J:4	**4.** J4: MANAGEMENT OF VISITORS AND PASSES
Standard	4.1 The general requirements for security management - BS7499 shall apply as well as: 4.1.1 Work Package J.1 – Manned guarding Service, and 4.1.2 Work Package J.3 – Control of access and security search on entry requirements

3.5 Work Package J.5 – Management of contractors and passes

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee	
J.5.1. General requirements	The Supplier is required to support the Buyer in the implementation of its health and safety policy and to check that contractors attending the Buyer Premises to do any works have a valid Risk Assessment and Method Statement ("RAMS") Acceptance form for the task in hand. The FM Supplier and its subcontractors are not subject to this procedure and shall be granted access to the site in accordance with Section J4: Management of visitors and passes. ***For the avoidance of doubt: The Supplier is not being asked to comment on the content or the quality of the documentation, only that it is present, and that it is valid.***
J.5.2 – Contractor passes	When attending the Buyer Premises to do any works, the contractor must first comply with Section J4: Management of visitors and passes. If the contractor is attending the Buyer Premises for the purpose of submitting a quotation but will not be performing any works, the contractor should be directed to the Site Log Book and then issued with a pass. If the contractor is attending the Buyer Premises to perform works, the contractor must show either a: • Task-specific and site-specific RAMS Acceptance form which has been signed in the last 5 Working Days, or • A signed generic RAMS Acceptance from which is less than 12 months old. Once the Supplier has assured itself that the document is valid, the contractor may be issued with a pass in accordance with Section J4: Management of visitors and passes.

3.5.1 Security Service standards – J5: Management of contractors and passes

The following table details the Security Service standards in relation to J5: Management of contractors and passes:

Service J:4	**5.** J4: MANAGEMENT OF CONTRACTORS AND PASSES
Standard	5.1 The general requirements for security management - BS7499 shall apply as well as: 5.1.1 Work Package J.1 – Manned guarding Service, and 5.1.2 Work Package J.3 – Control of access and security search on entry requirements 5.1.3 Work Package J.3 – Control of access and security search on entry

3.6 Work Package J.6 – Emergency Response

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements are included within the Fixed Fee	
J.6.1 - Intruder Alarm response	For each Buyer Premises with a Manned Guarding Service, the Supplier shall respond to intruder alarm activation within Emergency response timescales and call for police/emergency service response, if necessary, and take appropriate action in accordance with the SSOP. During Operational Working Hours the Supplier Staff shall respond to the alarm by attending the locality of the event in accordance with 4.2 “Table 1- Response and Rectification Times – In hours” Instructions. Outside of Operational Working Hours, the Supplier Staff shall attend to the building within the timescales required in the 4.3 “Table 2 - Response and Rectification Times – Out of hours”, with the appropriate keys, held by the Supplier or its Subcontractor, and method of gaining entry to the building in order to support the Emergency Services.
J.6.2 - Emergency response requirements	The appropriate Supplier Staff shall be fully conversant with, and practised in, all emergency procedures in response to accidents and personal injury, as set out in the SSOP. In response to any accidents directly reported to them or any incident reported by the Helpdesk, the Supplier shall complete and retain the appropriate accident record books, as soon as is practicable. All security staff shall be adequately and thoroughly trained in emergency response and evacuation measures including building evacuation procedures and how to react in the event of fire, bomb, terrorist or any other threat. Supplier Staff shall at all times be aware of the Buyer’s current strategy to deal with emergency evacuations and lockdowns.
J.6.3 - Emergency reporting	In the event of an emergency, the Supplier shall be responsible for informing other members of the Supplier Staff, Subcontractors, building users and the Buyer. In the case of any emergency arising the Supplier shall follow the Buyer’s procedures. All security staff shall liaise with the Helpdesk for communications purposes.
J.6.4 - Alarm response training	The Supplier shall ensure that all Supplier Staff are competent, fit for work, trained in the response to, and use of, the alarm systems as well as the procedures to be followed in the event of an alarm sounding. The Buyer will conduct alarm response tests and the Supplier Staff are required to respond fully to any test.

J.6.5 - Emergency situation planning	The Supplier shall develop and present an outline plan for dealing with a complete range of emergency situations. The Buyer shall collaborate with the Supplier on this plan and provide expert input as appropriate. The Supplier shall provide building specific plans for security incidents and/or counter terrorism and shall liaise with the Buyer to ensure efficient operation. The Supplier shall assist the Buyer with requests and/or test of the emergency response plans.

3.6.1 Security Service standards – J6: Emergency Response

The following table details the Security Service standards in relation to J6: Emergency Response:

Service J:6	**6.** J6: EMERGENCY RESPONSE
Standard	6.1 The general requirements for security management - BS7499 shall apply. 6.2 Management and supervision of the Security Guarding Service shall form an essential component of the Buyer's emergency procedures and Supplier Staff delivering Security Services shall familiarise themselves fully with all the Buyer's emergency procedures and related equipment and participate fully in their testing.

3.7 Work Package J.7 – Patrols (fixed or static guarding)

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee	
J.7.1 - Patrolling scope	The patrolling schedule shall include, but shall not be limited to the following: • Internal Areas, ensuring access to secure areas is effectively controlled (via effective locks/alarms) • Checking of suspicious activity, packages, persons, identification of hazards, areas unsecured, malfunctioning or broken lighting, security and searching equipment, barriers, doors and windows; and • Identifying, recording and reporting potential health and safety, fire issues and hazards identified in the Buyer Premises.
J.7.2 - Patrol intervals	The Patrols shall be set at irregular intervals (dependent on level of risk), to be agreed with the Buyer for each of the Buyer Premises with a security guarding Service, and shall cover the interior and exterior of each of the Buyer Premises according to the Buyer's requirements. The scope and frequency of the patrols are to be included in the Assignment Instructions. The frequency may be increased if the Response Level or local threat increases, for example, following a threat to a judge, or a requirement to hear a particularly sensitive/high risk case at the court/tribunal, in accordance with J8: Enhanced Security Requirements

J.7.3. Records	The Supplier shall keep a record for each Buyer Premises covered by the security Service. This record shall include the times of inspections, any incidents noted by staff, thefts and any faults at each Buyer Premises requiring further attention by the Supplier. Problems or faults shall be reported to the Helpdesk on identification. The Supplier shall report thefts in accordance with the Buyer's requirements. The Supplier shall be responsible for delivering Monthly security reports to the Buyer in line with the Buyer's requirements and Work Package A.

3.7.1 Security Service standards – J7: Patrols (fixed or static guarding)

The following table details the Security Service standards in relation to J7: Patrols (fixed or static guarding):

Service J:7	**7.** J7: PATROLS (FIXED OR STATIC GUARDING)
Legislation, ACoP or similar industry guidelines	7.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 7.1.1 BS 7984- Key-holding and Response Services; and 7.1.2 BS 7499-Static Guarding and Mobile Patrols.
Standard	7.2 The Supplier shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Supplier shall report as required in relation to patrolling frequency and patterns. 7.3 Patrols shall be recorded in the individual record for each Buyer Premises, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The Supplier shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are in the Buyer Premises.

3.8 Work Package J.8 – Enhanced Security Requirements

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements will be included within the Fixed Fee. However, instances where additional guards or extended hours of work are required will follow the Billable Works and Approvals Process	
J.8.1 - General requirements	The Supplier shall comply with all of the Buyer's policies and procedures on security and act upon the instructions of the Buyer Authorised Representative, should there be a change in the Response Level associated with the Buyer Premises. The Supplier shall respond swiftly and flexibly to any changing threats, either at a local or national level, as requested by the Buyer. The Supplier shall ensure that all staff delivering the Enhanced security requirements Services shall be conversant with the varying Response Levels and associated changes in

	security procedures required by the changes in the Response Level for the Buyer Premises. The Buyer shall instruct the Supplier which level is in force. The Supplier shall provide security measures appropriate to this level.
J.8.2 - Enhanced security requirements	The Buyer may require the Supplier to provide enhanced security staff in circumstances including, threats to judiciary/building users/ high risk trials, demonstrations, riots or other events which may require Services to be provided in common parts or shared occupation. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security cleared staff and other back-up arrangements. Wherever possible, at least 24-hours' notice of such a requirement shall be provided. The Supplier shall provide the additional resources and shall be paid in accordance with the Billable Works process. The Supplier shall comply with the Buyer's Business Continuity and Disaster Recovery ("BCDR") plan. If an additional guard (or guards) is to be called to a Buyer Premises to deliver these services, and in meeting this requirement this is the only required number of guarding hours for that member of staff for that working day there will be a minimum charge of 2 hours for this assignment per affected guard. For the avoidance of doubt, where staff may be redeployed from other sites within a working day to meet this requirement, the minimum number of hours does not apply. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised, in accordance with Work Package J.11 – Reactive guarding

3.8.1 Security Service standards – J8: Enhanced Security Requirements

The following table details the Security Service standards in relation to J8 Enhanced Security Requirements

Service J:8	**8.** J8: ENHANCED SECURITY REQUIREMENTS
Standard	8.1 The general requirements for security management - BS7499 shall apply. 8.2 The Supplier shall comply with all of the Buyer's security policies and procedures and act upon the instructions of the Buyer Security Representative, should there be a change in the Response Level. 8.3 There are currently 3 levels of threat (Response Levels): 8.3.1 Normal: routine protective security measures appropriate to the business concerned 8.3.2 heightened: additional and sustainable protective security measures reflecting the broad nature of the threat combined with specific business and geographical vulnerabilities and judgements on acceptable risk

8.3.3 exceptional: maximum protective security measures to meet specific protective security measures to meet specific threats and to minimise vulnerability and risk

The Supplier shall be required to implement and enforce all extra security measures that may be required during a major security alert including a need to escort a member of the judiciary, aid Prisoner Escort Custody Service Officers to deal with an escape of a defendant, and following a strict procedure as designated by the Buyer on receipt of bomb warning calls, or to search vehicles on arrival.

3.9 Work Package J.9 – Key holding

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee	
J.9.1 - General Requirements	The Supplier shall provide a professional key holding Service, being the custodian of the Buyer Premises access keys and alarm system codes, ensuring compliance with Security Industry Authority and its licensing requirements. On an alarm (fire and intruder), activation or other emergency, the Supplier shall provide attendance, of an appropriately trained and licensed security guard with the required keys, alarm codes and familiarity with the site layout. They will undertake a search of the site to confirm whether the activation was due either a false alarm or as a result of a real incident at the Buyer Premises. Where required, the Supplier shall provide assistance to the emergency services on arrival to ensure the Buyer Premises is fully secured and alarms reset as necessary. The Supplier shall liaise with the FM Helpdesk with reference to any Reactive Maintenance required in order to secure each Buyer Premises. In the event of a fire or an intruder the Supplier will remain on-site until the site can be re-secured or to allow access for the emergency services as necessary. The Supplier will follow the escalation process to inform the Buyer of the nature of the incident and the impact upon the building. This service must be available 24/7 and 365 (366) days a year although the Supplier shall take note that at Buyer Premises with the Manned Guarding Service, the guards on-site shall undertake these activities during their normal shifted hours.
J.9.2 - Availability	The Supplier shall be available to respond to situations requiring a key holder on both a planned and unplanned basis, to attend the Buyer Premises twenty-four (24) hours a day, 365(6) days a year. These shall include but not be limited to the provision of access for the Buyer Authorised Representative, responses to fire alarms, lift alarms and security alarms.
J.9.3 – Key Storage Service	The Supplier will provide a secure site-based key-holding Service for all internal keys to the Buyer Premises (including all court rooms) during Operational Working Hours.

3.9.1 Security Service standards – J9: Key-holding

The following table details the Security Service standards in relation to J9 Key-holding:

Service J:9	**9.** J9: KEY-HOLDING
Legislation, ACoP or similar industry guidelines	9.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 9.1.1 BS 7984-Key-holding and Response Services; and 9.1.2 BS 7499-Static Guarding and Mobile Patrols.
Standard	9.2 The general requirements for security management - BS7499 shall apply. 9.3 The Supplier shall ensure that staff attending the Buyer Premises as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set. 9.4 Keys to general and secure areas, managed by the Supplier delivering Security Services, shall be in accordance with the Buyer's key management policy. This shall include: 9.4.1 Key numbering; 9.4.2 Key audits; 9.4.3 Key logs maintained; and 9.4.4 Reporting of lost keys

3.10 Work Package J.10– Lock up / Open up of the Buyer Premises

Work Package Ref / Sub-Service	**Description of Outputs / Inputs**
The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee.	
J.10.1. General requirements	The Supplier shall be required to attend the Buyer Premises on a daily basis as indicated in the Data Room Assignment Instructions to unlock at the start of the working day and to search (to ensure no one is within the Buyer Premises), secure and lock up at the end of the working day. Where this service is required, the Supplier shall ensure that only appropriately-cleared guards are used. The Supplier shall ensure that the building is unlocked, locked, inspected and secured within timescales agreed in writing for each relevant Buyer Premises. The Supplier will be aware that failure to unlock at the correct time will have an obvious immediate business impact and failure to secure at the end of the operational day will also cause disruption to the Buyer's Staff so it's essential that this service is robust, reliable and the Supplier has appropriate contingency measures in place to handle any unplanned absence or sickness without impacting upon this service. Supplier Staff shall only issue keys to the Buyer Authorised Representatives. Master key usage shall be limited in accordance with the Buyer's requirements. The Supplier shall provide an effective system to manage and control the issue and retrieval of keys.

The Supplier shall maintain the register of secure keys and ensure the integrity of the register, over the duration of the Contract.

The Supplier shall be wholly responsible for the lock up and open up of all relevant Buyer Premises. The FM cleaning operatives should not be allowed to lock or unlock Buyer Premises.

3.10.1 Security Service standards – J10: Lock Up / Open up of the Buyer Premises

The following table details the Security Service standards in relation to J10 Lock Up / Open up of Buyer Premises

Service J:10	**10.** J10: LOCK UP / OPEN UP OF THE BUYER PREMISES
Legislation, ACoP or similar industry guidelines	10.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 10.1.1 BS 7984-Key Holding and Response Services; and 10.1.2 BS 7499-Static Guarding and Mobile Patrols.
Standard	10.2 Security installations and measures recommended by the Supplier shall generally need to be CPNI GUIDANCE accredited (Catalogue of Security Equipment) unless otherwise advised by the Buyer Security Representative. 10.3 The Supplier shall ensure that Supplier Staff attending to lock/unlock the Buyer Premises are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set.

3.11 Work Package J.11 – Reactive guarding

Work Package Ref / Sub-Service	**Description of Outputs / Inputs**
The costs associated with the delivery of this Statement of Requirements will be outside of the Fixed Fee and follow the Billable Works and Approvals Process.	
J.11.1 - General requirements	The Supplier shall provide a Reactive Guarding Service to meet the Buyer's changing operational requirements at the Buyer Premises including but not limited to: • Extended opening hours/late sitting courts • Unplanned events / meetings • Pop up – courts / temporary buildings • Projects The Supplier shall manage the appropriate rotation or assignment of Supplier Staff to provide this Service without undermining the security of other Buyer Premises, for the length

	of the Reactive guarding requirements. This shall be managed via the Billable Works and Approvals Process. It shall be the responsibility of the Supplier to provide staff that are appropriately trained in accordance with the Contract requirement competent, knowledgeable, security cleared and inducted on the Buyer Premises site-specific SSOP. Wherever possible, at least 24-hours' notice of such a requirement shall be provided. It should be noted that the provision of Reactive Guarding at a Buyer Premises which is closed to the public, does not require the guards to be CTO or CSO-accredited, although all other SIA security standards and requirements remain.
J.11.2 - Duration	The Supplier shall take cognisance of the fact that the duration of the required Reactive guarding may be undetermined, and shall ensure that the Reactive guarding Service is maintained until such time as the Buyer informs the Supplier that the guarding is no longer required, or the Supplier satisfies the Buyer that the Buyer Premises it has been sent to secure no longer requires its presence. If an additional guard (or guards) is to be called to a Buyer Premises to deliver these services, and in meeting this requirement this is the only required number of guarding hours for that member of staff for that working day there will be a minimum charge of 2 hours for this assignment per affected guard. For the avoidance of doubt, where staff may be redeployed from other sites within a working day to meet this requirement or have an existing shift extended, the minimum number of hours does not apply.

3.11.1 Security Service standards – J11: Reactive Guarding

The following table details the Security Service standards in relation to J11: Reactive guarding:

Service J:11	**11.** J11: REACTIVE GUARDING
Standard	11.1 The general requirements for security management - BS7499 shall apply. 11.2 The Supplier shall ensure the appropriate rotation of Supplier Staff to deliver this Service, as required by the length of the Reactive guarding requirements.

3.12 Work Package J.12 – Additional Security Services

Work Package Ref / Sub-Service	Description of Outputs / Inputs
The costs associated with the delivery of this Statement of Requirements will be outside of the Fixed Fee and will follow the Billable Works and Approvals Process	

J.12.1 - General requirements	The Supplier shall provide additional Services as directed by the Buyer for specific Buyer Premises where specific operational circumstances dictate. This Supplier shall provide the Additional services at the Schedule of Rates provided on tendering and administered in accordance Billable Works and Approvals Process.
J.12.2 - Additional security requirements	The Buyer may require the Supplier to provide Additional security staff in circumstances including demonstrations, riots or other events which may require Services to be provided in common parts, shared occupation and other buildings. The Supplier shall take into account the requirements for increased manning of lifts at various locations, increased patrols, police liaison and extra perimeter and door security. For these purposes, the Supplier shall be required to maintain a pool of security-cleared staff and other back-up arrangements. Wherever possible, at least 24-hours' notice of such a requirement shall be provided. The Supplier shall comply with the Buyer's BCDR plan. The Supplier may be required to provide extra guards at evenings or weekends to supervise Subcontractors who have insufficient security clearance to work unsupervised. This may be billed via the FM Supplier as appropriate.

3.12.1 Security Service standards – J12: Additional security Services (site specific and not covered elsewhere)

The following table details the Security Service standards in relation to J12: Additional security Services (site specific and not covered elsewhere):

Service J:12	**12.** J12: ADDITIONAL SECURITY SERVICES (SITE SPECIFIC AND NOT COVERED ELSEWHERE)
Standard	12.1 The General Requirements for Security Services shall apply. 12.2 The Supplier will provide Specialist Security Officer requirements, to be defined by the Buyer, these will include: 12.2.1 Court Security Officers as defined in Courts Act 2003 Section 1 (1); and 12.2.2 Prisoner Custody Officers as defined in The Criminal Justice Act 1991.

3.13 Work Package J.13 – Mobile Security Patrols (via a specific visiting vehicle)

Work Package Ref / Sub-Service	**Description of Outputs / Inputs**
The costs associated with the delivery of this Statement of Requirements are outside the Fixed Fee and will follow the Billable Works and Approvals Process	
J.13.1. General requirements	The Buyer may require the Supplier to provide an ad hoc mobile security patrol service to vacant and surplus Buyer Premises and on occasion at an occupied Buyer Premises. The

	Mobile Security patrol service shall be required to visit the relevant Buyer Premises and check the security of the Buyer Premises and that its perimeter has not been compromised. The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours. The Supplier may also be required to attend vacant Buyer Premises to lock/unlock the building to allow other access to other parties.
J.13.2. Defect and incident reporting	The Supplier shall also be required to provide a defect and incident reporting procedure as part of the Mobile Security patrol service in accordance with the Buyer's requirements. Where requested by the Buyer, the Supplier shall conduct a specific security assessment of each the Buyer Premises prior to commencing the mobile security patrol Service. The Supplier shall make a copy of the security assessment report available to the Buyer.

3.13.1 Security Service standards – J13: Mobile Security Patrols (via a specific visiting vehicle)

The following table details the Security Service standards in relation to J13 Mobile Security Patrols (via a specific visiting vehicle)

Service J:13	**13.** J13: PATROLS (MOBILE VIA A SPECIFIC VISIT USING A VEHICLE)
Legislation, ACoP or similar industry guidelines	13.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply: 13.1.1 BS 7984-Key Holding and Response Services; and 13.1.2 BS 7499-Static Guarding and Mobile Patrols.
Standard	13.2 The requirement and frequency will be determined by the Buyer and will be building specific and risk based. Mobile patrols could be required out of hours. 13.3 Prior to commencement of the Mobile Security Patrol Service, the Supplier shall ensure that each relevant Buyer Premises is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Supplier can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods. 13.4 Transport characteristics of vehicles used are covered in the Government Buying Standards.

3.14 Work Package L.5 – Flag flying service

Work Package Ref / Sub-Service	Description of Outputs / Inputs

The costs associated with the delivery of this Statement of Requirements are to be included within the Fixed Fee	
L.1.1 – General requirements	The Supplier shall provide a Flag Flying Service. The times and types of flag to be flown are to be in accordance with the Buyer SSOP in addition to official guidance obtained from the Buyer and the published instructions of the Department for Culture, Media and Sport (DCMS). Flags are to be kept clean in order to enhance the reputation of the Buyer. A cleaning regime for flags shall be agreed in advance of the Start Date between the Buyer and the Supplier. Flags flown every day will be replaced every six (6) months. Flags only flown on official flag flying days shall be replaced when they become damaged or worn out or heavily soiled. Replacement flags will be provided by the Buyer. Any issues identified with the condition of any flag poles should be immediately notified by the Supplier to the FM Helpdesk.

3.14.1 FM Service standards – SL5: Flag Flying Service

The following table details the FM Service standards in relation to SL5: Flag Flying:

Service L:5	**14.** SL5: FLAG FLYING SERVICE
Legislation, ACoP or similar industry or Government guidelines	14.1 The Supplier shall comply with all legislation including: 14.1.1 Health and Safety at Work Act1974; and 14.1.2 The Work at Height Regulations 2005 14.2 Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF).
Standard	14.3 The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. Certain sensitive sites specified by the Buyer and notified to the Buyer at relevant times will raise and lower flags at alternative times due to the presence of media. 14.4 The Supplier shall explore the synergies between all other Services when considering resourcing this Service. 14.5 The Supplier shall ensure that the appropriate personal protective equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of building users and members of the public at all times.

4 Service Levels

4.1 Service level table

To ensure a consistent approach to the application of service levels across the Buyer Premises, a set of Service Standards have been identified. Performance Ratings are defined in the KPI Model as set out at Appendix A of Schedule 14.

4.2 Table 1- Response and Rectification Times – In hours

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)
A	Emergency Response	Matters giving rise to an immediate critical or security risk.	One (1) minute or as otherwise specified within the Assignment Instructions	If appropriate, the Supplier to notify the FM Helpdesk of the event and to remain on site until any security risk is removed.

4.3 Table 2- Response and Rectification Times – Out of hours

Category	Call Type	Description	Initial Attendance	Interim Solution (if applicable)
A	Emergency Response	Matters giving rise to an immediate critical or security risk.	Thirty (30] minutes (or where otherwise agreed with the Buyer Authorised Representative and specified within the Assignment Instructions)	If appropriate, the Supplier to notify the FM Helpdesk of the event and to remain on site until any security risk is removed.

5 Materials and Equipment

The costs associated with the delivery of this Statement of Requirements are within the Fixed Fee.

5.1 Overview

The Supplier is responsible for the routine testing of all material and equipment that is required to satisfactorily maintain the services, and for the provision, testing and maintenance of the Security Assets.

The Supplier may utilise the radios currently in use but the Buyer does not warrant their functionality and condition. The Supplier shall ensure that whatever communication devices are to be used, are sanctioned in writing by the Buyer.

5.2 Service Specific Materials and Equipment

5.2.1 Ownership

The premises, their furnishings, fixtures and fittings and all plant are owned by the Buyer and are provided for the Supplier's use solely in accordance with the terms and conditions of the Agreement and shall not be removed without the formal written permission of the Buyer.

5.2.2 Equipment, Spares and Consumables

The Supplier shall be liable to provide, test and maintain the Security Assets, which include, but not limited to:

- Radios
- Hand-held Metal Detector / search equipment
- Other portable/ hand- held security equipment

The Supplier shall maintain a database of:

- Security Assets, and
- Spares for portable Security Assets, equipment and consumables

within the agreed electronic records system, with associated routine testing tasks to ensure their serviceability, in the event that they are required for use.

The Supplier will identify what spares and consumables are required to provide the service (including other equipment such as latex gloves to enable manual pat down searching), to ensure adequate availability to meet the required service standards in accordance with Work Package J.3 – Control of access and security search on entry.

The Supplier will be responsible for the provision of and repairs and replacements to the Security Assets (including associated or component equipment such as chargers). In addition, the Supplier will also be responsible for the procurement of the radio frequency licences compatible with the radios at each Buyer Premises where required.

Where the Buyer requires additional radios for the use of Fire and Incident Control, the Supplier will provide but these will be charged to the Buyer via the Billable Works and Approvals process. The Supplier may utilise the radios currently in use but the Buyer does not warrant their functionality and condition.

The Supplier is responsible for reporting all failures of Assets maintained by the FM Supplier via the FM Helpdesk (and also to notify the Building Champion in the event of a failure of the Archway Metal Detectors), and for ensuring that any failures of the FM Supplier to return these Assets to service in accordance with the KPIs is escalated to the Buyer in a timely manner.

The Supplier shall be responsible for obtaining of all Supplier Staff security ID passes prior to the Start Date. The Supplier shall not be responsible for the production or provision of access passes for Supplier Staff: these shall be managed and provided by the Buyer, but the Supplier shall be cognisant of the timescales required to issue passes.

Where the Supplier is required to undertake random searches of staff vehicles and goods vehicles upon entry and exit from each Buyer Premises, the Supplier shall be responsible for providing all search equipment.

6 Staffing Requirements

6.1 General

6.1.1 Right to work in the UK

The Supplier shall ensure that all Supplier Staff provide evidence of their right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006 and BS 7858 – Security Screening of Individuals Employed in a Security Environment. The cost of obtaining any such evidence shall be the responsibility of the Supplier.

6.1.2 Clearance for contact with children and vulnerable adults

Any Supplier Staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure and barring check in accordance with current legislation and guidance.

6.1.3 Complaints against Supplier Staff

The Supplier shall investigate where more than one (1) substantiated complaint is made against any individual member of the Supplier Staff within any Month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the Monthly performance reports as required through the Contract with the Buyer. For continued complaints, the Buyer reserves the right, without recourse, to have any member of the Supplier Staff removed from the contract.

6.1.4 Induction programme

The Supplier shall provide an induction programme for all Supplier Staff and for any relevant building users, and also participate in any relevant Buyer induction programme.

6.2 Service Specific Staffing Requirements

6.2.1 Skills and Attributes

The Supplier will provide its employees with regular training in security Services (at least once per calendar year or as required by local legislation/best practice). The aim is that all operatives are appropriately skilled for all activities they carry out, in accordance with the SSOP and the Assignment Instructions, and should have the skills and abilities listed below:

- The ability and expertise to consistently and effectively perform advanced security search-on-entry duties,
- The physical ability to effectively deliver restraint and removal of individuals when required, via provision of physical intervention skills to current industry standards, and
- The level of physical fitness to enable the operative to run up several flights of stairs and then respond effectively to control a workplace violence incident to effectively restrain/remove an individual, summoning assistance from other Officers where required,

- A disposition with an ability to provide a calm and re-assuring presence, being polite/courteous where required, but also assertive and confident to challenge court/tribunal users on security issues/control the queuing public.
- Notwithstanding supervisor and management support, have a good sense of self-discipline and motivation.
- Have a good command of the English language, in terms of reading, writing and spoken word.

In order to ensure these attributes, including that the physical condition of the Security Officers is of the required standard, the supplier must ensure an effective medical examination is completed before deployment and confirm documented procedures for performing routine health checks and reports to be agreed/shared with the Buyer. When the physical demands of an Officers duties change, the Supplier shall ensure that their physical condition and suitability is reassessed as appropriate.

Whilst there is a requirement to provide Court Security Officers as defined in Courts Act 2003 Section 1 for Court /Tribunals, this obligation does not extend to Security officers provided to non-court /tribunals buildings, or Security staff provided outside of Operational Working Hours.

6.2.2 Staff Security Clearance

The Supplier shall ensure that Supplier Staff and Subcontractors requiring access to the Buyer Premises have the appropriate security clearance. It is the Supplier's responsibility to adhere to the Buyer’s security clearance requirements and in accordance with the SSOP.

6.2.3 Training

The Supplier shall ensure that all Supplier Staff employed on the Contract receive appropriate training to ensure the successful and safe Delivery of the Security Services and in accordance with industry requirements (e.g. CPNI, SIA). This shall be detailed in the Supplier’s Service Delivery Plan. The Supplier Staff shall be made aware of the details of the Supplier’s Quality Management Plan and the Sustainability Management Plan.

The Supplier shall adhere to the Buyer’s training requirements provided in the Data Room including but not limited to:

- Basic training
- Training of Court Security Officers
- Personal qualities
- Code of conduct
- Subject Specific modules training
- Assignment-specific training
- Control room training
- Supervisory training
- Specialist training
- Continuation training
- Refresher training
- First aid
- Contingency training

6.2.4 Training and Health Records

All training provided should be recorded on a form specific for the purpose. Except where a certificate of competence is provided by a recognised and relative sector competent training organisation, the training provided should be accurately recorded on a form specific for the purpose, signed by the trainee and countersigned by the trainer. The Suppler shall provide demonstrated evidence of training and health screening records on a periodic basis [Monthly] throughout the duration of the Contract.

Consideration should be given to extending this to the Security Development Professional Passport Scheme launched by Skills for Security, which is a security officer's log-book of all training undertaken by that security officer.

6.2.5 First Aid

The Supplier shall provide the required numbers of staff with an appropriate first aid qualification and training for emergency responses in accordance with health and safety legislation and any Buyer-specific requirements.

All Supplier Staff delivering security Services shall be trained in first aid. All and any relief staff must carry current certification in this first aid qualification.

6.2.6 Fire and Evacuation

All Supplier Staff delivering security Services shall be competent and trained in the response to, and use of, the fire alarm system and the evacuation procedures to be followed in the event of an alarm sounding. The Supplier shall provide Staff adequately trained in accordance with the Personal Emergency Evacuation Plans to assist visitors with limited mobility or other disabilities affecting a quick exit.

7 Building-specific Services

7.1 Overview

The Buyer has a diverse estate of buildings and a diverse list of requirements which sometimes require deviation from the standard Statements of Requirements detailed previously in this Work Package.

The below table details the instances and the details where the standard Service is to be varied, and the new services which are required to be Delivered.

It should be noted that the KPIs as detailed in Call Off Schedule 14 are to apply to these variations.

The Supplier is required to assure itself that it fully understands these variations and that the cost of Delivering them is included in the Fixed Fee.

The below requirements may be varied throughout the Contract in accordance with the Variation Procedure.

7.2 Service Specific / Heritage Requirements

Table 2 Specialist/ specific requirements

Business Unit /Location	Element	Description	Required Approach

There are no Building-specific Services notified at this time. Any such services may be notified in due course and added via the Variation Procedure.