



Defence
Infrastructure
Organisation

PROJECT HESTIA

BOOKLET 3 – SERVICE INFORMATION

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OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE A – MANAGEMENT SERVICES		
1. The <i>Contractor</i> shall provide the management functions to meet the requirements of this Contract.	1.1 The <i>Contractor</i> shall provide a Contract management plan to govern, develop, resource and manage the provision of the <i>service</i> at each Establishment in accordance with the requirements set out.	.
	1.2 The <i>Contractor</i> shall provide uniforms for his Personnel.	
	1.3 The <i>Contractor</i> shall provide all necessary PPE for his Personnel, Sub-Contractors, visitors and Core Catering Manpower.	Statutory Instrument 2002 No 1144 (Personal Protective Equipment Regulations 2002). Food Safety Regulations
	1.4 The <i>Contractor</i> shall provide a mechanism to deal with queries and issues at the Establishments. This shall include: a. a point of contact during Normal Working Hours able to provide advice and resolve any issues; b. a point of contact outside Normal Working Hours able to address problems that require an immediate response and agreed timeframe for rectification; c. a record of all calls, issues and actions which is available to the <i>Employer</i> on request and which shall be reported at the Establishment Soft FM Service Delivery Meeting and the Regional Contract Area Soft FM Contract Performance Review Meeting.	
	1.5 The <i>Contractor</i> shall provide appropriately empowered representatives to attend the meetings described at Annex A.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>2. The <i>Contractor</i> shall interface with the Hard FM Contractor, third party suppliers and recognised encroachments.</p>	<p>2.1 The <i>Contractor</i> shall interface with the Hard FM Contractor's processes to sustain and maintain the estate, buildings, equipment, furnishings and non-fixed décor in accordance with the Integrated Estate Management Plan, including:</p> <ul style="list-style-type: none"> a. planned and preventative maintenance; b. unplanned maintenance; c. specialist and deep cleaning routines; d. pest reports, inspections and controls; e. health and safety inspections and controls. 	
	<p>2.2 Further to the interface detailed at paragraph 2.1 above, the <i>Contractor</i> shall interface with other third party suppliers and recognised encroachments, including:</p> <ul style="list-style-type: none"> a. suppliers of food; b. Defence Accommodation Services; c. the Disposal Services Authority. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>2.3 The <i>Contractor</i> shall report and monitor building and estate faults to the Hard FM Contractor's helpdesk where they affect the outputs set out and shall:</p> <p>a. liaise and communicate with the Hard FM Contractor and the <i>Employer</i> until faults are rectified;</p> <p>b. maintain a report log which shall be reported to the Service Delivery Area Infrastructure Community Monthly Meeting.</p>	
<p>3. The <i>Contractor</i> shall provide the <i>Employer</i> with plans, reports and information.</p>	<p>3.1 The <i>Contractor</i> shall provide the <i>Employer</i> with the plans, reports and other information as detailed throughout this Booklet at the stipulated frequency. This shall include a methodology for self-auditing, reporting and self-corrective action and follow up review.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>3.2 The <i>Contractor</i> shall provide assistance and information to the <i>Employer</i> to support formal visits, audits, inspections and requests for information. This shall include:</p> <ul style="list-style-type: none"> a. Defence Internal Audit and National Audit Office visits; b. environmental health inspection; c. trading standards inspection; d. specialist staff inspections including medical or logistics; e. all statutory legislative inspections; f. site inspections and compliance; g. parliamentary enquiries and questions; h. Freedom of Information requests. 	
	<p>3.3 The <i>Contractor</i> shall notify the End Users of the <i>service</i> available within this Contract, including:</p> <ul style="list-style-type: none"> a. timings and scope of the available <i>service</i>; b. steady state and special offers; c. promotion and incentivisation activities. 	
<p>4. The <i>Contractor</i> shall comply with all relevant health and safety Law and policy.</p>	<p>4.1 The <i>Contractor</i> and all Contractor Related Parties shall comply with all relevant health and safety Law, MOD publications, Joint Service Publications and each Establishment's health and safety policy.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	4.2 The <i>Contractor</i> shall co-operate with the <i>Employer</i> , acting in accordance with delegated health and safety responsibilities, including responding to emergency situations and exercises.	
	4.3. The <i>Contractor</i> shall report all observed SHE incidents, defects and hazards to the <i>Employer's</i> SHE representative within 1 hour of occurring. All SHE defects and hazards which have not been rectified within 3 Working Days shall be re-reported to the <i>Employer</i> .	
	4.4 The <i>Contractor</i> shall prepare a written Safety Policy statement which shall be signed by the <i>Contractor's</i> Managing Director or appropriate senior manager. The <i>Contractor</i> shall review and revise the Safety Policy to take account of changes to the Law and any other factors that may affect its effectiveness.	
	4.5 Throughout the Contract Period, the <i>Contractor</i> shall have a suitable organisation and arrangements in place to implement the Safety Policy.	
	4.6 The <i>Contractor</i> shall ensure that the Safety Policy is readily available and accessible to all Contractor Related Parties and anyone, including the <i>Employer</i> , who may require sight of it.	
	4.7 The <i>Contractor</i> shall provide all Contractor Related Parties with any information in his possession that will enable them to carry out their duties under the relevant health and safety Law.	
	4.8 The <i>Contractor</i> shall notify the <i>Service Manager</i> immediately when any Contractor Related Party receives any communication from the Health and Safety Executive (HSE) indicating the HSE's intention to visit any Establishment.	
	4.9 The <i>Contractor</i> shall fully co-operate and facilitate the visit when the HSE notify their intention to visit.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	4.10 The <i>Contractor</i> shall ascertain whether the HSE require any action or are intending to make a return visit before the HSE leave the Establishment. The <i>Contractor</i> shall communicate this information to the <i>Service Manager</i> as soon as possible but no later than the end of the next Working Day.	
	4.11 The <i>Contractor</i> shall notify the <i>Service Manager</i> as soon as possible but no later than the end of the next Working Day, if any prohibition or improvement notice is served by the HSE on any of the <i>Contractor's</i> activities or against any of his personnel. The <i>Contractor</i> shall provide full details with such notification.	
	4.12 The <i>Contractor</i> shall submit a monthly return for accidents, incidents, dangerous occurrences and near misses to the DIO Chief Environment Safety Officer (CESO), with a copy provided to the <i>Service Manager</i> at the same time.	
	4.13 The <i>Contractor</i> shall record and notify the <i>Service Manager</i> of all accidents, incidents, dangerous occurrences and near misses involving any Contractor Related Party.	
	4.14 The <i>Contractor</i> shall ensure that all accidents, incidents, dangerous occurrences and near misses are investigated as soon as is practicable and, on conclusion, forward a copy of the resulting report to the <i>Service Manager</i> .	
	4.15 Where the accident, incident, dangerous occurrence or near miss could expose or potentially expose the <i>Employer</i> to liability, the <i>Contractor</i> shall report to the <i>Service Manager</i> as soon as possible but no later than the end of the next Working Day.	
	4.16 The <i>Contractor</i> shall ensure that where any accidents, incidents, dangerous occurrences or near misses have occurred in connection with the application of a recognised permit to work, they shall be investigated as soon as is practicable and a copy of the resulting report sent to the <i>Service Manager</i> .	

OUTPUT	DESCRIPTION	SERVICE STANDARD
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	4.17 The <i>Contractor</i> shall have an action plan to reduce accidents and incidents to a target of zero.	
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OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE P – CATERING, RETAIL AND LEISURE

5. The <i>Contractor</i> shall provide specialist business management of Catering, Retail and Leisure (CRL) services at the Establishments.	5.1 The <i>Contractor</i> shall manage the CRL services across the three Mess system to support the <i>Employer's</i> ethos, readiness, training and recuperation cycles.	JSP 456; Part 2: Vols 1-4.
	5.2 The <i>Contractor</i> shall deliver the CRL services across the three Mess system and all locations identified in Booklet 4.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	5.2.1 The <i>Contractor</i> shall plan the CRL services.	<p>Mandated Government Buying Standards for Food and Catering Services. Defence Food Quality Standards (DFQS).</p> <p>JSP 456; Part 2, Vol 1, Chs 4 - 6 and Ch 7, Paras 0716, 0750.</p> <p>JSP 456; Part 2, Vol 3, Ch 2; Para 0217; Ch 3, Paras 0339 – 0345; Ch 4, Paras 0429 – 0431; Ch 5; Para 0502.</p> <p>JSP 456; Part 2, Vol 4, Ch 2, Paras 0202, 0203, 0206, 0209, 0210 - 0212, 0214 and Annexes A-B; Ch 3, Paras 0302, 0303, 0305 - 0307, 0309, 0310; Ch 5, Paras 0501, 0503, 0505, 0509, 0515, 0517, 0520, 0522, 0523, 0525, 0526, 0530, 0531 and Annex A; Ch 6 ; Ch 9, Paras 0905, 0922 and 0923; Ch 10, Paras 1003 - 1005. Ch 19; Paras 1902, 1903, 1905 - 1907, 1909, 1911, 1913, Annexes A and B.</p>
	5.2.2 The <i>Contractor</i> shall procure all food, beverages and associated items necessary to deliver the CRL services.	<p>Mandated Government Buying Standards for Food and Catering Services. DFQS and subsequent iterations.</p> <p>JSP 456; Part 2, Vol 3, Ch 3, Paras 0303 – 0311; JSP 456; Part 2, Vol 4, Chs 5 and 6.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	5.2.3 The <i>Contractor</i> shall prepare and cook all food and beverages necessary to deliver the CRL services to meet the <i>Employer</i> supplied information in Booklet 4.	JSP 456; Part 2, Vol 1, Chs 4 – 6. JSP 456; Part 2, Vol 3, Ch 2, Para 0217; Ch 3, Paras 0339 – 0345; JSP 456; Part 2, Vol 4, Chs 5 and 6.
	5.2.4 The <i>Contractor</i> shall serve the CRL food, beverages and other items at the Establishments in the <i>Employer</i> supplied information in Booklet 4.	JSP 456; Part 2, Vol 3, Ch 3, Paras 0317, 0327 – 0330.
	5.3 The <i>Contractor</i> shall provide Core Catering Services at each Establishment at the times required, as detailed in the <i>Employer</i> Supplied Information in Booklet 4, across the three Mess system.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>5.4 The <i>Contractor</i> shall provide and manage an environment across the catering facilities which meets End User needs, which include:</p> <ul style="list-style-type: none"> a. a choice and variety of Core Meals and Retail Meals; b. a fresh and modern approach to catering services in terms of point of sale materials, non-fixed décor and theming; c. offers attractive to End Users based on nutrition, content and fair and competitive pricing; d. comprehensive and effective advertisement and communication of offers; e. attractiveness to, and inclusivity of wider defence community; f. alignment of the service with the cultures, habits and activities of the local consumer base and supporting the ethos and lifestyle of junior ranks including the use of special promotions for national events and the provision of connectivity for technology platforms; g. incentives to use catering facilities e.g. through social media promotion and loyalty schemes, <p>in order to make the catering facilities and stop off points/social areas as popular as possible.</p>	<p>The Contractor shall ensure all his services, events, promotions and communications are available through 3G and 4G communications in order to maximise reach to the target segment</p>
	5.4.1. Not used.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	5.5 The <i>Contractor</i> shall inform the <i>Employer</i> in advance of planned updates and refreshes of the catering facilities through the Establishment CRL Business Plan.	
	5.6 The <i>Contractor</i> shall ensure that Establishment movement and working times are considered during any changes to the catering facilities in order to keep disruption to a minimum, e.g. where possible, outside of meal delivery timings.	
	<p>5.7 The <i>Contractor</i> shall display information clearly to End Users on all catering offers across the CRL services including those in respect of:</p> <ul style="list-style-type: none"> a. Core Meals; b. Retail Meals; c. pre-prepared/ packaged meals (including meal deals, baguettes/ sandwiches and salads), <p>to enable End Users to make an informed choice at the point of service.</p>	JSP 456; Part 2, Vol 1, Ch 4, Paras 0423 – 0427; Ch 7, Para 0750.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>5.8 The <i>Contractor</i> shall deliver the CRL services in a consistent manner across all the Establishments, including:</p> <ul style="list-style-type: none"> a. provision of products at the same prices; b. maintenance of the same quality of food input and finished product; c. adherence to the timing requirements set out in the <i>Employer</i> Supplied Information in Booklet 4; d. adoption of the same management procedures and CRL processes. 	
	<p>5.9 The <i>Contractor</i> shall procure and deliver dog food requested by the Establishment Dog Section and recover the purchase costs through the Crown Feeders' Account.</p>	<p>JSP 456; Part 2, Vol 2, Ch 16. JSP 456; Part 2, Vol 4, Ch 2, Para 0206.</p>
	<p>5.10 Not used.</p>	<p>JSP456; Pt 2, Vol 2, Ch 13</p>
<p>6. The <i>Contractor</i> shall provide certain information to the <i>Employer</i> in respect of the CRL services and provide receipts for sales and invoice transactions.</p>	<p>6.1 The <i>Contractor</i> shall operate a planning, feedback and review process in order to continually review, improve and develop the CRL services.</p>	
	<p>6.2 The <i>Contractor</i> shall be responsive to feedback regarding all aspects of the CRL services.</p>	<p>JSP 456; Part 2, Vol 1, Ch 4, Para 0427. JSP 456; Part 2, Vol 4, Ch 12.</p>
	<p>6.3 The <i>Contractor</i> shall inform the originator of any feedback of the actions or activities which have been or will be taken as a result of such feedback.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	6.4 The <i>Contractor</i> shall collate the information obtained from all forms of feedback and make it available to the <i>Employer</i> as part of the Monthly Performance Report.	
	<p>6.5 The <i>Contractor</i> shall give the <i>Employer</i> access to business intelligence and Electronic Point of Sale (EPOS) information regarding the CRL services as required and such information shall include:</p> <ul style="list-style-type: none"> a. food input standards; b. uptake analysis across all CRL services; c. audit information for Crown and Core Meals; d. price consistency reporting; e. End User feedback and review information; f. business development reporting and financial analysis; g. information on those unable to pay at point of service; h. sales analysis from EPOS points. 	
	6.6 The <i>Contractor</i> shall provide a payment system to recover the cost of core and retail items to accept all current and emerging forms of payment methods.	
	6.7 The <i>Contractor</i> shall ensure that there are sufficient service points and EPOS stations to minimise queuing and, as a minimum, to ensure that the maximum time from the when the End User receives the meal until payment is completed is three minutes.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	6.8 The <i>Contractor</i> shall provide Core Meals for authorised <i>Employer</i> personnel who are unable to pay at point of service.	JSP 456; Part 2, Vol 4, Ch 10, Paras 1003 - 1005.
	6.9 The <i>Contractor</i> shall ensure that discretion and tact are used when dealing with those who are unable to pay, so that the individual is not embarrassed or stigmatised.	JSP 456; Part 2, Vol 4, Ch 10, Paras 1003 - 1005.
	6.9.1 The <i>Contractor</i> shall provide a monthly report to the <i>Employer</i> of those <i>Employer</i> personnel who are unable to pay at the point of service.	JSP 456; Part 2, Vol 4, Ch 10, Paras 1004 and 1005.
	6.10 Where there is an entitlement to be fed at Crown expense, as notified by the <i>Employer</i> , the <i>Contractor</i> shall account for Crown Feeders.	<p>JSP 456; Part 2, Vol 2, Ch 17, Paras 1702, 1704 - 1708, 1710, 1712, 1713, 1720, 1721, 1721, 1724, 1733, 1734, 1736, 1738. Annex B, D, E, F, G, H</p> <p>JSP 456; Part 2, Vol 4, Ch 2, Paras 0202, 0203, 0206, 0209 - 0212, 0214, Annexes A and B; Ch 3, Paras 0302, 0303, 0305 - 0307, 0309 and 0310; Ch 5, Paras 0501, 0503, 0505, 0509, 0515, 0517, 0520, 0522, 0523, 0525, 0526, 0530, 0531 and Annex A; Ch 10, Para 1005; Ch 19, Paras 1902, 1903, 1905 - 1907, 1909, 1911, 1913, Annexes A and B.</p>
	6.11 The <i>Contractor</i> shall provide an auditable record of all meals provided to Crown Feeders at Crown expense, by each type of entitlement.	JSP 456; Part 2, Vols 2 and 4.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>6.12 The <i>Contractor</i> shall provide plans, to be agreed with the <i>Employer</i>, to support the delivery and management of the CRL services to show how business opportunities will be exploited and advertised. This shall include the provision of:</p> <ul style="list-style-type: none"> a. a Regional CRL Business Plan; b. an Establishment CRL Business Plan for each Establishment; c. a Regional Marketing Communications Plan with Establishment level detail. 	Annex A - Monthly Performance report and meetings.
	6.13 The <i>Contractor</i> shall provide the <i>Employer</i> with monthly updates to each Establishment CRL Business Plan and 6 monthly updates to the Regional CRL Business Plan and the Marketing Communications Plan.	
7. The <i>Contractor</i> shall employ Core Catering Manpower (CCM) in the delivery of core and retail catering services.	7.1 The <i>Contractor</i> shall employ CCM in the delivery of core and retail catering services where CCM are provided by the <i>Employer</i> and as agreed with the <i>Employer</i> .	JSP 456; Part 2, Vol 4, Ch 9.
	7.2 The <i>Contractor</i> shall ensure the meaningful and gainful employment of CCM commensurate with their rank and experience. This shall enable military chefs, stewards and mess managers to develop and maintain skills required for operational feeding and other catering tasks required on operations. Military chefs shall be given the opportunity to cook from first principles.	JSP 456; Part 2, Vol 4, Ch 9, Para 0904.
	7.3 The <i>Contractor</i> shall undertake the daily task management of CCM as agreed with the <i>Employer</i> .	JSP 456; Part 2, Vol 4, Ch 9, Para 0905.
	7.4 The <i>Contractor</i> shall train CCM on Equipment and systems that are used to deliver the CRL services.	JSP 456; Part 2, Vol 4, Ch 9, Paras 0922 and 0923.

OUTPUT	DESCRIPTION	SERVICE STANDARD
8. The <i>Contractor</i> shall provide the consumables necessary to deliver the CRL services.	<p>8.1 The <i>Contractor</i> shall provide all consumables necessary to deliver all the CRL services, including:</p> <ul style="list-style-type: none"> a. disposable cutlery, plates, cups bowls, food containers, packed meal boxes; b. function paper napery, table decorations, specialist themed items; c. food storage items including foil, cling film, greaseproof paper; d. not used; e. oil filters, dish washer consumables. 	Mandated Government Buying Standards for Food and Catering Services.
9. The <i>Contractor</i> shall provide a core catering service at each Establishment.	<p>9.1 The <i>Contractor</i> shall produce a Core Meal service for Messes and outlets at each Establishment at the times set out in the <i>Employer Supplied Information</i> in Booklet 4.</p> <p>Where a Mess does not operate a separate Core Meal service, the <i>Contractor</i> shall provide menus of meal options that include choices priced at or below the appropriate element of the prevailing DFC.</p>	<p>JSP 456; Part 2, Vol 1, Chs 4 and 5.</p> <p>JSP 456; Part 2, Vol 3, Ch 3.</p> <p>JSP 456; Part 2, Vol 4, Ch 1, Para 0105;</p> <p>Ch 3, Paras 0302, 0303, 0305, 0314;</p> <p>Ch 5, Paras 0503, 0505 - 0507, 0515, 0517, 0521, 0524, 0530, 0531;</p> <p>Ch 6;</p> <p>Ch 19, Paras 1902, 1903, 1905 - 1907, 1909, 1911, 1913, Annexes A and B.</p>
	9.2 The <i>Contractor</i> shall provide a range of Retail Meals and items to complement the Core Meal within the Messes and Airside Feeders.	<p>Mandated Government Buying Standards for Food and Catering Services.</p> <p>JSP 456, Part 2, Vol 4, Ch 6 Para 0615</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	9.3 The <i>Contractor</i> shall display and integrate Core Meals and any additional retail offers in an equitable manner with no delineation at point of service.	
	9.4 The <i>Contractor</i> shall provide Core Meals and Retail Meals at the authorised bars set out in the <i>Employer Supplied Information</i> in Booklet 4.	
	9.5 The <i>Contractor</i> shall produce and account for an Enhanced Core Offer (ECO) where requested by the relevant Mess Committee.	JSP 456; Part 2, Vol 4, Ch 6, Para 0624.
	9.6 The <i>Contractor</i> shall purchase sufficient food and beverages to meet the demands of the End Users, including the unique demands of Training Establishments as set out in Annex C.	Annex C – Training Establishments. JSP 456; Part 2, Vol 1, Chs 4 and 5. JSP 456; Part 2, Vol 3, Ch 3. JSP 456; Part 2, Vol 4, Ch 6. Mandated Government Buying Standards for Food and Catering Services DFQS and subsequent iterations.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>9.7 The <i>Contractor</i> shall provide catering services to satisfy all authorised dispersed feeding and beverage requirements at the locations detailed in the <i>Employer</i> Supplied Information in Booklet 4, including:</p> <ul style="list-style-type: none"> a. duty meals (early/ late meals); b. packed and container meals; c. beverages; d. not used; e. Airside Feeders; f. authorised medical facility requirements; g. all related specialist consumables and related disposable items (the cost of which is not to be included in the cost of the Core Meal); h. any specialist transportation requirements. 	JSP 456; Part 2, Vol 3, Ch 3, Paras 0339 - 0345.
	<p>9.8 The <i>Contractor</i> shall provide new menus on a cyclical basis (every 28 calendar days). The 28 day menu shall be refreshed bi-annually by the <i>Contractor</i> and approved by the <i>Employer</i> prior to implementation. The menus shall contain a variety of products and be presented to attract End Users.</p>	JSP 456; Part 2, Vol 1, Chs 4 and 5. JSP 456; Part 2, Vol 4, Ch 6, Paras 0620, 0621, 0623, 0624.
	<p>9.9 The <i>Contractor's</i> menus shall form part of the relevant Establishment CRL Business Plan and shall, following consultation with the <i>Employer</i>, be amended as required by the <i>Employer</i> to meet the needs of End Users.</p>	JSP 456; Part 2, Vol 1, Ch 4.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>9.10 The <i>Contractor</i> shall provide and promote a variety of menus to cater for the diversity of the <i>Employer's</i> personnel. Accordingly, where appropriate, these menus shall cater for:</p> <ul style="list-style-type: none"> a. religious and medical dietary needs; b. other special dietary needs; c. the health and nutrition guidelines in JSP 456; Vol 1, Ch 4; d. special feeding requirements for those under medical supervision. 	JSP 456; Part 2, Vol 1, Ch 5, Para 0504.
	9.11 The <i>Contractor</i> shall provide Core Meals, beverages and associated supplements at Phase 1 Training Establishments and the Phase 2 Training Establishments specified in the <i>Employer Supplied Information</i> in Booklet 4.	JSP 456; Part 2, Vol 4, Ch 5, Paras 0506 - 0509, 0515, 0517, 0521, 0524, 0530, 0531; Ch 6, Paras 0604 - 0614.
	9.12 The <i>Contractor</i> shall account separately for, and report detailed actual expenditure on, all Core Meals and beverages provided at Phase 1 Training Establishments and the Phase 2 Training Establishments specified in the <i>Employer Supplied Information</i> in Booklet 4.	JSP 456; Part 2, Vol 4, Ch 2 Para 0221 – 0223. JSP 456; Part 2, Vol 4, Ch 5 Para 0509 and 0510.
	9.13 The <i>Contractor</i> shall provide the CRL services throughout unforeseen emergency situations and exercises and shall accommodate any adjustments required even at short notice.	
	9.13.1 The <i>Contractor</i> shall work with the <i>Employer</i> to accommodate any adjustments to the CRL service required on short notice, whilst maintaining the usual service delivery standards.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	9.14 The <i>Contractor</i> shall provide Official Functions, Unofficial Functions, Private Functions requested by Mess Members and Private Functions sponsored by Non-Mess Members (as such terms are defined in Annex D) in accordance with Annex D, as set out in the <i>Employer</i> Supplied Information in Booklet 4 and as otherwise required by the <i>Employer</i> .	JSP 456; Part 2, Vol 1, Ch 6. JSP 456; Part 2, Vol 4, Ch 7, Paras 0707 - 0710. Annex D - Functions
	9.15 The <i>Contractor</i> shall produce a full Events Portfolio, offering a range of Functions and related services, in accordance with Annex D.	Annex D - Functions
	9.15.1 The <i>Contractor</i> shall provide Functions and related services at prices consistent with the approach set out in Annex D.	Annex D - Functions
	9.16 The <i>Contractor</i> shall offer hot and cold food and beverages, goods and services to all personnel attending all types of Function: a. Private Functions requested by Mess Members; b. Official Functions; c. Unofficial Functions; d. Private Functions sponsored by Non Mess members; e. Conferences, meetings and ad hoc events; f. VVIPs at VIP suites within RAF stations, in accordance with Annex D.	Annex D – Functions JSP 456; Part 2, Vol 4, Ch 7, Paras 0704 - 0710.
	9.16.1 The <i>Contractor</i> shall provide details to the <i>Employer</i> of any such proposed use of facilities at an Establishment for prior agreement.	DIO User Practitioner Guides. DIO Regional Tables of Charges.

OUTPUT	DESCRIPTION	SERVICE STANDARD
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	9.16.2 The <i>Contractor</i> shall provide a priced menu for all types of Function and for refreshments for meetings, conferences and ad hoc events.	Annex D – Functions
	<p>9.17 For all types of Function, the <i>Contractor</i> shall undertake the following activities in liaison with the Mess Committee and/or the relevant Head of Establishment:</p> <ul style="list-style-type: none"> a. planning the Function with the sponsor and providing menus to meet customer specification for meal content and price; b. providing rates and prices with regular updates; c. providing all supplies for the Function; d. setting up the Function venue in the lay out agreed with the sponsor; e. providing staff for the Function; f. clearing up after the Function; g. cleaning the Function venue; h. preparing the Function venue, in advance, for its next required use; i. recovering costs as appropriate from the sponsor. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	9.18 The <i>Contractor</i> shall ensure that catering supplies for all types of Function, conferences, meetings and ad hoc events are obtained from reputable sources as reasonably agreed with the relevant sponsor.	Mandated Government Buying Standards for Food and Catering Services. DFQS and subsequent iterations. JSP 456; Part 2, Vol 4, Ch 7, Paras 0707 and 0708.
10. The <i>Contractor</i> shall provide Official Hospitality and Domestic Assistance	10.1 The <i>Contractor</i> shall provide Official Hospitality and Domestic Assistance as demanded against eligibility.	JSP 456; Part 2, Vol 1, Ch 6, Para 0610.

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>11. The <i>Contractor</i> shall provide Short Term Catering Requirements (STCR).</p>	<p>11.1 The <i>Contractor</i> shall provide STCR as demanded by the <i>Employer</i>, in accordance with Annex B to this Booklet. Such service shall include:</p> <ul style="list-style-type: none"> a. food supply call off from MOD Food Supply Contract; b. provision of food and beverage; c. all consumables and disposables required to deliver the STCR; d. full messing for segregated and/or combined Messes; e. in location and remote feeding; f. menus to cater for diversity, medical, dietary, religious, nutritional, healthy eating and lifestyle requirements container and packed meals; 	<p>Annex B – Short Term Catering Requirement.</p> <p>Mandated Government Buying Standards for Food and Catering Services-</p> <p>DFQS and subsequent reiterations.</p> <p>JSP 456; Part 2, Vol 1, Ch 2.</p> <p>Where Contractor uses MoD Food Supply system JSP 456; Part 2, Vol 2 accounting procedures apply</p> <p>Where Contractor uses their own food supply system JSP 456; Part 2, Vol 4 accounting procedures apply,</p> <p>JSP 456; Part 2, Vol 4, Ch 2, Paras 0202, 0203, 0206, 0209 - 0212, 0214, Annexes A and B;</p> <p>Ch 4, Paras 0423 – 0427;</p> <p>Ch 5, Paras 0501, 0503, 0505, 0509, 0515, 0517, 0520, 0522, 0523, 0525, 0526, 0530, 0531 and Annex A;</p> <p>Ch 6 ;</p> <p>Ch 10, Paras 1003 - 1005.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	g. duty meals (early/ late meals); h. priced menus for privately sponsored functions; i. chef mess hand support; j. bar facilities; k. kitchen assistants; l. cleaning staff; m. messing and Core Meal services.	
	11.2 The <i>Contractor</i> shall adopt a flexible approach to the provision of meals for STCR to deal with training and exercise unforeseen timing changes.	
	11.3 The <i>Contractor</i> shall set up, clean, maintain and hand back the STCR facilities in a clean and hygienic state.	Annex F – Cleaning Services: Common Service Standard.
	11.4 The <i>Contractor</i> shall comply with JSP 456 when accounting for STCR services.	JSP 456; Part 2, Vol 1, Ch 2. JSP 456; Part 2, Vol 2, Ch 3, Para 0315.
	11.5 The <i>Contractor</i> shall manage and dispose of generated waste at STCR locations.	Module S – Waste Management.
12. The <i>Contractor</i> shall provide retail services at the specified Establishments.	12.1 The <i>Contractor</i> shall provide retail services at each Establishment as set out in the <i>Employer</i> Supplied Information in Booklet 4.	
	12.2 The <i>Contractor</i> shall supply specialist and distress items to meet the unique roles and responsibilities of the Establishment, including boot polish and stationery items for trainees, and family essentials for the Wider Defence Community, as agreed with the Head of Establishment.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	12.3 The <i>Contractor</i> shall provide retail services at Phase 1 Training Establishments and Phase 2 Training Establishments, as set out in the <i>Employer Supplied Information in Booklet 4</i> .	Annex C - Training Establishments.
	12.4 The <i>Contractor</i> shall provide pricing consistency across the retail services provided at the Establishments.	
	12.5 The <i>Contractor</i> shall provide a monthly report to the <i>Employer</i> to show performance and analysis against the relevant Establishment CRL Business Plan to include comments on pricing consistency achievement, any exceptions, trends and fluctuations. This report will be reviewed at the Performance Review Meeting each month.	
13. The <i>Contractor</i> may provide the additional services at the Establishments, as detailed in the Regional and Establishment CRL Business Plans.	13.1 The <i>Contractor</i> may exploit additional business opportunities by offering hot and cold food and beverages, goods, services and events and make them available to all <i>Employer</i> personnel including leisure amenities, activities and add-ons. The <i>Contractor</i> shall provide details to the <i>Employer</i> of any proposed use of facilities at an Establishment for prior agreement.	JSP 456; Part 2, Vol 4, Ch 7, Paras 0704 - 0710.

OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE Q – MESS AND HOTEL SERVICES		
14. The <i>Contractor</i> shall provide a comprehensive management service for Single Living Accommodation (SLA).	14.1 The <i>Contractor</i> shall provide a booking, allocation and reception service for all SLA, including Officers' and WOs'/SNCOs' Messes, Junior Ranks' and students'/trainees' accommodation.	JSP 464; Part 3, Ch 5, Paras 0503-0513. JSP 456; Part 2, Vol 1, Ch 7, Para 0731.
	14.2 The <i>Contractor</i> shall allocate appropriate long-term accommodation for permanent staff and temporary accommodation for visitors for all authorised military and civilian personnel in accordance with their rank/grade and entitlement and specialist work requirements (including Explosion Ordnance Disposal (EOD) on call 24/7).	
	14.2.1 The <i>Contractor</i> shall group Units in the same location where possible to minimise response times.	
	14.3 The <i>Contractor</i> shall ensure all SLA data is maintained in the most up-to-date state.	
	14.3.1 At those Phase 1 and 2 Training Establishments detailed in the <i>Employer</i> Supplied Information in Booklet 4 the <i>Contractor</i> shall interface with the <i>Employer's</i> Training Administration and Financial Management Information System (TAFMIS) for the allocation of SLA to students/trainees.	
	14.4 The <i>Contractor</i> shall allocate accommodation at all Establishments detailed in the <i>Employer</i> Supplied Information in Booklet 4 and, when necessary, at other locations utilising the IMS booking system.	
	14.5 The <i>Contractor</i> shall accept requests for SLA by fax, telephone, email and web-based application as agreed with the <i>Employer</i> .	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>14.6 The <i>Contractor</i> shall confirm all bookings with the applicant by email which shall include:</p> <ul style="list-style-type: none"> a. arrival information; b. specific Establishment security procedures for booking in of personnel and vehicles; c. arrangements for the collection of keys and/or security codes. d. meal times and dining locations; e. bar and retail facility opening times; f. details of any standing charges that may apply; g. payment methods available. 	
	<p>14.7 When appropriate SLA is not available, the <i>Contractor</i> shall issue to the applicant a Non-Availability Certificate in accordance with current policy.</p>	<p>JSP 464; Part 3, Ch 8, Annex C, Para 8. JSP 752; Ch 3, Para 03.0107.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>14.8 The <i>Contractor</i> shall provide the following confirmation/updated information to all personnel on arrival at the allocated SLA:</p> <ul style="list-style-type: none"> a. Mess standards (where applicable); b. local security information, including gate/door access codes; c. meal times and dining locations; d. bar and retail facility opening times; e. payment methods available; f. actions to be taken in the event of fire or emergency, including details of the Assembly Area; g. out of hours contact; h. customer service information. 	
	<p>14.9 The <i>Contractor</i> shall make appropriate arrangements for the handover of keys and/or security codes on arrival and acceptance of room contents and condition.</p>	
	<p>14.9.1 The <i>Contractor</i> shall make similar arrangements for vacation of SLA, including the return of keys and the checking of the accommodation for damage.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	14.10 The <i>Contractor</i> shall ensure that all rooms/bed spaces are cleaned prior to the next occupation in accordance with Outputs 17.5,17.6 and 17.7 of Module R to this Booklet. This is required for all Officers' WO, SR/SNCO and Naval Service JR SLA accommodation.	
	14.11 The <i>Contractor</i> shall ensure that <i>Employer</i> issued bed linen is provided in all rooms/bed spaces prior to next occupation. This is required for all Officers', WO, SR/SNCO and Naval Service JR SLA accommodation.	
	14.11.1 The Contractor shall fully make up beds in Officers' rooms in accordance with Outputs 17.5 and 17.6 of Module R to this Booklet	
	14.12 The <i>Contractor</i> shall provide, as required by the End Users, an ironing and shoe/boot cleaning batting service in the Officers' Mess at the Establishments as detailed in the <i>Employer</i> Supplied Information in Booklet 4.	Annex E – Mess Services.
	14.12.1. Not used.	
	14.13 The <i>Contractor</i> shall provide a house manager service as detailed in Annex LL at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	Annex LL – Royal Navy house managers.

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>15. The <i>Contractor</i> shall provide mess management services to Officers' Messes and Warrant Officers' and Senior Non-commissioned Officers' Messes.</p>	<p>15.1 The <i>Contractor</i> shall manage and co-ordinate the provision of all Mess services as detailed at Annex E and as detailed in the <i>Employer Supplied Information</i> in Booklet 4. This includes acting as the focal point for:</p> <ul style="list-style-type: none"> a. staffing; b. finance; c. accommodation services; d. Public and Non-public Property; e. reporting and monitoring issues concerning the fabric and maintenance of Mess buildings. 	<p>Annex E – Mess Services. JSP 456; Part 2, Vol 1, Ch 7, Paras 0720 - 0726, 0730 - 0739.</p>
	<p>15.2 The <i>Contractor</i> shall no later than the 5th Working Day of the month present for payment complete and accurate individual monthly Mess bills to all members of the Officers' and WOs'/SNCOs' Messes in accordance with the policy mandated by the appropriate Mess Committee within each Establishment.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>15.3 The <i>Contractor</i> shall provide individual Mess bills for all:</p> <ul style="list-style-type: none"> a. short-term Mess visitors; b. associates; c. functions, <p>where accommodation or other charges have been incurred.</p> <p>The <i>Contractor</i> shall provide a facility for such Mess bills to be settled prior to departure of the visitor.</p>	
	<p>15.4 The <i>Contractor</i> shall collect payment no later than the 15th Working Day of the month from all personnel including:</p> <ul style="list-style-type: none"> a. Mess members; b. function sponsors; c. associates. <p>The <i>Contractor</i> shall hand outstanding debt and associated correspondence back to the Mess Committee by the last Working Day of the current month for further recovery action.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>16. The <i>Contractor</i> shall provide bar services to the Officers', Warrant Officers' and Senior Non Commissioned Officers' Messes and provide a management service to enable, deliver and support these services in conjunction with the requirements set out in Module P to this Booklet.</p>	<p>16.1 The <i>Contractor</i> shall provide bar and cellar services to those Messes as detailed in the <i>Employer</i> Supplied Information in Booklet 4 and shall operate those services in conjunction with the relevant Mess Committee and in accordance with the single Service regulations for Service Funds Accounting.</p>	
	<p>16.2 The <i>Contractor</i> shall provide honesty bars and night trays to those Messes as detailed in the <i>Employer</i> Supplied Information in Booklet 4 and in conjunction with the relevant Mess Committee and in accordance with the single Service regulations for Service Funds Accounting.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE R – CLEANING AND ASSOCIATED SERVICES

<p>17. The <i>Contractor</i> shall provide a cleaning service to cover all living and working areas and the supporting structures, windows and peripheral areas. Cleaning to include change of occupancy, periodic and deep cleaning requirements as specified.</p>	<p>17.1 The <i>Contractor</i> shall clean all designated buildings, facilities and areas, at all Establishments as detailed in the <i>Employer</i> Supplied Information in Booklet 4 to the standards detailed at Annex F and current Law including:</p> <ul style="list-style-type: none"> a. COSHH; b. Mandated Government Buying Standards for Cleaning Products and Services. 	<p>Annex F – Cleaning Services – Common Service Standard.</p> <p>Establishment Waste Management Plan.</p> <p>Mandated Government Buying Standards for Cleaning Products and Services.</p> <p>JSP 456; Part 2, Vol 1, Ch 7, Paras 0726 - 0728.</p>
	<p>17.2 The <i>Contractor</i> shall produce cleaning schedules which recognise the requirement for routine, periodic and deep cleaning of all designated areas. All waste and recycling bins shall be emptied and cleaned in accordance with the Waste Management Plan for each Establishment.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>17.3 The <i>Contractor</i> shall provide:</p> <ul style="list-style-type: none"> a. labour; b. tools and Equipment; c. transport; d. clothing; e. consumables; f. management, <p>in order to provide the required cleaning service.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>17.4 The <i>Contractor</i> shall provide, replenish and manage all consumables including:</p> <ul style="list-style-type: none"> a. toilet paper; b. tissues; c. soap; d. deodorant blocks; e. bin liners; f. paper towels; g. roller towels; h. toilet brushes. <p>The Contractor shall utilise <i>Employer</i> contracts, where they exist, to procure consumables, this includes ordering consumables via MJDI where available.</p>	
	<p>17.5 The Contractor shall thoroughly clean all rooms on each change of occupancy. Officers' rooms are to have beds made with clean <i>Employer</i> issued bed linen prior to the next occupation. WO, SR/SNCO and transit accommodation shall be provided with clean <i>Employer</i> issued linen prior to the next occupation.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	17.6 The <i>Contractor</i> shall thoroughly clean Officers' SLA sleeping accommodation including designated equivalents such as annexes or misappropriated SFA in accordance with the standards and frequencies detailed in Annex F and as detailed in the <i>Employer</i> Supplied Information in Booklet 4.	Annex F – Cleaning Services: Common Service Standard.
	17.7 For the Naval Service Establishments identified in the <i>Employer</i> supplied information in Booklet 4, the <i>Contractor</i> shall thoroughly clean WOs' & SNCOs' SLA sleeping accommodation including designated equivalents such as annexes or misappropriated SFA in accordance with the standards and frequencies described in Annex F and as detailed in the <i>Employer</i> Supplied Information in Booklet 4.	Annex F – Cleaning Services: Common Service Standard.
	17.8 For the Naval Service Establishments identified in the <i>Employer</i> supplied information in Booklet 4, the <i>Contractor</i> shall thoroughly clean Junior Rates' SLA en-suite ablutions in accordance with the standards and frequencies described in Annex F and as detailed in the <i>Employer</i> Supplied Information in Booklet 4.	Annex F – Cleaning Services: Common Service Standard.
	17.9 The <i>Contractor</i> shall clean all external and internal windows detailed in the <i>Employer</i> supplied information in Booklet 4, including window frames and ledges, internal partition glass, skylights, fanlights and lay lights.	Annex F – Cleaning Services: Common Service Standard.
	17.9.1 The <i>Contractor</i> shall ensure that, before and after cleaning, all windows are secured shut.	
	17.10 The <i>Contractor</i> shall, in agreement with the <i>Employer</i> ,, devise a cleaning programme that causes the least disruption practical to the Establishment.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	17.11 The <i>Contractor</i> shall provide anti-bacterial wipes or equivalent products in gymnasiums and fitness suites to allow users to wipe down equipment after use in accordance with local instructions.	
	17.12 The <i>Contractor</i> shall ensure that the bases of the equipment in gymnasiums and fitness suites are free from dust.	
	17.13 Not used.	
18. The <i>Contractor</i> shall provide cleaning services to all external areas including retail and leisure facilities which are included in the Contract.	18.1 The <i>Contractor</i> shall carry out the external cleaning, including litter collection, within the immediate vicinity (up to 3 metres) of the entrances and doorways of all designated facilities/buildings.	Annex F – Cleaning Services – Common Service Standard. Note: Clearance of litter etc in all other external areas is the responsibility of the Hard FM Contractor.
19. The <i>Contractor</i> shall provide a reactive cleaning service to address real time accidents and cleaning emergencies.	19.1 The <i>Contractor</i> shall provide a reactive domestic cleaning service when required. This service is in addition to routine cleaning including the removal and disposal of, and cleaning after: <ul style="list-style-type: none"> a. liquid spills; b. broken glass c. human/animal faeces; d. vomit; e. blood; f. overflows; g. flooding (excludes fuel and oil). 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>19.2 The <i>Contractor</i> shall provide a reactive domestic cleaning service within:</p> <p>a. 30 minutes in the case of cleaning emergencies;</p> <p>b. 24 hours in other cases,</p> <p>of notification during Normal Working Hours.</p>	
	<p>19.3 The <i>Contractor</i> shall provide an emergency reactive domestic cleaning service within 2 hours of notification outside of Normal Working Hours.</p>	<p>Annex F – Cleaning Services: Common Service Standard.</p>
<p>20. The <i>Contractor</i> shall meet the requirements for specialist cleaning services including medical and dental areas, specialist training and machinery and fitness areas.</p>	<p>20.1 The <i>Contractor</i> shall carry out a specialist cleaning service for all areas including high level cleaning as detailed, at the frequency and to the standards in the <i>Employer</i> Supplied Information in Booklet 4. Note: Periodic deep cleaning of kitchens is the responsibility of the Hard FM Contractor.</p>	<p>High level cleaning defined at para 18b in Annex F – Cleaning Services: Common Service Standard.</p> <p>Annex G – Cleaning of the Healthcare Environment.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>20.2 The <i>Contractor</i> shall carry out the routine cleaning of all designated catering areas including:</p> <ul style="list-style-type: none"> a. kitchens; b. SLA food preparation areas; c. office food/beverage preparation areas; d. storerooms; e. toilets; f. dining areas; g. patios; h. BBQ areas. <p>This excludes all non-publicly funded CRL areas.</p>	<p>Annex F – Cleaning Services: Common Service Standard.</p>
	<p>20.3 The <i>Contractor</i> shall take account of regular Establishment movements and working time in carrying out the service set out in this Module.</p>	<p>Mandated Government Buying Standards for Cleaning Products.</p> <p>Site Waste Management Plan.</p> <p>The frequency of cleaning should reflect the fluctuating usage of facilities dependent on footfall and usage.</p>
	<p>20.3.1 The <i>Contractor</i> shall, when necessary, isolate equipment following consultation with the <i>Employer's</i> representatives.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>21. The <i>Contractor</i> shall provide a laundry and dry cleaning service.</p>	<p>21.1 The <i>Contractor</i> shall launder all items detailed in the <i>Employer Supplied Information</i> in Booklet 4 and in accordance with Annex H including:</p> <ul style="list-style-type: none"> a. military equipment/clothing; b. authorised accommodation items; c. PPE; d. trade-specific clothing; e. specialist items. 	<p>JSP 886; Vol 6, Part 5, Ch 5.</p> <p>Mandated Government Buying Standards for Cleaning Products.</p>
	<p>21.2 The <i>Contractor</i> shall dry clean all items as detailed in the <i>Employer Supplied Information</i> in Booklet 4 and in accordance with Annex H including:</p> <ul style="list-style-type: none"> a. military equipment/clothing; b. authorised accommodation items; c. PPE; d. trade-specific clothing; e. specialist items. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>21.3 The <i>Contractor</i> shall provide all resources including:</p> <ul style="list-style-type: none"> a. labour; b. tools and Equipment; c. transport; d. clothing; e. materials; f. consumables; g. management, <p>in order to provide the required laundry and dry-cleaning service other than those <i>Employer</i>-supplied items detailed in the <i>Employer Supplied Information</i> in Booklet 4.</p>	
22. The <i>Contractor</i> shall provide a tailoring service.	22.1 The <i>Contractor</i> shall provide a service for the tailoring, repairs and alterations of uniform for entitled personnel as detailed in the <i>Employer Supplied Information</i> in Booklet 4.	JSP 886; Vol 6, Part 5, Ch 2, Para 9. BR 3; Ch 39, Para 3916. Army Dress Regulations; Part 9. AP 1358, Ch 2 to 8
	22.2 The <i>Contractor</i> shall provide a service for the tailoring of officers' uniform on repayment in accordance with single Service requirement. The rates for such work shall be the same as the <i>Contractor</i> charges the <i>Employer</i> for entitled personnel.	JSP 886; Vol 6, Part 5, Ch 2, Para 9. BR 3; Ch 39, Paras 3904, 3906, 3908-3913, 3915 and 3923. Army Dress Regulations; Part 9. AP 1358, Ch 2 to 8

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>22.3 The <i>Contractor</i> shall provide tailoring of Service uniforms for entitled personnel as detailed in the <i>Employer</i> Supplied Information in Booklet 4. The tailoring service shall include:</p> <ul style="list-style-type: none"> a. medals; b. ribbons; c. badges; d. buttons. 	<p>BR 3; Ch 44, Paras 4411-4414. Army Dress Regulations; Part 13, Para 13.016. Army Dress Regulations; Art 13.015. AP 1358; Para 0832.and 0833</p>
	<p>22.4 The <i>Contractor</i> shall collect and return clothing within 10 working days unless otherwise specified in the <i>Employer</i> Supplied Information in Booklet 4.</p>	
	<p>22.5 The <i>Contractor</i> shall provide appropriately trained and skilled staff in attendance for fitting parades, at the Establishments as detailed in the <i>Employer</i> Supplied Information in Booklet 4.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>22.6 The <i>Contractor</i> shall provide all resources including:</p> <ul style="list-style-type: none"> a. labour; b. tools and equipment; c. transport; d. clothing; e. materials; f. consumables; g. management, <p>in order to provide the required tailoring service other than those <i>Employer</i>-supplied items detailed in the <i>Employer</i> Supplied Information in Booklet 4.</p>	
<p>23. The <i>Contractor</i> shall provide a cobbling service.</p>	<p>23.1 The <i>Contractor</i> shall provide a footwear repair service for military footwear to include:</p> <ul style="list-style-type: none"> a. heel and sole repair on a like-for-like basis; b. general shoe repair; c. insertion of studs and tips. 	<p>JSP 886; Vol 6, Part 5, Ch 2, Para 9.</p> <p>Items determined to be beyond economic repair by the <i>Contractor</i> are to be marked as such and returned to the Establishments within one working days.</p>
	<p>23.1.1 The <i>Contractor</i> shall collect and return footwear within 10 working days unless otherwise specified in the <i>Employer</i> Supplied Information in Booklet 4.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>23.2 The <i>Contractor</i> shall provide all resources including:</p> <ul style="list-style-type: none"> a. labour; b. tools and equipment; c. transport; d. clothing; e. materials; f. consumables; g. management, <p>in order to provide the required footwear repair service other than those <i>Employer</i>-supplied items detailed in the <i>Employer</i> Supplied Information in Booklet 4.</p>	
<p>24. The <i>Contractor</i> shall provide domestic assistance.</p>	<p>24.1 The <i>Contractor</i> shall provide a cleaning service to entitled Officers as detailed in the <i>Employer</i> Supplied Information in Booklet 4. This includes the provision of all associated cleaning materials required to deliver this service.</p>	<p>JSP 464, vol 1 part 2, chap 11</p> <p>Annex F – Cleaning Services: Common Service Standard.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>25. The <i>Contractor</i> shall provide portable facilities for washing, showers, toilets and ad hoc ablutions and skips.</p>	<p>25.1 The <i>Contractor</i> shall provide, deliver and collect portable ablutions including:</p> <ul style="list-style-type: none"> a. toilet paper; b. hand cleanser; c. cleaning detergents, <p>on a task-by-task basis, covering the defined geographical region of this Contract to cover events and exercises, as and when requested by the <i>Employer</i>.</p>	
	<p>25.2 The <i>Contractor</i> shall ensure that all portable ablutions facilities are hygienically emptied, cleaned and serviced on a regular basis so as to minimise the risk of smell, contamination, disease or pests.</p>	
	<p>25.3 The <i>Contractor</i> shall provide, deliver and collect skips on a task-by-task basis, covering the defined geographical region of this Contract to cover events and exercises, as and when requested by the <i>Employer</i>.</p>	
	<p>25.3.1 The <i>Contractor</i> shall dispose of all waste in accordance with the requirements of Module S below.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE S – WASTE MANAGEMENT

26. The <i>Contractor</i> shall provide a waste management service to the <i>Employer</i> which meets all applicable Law and targets.	26.1 The <i>Contractor</i> shall provide a total waste management service to ensure the safe, legally compliant and environmentally efficient management of the <i>Employer's</i> waste including: <ul style="list-style-type: none"> a. handling; b. segregation; c. collection; d. storage; e. removal of waste from the Establishments.	
	26.2 The <i>Contractor</i> shall manage waste according to the principles of the Waste Hierarchy (Prevention, Preparing for Re-use, Recycling, Other recovery and only then Disposal) and shall use all reasonable endeavours to help achieve the <i>Employer's</i> zero-waste-to-landfill targets.	
	26.3 The <i>Contractor</i> shall use all reasonable endeavours and working with the <i>Employer</i> , using industry best practice, in the prevention, preparation for re-use, recycling, other recovery and disposal of all waste streams across all Establishments.	MOD Waste Management Strategy 2010. JSP 418; Part 2, Leaflet 3: Paras 9, 11-14, 31.
	26.4 The <i>Contractor</i> shall conduct all waste management activities in accordance with environmental management Law including specific waste management requirements together with the provisions of and the <i>Employer's</i> targets.	JSP 418, Part 2, Leaflet 3. Annex I – MOD Waste Targets to be Achieved.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>26.5 The <i>Contractor</i> shall develop and adhere to systems, procedures and operational arrangements for the:</p> <ul style="list-style-type: none"> a. Handling; b. Segregation; c. Collection; d. Storage; e. Removal; <p>of waste from the Establishments.</p> <p>Such systems shall be based on risk assessments undertaken by the <i>Contractor</i>.</p>	
	<p>26.6 The <i>Contractor</i> shall be prepared to meet any special requirements including non-scheduled waste collections which may be required outside Normal Working Hours, arising from unforeseen circumstances.</p>	
	<p>26.7 The <i>Contractor</i> shall have and maintain accreditation to ISO 14001 as an organisation.</p>	
	<p>26.7.1 The <i>Contractor</i> shall provide suitably qualified waste managers who will be responsible for managing all aspects of waste management operations at all Establishments in order to meet all applicable requirements of Law.</p>	
	<p>26.8 The <i>Contractor</i> shall incorporate his own waste streams generated from providing the Service with the <i>Employer's</i> waste.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	26.9 The <i>Contractor</i> shall support overall Government sustainable development objectives and targets, where appropriate taking into account the opportunities offered by existing services provided by Local Authorities or local recycling initiatives supported by Government sponsored organisations (including WRAP), to achieve best value for money and waste reduction.	
	26.10 The <i>Contractor</i> shall comply with the <i>Employer's</i> policy in JSP 886; Vol 3, Part 16 and utilise the Disposal Services Authority (DSA).	JSP 886; Vol 3, Part 16, Ch 3, Paras 5-9, 12, 14-17, 26-35. The DSA manage and arrange the disposal of all surplus and waste materiel for the <i>Employer</i> except that covered by the Soft FM contracts, Local Government Waste arrangements and Utilities. The DSA manages a number of commodity contracts for the disposal of <i>Employer</i> surplus assets for re-use, re-sale or recycling.
	26.10.1 The <i>Contractor</i> shall handle, store and arrange for collection by DSA contractors all those items/commodities detailed at Annex J.	
	26.11 The <i>Contractor</i> shall use the Closed Loop Solution, detailed at Annex K, or its successor, for the destruction/disposal of confidential documents and waste paper where it is in operation.	Annex K – Closed Loop Solution.
	26.12 The <i>Contractor</i> shall work with the <i>Employer</i> and <i>Employer</i> personnel in promoting initiatives designed to reduce waste and increase re-use and recycling.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
27. The <i>Contractor</i> shall provide and maintain effective and fit for purpose receptacles for the storage and presentation of waste, appropriate to the waste stream, quantity and location.	27.1 The <i>Contractor</i> shall provide and maintain effective and fit for purpose receptacles and waste compounds at locations agreed with the Infrastructure Manager, for the receipt, storage and removal of waste to support effective waste management.	
	27.2 The <i>Contractor</i> shall clearly display the waste management strategy for the segregation and handling of waste at all waste storage areas, including usage instructions on each receptacle.	
	27.3 The <i>Contractor</i> shall ensure that receptacles and the immediately surrounding areas are hygienically cleaned on a regular basis to minimise the risk of smell, contamination, disease or pests.	
28. The <i>Contractor</i> shall provide all strategies, plans and reporting of waste targets and standards.	28.1 The <i>Contractor</i> shall, within 3 months of the In Service Date, or longer as agreed with the <i>Employer</i> (eg during a period of significant population fluctuation), conduct a quantitative and qualitative Waste Stream Survey at each Establishment.	
	28.1.1 The <i>Contractor</i> shall undertake the Survey using a process agreed with the <i>Employer</i> prior to the In Service Date. The Survey shall be conducted by a qualified and experienced Waste Manager.	
	28.1.2 The <i>Contractor</i> shall create a validated baseline of all waste streams for each Establishment cross referenced to waste tonnage. If the waste stream is not measurable in tonnage or if it has to be estimated, then the <i>Employer</i> provided Environment Agency conversion factor shall be used.	
	28.1.3 The <i>Contractor</i> shall review the baseline jointly with the <i>Employer</i> on an annual basis.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	28.1.4 The <i>Contractor</i> shall quantify waste streams that maximise opportunities for achieving zero waste to landfill and adhere to the principles of the Waste Hierarchy and identify those which should go to mandated DSA contracts.	
	28.1.5 The <i>Contractor</i> shall provide the <i>Employer</i> with the results of each Survey in a format compatible with the <i>Employer's</i> Management Information System (MIS).	
	28.2 The <i>Contractor</i> shall, within 6 months of the In Service Date, produce and submit to the <i>Employer</i> , an overarching Contract Waste Management Plan which shall include, details on the vision and practical implementation of how to meet <i>Employer</i> strategy and policy and other <i>Employer</i> and legal requirements utilising the upper end of the waste hierarchy.	
	28.3 The <i>Contractor</i> shall, within 3 months of the In Service Date, produce individual Waste Management Plans (WMP) for each Establishment for review with, and agreement by the <i>Employer</i> .	JSP 418; Part 2, Leaflet 3, Para 15.
	28.3.1 The <i>Contractor</i> shall ensure that the WMP is produced in accordance with the format at Annex L.	
	28.3.2 The <i>Contractor</i> shall ensure that the WMP utilises the data collected in the Survey.	
	28.3.3 The <i>Contractor</i> shall outline how the <i>Contractor</i> will work towards the <i>Employer's</i> zero-waste-to-landfill targets.	
	28.3.4 The <i>Contractor</i> shall ensure that the WMP works in accordance with the principles of the Waste Hierarchy.	
	28.3.5 The <i>Contractor</i> shall ensure that the WMP meets the service targets at Annex I.	
	28.3.6 The <i>Contractor</i> shall ensure that the WMP interfaces with the Management Plans produced for the other services provided by the <i>Contractor</i> pursuant to this Booklet.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	28.3.7 The <i>Contractor</i> shall formally review the WMP with the <i>Employer</i> at the 6-monthly Regional Contract Area Soft FM Contract Performance Review Meeting.	
	28.4 The <i>Contractor</i> shall formulate and maintain a Waste Acceptance Criteria (WAC) Plan for the hazardous waste streams disposed of to hazardous waste landfill, and for the non-hazardous waste streams disposed of to non-hazardous waste landfill.	
	28.4.1 The <i>Contractor</i> shall ensure that the WAC Plan conforms to current Landfill Regulations and shall apply to each Establishment in this Contract.	
	28.4.2 The <i>Contractor</i> shall ensure that the WAC Plan is kept up to date and reviewed with the <i>Employer</i> in accordance with the <i>Contractor's</i> mobilisation plan	
	28.5 The <i>Contractor</i> shall provide and maintain a Central Waste Register for each Establishment which shall include: <ul style="list-style-type: none"> a. environmental permits; b. carriers' licences; c. brokers' licences; d. consignment notes; e. waste transfer notes; f. WAC testing. 	
	28.5.1 The <i>Contractor</i> shall review the Central Waste Register with the <i>Employer</i> every 6 months and shall be made available to the <i>Employer</i> at all times.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>28.6 The <i>Contractor</i> shall:</p> <ul style="list-style-type: none"> a. provide the <i>Employer's</i> waste focal point with accurate weighed waste arisings data for each waste stream on a monthly basis in a form compliant with the <i>Employer's</i> MIS, presenting data in metric tonnes and against the appropriate European Waste Catalogue (EWC) codes; b. confirm with such monthly data the waste management route and final disposal or re-use method of each waste consignment; c. ensure that all waste is weighed prior to each vehicle departure from an Establishment by means of an on-vehicle weighing facility. 	<p>JSP 418; Part 2, Leaflet 3, Paras 16 and 17.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE T – FACILITIES MANAGEMENT AND OTHER SERVICES		
29. The <i>Contractor</i> shall control access to the Establishments and to specified buildings including issuing personnel and vehicle passes for all entitled and approved users. This is only required at those Establishments identified in the Employer supplied information in Booklet 4.	29.1 The <i>Contractor</i> shall issue and renew Establishment access passes for personnel and vehicles including access passes for specific buildings as detailed in the <i>Employer</i> Supplied Information in Booklet 4.	
	29.1.1 The <i>Contractor</i> shall ensure that all passes are in accordance with local requirements as required by the <i>Employer</i> .	
	29.2 The <i>Contractor</i> shall issue temporary personnel and vehicle access passes including temporary <i>Employer</i> identity cards.	
	29.2.1 The <i>Contractor</i> shall ensure there is a facility adjacent to each identified access control point for all temporary passes to be returned.	
	29.2.2 The <i>Contractor</i> shall ensure that all temporary passes are in accordance with local requirements as required by the <i>Employer</i> .	
	29.3 The <i>Contractor</i> shall maintain and manage a database of all passes issued.	
	29.4 Not used.	
	29.5 Not used.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>30. The <i>Contractor</i> shall provide a general building management & maintenance service. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>30.1 The <i>Contractor</i> shall carry out the functions and responsibilities of the Area Custodian for each Establishment.</p>	<p>JSP 375; Part 2, Vol 1, Ch 34, Paras 34.2.8 – 34.2.10 and Annex B. Area Custodian is defined in JSP 375</p>
	<p>30.2 The <i>Contractor</i> shall conduct inspections, not less than monthly, to include:</p> <ul style="list-style-type: none"> a. checking for and reporting any damage to the Hard FM contractor; b. monitoring all repair work and activity by the Hard FM contractor and other third party contractors, resolving all issues in the first instance; c. checking the standard of housekeeping and liaise with occupants to resolve issues; d. checking the standard of cleaning; e. checking outside the adjacent areas/ grounds and reporting, monitoring and resolving all issues with the Hard FM contractor; f. completing monthly checks of first aid boxes and check that fire extinguishers are in the correct location, charged and in date. The <i>Contractor</i> shall record and report any issues to the <i>Employer's</i> Health & Safety Manager. 	<p>The walk round may be subject to change by the <i>Contractor</i> due to unknown events or unforeseen circumstances and following discussion with the <i>Employer</i>.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>30.3 The <i>Contractor</i> shall as part of the Head of Establishment's or other Senior Officer's periodic inspections, as detailed in the <i>Employer Supplied Information</i> in Booklet 4:</p> <p>a. ensure that the building and the immediate surrounds are prepared for each inspection;</p> <p>b. present the register of defects at the start of inspection.</p>	
	<p>30.4 The <i>Contractor</i> shall report and monitor progress of any snow and ice clearance requirements to the Hard FM contractor.</p>	
	<p>30.5 The <i>Contractor</i> shall:</p> <p>a. nominate an identifiable host (as defined in Leaflet 34 of Volume 2 of JSP 375) for all visiting personnel and sub-contractors;</p> <p>b. ensure that the responsibilities of the identifiable host are performed in accordance with the Service Standard applicable to this requirement;</p> <p>c. provide advice and guidance, on request, to building occupants on requirements and procedures for visitors and host.</p>	<p>JSP 375; Part 2, Vol 1, Ch 34, Paras 34.2.11 and 34.2.12</p> <p>JSP 375; Part 2, Vol 1, Ch 34, Annex C.</p>
	<p>30.6 The <i>Contractor</i> shall ensure that all health and safety notices and the Fire Safety Management Plan (FSMP) are at all times in date and that the FSMP is located in the main entrance of each building on each Establishment as specified in the <i>Employer Supplied Information</i> in Booklet 4. The <i>Contractor</i> shall promptly notify the <i>Employer</i> of any related health and safety or fire risk issues.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	30.7 The <i>Contractor</i> shall promptly report to the <i>Employer</i> any structural modifications, additional working processes, or large influx of personnel that affect any building on any Establishment.	
	30.8 The <i>Contractor</i> shall ensure that the Fire Orders for each building on each Establishment are properly maintained and prominently displayed at relevant points within the building.	
	30.9 The <i>Contractor</i> shall check that all fire exits and escape routes are clear of obstacles, shall advise building occupants of any fire risk related issues and shall report to the <i>Employer</i> any issues of concern.	JSP 426; Vol 2, Leaflet 7.
	30.10 The <i>Contractor</i> shall be responsible for the <i>Employer's</i> assets within the Building Manager's assigned area. These assets are to be accounted for as Articles-in-Use complying with the <i>Employer's</i> methodology.	JSP 886; Vol 4, Part 8.
	30.11 The <i>Contractor</i> shall ensure that the correct accounting procedures, as detailed at Annex M, for security keys are followed.	Annex M – Administration of Security Keys.
	30.11.1 The <i>Contractor</i> shall liaise with building occupants and the Establishment Security Officer to aid in the resolution of any issues with security furniture and security furniture keys.	
	30.11.2 The <i>Contractor</i> shall provide administrative support for the security and periodic exchange of accountable keys and safe combinations at HMS Collingwood.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>30.12 The <i>Contractor</i> shall conduct inspections and security checks, not less than monthly, which are to be recorded and reported to the <i>Employer</i>, and which include:</p> <ul style="list-style-type: none"> a. ensuring that the correct opening and closing procedures are used; b. producing and monitoring the Office Security Check Sheet (colloquially known in the Naval Service as “Last Man Out Chits”) process; c. conducting security spot checks. 	
	<p>30.13 The <i>Contractor</i> shall report and monitor building defects to the Hard FM Contractor, resolving all issues in the first instance.</p>	
	<p>30.13.1 The <i>Contractor</i> shall report the progress of Hard FM works to the <i>Employer</i> in a manner agreed locally.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>30.14 The <i>Contractor</i> shall maintain a register of defects for each building on each Establishment and shall without limitation:</p> <ul style="list-style-type: none"> a. carry out periodic inspections of each building and the immediate surrounds on not less than a monthly basis to check for any damage and defects and to ensure tidiness and cleanliness; b. report and monitor building and grounds maintenance, water and waste water defects to the Hard FM Contractor; c. de-conflict defect rectification and Minor New Works with the normal users' activities in each building. <p>The <i>Contractor</i> shall present the register of defects at the start of Head of Establishment's/ other Senior Officer's inspection in support of the requirement at Output 30.3 above.</p>	
	<p>30.15 The <i>Contractor</i> shall support any <i>Employer</i> investigation of suspected wilful and/or malicious damage, and report any suspected wilful and/or malicious damage to the <i>Employer</i>.</p>	
<p>31. The <i>Contractor</i> shall provide specific building management services. This is only required at those Establishments identified in the Employer supplied information in Booklet 4.</p>	<p>31.1 The <i>Contractor</i> shall, where specified by the <i>Employer</i>, provide specialist building management services to satisfy the requirement articulated in Annex O to this Booklet (HMS BRISTOL), Annex P to this Booklet (Fleet Intelligence Centre, HMS COLLINGWOOD), Annex Q to this Booklet (Maritime C4ISTAR Support Unit Support Services, Portsmouth Hill).</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>32. The <i>Contractor</i> shall provide Defence administration in accordance with the terms of reference contained in Annex R. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>32.1 The <i>Contractor</i> shall provide military personnel administration support in accordance with the terms of reference contained in Annex R including:</p> <ul style="list-style-type: none"> a. JPA services and associated managerial functions; b. cash services; c. the management of Public Funds and the associated managerial functions; d. JPA appraisals and promotions; e. honours and awards; f. discipline related administrative action; g. a military Manpower Allocation and Control Office (MACO) service and the associated administration. 	<p>Annex R – JPA Services and Management.</p> <p>Public Funds are defined in Booklet 1.</p>
<p>33. The <i>Contractor</i> shall provide Medical and Dental Centre Receptionists. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>33.1 The <i>Contractor</i> shall provide Medical and Dental Centre Receptionists.</p>	<p>Annex S – Terms of Reference for Medical and Dental Centre Receptionists.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>34. The <i>Contractor</i> shall provide dedicated Personal Assistant support to entitled Senior Officers. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>34.1 The <i>Contractor</i> shall provide each Head of Establishment and other nominated senior officers with a dedicated full time Personal Assistant.</p>	<p>Annex T – Terms of Reference for Personal Assistants.</p>
<p>35. The <i>Contractor</i> shall provide Business Area (Departmental/ Team/ Section/ Directorate) clerical support services. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>35.1 The <i>Contractor</i> shall provide Departmental Clerical Support staff.</p>	<p>Annex U – Terms of Reference for Clerical Support Staff.</p>
	<p>35.2 The <i>Contractor</i> shall provide Squadron Assistants at Britannia Royal Naval College, Dartmouth.</p>	<p>Annex V – Terms of Reference for Squadron Assistants in Britannia Royal Naval College.</p>
<p>36. The <i>Contractor</i> shall provide the administration service for Non-Public Funds. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>36.1 The <i>Contractor</i> shall ensure that the receipt and payment of Non-Public Funds are administered in accordance with the Government Accounting Regulations and BRd 18.</p>	<p>Non-Public Funds are defined in Booklet 1.</p>
	<p>36.2 The <i>Contractor</i> shall authorise for payment all incoming bills having reconciled them against <i>Employer</i> authorised expenditure.</p>	
	<p>36.3 The <i>Contractor</i> shall reconcile the <i>Employer's</i> Non-Public Fund bank accounts within three Working Days of receipt of an account statement.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	36.4 The <i>Contractor</i> shall co-ordinate the activities of the Non-Public Funds administrators nominated by the <i>Employer</i> .	
	36.5 The <i>Contractor</i> shall provide advice, as required, to the personnel nominated by the <i>Employer</i> to audit the Non-Public Funds.	
	36.6 The <i>Contractor</i> shall ensure audit requirements are met.	BR 18; Ch 11.
	36.7 The <i>Contractor</i> shall provide such information as is required to enable the Sole Managing Trustee (to be notified to the <i>Contractor</i> by the <i>Employer</i>) to discharge their duties under Law in relation to their role as charity trustee.	Sole Managing Trustee defined in Booklet 1.
37. The <i>Contractor</i> shall provide centralised management for corporate communications and corporate image. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	37.1 The <i>Contractor</i> shall provide an external public relations service including acting as the initial point of contact for all media enquiries.	JSP 580 JSP 745
	37.2 The <i>Contractor</i> shall implement the <i>Employer's</i> corporate communications strategies and ensure that the Establishment's corporate communications products are consistent with the <i>Employer's</i> Corporate Communications Policy.	
	37.3 The <i>Contractor</i> shall liaise with the Directorate of Defence Media and the <i>Employer's</i> other press officers, including MOD and single-service press officers and regional media correspondents, as necessary to provide the Service.	
	37.4 The <i>Contractor</i> shall promote the Establishment, and the units located there, to the public and to the broader MOD community using all available media.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	37.5 The <i>Contractor</i> shall prepare, manage and release relevant products to the media in consultation with the <i>Employer</i> , ensuring that all such products are consistent with all local orders as notified by the <i>Employer</i> .	
	37.6 The <i>Contractor</i> shall draft, for the <i>Employer's</i> review, articles for internal <i>Employer</i> corporate communications products and channels as requested by the <i>Employer</i> .	
	37.7 The <i>Contractor</i> shall co-ordinate the Establishment's departments' and units' corporate communications efforts.	
	37.8 The <i>Contractor</i> shall advise all <i>Employer</i> personnel on the acceptable use of crests, brands and corporate images including those relating to the MOD, single-Service and other MOD organisations, Establishments, unit, operations and exercises.	
	37.9 The <i>Contractor</i> shall keep records and compile statistics to enable analysis, by both the <i>Contractor</i> and the <i>Employer</i> , of the effectiveness of each Establishment's corporate communications strategies.	
	37.10 The <i>Contractor</i> shall manage the corporate communication service budget to meet the tasks and objectives set by the <i>Employer</i> .	
38. The <i>Contractor</i> shall manage each Establishment's visit and events programme. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	38.1 The <i>Contractor</i> shall co-ordinate all official visits to the Establishment, including liaising with the relevant departments and any external organisations involved with the visits and organising vehicle and personal security passes.	
	38.2 The <i>Contractor</i> shall provide advice and guidance to the <i>Employer's</i> personnel nominated as liaison officers for visits.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>38.3 The <i>Contractor</i> shall:</p> <ul style="list-style-type: none"> a. identify any equipment required for events; b. organise the hire of equipment as necessary; c. organise and manage the set up and de-rigging of equipment. <p>Funding for any costs associated with this requirement are to be discussed and agreed with the <i>Employer</i> during the planning stage this includes who pays.</p>	
	<p>38.4 The <i>Contractor</i> shall produce visit programmes and disseminate as appropriate to all interested or involved personnel, departments and organisations. These programmes are to be published no later than 2 Working Days before the event is due to take place.</p>	
	<p>38.5 The <i>Contractor</i> shall maintain, and update on a monthly basis, a database of events and visits from which management information and statistics can be produced.</p>	
	<p>38.6 The <i>Contractor</i> shall provide a helicopter landing site booking service which shall include the de-conflicting of all booking requests.</p>	
<p>39. The <i>Contractor</i> shall co-ordinate the Establishment's school work experience programme. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>39.1 The <i>Contractor</i> shall liaise with the Local Education Authority, schools and colleges to ascertain work-experience needs and opportunities.</p>	<p>JSP 834.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	39.2 The <i>Contractor</i> shall identify suitable work experience opportunities within the Naval Service environment for placements lasting, on average, 5 Working Days.	
	39.3 The <i>Contractor</i> shall arrange work experience placements and brief affected <i>Employer</i> personnel appropriately, including the preparation of local instructions and orders as necessary.	
	39.4 The <i>Contractor</i> shall ensure that all work experience placements are conducted in compliance with Law and the <i>Employer's</i> policies in relation to safeguarding, security and safety including those detailed in the Service Standard applicable to this requirement.	Casual Employment – Including Broader Banded and NSOG Grades, Local Employment Partnerships and Work Experience
40. The <i>Contractor</i> shall provide a Verger service to support each Establishment's chaplaincy for ecumenical services and wider celebrations. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	40.1 The <i>Contractor</i> shall provide a Chaplaincy service including Verger support and general administrative support.	Annex W – Terms of Reference for Verger and General Administrative Support to the Chaplaincy.
41. The <i>Contractor</i> shall provide the management and administration of each Establishment's swimming pool. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	41.1 The <i>Contractor</i> shall provide administration, management and associated functional services for the Establishment's swimming pool and swimming pool complex.	Annex X – Swimming Pool Administration.

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>42. The <i>Contractor</i> shall provide the management and administration of each Establishment's gymnasium, sports facilities and adventurous training unit. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>42.1 The <i>Contractor</i> shall provide administration, management and associated functional services for the Establishment's gymnasium, sports facilities and adventurous training unit.</p>	<p>Annex Y – Sports Facilities Management.</p>
<p>43. The <i>Contractor</i> shall provide specific specialised sports or outdoor training services. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>43.1 The <i>Contractor</i> shall provide a specialist sports or outdoor training service.</p>	<p>Annex Z - The Outdoor Leadership Centre, Tal-y-Bont. Annex AA - Royal Navy Sailing Centre, HMS EXCELLENT.</p>
<p>44. The <i>Contractor</i> shall provide general labour resources. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>44.1 The <i>Contractor</i> shall provide 'unskilled' labour for work and hours as detailed in the <i>Employer</i> Supplied Information in Booklet 4.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>45. The <i>Contractor</i> shall provide and manage a business travel booking service to interface with the <i>Employer's</i> mandated travel booking provider. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>45.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and arrange travel and the associated documentation for entitled personnel required to join other units, including units overseas.</p>	<p>JSP 752; Chs 3-5.</p>
	<p>45.2 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and arrange travel and associated documentation for entitled personnel required to make duty journeys, including travel overseas.</p>	<p>JSP 752; Chs 3-5.</p>
	<p>45.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and arrange travel and associated documentation for entitled personnel proceeding on leave including Establishment block leave periods.</p>	<p>JSP 752; Chs 3-5.</p>
	<p>45.4 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide advice on travel, travel entitlements and travel policy and shall promulgate advice notices within each Establishment.</p>	<p>JSP 752; Ch 4.</p>
	<p>45.5 The <i>Contractor</i> shall advise <i>Employer</i> personnel as to the most cost effective options to meet their travel requirements.</p>	
	<p>45.6 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and ensure that all <i>Employer</i> personnel receive the correct leave travel entitlements.</p>	<p>JSP 752; Chs 3 and 4.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	45.7 The <i>Contractor</i> shall record and report to the <i>Employer</i> on journeys undertaken (or planned to be undertaken) by <i>Employer</i> personnel, to enable financial forecasting and prioritisation of travel. The periodicity of the report is to be agreed locally at each of the Establishments requiring this Service.	
	45.8 The <i>Contractor</i> shall maintain expenditure within the <i>Employer's</i> relevant budget profile as well as the <i>Employer's</i> overall travel and subsistence budget limit.	
	45.8.1 The <i>Contractor</i> shall manage the travel and subsistence budget on behalf of the <i>Employer</i> .	
	45.9 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and act as the commodity officer to manage and account for all expenditure against the temporary duty and travel and shall supervise any sub-budget holders.	
	45.10 The <i>Contractor</i> shall ensure that travel expense claims for all <i>Employer</i> personnel are correctly assessed and paid promptly.	JSP 752; Chs 3-5.
	45.11 The <i>Contractor</i> shall manage the audit procedure in order to verify expense claims.	
	45.12 The <i>Contractor</i> shall manage the usage of the Government Procurement Cards issued for travel.	See Output 46.1

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>46. The <i>Contractor</i> shall provide the allocation and administration of budgetary resources against stationery, accommodation stores, Low Value Purchasing and Government Procurement Cards (GPC). This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>46.1 The <i>Contractor</i> shall provide a system for authorised <i>Employer</i> personnel to order miscellaneous Low Value Purchases.</p>	<p>JSP 332 JSP 368 JSP 384; Vol 1 Part 2 JSP 891 JSP 895</p> <p>LVP defined in Booklet 1.</p>
	<p>46.2 The <i>Contractor</i> shall manage the allocation of budgetary resources against each applicable type of stores including:</p> <ul style="list-style-type: none"> a. stationery; b. Low Value Purchases; c. accommodation stores. 	<p>JSP 332; Part 2, Ch 4 and Annex B.</p>
	<p>46.3 The <i>Contractor</i> shall provide management, financial and accounting information regarding all Low Value Purchases.</p>	<p>JSP 332; Part 2, Ch 4, Paras 22 - 24.</p>
	<p>46.4 The <i>Contractor</i> shall provide commodity management including authorised letters of delegation issued by the <i>Employer</i>.</p>	<p>JSP 332; Part 2, Ch 3 and Annexes A and B.</p>
	<p>46.5 The <i>Contractor</i> shall provide authority to make purchases in accordance with these delegations.</p>	
	<p>46.6 The <i>Contractor</i> shall review all types of requests to ensure they fall within budgetary allocations and are appropriate.</p>	
	<p>46. The <i>Contractor</i> shall receive and receipt incoming orders for Low Value Purchases and shall arrange for collection by the customer.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	46.8 The <i>Contractor</i> shall establish and maintain a compliant audit system that regulates the procurement service.	
	46.9 The <i>Contractor</i> shall reconcile transactions against monthly statements of Government Procurement Card usage.	
	46.10 The <i>Contractor</i> shall monitor usage of the Government Procurement Cards and challenge and/or report inappropriate transactions.	
	46.11 The <i>Contractor</i> shall maintain a log of authorised holders of Government Procurement Cards.	
	46.12 The <i>Contractor</i> shall monitor usage of Government Procurement Cards to ensure that expenditure and the nature of purchases remain within the relevant user's delegations.	
47. The <i>Contractor</i> shall manage mail within each Establishment and between the Establishments and external carriers. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	47.1 The <i>Contractor</i> shall provide each Establishment with a post room. This service shall include the collection and distribution of mail, signals and files (including protectively marked material) at least twice daily Monday to Friday from the locations within each Establishment as detailed in the <i>Employer</i> Supplied Information in Booklet 4.	JSP 367; Part 2, Ch 1, Para 12.
	47.2 The <i>Contractor</i> shall provide each Establishment with a primary focal point for the handling of mail between the <i>Employer</i> and third party mail carriers and couriers.	JSP 367; Part 2, Ch 3
	47.3 The <i>Contractor</i> shall provide and operate a system to accept and register the delivery and receipt of recorded deliveries on a daily basis.	
	47.4 The <i>Contractor</i> shall redirect mail to individuals who have left an Establishment and have left a forwarding address.	JSP 367; Part 2, Ch 1, Para 28.
	47.5 The <i>Contractor</i> shall safeguard and account for all protectively marked material.	JSP 367; Part 2, Ch 7, Paras 24 - 27.

OUTPUT	DESCRIPTION	SERVICE STANDARD
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	47.6 The <i>Contractor</i> shall make the mail office(s) available to <i>Employer</i> personnel for mail collection at the times specified in the <i>Employer Supplied Information</i> in Booklet 4.	
48. The <i>Contractor</i> shall provide and operate a copying and finishing service together with the associated Equipment and consumable items. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	48.1 The <i>Contractor</i> shall manage the provision of photocopying services in accordance with security regulations, and maintain photocopying logs as required.	
	48.1.1 For self-service office copiers, the <i>Contractor</i> shall interface with the <i>Employer's</i> service provider to arrange repair and maintenance and provision of sufficient consumables.	
	48.2 The <i>Contractor</i> shall provide a document copying service to meet official needs, which shall include including a colour copying facility and may include, if so specified in the <i>Employer Supplied Information</i> in Booklet 4, services for bulk black & white/colour reproduction by means of digital/wide format printing or photocopying.	
	48.3 The <i>Contractor</i> shall receive from the <i>Employer</i> such <i>Employer</i> publications, forms, file covers and envelopes as are required for administrative tasks and which cannot be obtained other than from the <i>Employer</i> , provided that the <i>Contractor</i> shall be responsible for ordering replacement items through <i>Employer</i> sources and shall maintain appropriate stock inventories.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>48.4 The <i>Contractor</i> shall provide a printing and binding service for items including:</p> <ul style="list-style-type: none"> a. books; b. hand-outs; c. pamphlets; d. orders; e. business cards; f. stationery; g. menus; h. programmes; i. certificates; j. invitations; k. Not used. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>48.5 The <i>Contractor</i> shall provide a graphics service for the production of visual aids, which shall include the production of:</p> <ul style="list-style-type: none"> a. technical illustrations; b. design graphics; c. maps; d. charts; e. business graphics; f. certificates; g. illustration in line, tone and wash; h. cartoons; i. exhibitions/displays; j. full colour booklets; k. airbrush rendering and calligraphy; l. electronic designs and presentations; m. Posters; n. Training manual <p>In any combination of medium. Receipt of work may be in manual form or any electronic digital medium.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>48.6 The <i>Contractor</i> shall ensure that all documents to be copied and copies thereof are accounted for during the copying process and that all waste material is disposed of securely, compliance with Annex K (Closed Loop Solution) or any successor policy to the Closed Loop Solution. The copying of material classified as Secret or above must be authorised by an appropriately empowered/authorised member of the <i>Employer</i> personnel and carried out in the correct manner.</p>	Annex K – Closed Loop Solution
	<p>48.7 The <i>Contractor</i> shall provide photographic services including those required for the following purposes:</p> <ul style="list-style-type: none"> a. digital photography of subjects (such as identity documents); b. technical, fire and police evidence (using conventional photography); c. medical and dental photography; d. crash site photography (some material may be of a disturbing nature); e. photography of parades; f. photography of ceremonies; g. photography of sports events; h. photography of public relations events. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>48.8 The <i>Contractor</i> shall provide document finishing /binding/ mounting services, including the following processes (any number of which may be applied to any single task):</p> <ul style="list-style-type: none"> a. collating; b. stitching (flat/saddle); c. drilling; d. guillotining; e. comb binding; f. Not used; g. Not used; h. folding; i. Not used; j. Not used. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>48.9 The <i>Contractor</i> shall procure all consumables including:</p> <ul style="list-style-type: none"> a. office stationery supplies; b. paper (including printer paper); c. cards; d. pens; e. pencils; f. notepaper; g. cleaning materials, <p>and shall do so using existing <i>Employer</i> contracts (Crown Commercial Service).</p> <p>Photographic quality paper for printing photographic images will be supplied by the <i>Employer</i>.</p>	
	<p>48.10 Notwithstanding the provision of the <i>Employer</i> Assets, the <i>Contractor</i> may install such Equipment as the <i>Contractor</i> deems necessary in order to Provide the Service set out in this paragraph 48, subject to prior approval of the <i>Employer</i>. All Equipment so provided will be the sole responsibility of the <i>Contractor</i>.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>49. The <i>Contractor</i> shall provide a fax and Video Telephone Conference (VTC) service. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>49.1 The <i>Contractor</i> shall provide the Establishment with a fax (or equivalent) service to meet official Establishment needs. The fax equipment shall be provided and maintained by the <i>Employer</i>.</p>	
	<p>49.2 The <i>Contractor</i> shall ensure fax services are operated in accordance with <i>Employer's</i> security regulations.</p>	
	<p>49.3 The <i>Contractor</i> shall receive incoming faxes and distribute them to the intended recipients.</p>	
	<p>49.4 The <i>Contractor</i> shall respond to misdirected faxes informing the sender of their error.</p>	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>49.5 The <i>Contractor</i> shall provide a booking and venue support service for the conference & meeting rooms nominated for use as VTC facilities, as part of which the <i>Contractor</i> shall:</p> <ul style="list-style-type: none"> a. arrange VTC connections with appropriate authorities as requested; b. advise users on the capabilities of each venue; c. prepare and configure venues suitably to meet the booking requirement; d. provide safety briefings as required; e. operate presentation aids and VTC equipment as required; f. provide an on-call advisory service during the VTC in case of difficulties; g. ensure the venue is cleared and secure on completion of meetings; h. ensure VTC facility equipment is maintained and defects reported to the appropriate repairer and notify users of any shortcomings. 	

OUTPUT	DESCRIPTION	SERVICE STANDARD
50. The <i>Contractor</i> shall provide a central service to facilitate telephone communications services. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	50.1 The <i>Contractor</i> shall draft, record and submit statements of requirement for alterations or changes to fixed telephone lines, within 5 Working Days of receipt of the request.	JSP 441.
	50.2 The <i>Contractor</i> shall complete and submit Service Order Request Forms (SORFs) by reference to the Defence Fixed Telephone Service (DFTS) catalogue for new or changing communication requirements.	
	50.2.1 The <i>Contractor</i> shall ensure that <i>Employer</i> authority is provided from the appropriate Establishment Site Co-ordinating Installation Design Authority (SCIDA) prior to the submission of any SORFs when required in accordance with the regulations.	JSP 441.
	50.3 The <i>Contractor</i> shall obtain the appropriate budgetary approval from the <i>Employer</i> , for the provision of services.	
	50.4 The <i>Contractor</i> shall process requests from <i>Employer</i> personnel and order new telecommunications equipment as required.	
51. The <i>Contractor</i> shall provide a central telephone communication service. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	51.1 The <i>Contractor</i> shall maintain records of all telecommunications equipment on loan and maintain records of all lines and circuits.	
	51.2 The <i>Contractor</i> shall produce and maintain up to date telephone directories for the Establishment at intervals agreed with the <i>Employer</i> .	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	51.3 The <i>Contractor</i> shall follow up enquiries raised by the <i>Employer</i> or from Civilian/Service Police in response to reports of telephone misuse.	
	51.4 The <i>Contractor</i> shall represent the Establishment and attend external and internal meetings related to telecommunications services as the authorised telephone officer.	
	51.5 The <i>Contractor</i> shall manage the Establishment's mobile telephone services, which shall include: a. provision of a focal point for the Establishment's mobile telephone holdings; b. maintenance of records of the Establishment's mobile telephone holdings; c. ordering new equipment as requested and authorised by the <i>Employer</i> .	
	51.6 The <i>Contractor</i> shall provide a point of contact for the Establishment for <i>Employer</i> personnel to report telephone faults.	
	51.7 The <i>Contractor</i> shall liaise with contractors, maintainers, British Telecom and <i>Employer</i> organisations including Navy Command Headquarters, in relation to faults and shall provide technical advice and/or act upon the advice of other parties as necessary.	
	51.8 The <i>Contractor</i> shall provide Establishment based assistance, support and guidance in relation to the telephone communication service under this paragraph 51 of such a quality as is to be expected of commercial telephone service providers.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
<p>52. The <i>Contractor</i> shall provide Information Hub (iHub) Services. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>52.1 The <i>Contractor</i> shall provide an iHub and associated administration and information management services in accordance with the terms of reference contained at Annex BB.</p>	<p>Annex BB – Establishment iHub and Registry</p>
	<p>52.2 The <i>Contractor</i> shall provide an Authorised Demander in accordance with the terms of reference contained at Annex CC.</p>	<p>Annex CC – Authorised Demander</p>
	<p>52.3 The <i>Contractor</i> shall provide a Local Security Officer in accordance with the terms of reference at Annex DD.</p>	<p>Annex DD – Local Security Officer</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
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MODULE U – STORES AND ARMOURIES

<p>53. The <i>Contractor</i> shall provide an Armourer and Weapons storage, supply and accounting service. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>53.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and manage all Weapons accounts for the Establishment, Lodger Units and Parented Units utilising the <i>Employer</i> provided MIS.</p>	<p>JSP 886; Vol 4. The Firearms Acts 1968 and 1997 and other relevant Law</p>
	<p>53.1.1 The <i>Contractor</i> shall ensure that only the authorised entitlement of Weapons is held to meet each Establishment's requirements.</p>	<p>JSP 886; Vol 3, Part 15, Ch 2, Paras 2 and 3.</p>
	<p>53.1.2 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and maintain and regulate a check and control system, including physical inspections, to ensure the integrity of the Weapons inventory account.</p>	<p>JSP 886; Vol 4, Part 2.</p>
	<p>53.1.3 The <i>Contractor</i> shall accurately maintain such logs in relation to Weapons storage and supply as may be required by the <i>Employer</i>.</p>	
	<p>53.1.4 The <i>Contractor</i> shall make routine, periodic and compliance assurance reports as required and articulated by the <i>Employer</i>.</p>	
	<p>53.1.5 The <i>Contractor</i> shall provide management and financial accounting information as required by the <i>Employer</i>.</p>	
	<p>53.1.6 The <i>Contractor</i> shall maintain auditable records of all transactions relating to Weapons and retain these records for the period in accordance with the Service Standard applicable to this requirement.</p>	<p>JSP 886; Vol 4, Part 1, Ch 4, Paras 1, 5-10. JSP 886; Vol 4, Part 1, Ch 4, Annex A.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	53.1.7 The <i>Contractor</i> shall ensure that a system is in place to receive Weapons-related directives/instructions/ circulars from the <i>Employer</i> by letter or email.	
	53.1.8 The <i>Contractor</i> shall respond to and implement the <i>Employer's</i> Weapon-related directives/instructions without delay and in accordance with any timeframe specified in such directive/instruction.	
	53.2 The <i>Contractor</i> shall ensure that all Personnel involved in providing Weapon-related services hold the appropriate police clearances in relations to firearms as required by Law. Historical records are to be maintained of the relevant training, qualifications and experience of the Personnel engaged in engineering work concerning armaments or Weapons. The <i>Contractor</i> shall make such records available to the <i>Employer</i> immediately on request.	The Firearms Acts 1968 and 1997 and other relevant Law.
	53.2.1 The <i>Contractor</i> shall assume the responsibility of the registered Firearms Certificate Holder in accordance with section 1 of the Firearms Act 1968, subject to seeking and obtaining the approval of the Chief Constable of the local Police Force and the <i>Employer</i> .	
	53.2.2 The <i>Contractor</i> shall appoint an armoury manager who is to be responsible to the <i>Employer</i> and whose duties shall include being responsible for the safe custody of all Weapons deemed as "prohibited".	Firearms Act 1968 (as amended).
	53.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for processing Authorised Demands for Weapons to meet the Entitlement of each Establishment and any Lodger Units and/or Parented Units and associated <i>Employer</i> personnel.	JSP 886; Vol 3, Part 15, Ch 3.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	53.4 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for receipting Weapons, including those Weapons delivered to each Establishment from the <i>Employer's</i> depot storage facilities via the <i>Employer's</i> Logistics Commodities & Services (LCS) organisation and Weapons returned by personnel and units within each Establishment.	JSP 886; Vol 3, Part 15, Ch 5.
	53.4.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and initiate discrepancy action in accordance with Volume 4 of JSP 886 (part 10) if, during the unloading and checking of received Weapons, the <i>Contractor</i> discovers damage or discrepancies with the Weapons delivery.	JSP 886; Vol 4, Part 10.
	53.5 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for storing Weapons. The <i>Employer</i> will provide a building that can be used by the <i>Contractor</i> to deliver this requirement.	JSP 886; Vol 7, Part 8.02.
	53.5.1 The <i>Contractor</i> shall provide a service for the safe storage of all authorised Weapons for each Establishment.	The Firearms Act 1968 and the Firearms (Amendment) Act 1997 and other relevant Law.
	53.5.2 The <i>Contractor</i> shall provide a secure and storage for private firearms belonging to entitled <i>Employer</i> personnel in compliance with the Service Standard applicable to this requirement.	JSP 886; Vol 6, Part 1, Para 76.
	53.5.3 The <i>Contractor</i> shall ensure that the Weapons storage facility complies with all Law and other applicable regulations for the storage of the Weapons stored therein and shall notify the <i>Employer</i> of any defects or legislative/regulatory breaches (actual or potential) in relation thereto. Such notification is to be made promptly following the <i>Contractor</i> becoming aware of the defect or breach, by the most appropriate method and confirmed in writing or by email by the end of business on the next Working Day.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	53.5.4 The <i>Contractor</i> shall be responsible for raising and monitoring licence applications for the Armoury.	
	53.6 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for issuing Weapons to Entitled Personnel.	JSP 886; Vol 3, Part 15, Ch 6.
	53.7 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to return Weapons to the <i>Employer's</i> supply chain via the LCS organisation.	JSP 886; Vol 3, Part 13.
	53.7.1 The <i>Contractor</i> shall arrange for Weapons deemed by the <i>Employer</i> as repairable to be repaired. At the <i>Employer's</i> direction, repairs may be carried out by the <i>Employer</i> or by a third party contractor.	JSP 886; Vol 3, Part 13, Ch 3, Fig 1.
	53.7.2 The <i>Contractor</i> shall provide a service to recover and return Weapons that have been recalled by the <i>Employer</i> .	JSP 886; Vol 3, Part 13, Ch 3, Fig 2.
	53.7.3 The <i>Contractor</i> shall provide a service to return any Weapons deemed to be surplus to the Establishment's Entitlement (as notified to the <i>Contractor</i> by the <i>Employer</i>).	JSP 886; Vol 3, Part 13, Ch 3, Fig 3.
	53.8 The <i>Contractor</i> shall arrange the inspection and maintenance of all Weapons held and shall notify the <i>Employer</i> of any damage or defects to any of the Weapons.	
	53.9 The <i>Contractor</i> shall be responsible for managing stock control, which shall include the maintenance of Weapon stock levels consistent with the Entitlement of each Establishment.	JSP 886; Vol 2, Part 1, Ch 4, Paras 5 and 6.
	53.10 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and utilise the MIS (including JAMES, RIDELS and TAV(-)) to perform consignment tracking in relation to the Weapons.	JSP 886; Vol 3, Part 7, Ch 3.
	53.11 The <i>Contractor</i> shall, on request, provide subject matter expert advice and assistance in relation to the Weapons services required by this Module, to the <i>Employer's</i> personnel.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	53.12 The <i>Contractor</i> shall provide a service to collect, transport and deliver Weapons within each Establishment and to Parented Units as specified in the <i>Employer</i> Supplied Information in Booklet 4.	
	53.13 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and initiate the procedure for investigating any losses or damage to the Weapons. The <i>Contractor</i> is to act as the co-ordinating authority ensuring that the designated investigating officer (as identified in the Reference) completes their investigation within the prescribed time scales.	JSP 886 Vol 4, Part 6, Fig 3. This only concerns losses or damage involving, or potentially involving, the <i>Employer's</i> personnel.
	53.13.1 Without prejudice to any other provisions of this Contract, the <i>Contractor</i> shall reimburse the <i>Employer</i> for any loss or damage to Weapons that is attributable to the actions, inactions or negligence of the <i>Contractor</i> .	
	53.13.2 The <i>Contractor</i> shall forward all investigation reports concerning losses or damage to the Weapons to the <i>Employer</i> to support individual financial reimbursement.	
	53.14 The <i>Contractor</i> shall ensure that the MIS is operated and maintained in accordance with the operating manual provided by the <i>Employer</i> and that Personnel are aware of preventative maintenance measures and undertake them when appropriate.	
	53.14.1 The <i>Contractor</i> shall provide a suitably qualified systems administrator to operate and maintain the MIS including reporting all faults that the systems administrator is unable to rectify themselves to the <i>Employer's</i> nominated MIS maintenance provider without delay.	
	53.14.2 The <i>Contractor</i> shall ensure that the MIS terminals and associated equipment are maintained in a serviceable condition.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>53.15 The <i>Contractor</i> shall respond to call-outs regarding the Armoury from <i>Employer</i> personnel outside Normal Working Hours, in circumstances including:</p> <ul style="list-style-type: none"> a. Armoury insecurities and alarms; b. priority armament requirements and issue of Weapons for short notice exercises and Establishment guard force requirements. <p>The <i>Contractor</i> shall provide sufficient suitably qualified Personnel to deal with the situation, who should attend at the Armoury (or other appropriate location within the relevant Establishment) within 2 hours of the call-out.</p>	
	<p>53.16 The <i>Contractor</i> shall maintain Weapons related maps, including Radiation Hazard (RADHAZ) and PES maps, which are to be reviewed with the <i>Employer</i> (and updated where necessary) at least annually.</p>	
<p>54. The <i>Contractor</i> shall provide a fully compliant Ordnance, Munitions and Explosives (OME) storage, supply and accounting service. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.</p>	<p>54.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and utilise the MIS (including use of the Electronic Management of Munitions (EMMA) and Unit Ammunition Management System (UAMS) II and the Management of the Joint Deployed Inventory (MJDI)) to manage all OME accounts for the Establishments and any Lodger Units and/or Parented Units.</p>	<p>JSP 886; Vol 4.</p>
	<p>54.1.1 The <i>Contractor</i> shall ensure that only the authorised operational and training entitlement of OME stores is held at each Establishment.</p>	<p>JSP 886; Vol 6, Part 1, Ch 2, Paras 13 - 16.</p>

OUTPUT	DESCRIPTION	SERVICE STANDARD
	54.1.2 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and supervise local user accounts (RN: Armament Loan Records (ALR); RM/Army units: UAMS II/AF G8226; RAF: UAMS II/RAF Form 6577/6578).	JSP 886; Vol 6, Part 1, Ch 3.
	54.1.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and conduct periodic stocktakes (including physical inspections) to ensure the integrity of the OME inventory account. The <i>Contractor</i> shall account for all OME expenditure and shall submit periodic reports of OME expenditure to the <i>Employer</i> .	JSP 886; Vol 4, Part 2, Chs 3 and 4. JSP 886; Vol 6, Part 1, Ch 3, Paras 7 - 14 and 77 - 91.
	54.1.4 The <i>Contractor</i> shall accurately maintain such logs in relation to OME as may be required by the <i>Employer</i> .	
	54.1.5 The <i>Contractor</i> shall prepare and provide routine, periodic and compliance assurance reports as required by the <i>Employer</i> , including those detailed at Annex FF to this Booklet.	
	54.1.6 The <i>Contractor</i> shall provide management and financial accounting information as required by the <i>Employer</i> .	
	54.1.7 Without prejudice to any provisions of this Contract, the <i>Contractor</i> shall maintain auditable records of all transactions relating to OME and shall retain these records for the period specified in the Service Standard applicable to this requirement.	JSP 886; Vol 4, Part 1, Ch 4, Paras 1, 5 - 10. JSP 886; Vol 4, Part 1, Ch 4, Annex A.
	54.1.8 The <i>Contractor</i> shall ensure that a system is in place to receive OME-related directives/ instructions/ circulars from the <i>Employer</i> by letter or email.	
	54.1.9 The <i>Contractor</i> shall respond to and implement the <i>Employer's</i> OME -related directives/instructions without delay and in accordance with any timeframe specified in such directive/instruction.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	54.2 The <i>Contractor</i> shall ensure that all Personnel involved in providing OME-related services hold the appropriate police clearances in relation to OME as required by Law. Historical records are to be maintained of the relevant training, qualifications and experience of the Personnel engaged in engineering work concerning OME. The <i>Contractor</i> shall make such records available to the <i>Employer</i> immediately on request.	The Firearms Acts (as amended) 1968 and 1997.
	54.2.1 The <i>Contractor</i> shall appoint an OME store manager who is responsible to the <i>Employer</i> for obtaining and maintaining the following: a. Control of Explosives Regulations (COER) certificate; b. registered firearms dealer certificate; c. the Firearms Act 1968 (as amended), Section 5 authorisation.	JSP 482; Vol 2, Ch 9, Annex A.
	54.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for processing Authorised Demands for OME stores to meet the Entitlement of the Establishments and any Lodger Units and/or Parented Units and associated <i>Employer</i> personnel.	JSP 886; Vol 3, Part 15, Ch 3.
	54.4 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for receipting OME stores, including those OME stores delivered to each Establishment from the <i>Employer's</i> depot storage facilities via the <i>Employer's</i> Logistics Commodities & Services (LCS) organisation and OME stores returned by personnel and units within each Establishment.	JSP 886; Vol 3, Part 15, Ch 5.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	54.4.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and initiate discrepancy action in accordance with Volume 4 of JSP 886 (part 10) if, during the unloading and checking of received OME stores, the <i>Contractor</i> discovers damage or discrepancies with the OME delivery.	JSP 886; Vol 4, Part 10.
	54.5 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for storing OME. The <i>Employer</i> will provide a building that can be used by the <i>Contractor</i> to deliver this requirement.	JSP 886; Vol 7, Part 8.02.
	54.5.1 The <i>Contractor</i> shall ensure that the OME storage facility complies with all Law and other applicable regulations for the storage of the particular nature of the OME stored therein and shall notify the <i>Employer</i> of any defects or legislative/regulatory breaches (actual or potential) in relation thereto. Such notification is to be made promptly following the <i>Contractor</i> becoming aware of the defect or breach, by the most appropriate method and confirmed in writing or by email by the end of business on the next Working Day.	
	54.5.2 The <i>Contractor</i> shall be responsible for raising and monitoring licence applications for the OME storage facilities.	
	54.6 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for issuing OME stores to Entitled Personnel.	JSP 886; Vol 3, Part 15, Ch 6.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	<p>54.7 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to return OME stores to the <i>Employer's</i> supply chain via the LCS organisation. This includes:</p> <ul style="list-style-type: none"> a. return of used and misfired cartridges (empty ammunition containers and fired cases must be certified, by the <i>Contractor's</i> supervisor, as being free from explosives); b. return of pyrotechnic stores; c. return of life expired stores; d. preparing and packing OME for return. 	<p>JSP 886; Vol 3, Part 13. JSP 886; Vol 6, Part 1.</p>
	54.7.1 Not Used.	
	54.7.2 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to recover and return OME stores that have been recalled by the <i>Employer</i> .	JSP 886; Vol 3, Part 13, Ch 3, Fig 2.
	54.7.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to return any OME stores deemed to be surplus to each Establishment's Entitlement (as notified to the <i>Contractor</i> by the <i>Employer</i>).	JSP 886; Vol 3, Part 13, Ch 3, Fig 3.
	54.8 Not used.	
	54.8.1 Not used.	
	54.9 The <i>Contractor</i> shall be responsible for managing stock control, which shall include the maintenance of OME stock levels consistent with the Entitlement of each Establishment.	JSP 886; Vol 2, Part 1, Ch 4, Paras 5 and 6.
	54.10 The <i>Contractor</i> shall utilise the MIS (including but not limited to JAMES, RIDELS and TAV(-)) to perform consignment tracking in relation to OME stores.	JSP 886; Vol 3, Part 7, Ch 3.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	54.11 The <i>Contractor</i> shall, on request, provide subject matter expert advice and assistance in relation to the OME services required by this Module U, to the <i>Employer</i> personnel.	
	54.12 The <i>Contractor</i> shall provide a service to collect, transport and deliver OME within MOD Lyneham and to Parented Units as specified in the <i>Employer</i> Supplied Information in Booklet 4.	
	54.12.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and ensure that all Personnel who are required to transport OME stores do so in accordance with the Defence Movement and Transport Regulations in JSP 800.	JSP 800; Vol 4b, Ch 1.3.
	54.12.2 Not used.	
	54.12.3 Not used.	
	54.13 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and initiate the procedure for investigating any losses or damage to the OME. The <i>Contractor</i> is to act as the co-ordinating authority ensuring that the designated investigating officer completes their investigation within the prescribed timescales.	JSP 886; Vol 4, Part 6, Fig 3.
	54.13.1 Without prejudice to any other provisions of this Contract, the <i>Contractor</i> shall reimburse the <i>Employer</i> for any loss or damage to OME stores that is attributable to the actions, inactions or negligence of the <i>Contractor</i> .	
	54.13.2 The <i>Contractor</i> shall forward all MOD Forms 2260 and associated investigation reports to the <i>Employer</i> .	JSP 886, Vol 4 part 101, chapt 1, para 64 and Annex A, Para 23-24

OUTPUT	DESCRIPTION	SERVICE STANDARD
	54.14 The <i>Contractor</i> shall ensure that the <i>Employer</i> provided MIS is operated and maintained in accordance with the <i>Employer</i> provided operating manual and that his personnel are aware of preventative maintenance measures.	
	54.14.1 The <i>Contractor</i> shall provide a qualified systems administrator to operate and maintain the <i>Employer</i> provided MIS including reporting all faults that the systems administrator is unable to rectify themselves to the <i>Employer's</i> nominated MIS maintenance provider.	
	54.15 Not used.	
	54.16 The <i>Contractor</i> shall maintain OME related maps, including Radiation Hazard (RADHAZ) and PES maps, which are to be reviewed with the <i>Employer</i> (and updated where necessary) at least annually.	
	54.17 The <i>Contractor</i> shall provide administrative support to the <i>Employer</i> in relation to accounting for armament stores, including ordnance, ammunition, ceremonial and firing weapons, pyrotechnics, arisings and private ammunition firearms as specified in the <i>Employer</i> Supplied Information in Booklet 4.	
55. The <i>Contractor</i> shall provide a stores and supply service. This is only required at those Establishments identified in the <i>Employer</i> supplied information in Booklet 4.	55.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and manage all stores accounts for each Establishment and any Lodger Units and/or Parented Units utilising the MIS, at the times specified in the <i>Employer</i> Supplied Information at Booklet 4 and, occasionally, outside these hours for planned activities.	JSP 886; Vol 4.
	55.1.1 The <i>Contractor</i> shall ensure that only the authorised entitlement of Materiel is held to meet each Establishment.	JSP 886; Vol 3, Part 15, Ch 2, Paras 2 and 3.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.1.2 The <i>Contractor</i> shall ensure that allowance lists are adhered to and reviewed, with the timescales agreed with the <i>Employer</i> , to ensure that they remain sufficient to meet each Establishment's requirements.	JSP 886; Vol 3, Part 15, Ch 2, Paras 9 and 10.
	55.1.3 The <i>Contractor</i> shall conduct a 4 year cycle of stocktaking.	JSP 886; Vol 4, Part 2, Ch 2, Paras 5 and 6.
	55.1.4 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and maintain and operate a checks and control system (including physical inspections) to ensure the integrity of the stores accounts. The <i>Contractor</i> shall utilise the MIS and perform supply chain checks to manage and maintain the integrity of the supply chain system, in accordance with single service requirements.	RN – Compliance Management Tool. JSP 886; Vol 4, Part 2.
	55.1.5 Without prejudice to any other provision of this Contract, the <i>Contractor</i> shall maintain auditable records of all transactions relating to stores and retain these records for the period specified in the Service Standard applicable to this requirement.	JSP 886; Vol 4, Part 1, Ch 4, Paras 1, 5 to 10. JSP 886; Vol 4, Part 1, Ch 4, Annex A.
	55.1.6 The <i>Contractor</i> shall provide management and financial accounting information as required by the <i>Employer</i> .	
	55.2 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for processing Authorised Demands for Materiel to meet the Entitlement of each Establishment and any Lodger Units and/or Parented Units and associated <i>Employer</i> personnel.	JSP 886; Vol 3, Part 15, Ch 3.
	55.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for receipting Materiel, including Materiel delivered to each Establishment from the <i>Employer's</i> depot storage facilities via the <i>Employer's</i> Logistic Commodities and Services (LCS) organisation and Materiel returned by personnel and units within each Establishment.	JSP 886; Vol 3, Part 15, Ch 5.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.3.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and initiate discrepancy action in accordance with Volume 4 of JSP 886 (part 10) if during the unloading and checking of received Materiel, the <i>Contractor</i> discovers damage or discrepancies with the Materiel.	JSP 886; Vol 4, Part 10.
	55.4 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for storing Materiel. The <i>Employer</i> will provide a building that can be used by the <i>Contractor</i> to deliver this requirement.	JSP 886; Vol 7, Part 8.02.
	55.4.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and inspect clothing stores for infestation of pests and other forms of deterioration. Any evidence of pest infestation is to be notified to the <i>Employer</i> and the Hard FM Contractor in accordance with paragraph 2 of Module A of this Booklet.	
	55.5 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service for issuing Materiel to Entitled Personnel.	JSP 886; Vol 3, Part 15, Ch 6.
	55.6 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to return Materiel to the <i>Employer's</i> supply chain via the LCS organisation.	JSP 886; Vol 3, Part 13.
	55.6.1 The <i>Contractor</i> shall arrange for Materiel deemed by the <i>Employer</i> to be repairable to be repaired. At the <i>Employer's</i> direction repairs may be carried out by the <i>Employer</i> or by a third party contract (either on or off site) in accordance with the repair schedule for the particular item.	JSP 886; Vol 3, Part 13, Ch 3, Fig 1.
	55.6.2 The <i>Contractor</i> shall maintain a Loan Repair Account.	JSP 886; Vol 4, Part 105, Para 0121.
	55.6.3 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to recover and return Materiel that has been recalled by the <i>Employer</i> .	JSP 886; Vol 3, Part 13, Ch 3, Fig 2.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.6.4 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and provide a service to return any Materiel deemed to be surplus to each Establishment's Entitlement (as notified to the <i>Contractor</i> by the <i>Employer</i>).	JSP 886; Vol 3, Part 13, Ch 3, Fig 3.
	55.7 The <i>Contractor</i> shall, on request, provide subject matter expert advice and assistance, in relation to the Materiel related services required by this Module U, to the <i>Employer's</i> personnel.	
	55.8 The <i>Contractor</i> shall provide a service to collect, transport and deliver Materiel within each Establishment and to Parented Units as specified in the <i>Employer</i> Supplied Information in Booklet 4.	
	55.9 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and initiate the procedure for investigating any losses or damage to the Materiel. The <i>Contractor</i> is to act as the co-ordinating authority ensuring that the designated investigating officer completes their investigation within the prescribed time scales.	JSP 886; Vol 4, Part 6, Fig 3. This only concerns losses or damage involving the <i>Employer's</i> personnel.
	55.9.1 Without prejudice to any other provision of this Contract, the <i>Contractor</i> shall reimburse the <i>Employer</i> for any loss or damage to Materiel that is attributable to the actions, inactions or negligence of the <i>Contractor</i> .	
	55.9.2 The <i>Contractor</i> shall forward all MOD Forms 2260 and associated investigation reports to the <i>Employer</i> .	JSP 886; Vol 2, Part 1, Ch 4, Paras 5 and 6.
	55.10 The <i>Contractor</i> shall ensure that the <i>Employer</i> provided MIS is operated and maintained in accordance with the <i>Employer</i> provided operating manual and that his personnel are aware of preventative maintenance measures.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.10.1 The <i>Contractor</i> shall provide a qualified systems administrator to operate and maintain the <i>Employer</i> provided MIS including reporting all faults that the systems administrator is unable to rectify themselves to the <i>Employer's</i> nominated MIS maintenance provider.	
	55.11 Not used.	
	55.12 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and maintain the appropriate quantities of Fuels, Lubricants and Gas (FLG) for immediate issue.	JSP 886; Vol 6, Part 2, Ch 3.
	55.13 The <i>Contractor</i> shall familiarise itself with the safety regulations in JSP 309 in relation to fuels and gases and shall ensure that its Personnel comply with them at all times.	JSP 309.
	55.14.1 The <i>Contractor</i> shall ensure the safe storage and distribution of FLG.	JSP 309; Ch 3, Para 3.3.1.1.
	55.15 The <i>Contractor</i> shall familiarise itself with the safety regulations in JSP 317 in relation to fuels and lubricants and shall ensure that its Personnel comply with them at all times.	JSP 317.
	55.16 The <i>Contractor</i> shall familiarise itself with the safety regulations in JSP 319 in relation to gases and shall ensure that its Personnel comply with them at all times.	JSP 319.
	55.17 The <i>Contractor</i> shall arrange for the receipt, safe and secure storage and issue of FLG (including the updating of batch control cards), including packed stocks and compressed gases	
	55.18 The <i>Contractor</i> shall arrange for the collection, safe and secure storage, and preparation for disposal of waste FLG products.	
	55.19 The <i>Contractor</i> shall provide an immediate response to a FLG spill and report to the <i>Employer</i> as part of each Establishment's emergency response plans (as agreed with the <i>Employer</i>).	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.20 The <i>Contractor</i> shall provide a service for the replacement of uniform clothing and equipment deemed to be unserviceable through fair wear and tear at no cost to the recipient.	JSP 886; Vol 6, Part 5, Ch 3, Annex A, Para 36 (RN); Annex B, Para 15 (Army); Annex C, Para 14 (RAF).
	55.21 The <i>Contractor</i> shall manage the sale of uniform items as are detailed in the <i>Employer</i> Supplied Information in Booklet 4.	JSP 886; Vol 6, Part 5, Ch 3, Annex A, Paras 1, 38 to 42 (RN); Annex B, Para 16 (Army); Annex C, Para 14 (RAF).
	55.22 The <i>Contractor</i> shall provide a service for the issuing of specialist uniform clothing and equipment to entitled personnel.	
	55.23 The <i>Contractor</i> shall conduct the initial issue of uniform clothing and equipment to new entrants and new joiners. This shall take place at a time complementary to the training programme as agreed with the <i>Employer</i> .	
	55.24 The <i>Contractor</i> shall report all poor quality or defective uniform clothing or equipment in accordance with the Service Standard applicable to this requirement.	JSP 886; Vol 6, Part 5, Ch 7, Paras 2 and 3.
	55.25 The <i>Contractor</i> shall, as and when directed by the <i>Employer</i> , provide an exchange or issue of uniform clothing items when a new item is introduced into service.	
	55.26 The <i>Contractor</i> shall provide a safe and secure storage facility for all stores items classed as Valuable and Attractive (V&A) or Attractive to Criminals and Terrorist Organisations (ACTO).	
	55.27 The <i>Contractor</i> shall and ensure that V&A/ACTO stores items are accounted for and issued in accordance with the Service Standard applicable to this requirement..	JSP 886; Vol 3, Part 15, Ch 6, Paras 4-6.
	55.28 The <i>Contractor</i> shall maintain an accounting system for all trophies.	BRd 18; Ch 7, Para 0712.

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.29 The <i>Contractor</i> shall complete the annual return of trophies issued by the Royal Navy Trophy Centre and at MOD Lyneham. This shall include the <i>Contractor</i> coordinating a 100% muster of all trophies by AinU custodians on receipt of annual trophy return for approval and certification by the Head of Establishment.	BRd 18; Ch 7, Para 0713.
	55.30 The <i>Contractor</i> shall, in compliance with the Service Standard applicable to this requirement, muster all trophies on the following occasions: a. 6 monthly; b. on change of the respective Logistics Manager (or equivalent identified position); c. on change of custodian.	BRd 18; Ch 7, Para 0714.
	55.31 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and manage the issue of stores items as AinU and the associated records.	JSP 886; Vol 4, Part 8.
	55.32 The <i>Contractor</i> shall manage and maintain each Establishment's publicly owned personal safety equipment.	
	55.32.1 The <i>Contractor</i> shall maintain a log to ensure that all safety equipment is in date for test and is tested when necessary.	
	55.32.2 The <i>Contractor</i> shall arrange the inspection by Competent Person of all Establishment owned safety equipment and other personal safety equipment.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	55.33 The <i>Contractor</i> shall ensure that all items that have a shelf life based on either calibration or quality assurance are placed into the repair or calibration cycle (as appropriate) in sufficient time to avoid impacting on the continuous provision of the <i>service</i> .	JSP 886; Vol 7, Part 8.17, Para 2.
	55.33.1 The <i>Contractor</i> shall arrange the calibration of all general purpose testing and measuring equipment and their subsequent replacements.	
	55.34 The <i>Contractor</i> shall receive and release Unaccompanied Baggage on behalf of Establishments and any Lodger Units and/or Parented Units.	
	55.35 The <i>Contractor</i> shall provide the specialist stores services set out in Annex EE (Diving stores and equipment for Horsea Island, HMS EXCELLENT) and Annex FF (Expedition store, HMS EXCELLENT) to this Booklet.	
	55.36 The <i>Contractor</i> shall provide an engraving service at HMS Collingwood for the production of name badges, key fobs, small tallies and signs.	
	55.36.1 The <i>Contractor</i> shall maintain sufficient consumable stores to deliver the engraving service and arrange for the Employer supplied equipment to be maintained as required.	
56. The <i>Contractor</i> shall provide a School of Army Aeronautical Engineering (SAAE) stores and supply service at MOD Lyneham	56.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology and manage all SAAE stores accounts in full compliance with all applicable publications.	
	56.2 The <i>Contractor</i> shall maintain material to authorised establishment scales and review requirements as directed by the <i>Employer</i> .	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	56.3 The <i>Contractor</i> shall operate aircraft tool control in the air systems hangar tool store.	MAP 01, Ch 6
	56.4 The <i>Contractor</i> shall provide a compliant service for demands, receipts, issues, backload and account for all air systems branch DSAE, checking incoming goods and reporting discrepancies.	
	56.5 The <i>Contractor</i> shall manage the <i>Employer's</i> Articles in Use (AinU) accounts and stock records, recording musters in accordance with <i>Employer</i> regulations and methodology.	
	56.6 The <i>Contractor</i> shall provide technical stores subject matter expert advice to air systems staff.	
	56.7 The <i>Contractor</i> shall prepare and process amendments to equipment tables, databases and spreadsheets.	
	56.8 The <i>Contractor</i> shall manage the strict control of aircraft tools.	MAP 01, Ch 6
	56.9 The <i>Contractor</i> shall investigate surpluses and deficiencies revealed by stock checks and ensure correct reconciliation action	
	56.10 The <i>Contractor</i> shall coordinate the calibration of SAAE tools and measuring equipment and testing, arranging tests and maintenance matching the service and training requirement for air systems branch DSAE, in compliance with <i>Employer</i> regulations and methodology.	
	56.11 The <i>Contractor</i> shall carry out accommodation inventory checks of aircraft hangar, offices and classrooms.	
	56.12 The <i>Contractor</i> shall manage air systems DSAE POL requirement ensuring safe storage and timely disposal of hazardous waste in compliance with local instructions.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	56.13 The <i>Contractor</i> shall maintain, manage and administer authority MIS, MJDI and manual accounts, including physical inspections to ensure Stores and Supply chain account integrity.	
	56.14 The <i>Contractor</i> shall provide a counter service for instructors and students under training.	
	56.15 The <i>Contractor</i> shall manage, record and maintain validity of publicly owned personal safety equipment and arrange inspection and testing by competent persons as required.	
	56.16 The <i>Contractor</i> shall maintain fully compliant auditable records of all stores transactions and provide management and accounting information as required for <i>Employer</i> .	
	56.17 The <i>Contractor</i> shall process approved demands to meet authorised Establishment and personnel entitlement.	
	56.18 The <i>Contractor</i> shall manage materiel issue, collection, delivery and discrepancy action services on behalf of all authorised units and personnel.	
	56.19 The <i>Contractor</i> shall manage the collection, transport and delivery of material within the Establishment.	
	56.20 The <i>Contractor</i> shall provide non business hours support to meet training or operational requirements.	
	56.21 The <i>Contractor</i> shall provide a secure environment for stowage and account for Valuable and Attractive and Attractive to Criminal and Terrorist Organisations items and issue only as appropriate.	
57. The <i>Contractor</i> shall provide a tool and equipment calibration service at MOD Lyneham	57.1 The <i>Contractor</i> shall follow and comply with the <i>Employer's</i> methodology to conduct a tools and equipment calibration service.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	57.2 The <i>Contractor</i> shall maintain a database of all equipment in SAAE, DSAE and REME AS that requires period inspection, calibration and load testing.	
	57.3 The <i>Contractor</i> shall issue of call-in warnings to users of equipment requiring calibration or testing, prior to test due date.	
	57.4 The <i>Contractor</i> shall manage mandatory inspection intervals to ensure equipment is in date.	
	57.5 The <i>Contractor</i> shall retain copies of all call-in notices for inspection by the duty officer, inspection teams and unit SHEF.	
	57.6 The <i>Contractor</i> shall carry out level 2 repairs of all test and measurement equipment (TME), except those specifically designated for laboratory calibration identified in the database.	
	57.7 The <i>Contractor</i> shall despatch all unit equipment that requires calibration or testing by an external agency.	
	57.8 The <i>Contractor</i> shall demand all spares required for associated repairs through Defence Support Group (DSG) arrangements.	
	57.9 The <i>Contractor</i> shall provide a calibration service for the 'cross-check' calibration of all training TME.	
	57.10 The <i>Contractor</i> shall carry out level 2 repairs to training TME subject to 'cross-check'.	
	57.11 The <i>Contractor</i> shall arrange for level 3 and 4 repairs to be undertaken by DSG.	

OUTPUT	DESCRIPTION	SERVICE STANDARD
	57.12 The <i>Contractor</i> shall provide technical stores subject matter expert advice to the <i>Employer</i> .	
	57.13 The <i>Contractor</i> shall prepare and process amendments to equipment tables, databases and spreadsheets.	
	57.14 The <i>Contractor</i> shall manage the strict control of equipment and tools in compliance with publication.	
	57.15 The <i>Contractor</i> shall manage the calibration and general purpose testing and measuring equipment service, arranging tests and maintenance and matching the service and training requirement.	
	57.16 The <i>Contractor</i> shall maintain and administer the <i>Employer's</i> MIS, MJDI and manual accounts, including physical inspections to ensure account integrity.	

ANNEX A – GOVERNANCE MEETINGS

Meeting	Description	Frequency	Chair / Attendees
Establishment Soft FM Service Delivery Meeting	<p>These are informal catch up meetings to review Soft FM performance at the Establishment and action/resolve/develop Soft FM service delivery.</p> <p>One week per month the <i>Contractor</i> shall present the Monthly Performance Report for that Establishment for review and agreement.</p> <p>Once agreed, the <i>Contractor</i> shall consolidate the Monthly Performance Reports regionally and submit with the payment proposal to the <i>Service Manager</i>.</p>	Weekly	Contract Supervising Officer (CSO) (<i>Chair</i>) Deputy Supervising Officer (DSO) <i>Contractor</i> Infrastructure Manager (IM)
Mess Committee Meeting	For Officers and WO & SNCO Messes, the Contractor is to attend at the invitation of the Mess Committee to discuss specific issues notified in advance.	Monthly	<i>PMC</i> <i>Mess Committee</i>
Messing Meeting	The Contractor is to attend Messing Meetings to discuss issues raised by Junior Ranks	Monthly	<i>Messing Committee</i>
Service Delivery Area Infrastructure Community Monthly Meeting (ICMM)	<p>These are meetings to discuss and resolve Soft FM/Hard FM interface issues covering the Establishments in the Service Delivery Area.</p> <p>Agendas shall include site reports, risks, health and safety, sustainable development and planning</p>	Monthly	DIO Senior Infra Manager (SIM) (<i>Chair</i>) Soft FM Attendees: HoEs/NCs/CSOs, DIO Soft IM and <i>Contractor</i>
Regional Contract Area Soft FM Contract Performance Review Meeting	<p>These are meetings at which the <i>Contractor</i> shall present the consolidated agreed Monthly Performance Reports for all Establishments within the Contract for review and agreement.</p> <p>Once every six months the <i>Contractor</i> shall present the Six Monthly Performance Report described in Appendix 2 to this Annex A for review and agreement.</p>	Monthly	<i>Service Manager (Chair)</i> <i>Contractor Senior Management Commercial</i>

APPENDIX 1 TO ANNEX A – GOVERNANCE MEETINGS: REPORTS

Ser	Report	To Include	IMS ¹
1	Monthly Regional and Establishment Performance Report (MPR)	<ol style="list-style-type: none"> 1. Regional and Establishment contract performance overview. Visual summary of each Establishment's and the Region's overall contract performance, supported by the detailed services performance reports agreed at each Establishment. 2. A review of plans including: <ol style="list-style-type: none"> a. the Contract Management plan², including continual development, b. Establishment CRL business plans, c. Establishment level detail in Regional Marketing Communications plan, d. Waste management plans, registers and reports of targets and standards. e. A review of service delivery consistency reports including: <ol style="list-style-type: none"> (1) regional pricing (including Retail); (2) management processes/procedures; (3) food input standards and quality. f. A review of the <i>Contractor's</i> business intelligence and EPOS information including: <ol style="list-style-type: none"> (1) uptake analysis across the CRL integrated menus; (2) audit information for Crown and Core Meal feeding; (3) information on those unable to pay at point of service. g. A review of feedback including: <ol style="list-style-type: none"> (1) performance trends and influences; (2) proposed actions to recover/enhance performance; (3) number and category of failures; (4) previous month's unsatisfactory performance not returned to satisfactory. h. Health and safety reports and action plans. i. Performance against KPIs. j. Early Warnings, Defects and Compensation Events³. k. A review of CCM data. l. A summary of Soft FM risks. 	<p>View Submit</p> <p>Submit</p> <p>Submit View</p> <p>View Submit</p> <p>View Submit</p> <p>Submit</p>
2	Six Monthly	<ol style="list-style-type: none"> 1. Strategic six month regional contract overview including: 	View

¹ This indicates the expected report format through either the *Contractor's* IMS or through the *Employer's* IMS. View is a daily snapshot and accumulation of emerging trends and information including Consumer feedback. Submit is a formal contract requirement to submit as part of the overall final MPR and *Contractor's* payment proposal.

² Plans are required and reviewed as detailed at Appendix 2 to Annex A - Governance Meetings.

³ In accordance with the Terms and Conditions and Clauses of this contract. These activities will be discussed on a monthly basis at the Performance Review Meetings.

Ser	Report	To Include	IMS ¹
	Regional Performance Report (MPR) ⁴	<ul style="list-style-type: none"> a. a review of regional plans including: <ul style="list-style-type: none"> (1) the Contract CRL Business Plan; (2) the Relationship Management Plan (RMP); (3) the Contract Waste Management Plan (WMP); b. a review of: <ul style="list-style-type: none"> (1) high level performance review by service; (2) risks and enduring issues; (3) value for money benchmarking comparisons; c. a review of pan-contract issues and innovation; d. proposals on capturing issues in a Key Supply Management summary. 	Submit

⁴ 6 monthly MPR to be submitted to the *Service Manager* 10 working days prior to the meeting.

APPENDIX 2 TO ANNEX A – GOVERNANCE MEETINGS: PLANS REVIEW

Contractor Plans Requirements	Final Version date	Progress Review Requirements	Reviewer
Contract Management Plan	Draft 1 Mar 18 Final 1 May 18	Regional 6 monthly	<i>In service comcrl and Regional PM</i>
Relationship Management Plan	1st June 2018	Regional 6 monthly	<i>Regional Manager/Contractor</i>
Catering Retail & Leisure Business Plan	Draft Version: 1 st March 2018 Final Version: 1 st May 2018	Establishment monthly Regional 6 monthly	<i>Business Exec/ Comcrl/RPM</i>
Marketing Communications Plan	Draft 1 st March 2018 Final 1 May 18	Establishment monthly Regional 6 monthly	<i>Z Chadderton/Comcrl/RPM</i>
Waste Management Plan	Site Plans: 1 st September 2018 Regional Plan: 1 st December 2018	Establishment monthly Regional 6 monthly	<i>CESO Reps/HoE reps/Regional Manager</i>
Mobilisation Plan	1 st February 2018	Continual until FOC	RPM/R Deal/Comcrl
Exit Management Plan	tbc	Contract end	De-mobilisation Team <i>Contractor</i>

ANNEX B – SHORT TERM CATERING REQUIREMENTS

Background

1. Short Term Catering Requirements (STCR) may be required for certain short-term military training and exercise commitments. This requirement may arise for all Tri-Service Reserves, University Officer Training Corps (UOTC), Cadet Forces annual and weekend training camps and Regular Forces commitments which include Civil Contingency Reaction Forces (CCRF) and UK Ops (this does not apply to DTE¹ sites).

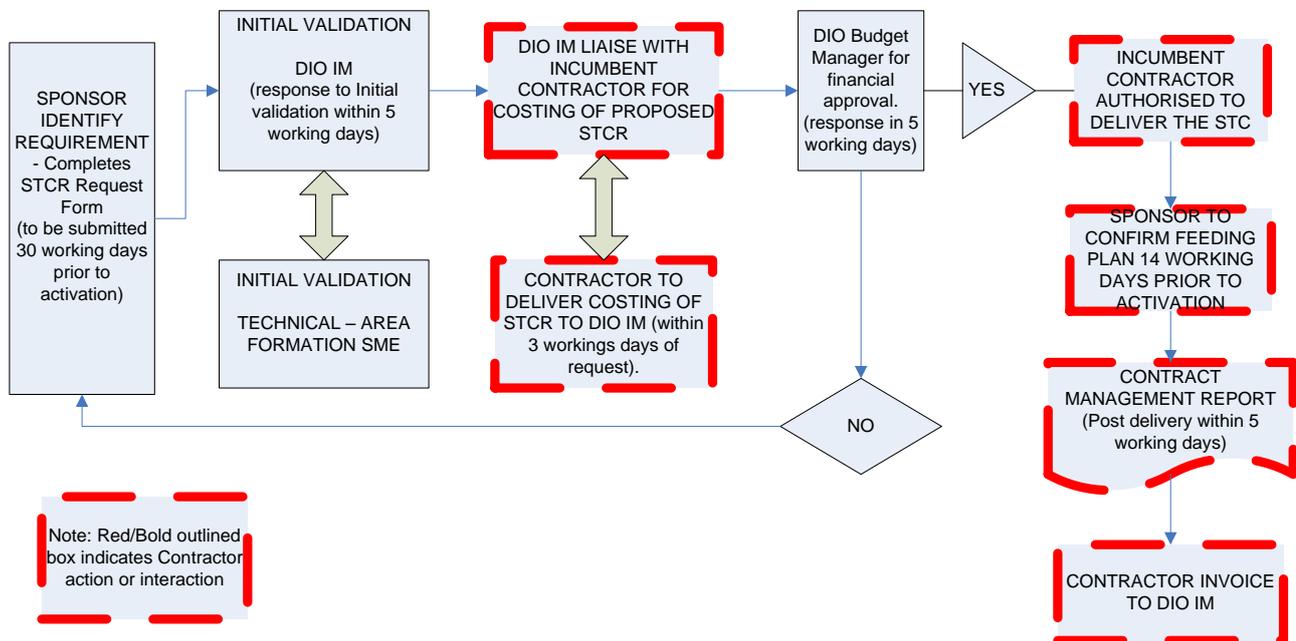
Contractor Provision

2. The *Contractor* shall only be required to provide one of the following two levels of service for STCR:

- a. Combined Mess - A single facility capable of feeding all ranks with a cafeteria self service system and with a central beverage area. Table clearance to a central point.
- b. Combined Mess with segregated area for Officers/SNCO dining - A single facility capable of feeding all ranks with a cafeteria self service system. The segregated Mess tables are to be laid prior to meals with a place mat and cutlery. A separate beverage area is to be maintained.

STCR Request Form Process

3. At Appendices 1 and 2 are examples of forms that will be used to activate the STCR. The process below details the activities required from identification to delivery of STCR. All activities outlined in Red/Bold require *Contractor* input or action.



4. The *Contractor's* key stages are:

- a. The DIO IM will request costing of STCR activity via the forms at Appendices 1 and 2.

¹ All catering on the Defence Training Estates is provided by the incumbent industry partner.

- b. The *Contractor* shall deliver initial costing of STCR activity within 3 Working Days of the request from the DIO IM.
- c. The DIO IM confirms STCR authorisation to the *Contractor* for delivery following budgetary approval.
- d. Actual feeding strengths will be confirmed with the *Contractor* by the Sponsor not less than 14 calendar days prior to activation.
- e. The *Contractor* is to ensure that the satisfaction survey² is completed and provided to the DIO IM once the STCR activity is completed.
- f. The *Contractor* to submit invoice to DIO in accordance with the payment process.

Activation Charges

- 5. Where approved, the *Contractor* shall be entitled to an activation charge(s), restricted to the staffing band level of the Advance/Rear Party's feeding strength in the following circumstances:
 - a. One day lead in for each camp, when full catering support with contract supplied food is activated and there is no other short term catering operation in place at the camp;
 - b. On the next activation following a period when the *Contractor's* services are not required for a period of three days or more during the period of the Contract.

Related Information

- 6. Contract Liaison. Once the STCR has been authorised, the Sponsor will be responsible for liaising with the *Contractor* prior to the start of the STCR, in order to confirm and update any changes to the feeding plan.
- 7. Cadet Camps - Contract Staff Accommodation. Contract Staff are **not** to be accommodated in the same building as cadets/minors. Contract staff are **not** to share ablutions with cadets/minors under any circumstances. If these accommodation arrangements are not possible other arrangements will be made.
- 8. All consumables³ for the production of food, hotplate delivery and dispersed feeding⁴ requirements for STCR, are to be provided by the *Contractor*.
- 9. All services and outputs unless stated in the STCR bid pro-forma are to comply with JSP 456.

² Satisfaction survey is on STCR bidding proforma.

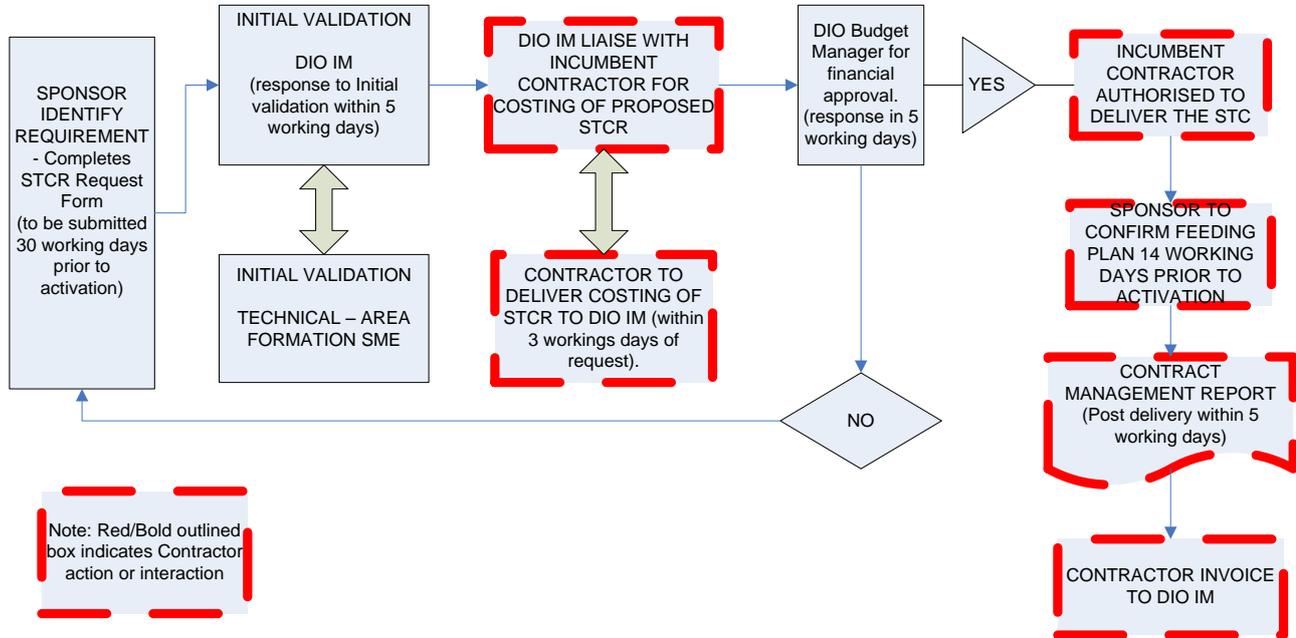
³ For example: Plates, KFS, cups, clingfilm, foil/foil trays, appropriate packed meal bags or boxes, without limitation.

⁴ Hot and cold beverages, packed and container meals.

APPENDIX 1 TO ANNEX B – REQUEST FORM FOR SHORT TERM CATERING REQUIREMENTS

Request process

1. Bids for STCR must be submitted a **minimum of 30 Working Days** prior to the required activation date.



Part 1 - For Completion by Units

1. Sponsor Details.

Full Sponsor Title:			
STCR Reference :			
Full Address:			
Telephone:	Mil:	Civil:	Fax:
Email:			
Appointment:			
Name:			
Signature			
Date:			

2. Training Camp Details.

Title: (Specific Camp Name)	
Address:	

Telephone:	Mil:	Civil:	Fax:

3. Dates of Camp.

Advance Party:	From:	To:(incl)
Main Party:	From:	To:(incl)
Rear party:	From:	To:(incl)

4. Anticipated Feeding Strengths.

	Officers	WO/Sgts	Other Ranks	Combined	Total	First Meal (Date and Time)	Last Meal (Date and Time)
Advance Party							
Main Party							
Rear Party							
Totals							

5. Military Chef Strength Held Against Establishment¹.

Chef	WO2	SSgt	Sgt	Cpl	LCpl	Pte	Total
Establishment							
Held Strength							
Available for Camp							
Shortfall							

6. Reserves/Cat Sp/MCSU Non-availability. State reason for non availability of military catering support services²:

Appointment:			
Name:			
Signature			
Date:			
Telephone:	Mil:	Civil:	Fax:
Email:			

7. ORP. State period when ORP is to be used for field catering in accordance with the feeding plan³:

¹All Sponsor chefs are to be employed on catering duties for the duration of the camp except when participating in mandatory military training. It is emphasised that the Sponsor is to explore all avenues to support themselves before submitting a bid for short term catering support.

² Electronic Evidence to be submitted such as screen shot or attachment of document.

³ Sponsor to use Appendix C (Feeding plan) to the STCR Annex. Supply and control of all ORP is the responsibility of the Sponsor.

From:	
To:	

8. Type of Support Requested.

a. Full Catering support ⁴ : * Delete as necessary	Yes	No	
	<table border="1"> <tr> <td>*Mod Food Supply</td> <td>*Contractor Food Supply</td> </tr> </table>	*Mod Food Supply	*Contractor Food Supply
*Mod Food Supply	*Contractor Food Supply		
b. Mess hands support only:	Yes	No	
c. Chef support only:	Yes	No	
d. Bar Facilities ⁵ :	Yes	No	

9. Type of service:

a. Combined Mess ⁶	Yes	No
b. Combined Mess with segregated area's	Yes	No

Now Email to DIO IM

⁴ All STCR may use MOD Food supply or *Contractor* supplied food.

⁵ Private arrangement between the Sponsor and *Contractor* and is not paid for by the *Employer*.

⁶ Refer to Para 2 of the STCR Annex for the definition of service.

Part 2: For Completion by DIO IM

DIO IM to Coordinate Technical Approval.

1. Technical Approval by Area Formation Catering SME

Appointment:			
Name:			
Signature			
Date:			
Telephone:	Mil:	Civil:	Fax:
Email:			

- a. This application is *approved/approved amended/not approved.
- b. This application is not approved/amended for the following reasons*:

* Delete as necessary

2. Approval by DIO IM⁷

Appointment:			
Name:			
Signature			
Date:			
Telephone:	Mil:	Civil:	Fax:
Email:			

- a. This application is *approved/approved amended/not approved.
- b. This application is not approved/amended for the following reasons*:

* Delete as necessary

⁷ Response to bid within 5 working days of receipt.

Part 3: For Completion by DIO Budget Manager⁸

1. It is certified that funding is available to cover this application and charges are to be debited against the following UIN:

UIN:		IAC:	
Approximate Cost:	£		
Appointment:	Budget/resource manager of:		
Name:			
Signature			
Date:			
Telephone:	Mil:	Civil:	Fax:
Email:			

- a. This application is *approved/approved amended/not approved.
- b. This application is not approved/amended for the following reasons*:

* Delete as necessary

⁸ Response to bid within 5 working days of receipt.

**APPENDIX 2 TO ANNEX B – FEEDING PLAN FOR SHORT TERM CATERING REQUIREMENTS
(SPONSOR CONFIRMED REQUIREMENTS FORM)**

Note: Must be with host DIO IM at least 14 Working Days prior to requirement. Failure to comply with this instruction shall incur additional cost and may jeopardise support being available.

STCR activation Reference		
Feeding Strength	Min:	Max:
Duration of activation	From:	To:
Name of Training Camp		
Full Postal Address of Sponsor		
Supervising Officer Details	Appointment:	
	Name:	
	Email:	
	Telephone: Mil	
	Telephone: Civ	

Meal Timings: Note: Meal timings requested outside those agreed in the contract may attract significant extra costs and will only be agreed exceptionally. Advice should be sought from the host DIO IM.	Breakfast:	From:	To:
	Lunch:	From:	To:
	Dinner:	From:	To:
Estimated number of Cadets under 18, for whom extra milk may be claimed.			
Non Contractual Requirements: Give details of any special Unit requirements such as: Functions Extra messing or Bar			

Feeding pattern for activation:

Date	Required	B/fast	Lunch	Dinner	SPECIAL DIET INFORMATION
	In camp				
	Container Meal				
	Packed meal				
	ORP ¹⁴				
	Beverage request				
	Additional information				
Date	Required	B/fast	Lunch	Dinner	SPECIAL DIET INFORMATION
	In camp				
	Container Meal				
	Packed meal				
	ORP ¹⁴				
	Beverage request				
	Additional information				
Date	Required	B/fast	Lunch	Dinner	SPECIAL DIET INFORMATION
	In camp				
	Container Meal				
	Packed meal				
	ORP ¹⁴				
	Beverage request				
	Additional information				

Note: Sponsor to complete Feeding pattern for the duration of the STCR.

¹⁴ Supply and control of all ORP is the responsibility of the Sponsor.

ANNEX C – TRAINING ESTABLISHMENTS

Catering for Trainees

1. Military recruits and trainees expend up to 4700 KCals per day depending on the stage of their training. JSP 456 Volume 4 chapters 2, 4 and 6 sets out the process for the distribution and accounting for additional supplements to entitled trainees. Trainees are subject to a different feeding regime with tight timescales for meal times and a disciplined environment where they are educated about nutrition and the importance of eating enough of each food-type and maintaining hydration throughout their training. The *Contractor* is required to meet the timings and routines of each Training Establishment working with the *Employer* to deliver the best possible nutrition for the training timetable.

Leisure Facilities

2. In support of military trainees, the *Contractor* shall be responsible for the provision of leisure facilities as detailed in the *Employer* Supplied Information in Booklet 4. The *Contractor* shall discuss and agree the opening times for these leisure facilities with the *Employer*. Certain activities such as promotion of alcohol sales and gambling cannot be encouraged at Phase 1 Training Establishments or Phase 2 Training Establishments.

3. Facilities to be provided at the Training Establishments are as follows:

a. **Non-Alcoholic Café.** In Phase 1 Training Establishments and Phase 2 Training Establishments a non-alcoholic café shall be provided for trainees to relax and purchase snacks and non-alcoholic beverages in a separate environment. Where such a cafe is already established and run by the Voluntary Welfare Workers (VWW), the VWW will continue to provide such facilities and this service is therefore out of scope of this Contract. Where the VWW does not already operate such a café, the *Contractor* shall provide this service to a specification set by the *Employer*. Should the *Contractor* wish to put forward proposals that retain the 'caring home environment' concept and incorporate the VWW, then the *Contractor* shall confirm that such proposals receive the full support of the *Employer* prior to implementation.

b. **Mid Morning Break.** Recruits/trainees should be able to purchase snacks and non-alcoholic drinks outside normal set meal times, particularly during a mid-morning and a mid-afternoon break. The training programmes at Phase 1 Training Establishments and Phase 2 Training Establishments are taut and generally do not allow sufficient time for recruits and trainees to return to the main CRL facility for these breaks. The *Contractor* shall provide a service that will allow recruits and trainees access to snacks away from the main CRL facility. Any proposed solution shall be discussed with, and approved by, the *Employer* prior to implementation.

c. **Alcohol.** The promotion of alcohol within each Establishment shall be with the express permission of the *Employer* only. The *Employer* exclusively retains the right, after consultation with the *Contractor*, to ban the sale of or promotion of specific types of alcohol, for specific periods or in specific locations within each Establishment.

Retail Facilities

4. Recruits, trainees and permanent staff will have access to the same retail facilities. Such a facility should recognise that recruits and trainees movements are restricted and will be confined to barracks for periods of time.

5. **Retail Shop.** The *Employer* may require that the *Contractor* stock certain 'military accessories' such as:

- a. nyrex folders;

- b. personal field craft equipment;
- c. torches;
- d. film/game hire,

to meet the demands of the recruits/trainees. It is recognised that should sales of such items prove to be poor then the *Contractor* may bring the matter to the *Employer's* attention with a view to removing this stock line.

6. **Hairdresser.** Training Establishments have a requirement for a continuous hairdressing facility (male and female). This service is currently delivered through an agreed Encroachment. Where such a facility is not delivered through an Encroachment, the *Contractor* shall provide this service, in accordance with the *Employer's* directions in respect of location and hours of operation.

7. **Personnel under the age of 18 (U18).** The *Contractor's* proposed leisure and retail facilities shall include adequate safeguards to ensure U18s are not sold alcohol nor have access to gaming machines, in compliance with Law. Access to 'Amusement Machines' and 'Skill with Prizes' machines are permitted. The *Contractor* should be aware that Phase 1 Training Establishments have a high proportion of U18 recruits.

8. **Cash Point Facilities.** Cash point facilities and/or cash-back shall be provided by the *Contractor* at the CRL facility. The cash point facilities shall not impose a charge on the user.

ANNEX D – FUNCTIONS

Functions in the Messes

1. Membership of Messes and wardrooms is the mainstay of military tradition, ethos and cohesion. For many Officers and Senior Rates/Ranks, it is their main home, providing a place to relax and be with friends or family, both for day to day living and for traditional Mess activities and events. The range of Functions required by this Contract is an integral part of Mess life and is important to Mess members. The *Contractor* is expected to meet the highest standards at Functions sponsored by both Mess and non-Mess members. The *Contractor* shall encourage uptake of Private Functions by offering a wide range of catered events. For OFs, UNFs and PMMs (as defined below), the Sponsor will seek permission from the Presiding Member of the Mess. For PNMs (as defined below), the *Contractor* shall seek permission of the Head of Establishment or Presiding Member, depending on the chosen location. The *Contractor* shall jointly plan every Function with the Sponsor and relevant Mess Committee member(s). The process map is at the Appendix.

Function Categories

2. The Officers' and Warrant Officers' and Senior Rates' Messes provide Functions to Mess members and third parties. The *Contractor's* Event Portfolio shall offer a full suite of Functions to the Mess, its members and to approved third parties. Functions are divided into four main categories:

a. Official Functions (OF) - an entitlement for service personnel to support military ethos and tradition. The *Contractor's* labour for OF is included within the Prices under this Contract and the Contractor shall not be entitled to additional payment for this service, save for where the nature of an OF requires the *Contractor* to provide additional staffing over and above normal mess staffing levels for an OF where additional charges shall be agreed with the *Employer* in advance of the OF. Other associated costs (e.g. food) are met by the Mess. The *Contractor* shall provide the labour for those OFs detailed in the *Employer* Supplied Information in Booklet 4. Entitlement scales and service styles are set out in JSP 456; Vol 1, Ch 6 and Vol 4, Ch 7;

b. Unofficial Functions (UNF) – these are set out in the *Employer* Supplied Information in Booklet 4. The Mess is responsible for all costs relating to UNF. The entire Mess membership is invited to attend these Functions. Labour charges for UNF shall be treated in the same manner as those for OF and additional charges shall only be applied where the nature of the UNF requires the *Contractor* to provide additional staffing over and above normal mess staffing levels for an UNF, such charges to be agreed with the *Employer* in advance of the UNF;

c. Private Functions requested by Mess Members (PMM) – whilst requested by Mess members, PMM do not include all Mess members. Typical PMM are weddings and christenings but can include other ad-hoc events. All costs are met by the Sponsor. Labour charges for PMM shall be the same as OF but with all costs met by the Sponsor;

d. Private Functions sponsored by Non Mess members (PNM) - PNM are events requested by external bodies or individuals which are held within an Establishment's grounds, buildings or Messes. These must be approved by the Presiding Member for events in a Mess and / or the Head of Establishment for events held elsewhere in the Establishment. All the *Contractor's* costs in providing catering services for the PNM shall be met by the Sponsor and shall not be recoverable from the *Employer*.

The Event Portfolio

3. The Event Portfolio shall contain a full suite of services offered by the *Contractor*. It will show each type of Function, the service styles available for each type of Function and the price per head in bandings, depending on number of people. For OF, UNF and PMM functions, a separate price list for

each of the three categories of Function will be produced. For high profile venues or where there is likely to be high demand for PNM functions, final price lists for this category of Function shall be agreed with the Presiding Member and Head of Establishment. For PMM and PNM functions, an *Employer* licence will be required. All costs relating to this licence are to be met by the Sponsor. The details of these licence requirements are set out in the Property Directorate Practitioner Guide 06/09 'Occasional Use of the MOD Estate for Private or Non-Entitled Purposes'. PNM represent a business opportunity for the *Contractor*, with any incremental *Employer* costs over and above the licence fee to be reimbursed by the *Contractor*.

Pricing of Functions from the Event Portfolio

4. In order to ensure fair prices for OF, UNF and PMM, the *Contractor's* Event Portfolio price list will show the full price breakdown. Within the Event Portfolio, the local ordering pro forma shall be available. The *Contractor* shall prepare an initial quote which, as a minimum, is to include:

- a. details and contact numbers of the Sponsor and the *Contractor* point of contact;
- b. location, date, timings and number of attendees;
- c. food input costs;
- d. gross profit on food input costs (see paragraph 5 below);
- e. charges for labour required over and above normal Mess staffing levels, where required (the "Labour Enabling Charge");
- f. detailed supply costs for supplementary items, e.g. napery, decorations, marquee rental, photographer, florists, entertainment. Where a Sponsor requests additional services to be organised by the *Contractor* at an OF, UNF or PMM function, the *Contractor* may apply an arrangement fee, up to a maximum of 5%, on that additional service, such cost to be met by the Sponsor.

5. Function Costs – The *Contractor* shall not charge a Gross Profit Percentage (GPP) on the food supplied for OF. GPP may be applied to the cost of food supplied for UNF, PMM and PNM provided that the *Contractor* offers prices for UNF, PMM and PNM which are fair and reasonable. For UNF, up to 15% GPP may be applied to the food element only. For PMM, up to 20% GPP can be applied to the food element only. Where speciality food is provided through an agreed third-party source, GPP cannot be applied to these items.

6. The methodology for the calculation of GPP shall be:

- a. establish the cost price of food per head (CP);
- b. divide the CP by the relevant CP percentage (85% for UNF and 80% for PMM);
- c. multiply by 100 to give the net selling price for the food element of the Function.

The final price per head for a UNF or PMM Function is the sum of the net food selling price, plus any Labour Enabling Charge applicable (or the full labour costs in the case of PNM) and any other costs associated with the delivery of the Function.

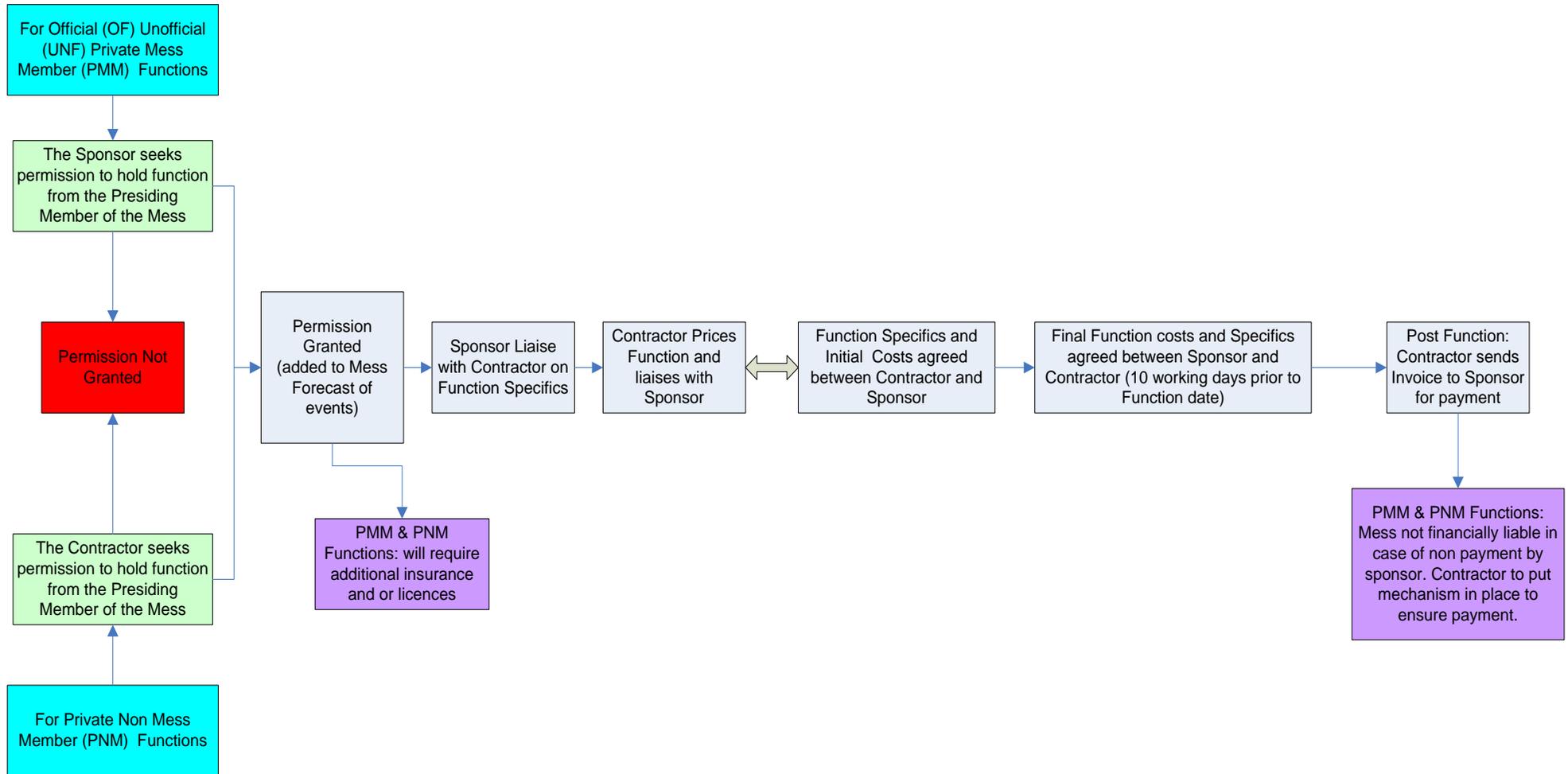
7. The *Contractor's* PNM Event Portfolio and associated retail price list of food menus shall be submitted to the Head of Establishment/Mess Committee for discussion and agreement.

8. The *Contractor's* Event Portfolio shall include a price list for a range of hot and cold food and beverages for meetings and conferences. Before accepting requests, the *Contractor* shall verify the Sponsor's budgetary approval for the service.

Appendix:

1. Functions Process Map.

APPENDIX 1 TO ANNEX D – FUNCTIONS PROCESS MAP



ANNEX E – MESS SERVICES

1. This Annex applies to both the Officers' and the WOs'/SNCOs' Messes.

Reception Services

2. The *Contractor* shall provide a reception service in the Officers' and the WOs'/SNCOs' Messes as detailed in the *Employer* Supplied Information in Booklet 4. Duties shall include:

- a. meeting and greeting new Mess members and visitors;
- b. providing information on the facilities available within the Mess and the Establishment;
- c. portorage - if requested, the *Contractor* shall assist disabled visitors with their luggage from the front door or reception to their allocated living and sleeping accommodation;
- d. facilitating payment of Mess bills by Mess members and visitors;
- e. dealing with general enquires from Mess members and visitors;
- f. receipt and distribution of mail;
- g. booking and allocation of facilities;
- h. messaging service, to include ensuring external and internal telephone messages are passed to the intended recipient quickly.

3. When dictated by the *Employer's* security state, the receptionist provided by the *Contractor* shall operate strict control of entry to the Mess and carry out security checks of the building as directed by the *Employer*.

4. The receptionist provided by the *Contractor* shall record lost property which is found in the Mess and keep the property secure until claimed. Disposal of lost property not claimed after 2 months will be directed by the *Employer*.

5. In some Establishments, identified in Booklet 4, the provision of Reception Services is a 24/7 output.

Flowers and Plants

6. Plants and flowers in public areas within the Mess are the responsibility of the Mess Committee.

7. Any arrangements for the purchase, care, cleaning and disposal of flowers and plants within the Mess shall be undertaken by private arrangement between the Mess Committee and the *Contractor* and shall be outside the scope of the *service* and this Contract.

Mess Silver/Tableware/Glassware

8. The *Contractor* shall maintain, secure, care for and clean all silver, tableware and glassware owned by the Mess as directed by the *Employer*. This service shall also include *Employer* issued cutlery, tableware and glassware when used by the Mess. Notwithstanding that insurance of non-public Mess property remains the responsibility of the relevant Mess Committee, the *Contractor* shall provide take out and maintain third party insurance cover in relation to the handling of the Mess property by Personnel.

Curtains

9. The *Contractor* shall open and close all curtains within the public rooms in accordance with Mess Committee protocols.

10. The *Contractor* shall be responsible for the care and annual cleaning, including removal and re-hanging, of all curtains, including net curtains, in all Messes. Safety net curtains provided by the *Employer* (that are specifically designed and installed to prevent debris and fragments associated from explosion and blast) shall be removed, cleaned and replaced as quickly as possible so as to minimise the amount of time during which they are not in place.

11. The Contractor shall arrange, and be responsible, for the laundering or dry cleaning of curtains.

Pictures

12. The *Contractor* shall maintain, care for and clean all pictures in the Mess. Pictures requiring specialist care (as notified to the *Contractor* by the *Employer* or the Mess Committee) shall be the responsibility of the Mess.

Fireplaces

13. Making, cleaning, lighting and replenishment of fires in the fireplaces within all Messes shall be the responsibility of the *Contractor* under the direction of the Mess Committee. The *Contractor* shall provide and store firewood and coal etc (as appropriate) and shall be reimbursed by the Mess for such purchase cost. The Hard FM Contractor remains responsible for the routine maintenance and annual sweeping of chimneys.

Lighting

14. The Hard FM Contractor remains responsible for the changing of light bulbs. The *Contractor* shall undertake the cleaning and care of all lampshades, fixtures and fittings.

15. Lighting that requires specialist cleaning (which shall include chandeliers and any other lighting fixtures notified as such to the *Contractor* by the *Employer* or the Mess Committee) remains the responsibility of the Hard FM Contractor.

Heating and Ventilation

16. The Contractor shall regulate all heating and ventilation to ensure a satisfactory and comfortable environment is maintained throughout the Mess at all times.

17. The *Contractor* shall report directly to the Hard FM Contractor all faults relating to heating and ventilation within the Mess.

Miscellaneous Purchases

18. The *Contractor* shall purchase miscellaneous items required by the Messes such as:

- a. candles;
- b. serviettes;

- c. soap;
- d. air fresheners,

and shall be reimbursed by the Mess for the purchase cost. Brands and colours shall be agreed with the PMC/CMC or their nominated deputy.

Meetings in Mess

19. At the direction of the *Employer*, the *Contractor* shall prepare rooms for meetings/events which may take place in Mess buildings. This include the rearrangement of furniture within the Mess (where necessary), the purchase and provision of food and beverages (subject to reimbursement by the Mess) outside of normal bar or meal times and returning the Mess furniture to its normal position after the meeting/event.

Movement of Furniture

20. The *Contractor* shall move equipment and furniture between the Messes and Establishment stores in order to facilitate commitments such as balls, dinners and conferences. The items shall be returned immediately after the commitment or at such later time as is agreed with the *Employer*. Where appropriate, transportation for the items may be provided by the *Employer*, subject to prior agreement with the *Employer*.

21. As and when directed by the *Employer*, the *Contractor* shall rearrange dining room tables, chairs, partitions, decorations and lounge furniture to improve décor and layout.

Newspapers/Periodicals

22. The *Contractor* shall purchase newspapers and periodicals for provision to the Messes, subject to reimbursement by the Messes. The distribution, recovery and disposal of newspapers and periodicals shall be as directed by the Mess Committee.

Mail Provision /Collection

23. The *Contractor* shall deliver outgoing mail from the Messes to authorised locations (the Unit mail office/Registry) and shall collect and distribute official and private incoming mail within the Mess as required by the *Employer*.

Public/Non-Public Property

24. On the In Service Date and at re-let, the *Contractor* shall carry out an inventory of Mess property and assume day to day responsibility for it. The *Contractor* shall then be responsible for making good any subsequent property breakages or losses attributable to them. The Mess shall remain responsible for insuring Mess property against loss or breakage not attributable to the *Contractor*. The *Contractor* shall conduct a six-monthly 100% check of all property and provide the Mess with written confirmation of the 100% check along with the findings within seven Working Days of such check. The designated Mess Committee member will maintain the property book and carry out their own checks as required by Service Fund Regulations and in accordance with Mess policy.

Mess Office Consumables

25. The *Contractor* shall be responsible for purchasing and providing all Mess office consumables, including but not limited to fax and printer toner cartridges, pencils, pens and paper for the day to day running of the Mess, excluding any specialist paper such as headed paper, menu/name cards and

stamps, which shall be purchased by the *Contractor* subject to reimbursement by the Mess. Mess owned equipment may be used by the *Contractor*, when authorised.

Mess Laundry

26. The *Contractor* shall launder all Mess property including:

- a. tablecloths;
- b. napkins.

Batting

27. The *Contractor* shall provide a service to collect 1 pair of uniform shoes/boots and 1 set daily working dress from the accommodation of the entitled officers. The shoes/boots and uniform are to be returned polished and ironed no later than 16:30 the same day. This service is only required at the Establishments identified in the *Employer* Supplied Information in Booklet 4.

ANNEX F – CLEANING SERVICES: COMMON SERVICE STANDARD

Introduction

1. It is essential that a thorough and systematic approach to cleaning is maintained by the *Contractor* in all areas at the Establishments. The Personnel carrying out these tasks shall be fully trained and competent in their role in order to meet the requirements of this Contract, as well as best practice, with regard to “green” cleaning and waste management. The Contractor shall ensure that robust supervision is provided to maintain the high cleaning standards and that Personnel are constantly encouraged and offered guidance. The Contractor shall ensure that those Personnel supervising cleaning services thoroughly understand every requirement of this Contract in relation to cleaning services and shall liaise with *Employer* personnel on a regular basis to determine service satisfaction.
2. For the purposes of this Contract, the requirement for a common service standard of cleaning service applies to all areas within each Establishment as detailed in the *Employer* Supplied Information in Booklet 4.
3. Cleaning is defined as the removal of all:
 - a. dust;
 - b. dirt;
 - c. stains;
 - d. graffiti;
 - e. marks;
 - f. smears;
 - g. cobwebs;
 - h. grit;
 - i. lint;
 - j. grease;
 - k. film;
 - l. slime;
 - m. scum;
 - n. odours;
 - o. lime scale;
 - p. any other foreign matter including infestation (mould, growth, vermin, insects or pests droppings of any type),

by whatever means necessary according to the type of surface, without resultant damage or discoloration to finished surfaces and material. The *Employer* requires that health and safety and environmental protocols be met.

Frequency of Cleaning

4. Individual service lines are detailed in the *Employer* Supplied Information in Booklet 4 as having a grading from A to D. This grading indicates the cleaning frequency for each area of required common service standard cleaning within each Establishment. The grades of cleaning are:
 - a. **Grade A – High Use Areas.** High use, frequently soiled areas such as recruits’ ablution/ changing areas/ accommodation passageways and entrances, sports changing rooms, training workshops/rooms. The *Contractor* shall arrange for Personnel to visit these areas more than once per day, and as frequently as required, to ensure the area remains cleaned to the standard required by this Contract.
 - b. **Grade B – Regular Use Areas.** Regularly used office/ work space areas, general Mess areas, daily use storerooms, workshops, recreation spaces, training classrooms, and passageways

leading to these rooms. The Contractor shall arrange for Personnel to visit these areas at least once per day and clean the area to the standard required by this Contract.

c. **Grade C – Light/Infrequent Use Areas.** Light or infrequent use areas such as meeting rooms, conference rooms, storerooms or other areas that do not generally require a daily clean. The Contractor shall arrange for Personnel to visit these areas once per day and (where necessary) clean the area to the standard required by this Contract.

d. **Grade D – Single Living Accommodation (SLA).** The frequency of cleaning required in SLA will be determined by the following criteria:

- 1) **Officers (Naval Service).** Individual rooms including any en-suite facilities shall be cleaned twice weekly (Mon-Fri);
- 2) **Officers (All others).** Individual rooms including any en-suite facilities shall be cleaned daily (Mon-Fri);
- 3) **Warrant Officers & Senior Rates/SNCOs (Naval Service).** Individual rooms including any en-suite facilities shall be cleaned twice weekly (Mon-Fri);
- 4) **Warrant Officers & Senior Rates/SNCOs (All others).** Warrant Officers and SNCOs in the Army and RAF are required to clean their own individual living/sleeping areas and the *Contractor* shall not be required to clean these areas;
- 5) **Junior Rates/Ranks (Naval Service).** Junior Rates are required to clean their own individual living/sleeping areas and the *Contractor* shall not be required to clean these areas, except for en-suite facilities that shall be cleaned twice-weekly (Mon-Fri) by the *Contractor* and on a change of occupancy under criteria 8 below;
- 6) **Junior Rates/Ranks (All others).** Junior Ranks are required to clean their own individual living/sleeping areas and the *Contractor* shall not be required to clean these areas;
- 7) **Transit/Duty Accommodation (All Ranks).** Transit/Duty accommodation shall be cleaned each time it is vacated, which may, on occasions, be a daily requirement;
- 8) **Change of Occupancy.** All SLA is to be deep cleaned where there is a change of long term occupancy. Average re-occupancy rates are detailed in the *Employer* Supplied Information in Booklet 4. This deep clean should commence on the day the accommodation is vacated so that it is available for further occupancy.

Common Service Standards for Routine Cleaning

5. Routine cleaning should be carried out during Normal Working Hours. Where individual facilities require cleaning outside of Normal Working Hours this requirement will be detailed in the *Employer* Supplied Information in Booklet 4.

6. Cleaning of all areas must achieve a **Basic, Normal or Hygienic** standard as detailed below. Separate cleaning specifications for Medical and Dental facilities are detailed at Appendix 1.

a. **Basic Standard - A Basic Standard** of cleanliness and appearance will be required at all times in the following areas:

- 1) fire exits;
- 2) secondary stairwells;
- 3) goods lifts;

- 4) loading bays;
- 5) storage areas;
- 6) external side/back entrances.

To meet the **Basic Standard** the following levels of cleanliness and appearance must be achieved:

- 7) All floor surfaces shall be free from debris and spillages; they must be clean and dry. Floors must be safe and not slippery. Particular care is to be exercised during core office hours.
- 8) Wet floors shall be signposted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance.
- 9) Secondary stairwells including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris.
- 10) No litter or rubbish shall be present and all waste bins and receptacles emptied regularly.

b. **Normal Standard** - A **Normal Standard** of cleanliness and appearance will be required at all times in the following areas:

- 1) all office and other working accommodation including instructional and conference facilities;
- 2) SLA;
- 3) communal rooms in SLA;
- 4) senior officers' residences;
- 5) Messes;
- 6) reception areas;
- 7) passenger lifts;
- 8) general access walkways, corridors, hallways, stairs and landings.

To meet the **Normal Standard** the following levels of cleanliness and appearance must be achieved:

- 9) All hard floors, stairs, carpets and carpet tiles must be free from grit, dust, debris and spillages with no apparent stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods and at the recommended intervals. The cleaning of floors will include the occasional stripping and re-polishing of the floor covering to maintain the material state.
- 10) Remove spills from carpets and other floor coverings and treated to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills. The pile of the carpets in the main traffic areas must be evenly brushed and opened against the flow of incoming traffic.
- 11) All walls, partitions, ledges, shelving, skirtings, dado-rails, coving, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, mirrors, brass fittings, furniture, window frames, blinds and sills must be free from debris, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdi gris stains, runs, and cobwebs to full height.

- 12) All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- 13) All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- 14) All fittings shall be free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust.
- 15) All waste receptacles shall be emptied daily. Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and bins placed in their original locations.
- 16) All IT equipment, including but not limited to PCs, printers, smart boards, scanners and plotters; telephones, faxes and photocopiers; microfilm readers and reader printers; and audiovisual equipment including but not limited to televisions, video equipment and overhead projectors, shall be free of debris, stains, marks and dust, using an appropriate cleaning method for this equipment so as not to damage the equipment.
- 17) Within individual single accommodation rooms all windows and window frames (internal side only), must be free from stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- 18) All soiled and damaged mattresses are to be replaced at the occupant's expense with new items provided by the *Employer*. Removed mattresses are to be placed at each Establishment's designated storage point for subsequent disposal
- 19) When required by the *Employer*, curtains in SLA are to be taken down for laundry and replaced.

c. **Hygienic Standard** - A **Hygienic Standard** of cleanliness and appearance will be required at all times in the following areas:

- 1) toilets/ablutions;
- 2) shower rooms;
- 3) en-suite facilities within SLA;
- 4) changing areas;
- 5) galleys/kitchens/dining areas/tea points etc;
- 6) food vending areas;
- 7) first aid rooms.

To meet the **Hygienic Standard** the following levels of cleanliness and appearance must be achieved:

- 8) All equipment and materials used should be colour coded to avoid cross contamination.
- 9) All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains.
- 10) Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors must be clean and free from smears.

11) Soap dispensers must be filled, operating correctly with clean nozzles. Solid bars of soap must be clean and replaced as necessary. All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times. Towel holders/dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. The external surface of hand dryers must be clean, dry and free from smears.

12) Regular collections of the feminine hygiene receptacles should be documented in the periodic cleaning schedule. The feminine hygiene receptacles are to be kept free of marks, stains and dust and removed when full.

13) Feminine hygiene vending machines should be fully stocked and cleaned as agreed with the *Employer*.

Medical and Dental Facilities

7. The specifications for the cleaning of Medical and Dental facilities, including rehabilitation units, are detailed in Annex G to this Booklet.

Galleys, Kitchens, Dining Rooms and Food Areas

8. JSP 456 – Vol 3 is the policy document for all Food Safety Management, including cleaning of all food areas. The *Contractor* shall clean the food areas detailed in the *Employer* Supplied Information in Booklet 4 and any other retail kitchens and food production areas being operated by the *Contractor* at the Establishments in accordance with such policy document.

9. It is essential that the highest standards of food safety cleanliness are maintained at all times. The Contractor must adhere to a comprehensive cleaning schedule and provide adequate management and supervision to ensure these standards are met. The *Contractor* shall maintain hygiene standards acceptable to the *Employer* at all times and, in any event, must comply with Law. If the *Employer* deems that these standards are not being met, the *Contractor* will be required to take remedial action in the form of a deep clean at its own expense.

a. **Equipment** - The *Contractor* shall assume all cleaning responsibilities for any *Employer* Assets and other fitted equipment in facilities which are used by the *Contractor* to Provide the Service. All equipment fitted within catering areas is to be systematically cleaned in accordance with the manufacturer's instructions (to include routine de-scaling as stipulated by the manufacturer) and any applicable statutory requirements. Maintenance, safety checks and replacement of Cat A *Employer* Assets and associated services to this equipment will be the responsibility of the Hard FM Contractor in consultation with the *Employer*. The *Contractor* will be responsible for reporting any defects in *Employer* Assets to the *Employer*. Any equipment which fails due to neglect or incorrect cleaning procedures by the *Contractor* shall be the responsibility of the *Contractor* to repair or replace (to be negotiated on a case by case basis). The Contractor shall maintain any equipment (which is not on the *Employer* Assets maintenance list) in retail outlets at the Establishments which are operated by the *Contractor*,

b. **Interior of buildings** - The *Contractor* shall clean all areas of food production, storage and dining areas from floor level (including drainage channels and immediately beneath floor drain grills), up to and including the underside of vented ceilings, other ceilings or vent canopies (including the routine removal and cleaning of filters where fitted and high walls and ceilings where applicable);

c. **Kitchen Deep Cleaning** - Kitchen deep cleaning is the responsibility of the Hard FM Contractor.

Single Living Accommodation – En-Suite Facilities

10. Cleaning of en-suite facilities at SLA shall include:
- a. ceilings;
 - b. standard light fittings;
 - c. walls;
 - d. doors;
 - e. ledges;
 - f. shelving;
 - g. partitions;
 - h. windows and window frames (internal side only);
 - i. window sills;
 - j. blinds;
 - k. glass including mirrors and internal glazing partitions;
 - l. radiators;
 - m. pipes;
 - n. showers/baths and fittings including taps, sinks and fittings;
 - o. toilet suite and fittings;
 - p. furnishings including shower curtains/screens;
 - q. extractor fan vents;
 - r. waste and sanitary receptacles;
 - s. floors.

The *Contractor* shall also replace and provide sufficient toilet paper for each en-suite facility.

Shared Ablutions in Messes, SLA, Office/Workspace Buildings and Other Site Areas

11. Cleaning of shared ablutions shall include:
- a. ceilings;
 - b. standard light fittings;
 - c. walls;
 - d. doors;
 - e. ledges;
 - f. shelving;
 - g. partitions;
 - h. windows and window frames (internal side only);
 - i. window sills;
 - j. blinds;
 - k. glass including mirrors and internal glazing partitions;
 - l. radiators;
 - m. pipes;
 - n. showers/baths and fittings including taps, sinks and fittings;
 - o. toilet suite and fittings;
 - p. urinals;
 - q. furnishings including shower curtains/screens;
 - r. extractor fan vents;
 - s. paper towel dispensers;
 - t. roller towel dispensers;
 - u. waste and sanitary receptacles;
 - v. floors.

The *Contractor* shall also replace and provide sufficient toilet paper for each toilet facility, along with soap, hand paper towels and the replacement of roller towels where fitted.

Single Living Accommodation – Kitchenettes; Office/Workspace – Beverage Preparation Areas

12. Cleaning of beverage preparation areas at SLA shall include:

- a. ceilings;
- b. standard light fittings;
- c. wall;
- d. floors;
- e. doors;
- f. ledges;
- g. shelving;
- h. drawers and cupboards (external surfaces only) partitions;
- i. windows and window frames (internal side only);
- j. window sills;
- k. blinds;
- l. glass including internal glazing partitions;
- m. radiators;
- n. pipes;
- o. sinks and fittings;
- p. extractor fan vents;
- q. cooker hoods.

Cleaning of cookers, hobs, microwave ovens and refrigerators shall include external surfaces only and SLA occupants/users remain responsible for the internal cleaning of these items.

Messes

13. Cleaning schedules shall recognise the requirement for normal, routine, periodic, specialist and deep cleaning of all designated Mess areas as detailed in the *Employer* Supplied Information in Booklet 4. It is essential that Mess public areas, reception areas, stairways and corridors are maintained and cleaned to the highest standards at all times. Mess cleaning shall include:

- a. public rooms;
- b. reading rooms;
- c. coffee lounges;
- d. bar areas;
- e. entrances;
- f. reception areas;
- g. television rooms;
- h. foyers;
- i. corridors;
- j. stairways.

The *Contractor's* clean schedule should take account of the fluctuating numbers of *Employer* personnel due to operational requirements, visiting personnel and functions at each Establishment resulting in changing and increased demand for cleaning of these areas. The *Employer* Supplied Information in Booklet 4 will utilise the grading methodology as described at paragraph 4 above.

14. Whilst not an exhaustive list, the following details the expected range of Mess ancillary cleaning tasks to be undertaken by the *Contractor*:

- a. frequent tidying of all Mess areas including:
 - 1) furniture;

- 2) beverage areas;
 - 3) reading rooms;
 - 4) mail racks;
 - 5) TV lounges;
 - 6) games rooms;
 - 7) cloak rooms;
 - 8) meeting rooms;
- b. frequent removal of dirty and/or used tea/ coffee cups, glasses, crockery;
 - c. frequent replenishment of beverage areas;
 - d. tidying of newspapers, magazines, periodicals.

Domestic Assistance (DA) to Officers in Command Appointments Living in SFA

15. The *Contractor* may be required to provide DA to those Officers in Command Appointments who reside in SFA on an enduring basis and, additionally, when authorised for Official Hospitality (OH) events. Where required in accordance with JSP 915 and single service amplifying instructions, the levels and frequencies of DA required to be provided by the *Contractor* will be detailed in the *Employer* Supplied Information in Booklet 4. The cleaning support element to be provided by the *Contractor* is restricted to the following:

- a. public spaces used for the provision of OH such as kitchens, dining rooms, sitting rooms, guest bedrooms and guest bathrooms, including the hall, corridors, stairs, landing and downstairs toilets. It does not include attics, rooms occupied by the family including en-suite bathrooms, or sculleries and outhouses. Cleaning support for Unaccompanied Officers recognises their situation as being compared to living in the Mess and therefore will be based on the area of public space in the property (as above), plus the area deemed as private living space for the officer;
- b. any areas that require a standard above normal (eg specialist, periodic but excluding hygiene areas) will be identified in the *Employer* Supplied Information in Booklet 4 along with the required frequencies of cleaning.

Common Service Standard for Window Cleaning

16. All internal and external glazing should be cleaned according to the frequency specified in the *Employer* Supplied Information in Booklet 4 and below (any deviation from this frequency can only be authorised by the *Employer*) and to the standard set out below:

- a. all floors and furniture are to be adequately protected before the commencement of work;
- b. all glazing throughout the premises shall be cleaned. Glass means both sides of glass of every description, including, but not limited to, internal partition glazing, display cases (external surface only) and panel glazing, glass balustrades, exterior glazing and exterior windows. Where double or triple glazing exists then all sides are to be cleaned;
- c. all glazing should be clean, dry and free from smears. There must be no evidence of run marks, verdi gris, stains or finger marks on glass, window ledges, sills, paintwork or surrounds;
- d. adjacent surfaces, including sills, mullions, frames and structural parts associated with the glass, shall also be left free from liquid spillage, smears and cleaning marks;

- e. cleaning access equipment is to be regularly maintained with regular risk assessments carried out. Where such equipment is not provided or available on the particular Establishment, specialist access equipment should be hired at no additional cost to the *Employer*;
 - f. all Personnel carrying out this work should be aware of and comply with Working at Height Regulations and Law;
 - g. risk assessments must be carried out and an Establishment specific policy statement must be written before the commencement of services;
 - h. on completion of each window clean, written certification which is to include the signature of an appropriate *Employer's* representative of completion and satisfaction, is to be provided to support monthly payment invoices.
17. For the purposes of this Contract, window cleaning is to be undertaken as follows:
- a. **General Establishment Buildings (Messes, office/work space etc)** - These windows are to be cleaned externally twice per annum and internally once per annum;
 - b. **Single Living Accommodation** - These windows are to be cleaned externally twice per annum. The internal clean of these windows is included as part of the normal room cleaning task for Officers, WOs and SNCOs. Junior Ranks will be expected to clean the internal surface of their own room's windows. Where fitted, room glazing will form part of the normal room cleaning task for Officers, WOs and SNCOs;
 - c. **High Frequency Window Cleaning** - Owing to health and safety Law, security requirements or other reasons, some buildings require more frequent cleaning (such as security points, air traffic control, etc) and these are detailed in the *Employer* Supplied Information in Booklet 4;
 - d. **UPVC Fascias and Boarding** - These are required to be cleaned once per annum.
 - e. **Fly screens** – Whether fitted as fixed or hinged frames to the external/internal windows of any building (including kitchen buildings), they should be cleaned once per annum.

Common Service Standard for Specialist and Periodic Cleaning

18. Specialist and periodic cleaning tasks and their frequencies are identified in the *Employer* Supplied Information in Booklet 4. For the purposes of this Contract, the specialist and periodic cleaning tasks are as follows:
- a. **Carpet Cleaning** – Carpets that are of a higher quality than those generally found in office/work space areas, as identified in the *Employer* Supplied Information in Booklet 4, require a specialist clean. Predominantly these carpets are located in high use areas such as Officers' and WOs' & SNCOs' Messes and entrances to some headquarters buildings. These carpets are to be cleaned at the frequency stated in the *Employer* Supplied Information. Other carpets within an Establishment are to be cleaned as part of the normal cleaning task. This is to include spot cleaning to remove spills and marks as required. If required, additional specialist cleaning of carpets will be requested by the *Employer* to the *Contractor* on a call off basis;
 - b. **High Walls and Ceilings** - These tasks are listed as specialist due to the *Employer's* expectation that they will require suitable specialist reach equipment such as platforms, scaffolding or cherry pickers to complete the task. Other areas within Establishments, such as open plan stairwells and entrances are expected to be cleaned during normal daily or periodic cleaning tasks. Equipment, such as extendable reach dusting and cleaning tools, should be made readily available to Personnel by the *Contractor* as required;

- c. **Light Cleaning** - These tasks are listed as specialist due to the *Employer's* expectation that either they will require specialist reach equipment such as platforms or cherry pickers to complete the task or, depending on the style of the light fittings, they will require a specialist clean due to the complexity of the task or value (eg chandeliers, lights that require tools to dismantle etc). Other standard light fittings within offices and buildings are to be cleaned as required to remove dust, insects and other debris during daily or periodic cleans by the use of extendable poles or step ladders;
- d. **Workshops/ Hangars/ Warehouses etc** - These areas may require an industrial style deep cleaning that may require specific risk assessments and specialist equipment to carry out the task. Hazardous waste/debris may need to be disposed of and will be identified by the *Employer*;
- e. **Other Specialist Cleaning Tasks** - Other specialist cleaning tasks will be detailed in the *Employer Supplied Information* in Booklet 4 and a definition provided as to the nature of the task. Generally, these tasks will require specialist or specific equipment and possibly trained Personnel to carry out the task.

Common Service Standard for Reactive Cleaning

19. Reactive cleaning includes the cleaning up of liquid spills, broken glass, overflows/flooding, human and animal faeces, blood and vomit. During Normal Working Hours, the *Contractor* shall respond to each incident within 30 minutes (for emergencies) and 24 hours (normal) of notification unless otherwise stated. The Contractor may be required to respond to emergencies outside of Normal Working Hours (within 2 hours of notification). Additional cleaning of entrances and passageways to buildings during heavy inclement weather during Normal Working Hours may also be required.

Equipment and Materials

20. The *Contractor* shall provide all cleaning equipment and materials necessary for the execution of all cleaning tasks required under this Contract.

Consumables

21. The Contractor shall utilise *Employer* contracts, where they exist, to procure all sanitary consumables, this includes ordering consumables via MJDI, where available, in order to provide the required cleaning service:

- a. toilet rolls;
- b. toilet brushes;
- c. paper towels;
- d. roller towels;
- e. liquid soap;
- f. hard soap;
- g. bin liners.

Miscellaneous Cleaning

22. **Domestic Refrigerators** – The external surfaces of refrigerators located in office/workspace areas, kitchenettes (including accommodation kitchenettes etc) shall be cleaned by the *Contractor* as part of the normal cleaning task. The internal cleaning of these refrigerators, including defrosting, is the responsibility of the users. Refrigerators located in individual SLA rooms are private property and are not to be cleaned by the *Contractor*.

23. **Dogs in Single Living Accommodation** - Where owners are allowed to keep their dogs in SLA, additional cleaning will generally be required to be carried out by the *Contractor* on a change of occupancy. It is expected that individual Establishments will have their own dog ownership policy in place for Messes with regards to occupancy of SLA under which dog owners will be liable for any such additional cleaning costs on change of occupancy, unless Establishment policy dictates otherwise. The cost of any additional cleaning required due to the presence of dogs in SLA shall be invoiced by the *Contractor* to the relevant Mess (who may recover such cost from the dog owner). These additional charges shall not be levied to the *Employer* or form part of the payment under this Contract.

ANNEX G – CLEANING OF THE HEALTHCARE ENVIRONMENT

References:

- A. [DH Standards for Better Health \(updated 2006\).](#)
- B. [The Health and Social Care Act 2008: Code of practice for health and adult social care on the prevention and control of infections and related guidance. Dec 2010.](#)
- C. [The national specifications for cleanliness: guidance on setting and measuring performance outcomes in primary care medical and dental premises. 2010.](#)
- D. [The national specifications for cleanliness in the NHS: A framework for setting and measuring performance outcomes in ambulance trusts.](#)
- E. [The national specifications for cleanliness in the NHS: a framework for setting and measuring performance outcomes April 2007.](#)
- F. [The NHS Cleaning Manual 2009.](#)
- G. [The Revised Healthcare Cleaning Manual June 2009.](#)

Introduction

1. This Annex G provides direction and guidance on current legislation and national guidelines regarding standards of cleanliness as they apply to all Defence Primary Healthcare (DPHC) facilities in the UK.

Aim

2. The aim is to provide a framework for Establishments to determine the cleaning requirements of healthcare facilities thereby ensuring consistency in cleaning standards and compliance with the guidance in References A and B.

Scope

3. This Annex G provides direction on what, when, how often, with what and who cleans the healthcare environment, and how to determine the standard of cleaning through the processes of risk assessment and audit.

Background

4. The cleanliness of healthcare facilities and equipment has been firmly fixed on the NHS agenda as a key issue since 2000. Since then, much has been issued in the way of advice and guidance but this has, in the main, been aimed at the acute sector.

5. The registration requirements of The Health and Social Care Act 2008, which applies to primary dental care providers (from 2011) and primary medical care providers (from 2012), state that as far as is reasonably practicable staff and service users should be protected from the risk of healthcare associated infection, and that this should be achieved in part through maintenance of appropriate standards of cleanliness and hygiene.

Cleaning of the Healthcare Environment

6. Cleaning the healthcare environment is important for all Establishments. Crucial to the success of cleaning services is personal responsibility and accountability and clarity of contractual arrangements. Key personnel (eg practice manager, practice nurse, physiotherapists) should have knowledge of hygiene standards as an objective in their terms of reference. It is the responsibility of the Chain of Command to ensure there is a clear, written and well publicised cleaning framework. The framework should be regularly tested and reviewed to ensure it remains fit for purpose.

7. Typically there are 3 groups of personnel with cleaning responsibilities:

- a. **Soft FM Contractor** - Found in the majority of healthcare environments through contractual arrangement.
- b. **Healthcare Staff** - These have a responsibility to maintain the cleanliness of their work area.
- c. **Hard FM Contractor** - Certain cleaning tasks will be undertaken by estates staff, eg ventilation grills.

8. Senior Practice personnel should satisfy themselves that those tasked with cleaning responsibilities have the necessary skills, competencies and resources available to discharge their responsibilities. The Practice Manager should take care to read and fully understand the cleaning schedule and to ensure that it is monitored closely. Where there is a change in room use or priorities, the Practice Manager should inform those responsible for undertaking the cleaning. However, any significant and long term change in the use of any room in a work area should result in a change to the cleaning schedule. The cleaning schedule should be made available and publicised so that patients, visitors and staff are able to view it.

9. The following 6 steps provide the framework for the development of an effective cleaning programme. These are discussed in more detail below and supported by the relevant Appendices which should be adapted as necessary. This process should underpin the development of healthcare cleaning contracts.

- a. Risk assess each area. Appendix 1 provides generic guidance based on Ref C. Refs D and E provide more detailed frameworks for ambulances and hospital settings respectively.
- b. Identify the frequency of cleaning for each area. Appendix 2 provides guidance.
- c. Identify which items require cleaning by healthcare staff and which by cleaning staff. Appendix 3 provides guidance.
- d. Identify the standard of cleaning for each item. Appendix 4 provides guidance.
- e. Once cleaning regimes are embedded instigate regular audit. An example tool is provided in Appendix 5.
- f. If audit identifies deficiencies in cleaning ensure that these are documented and share these findings with the unit contract monitoring team.

10. Different areas will require different types and frequencies of cleaning depending on what activities are carried out in those areas. For example, a store room will require less cleaning than a treatment room. Each room in the healthcare environment should be given a risk rating. The risk ratings and examples of their application are demonstrated at Appendix 1¹. Once each area has been risk rated the cleaning schedule can be developed. Appendix 2 provides an example cleaning schedule detailing the cleaning requirements for different elements dependant on whether they are located in high or low risk areas.

11. Healthcare staff must support the role of domestic cleaning staff. It is accepted practice to have different cleaning responsibilities for cleaning staff and healthcare staff. These should be clear and documented to prevent confusion and reduce the risk of an area being omitted from cleaning. Healthcare staff are responsible for cleaning medical equipment (eg ECG machines, commodes and mattresses) and there should be clear processes and cleaning records. Examples of cleaning

¹ National Patient Safety Agency (2007) The National Specifications for cleanliness in the NHS: A framework for setting and measuring performance outcomes.

responsibilities are at Appendix 3. Cleaning schedules should be drafted collaboratively by the cleaning provider and healthcare staff and agreed by senior medical centre personnel. Once agreed, the cleaning schedule should carry a date of issue and date of review. The cleaning schedule should be prominently displayed in a public area.

12. The cleaning schedule should detail daily work instructions for domestic cleaning staff. It should include the numbers of personnel required, the start and finish times, list the various cleaning tasks and the order in which they need to be undertaken. The following variables will need to be accounted for locally:

- a. The age and condition of the facility.
- b. The requirement for supervision.
- c. The correct type, amount and storage of cleaning equipment.

13. **Cleaning methods.** The NHS Cleaning Manual at Reference F and the Revised Healthcare Cleaning Manual at Reference G have detailed cleaning methods that may be used for work training or planning and should be used to review current services and current cleanliness. The cleaning methods provide good practical guidance on general cleaning techniques, they cannot provide definitive guidance on the use of every cleaning product, nor on the cleaning of every item. However, the key at Appendix 2 provides some direction on the types of cleaning products to be used. Healthcare providers must in all cases refer to the manufacturer's instructions for individual item guidance. Appendix 4 outlines the standards of cleaning that are required for common elements found in healthcare facilities.

14. **Periodic Cleaning.** Some cleaning tasks are typically performed less frequently, but are required at defined intervals. These may range from fortnightly to annually. Examples of such tasks are deep cleaning, carpet shampooing, curtain changing and window cleaning. Examples of such tasks and suggested frequency are provided at Appendix 2. Further details can be found at Reference F. These cleaning tasks need to be planned and budgeted in advance and be included in the cleaning schedule. Deep cleaning is not a substitute for regular planned routine cleaning.

15. **Unscheduled cleaning.** Contingency planning must be acknowledged in the overarching cleaning schedule. There may be instances when additional cleaning may be required; for example, during outbreaks of communicable disease or significant spillage of chemicals or body fluids. There must be a clearly identified process for requesting additional cleaning services. This may extend outside the healthcare facility to single barrack block or mess accommodation where patients are bedded down during an outbreak of respiratory or diarrhoeal illness; this must be documented in the cleaning contract. Additional guidance can be found at Appendix 6.

Cleaning Equipment

16. **Storage** - To maintain high standards of domestic cleaning throughout the facility, there must be adequate facilities provided for the domestic cleaning staff to safely store the cleaning equipment and their Personal Protective Equipment (PPE). The cleaning equipment storage room must be a lockable room, which has storage and wall shelves so that the cleaning supplies can be stored above floor level. There should be provision of a receiver for the disposal of dirty mop water (e.g. sluice hopper or janitorial unit). There should also be access to a hand washing sink, this should be equipped with a wall mounted liquid soap dispenser and paper towel dispenser to allow domestic staff to wash their hands after handling the used cleaning equipment and after removing PPE. The storage room should be clean and uncluttered.

17. Cleaning equipment should be clean at the start of every day. On completion of the cleaning session the mops should be laundered, stored upright to dry or disposed of (if single use). Buckets

should be cleaned and stored dry. Cleaning products should be labelled, dated and stored in the storage cupboard².

18. **Colour coding** - Cleaning materials and equipment should be colour coded, to ensure that they are not used in multiple areas. All healthcare environments should adopt the National Colour Coding Scheme for cleaning materials³. It is vital that such a system forms part of any employee induction or continuous training programme. The National Colour Code for cleaning materials is demonstrated in Appendix 7.

19. **Training** - Domestic cleaning staff employed to clean a healthcare environment must have written training records. As a minimum, training must be given in the performance of cleaning tasks, the use of cleaning equipment, hand washing procedures, infection control, manual handling, needle/sharps stick injuries, fire, health and safety and Establishment orientation delivered by the *Contractor*⁴. Domestic cleaning staff should be clear on the rules regarding uniform and jewellery whilst working in a healthcare environment⁵.

20. **Cleaning chemicals** - The company providing domestic services to the healthcare environment must provide the material safety data sheets and product handling sheets for all products and have undertaken an assessment of the use of those products in accordance with the requirements of the Control of Substances hazardous to Health Regulations (as amended) 2002 (COSHH)⁶. A summary of COSHH information relating to cleaning solutions should be available locally.

Cleaning Standards

21. The appearance of any healthcare environment should be tidy, ordered and uncluttered with only appropriate, cleanable, well maintained furniture used. The presence of any blood or body fluids is completely unacceptable. The fabric of the environment and equipment should smell fresh with no offensive odours. All elements (fixed or non-fixed) must be cleaned to an appropriate standard as determined by the risk assessment (see para 9). Specific standards for cleanliness of the healthcare environment are listed in Appendix 4.

22. **Audit** - Regular audit provides the opportunity to ensure that facilities are cleaned and maintained to an appropriate standard. The audit process should encourage quality improvements and should not be punitive. Two levels of audit should be employed:

a. **Technical** - These are regular audits and form a continuous and inseparable part of the day to day management and supervision of cleaning services. Technical audits should be conducted jointly by the contracted cleaning service provider and a senior representative from the healthcare facility ie Practice Manager, Practice Nurse or, Medical Officer.

b. **Managerial** - These are ad hoc audits that verify the cleaning outcomes of technical audits and identify areas for improvements. The audit team should consist of senior Establishment staff and the contracted cleaning service provider.

23. The precise arrangements for undertaking technical and managerial audits may vary according to local arrangements. Recommended audit frequencies are listed at Appendix 1. Cleaning audits should be realistic, achievable, challenging and regularly reviewed to ensure they contribute to an ethos of continuing improvement. An example tool is provided at Appendix 5. It is recommended that a separate audit tool is utilised for each functional area to reflect the different levels of risk within different functional areas (eg clinical areas and administrative areas will have different risk assessments). Each room within

² In accordance with the requirements of the Control of Substances Hazardous to Health Regulations (as amended) 2002.

³ National Patient Safety Agency (2007) Safer Practice Notice. 15

⁴ National Patient Safety Agency (2009) The Revised Healthcare Cleaning Manual.

⁵ Clear current guidance can found at [Department of Health Uniform and Workwear guidance](#)

⁶ JSP 375 – MOD Health and Safety Handbook

the functional area should be identified separately. Each element within the room is assessed as either acceptable (1) or not acceptable (0) with respect to the pre-determined standards. For elements that are not applicable within a particular room an (x) is used. It is not advisable to use the same tool for a high risk area (treatment room) and a low risk area (staff rest room).

24. **Contract monitoring** - It is possible that healthcare staff undertaking reviews of cleaning tasks will identify areas of non-performance or inconsistent performance of cleaning tasks. The healthcare staff must ensure that they have evidence of a lapse in performance, drawn from a measurement tool. The evidence should be shared with the cleaning provider and/ or contract management staff for action. If the standards do not improve then healthcare staff are to highlight issues via the Chain of Command.

Outbreaks of Infectious Disease

25. Outbreaks of infectious disease may have implications for the cleaning requirements in healthcare facilities and other communal locations within the Establishments, for example accommodation blocks. Appendix 6 provides guidance on these additional requirements which should be considered within local contractual arrangements in order to mitigate the spread of infection in the event of an outbreak.

Appendices:

1. Risk Rating: Functional Area Cleaning Guidance.
2. Example Cleaning Schedule – Healthcare Facilities.
3. Example of Cleaning Responsibilities And Frequencies.
4. Cleaning Standards.
5. Cleaning Audit Score Sheet.
6. Specialist Cleaning Required During Outbreaks Of Communicable Disease.
7. National Colour Code for Cleaning Materials.

APPENDIX 1 TO ANNEX G - RISK RATING: FUNCTIONAL AREA CLEANING GUIDANCE

Risk Functional Area	Required service level	Examples	Plus	Auditing
VERY HIGH RISK	Consistently high cleaning quality standards must be maintained throughout the day.	<ul style="list-style-type: none"> • Dental Treatment Rooms • Sterilisation Areas 	Bathrooms, staff lounges, offices and any other areas adjoining very high risk functional areas should receive the same levels of cleaning.	Informal auditing of cleanliness levels attained should take place continuously. Formal audit on all rooms within high risk functional areas should be at least monthly.
HIGH RISK	Only consistently high cleaning standards will ensure the required outcomes. To achieve this, cleaning must be intensive and frequent. Since this category includes areas where invasive procedures may be undertaken there is a need for a very high standard of cleaning.	<ul style="list-style-type: none"> • Dental Surgeries • Laboratory/Casting Rooms • CSSD • Public toilets • Patient ablution Areas • Dirty utility rooms 	Bathrooms, staff lounges, offices and any other areas adjoining high risk functional areas should receive the same levels of cleaning.	Informal auditing of cleanliness levels attained should take place continuously. Formal audit on all rooms within high risk functional areas should be at least monthly.
SIGNIFICANT RISK	In these areas good standards of cleanliness are required for both hygiene and aesthetic reasons, but they will not require the same levels of intensity as high risk areas. Regular cleaning with the capacity for 'spot cleaning' should be sufficient to maintain standards.	<ul style="list-style-type: none"> • Reception areas • General public areas, e.g. waiting rooms, public thoroughfares. • Consultation rooms • Dental supply store room. 	Bathrooms, staff lounges, offices, and any other areas adjoining significant risk functional areas require the same intensive levels of cleaning.	Informal auditing of cleanliness levels should take place continuously. Formal audit on all rooms within significant risk functional areas are required every 3 months.
LOW RISK	In these areas the risk posed to patient safety is judged to be minimal, and therefore cleaning is more for aesthetic purposes. Cleaning will be less frequent than medium risk areas though still to a regular schedule with 'spot cleaning' as required.	<ul style="list-style-type: none"> • Administrative areas • Record storage and archives • Dental laboratory • Staff rest/ change areas. 	Bathrooms, staff lounges, offices and any other adjoining low risk functional areas should receive the same level of cleaning.	Informal auditing of cleanliness levels attained should take place continuously. Formal audit on all rooms within low risk functional areas require biannual auditing.

Based on the National specifications for cleanliness in the NHS: Guidance on setting and measuring performance outcomes in primary care medical and dental premises- NPSA 2010.

APPENDIX 2 TO ANNEX G - EXAMPLE CLEANING SCHEDULE: HEALTHCARE FACILITIES

It is not possible to list every element that may be present in the healthcare environment. Units should ensure that all items in their environment are included in the cleaning schedule. The risk ratings for functional areas are at Appendix 1.

Element	Minimum Cleaning Frequency			
	Very High Risk	High Risk	Significant Risk	Low Risk
Hand hygiene product dispensers and paper towel dispensers*		Clean daily	Clean daily	Clean daily
Switches, sockets and data points		Clean daily	Clean daily	Clean daily
Walls		Check daily Dust weekly Wash yearly	Check weekly Dust monthly Wash yearly	As required
Ceilings		Dust monthly Wash yearly	Dust monthly Wash yearly	Dust monthly Wash three yearly
Doors		Clean daily	Clean daily	Clean weekly
Door handles*		Clean daily	Clean daily	Clean daily
Mirrors		Clean daily	Clean daily	Clean weekly
Radiators		Clean daily	Clean daily	Clean monthly
Handrails*		Clean daily	Clean daily	Clean daily
Ventilation grills extract and inlets		One clean weekly	One clean monthly	One clean monthly
Floor (vinyl)		Sweep daily x 1 One check sweep x 1 Mop daily x 1 Mop check x 1	Sweep daily x 1 Mop daily x 1 Machine clean monthly	Sweep daily x 1 Mop weekly x 1
Floor (carpet) (Flooring should be vinyl)		clean daily x 2 Shampoo six monthly	Clean daily Shampoo yearly	Clean weekly Shampoo yearly

Element	Minimum Cleaning Frequency			
	Very High Risk	High Risk	Significant Risk	Low Risk
Low surfaces, including window seals and ledges		Clean daily x 1 Check x 1	Clean daily x 1	Clean weekly x 1
High surfaces (curtain rails, ledges)		Clean weekly x 1 Check x 1	Clean weekly x 1	Clean weekly x 1
Chairs		Clean daily x 1 Check x 1	Clean daily x 1	Clean weekly x 1
Tables/desks		Clean daily x 1	Clean daily x 1	Clean weekly x 1
Waste receptacles		Clean daily x 1 Check x 1	Clean daily x 1	Clean daily x 1
Blinds		Clean monthly	Clean monthly	Clean six monthly
Curtains (disposable curtains recommended)		Bed curtains changed six monthly and when visibly soiled	Bed curtains changed six monthly and when visibly soiled	Bed curtains changed six monthly and when visibly soiled
Bathrooms (baths, sinks & showers)*		Clean daily x 1 Check x 1	Clean daily x 1	Clean daily x 1
Toilets*		Clean daily x 2 Check x 1	Clean daily x 1	Clean daily x 1
Hand washbasins*		Clean daily x 2 Check x 1	Clean daily x 1	Clean daily x 1
Dirty utility*		Clean daily x 2	Clean daily x 2	NA
Kitchen surfaces		Clean daily x 1 Check x 1	Clean daily x 1	Clean daily x 1
Kitchen cupboards		Weekly	Weekly	Monthly
Internal glazing including partitions.		Clean weekly x 1 Check weekly x 1	Clean weekly x 1 Check weekly x 1	Clean weekly x 1

Element	Minimum Cleaning Frequency			
	Very High Risk	High Risk	Significant Risk	Low Risk
Beds/couches		Clean frame daily x 1 Clean underneath daily x 1 Clean whole bed on patient discharge/end of session with patient	Clean frame daily x 1 Clean underneath daily x 1 Clean whole bed on patient discharge/end of session with patient	Clean frame daily x 1 Clean underneath daily x 1 Clean whole bed on patient discharge/end of session with patient
Lockers/patient tables		Clean daily x 1 Check x 1	Clean daily x 1	Clean daily x 1
Kitchen appliances		Clean daily x 1 Check x 2	Clean daily x 1	Clean weekly
Cleaning equipment		Clean daily x 1	Clean daily x 1	Clean daily x 1
Patient television		Dust removal and clean daily x 1	Dust removal and clean daily x 1	Dust removal and clean daily x 1
Ice machines		Check daily x 1 Clean weekly x 1	Check daily x 1 Clean weekly x 1	Check daily x 1 Clean weekly x 1

* Specific areas will require the use of detergent cleaning followed by disinfection routinely eg toilet bowl cleaner, disinfectant wipes etc. All other areas may require this level of cleaning in the event of a spillage. The Revised NHS Cleaning Manual at Reference E provides further guidance.

Cleaning Terminology

- Check:** Visual check, if soiled or visibly dirty then item will require an additional clean
- Dust:** Use clean duster or clean wet cloth
- Wash:** Use detergent and water with a clean cloth, rinse with warm water and dry with a clean cloth
- Clean:** Use detergent and water with a clean cloth or use detergent wipes
- Full clean:** Seek SME guidance-manufacturers guidance prior to cleaning/use detergent and water with a clean cloth or use detergent wipes
- Sweep:** Using a broom/dustpan and brush
- Mop:** Use clean mop head and clean bucket with detergent and warm water. Rinse with warm water

APPENDIX 3 TO ANNEX G - EXAMPLE OF CLEANING RESPONSIBILITIES AND FREQUENCIES

1. DAILY

Element	Action	Staff	Frequency
Medical equipment eg drip stands, IV pumps, thermometers	Clean surfaces between each patient	Clinical	After use
Bedside oxygen and suction connectors	Clean and check between use by each patient	Clinical	After use
Procedure/dressing trolleys	Clean between use by each patient	Clinical	After use
Beds – upper frame	Clean all parts of upper frame including mattress base, mattress, head and foot boards, hand controls and bed rails between each patient	Domestic	After use
Commodes and raised toilet seats	Clean between use by each patient	Both	After use
Point of care – hand rubs	Check gel available at the point of care and clean holders	Domestic	Daily
Sluice	Clean and tidy	Both	Daily
Toilets and bathrooms	Check, clean, tidy and report any defects	Domestic	Daily
Drugs trolley, drugs cupboard and CD cupboard	Clean	Clinical	Daily
Drug fridge	Clean, check and record temperature (2-8 °C)	Clinical	Daily
Resuscitation trolley	Clean and check	Clinical	Daily
Portable oxygen, patient call bells and buzzers	Clean and check	Both	Daily
Sharps bins	Check levels	Clinical	Daily
BM machine	Clean and calibrate	Clinical	Daily
Dental Operating Unit (Complete), X-ray apparatus, Clinical Surfaces and Dental Instruments	Clean between each patient	Clinical	After use
All CSSD Equipment and Surfaces	Clean between each patient	Clinical	After use
X-ray Development Equipment	Clean after each use	Clinical	After use
Laboratory/Casting Equipment	Clean after each use	Clinical	After use
Patients' kitchen	Check kitchen stores and discard expired stock. Check and record fridge temperature (0-5°C)	Domestic	Daily

Designation of cleaning tasks is made by Management Team either clinical/domestic or both.

2. WEEKLY

Element	Action	Staff	Frequency
Patient scales	Clean	Domestic	Weekly
Medical equipment eg drips stands, IV pumps	Thoroughly clean bases of stands	Clinical	Weekly
Plaster Trap (Held in Laboratory)	Clean at end of each working week	Clinical	Weekly
Clipboards/folders	Clean	Clinical	Weekly
Notice boards	Clean, tidy and discard out of date notices.	Both	Weekly
Linen trolley/Cupboards	Clean and tidy	Domestic	Weekly
Wheelchairs/pat slides	Clean	Both	Weekly
Showers, bath and sink taps	Run unused taps for two minutes	Domestic	Weekly
Staff changing room	Clean and tidy	Domestic	Weekly
Electric fans	Clean exterior of fans (interior to be included in periodic cleaning programme)	Domestic	Weekly
Ceiling lights	Check and report if they require cleaning outside of periodic programme.	<i>Contractor</i>	Weekly

Key Reference: National Patient Safety Agency (2007) The National Specifications for cleanliness in the NHS: A framework for setting and measuring performance outcomes.

APPENDIX 4 TO ANNEX G - CLEANING STANDARDS

All elements (fixed or non-fixed) must be cleaned to an appropriate standard. The appearance of any healthcare environment should be tidy, ordered and uncluttered with only appropriate, cleanable, well maintained furniture used. Any presence of blood or body fluids is unacceptable. The fabric of the environment and equipment should smell fresh and pleasant. Standards for cleanliness of the healthcare environment are listed below.

ELEMENTS	STANDARD
Hand hygiene product dispensers and paper towel dispensers	All parts should be visibly clean, with no blood or body fluid, dust, dirt, debris or spillages. Hand wash dispensers should be free of product build-up around the nozzle. Splashes of the product on the wall, floor, or sink should not be present.
Switches, sockets and data points	All wall fixtures eg switches, sockets and data points should be visibly clean, with no blood or body fluid, dust, dirt, debris or spillages.
Walls	All wall surfaces including skirting should be visibly clean, with no blood or body fluid, dust, dirt, adhesive tape, debris or spillages.
Ceilings	All ceiling surfaces should be visibly clean, with no blood or body fluid, dust, dirt, adhesive tape, debris or spillages.
Doors	All parts of the door structure should be visibly clean so that all door surfaces, vents, frames and jambs have no blood or body fluid, dust, dirt, adhesive tape, debris or spillages.
Door handles	All parts should be visibly clean, with no blood or body fluid, dust, dirt, debris or spillages.
Mirrors	Mirrors should be visibly clean and smear free with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.
Radiators	All parts of the radiator (including between panels) should be visibly clean with no blood and body substances, dust, dirt, debris, adhesive tape or spillages.
Handrails	All parts should be visibly clean, with no blood or body fluid, dust, adhesive tape, dirt, debris or spillages.
Ventilation grilles extract and inlets	The external part of the ventilation grill should be visibly clean, with no blood or body fluid, dust, dirt, adhesive tape, debris, spillages or cobwebs.
Floor (vinyl)	The complete floor including the edges, corners and main floor spaces should have a uniform finish or shine and be visibly clean with no blood or body substances, dust, dirt, debris or spillages.
Floor (carpet)	The complete floor including all edges and corners should be visibly clean with no blood and body substances, dust, dirt, debris or spillages. Floors should have a uniform appearance and an even colour with no stains or watermarks.
Low surfaces, window seals and ledges	All surfaces should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.
High surfaces (curtain rails, ledges)	All surfaces should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.
Chairs	All parts of the furniture should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages
Tables/desks	All parts of the table (including wheels, castors and underneath) should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape, stains or spillages.
Waste receptacles	The waste receptacle should be visibly clean including the lid and pedal with no blood and body substances, dust, dirt, adhesive tape, debris, stains or spillages. Receptacles should be emptied frequently and not allowed to overflow.
Curtains/Blinds	Curtains/blinds should be visibly clean, with no blood or body substances, dust, dirt, debris, stains or spillages.

ELEMENTS**STANDARD****Bathrooms (sinks, baths & showers)**

The shower, wall-attached shower chairs, sinks, baths and showers should be visibly clean with no blood and body substances, scum, dust, lime scale, stains, deposit or smears. Plugholes and overflow should be free from build up.

Toilets

The toilet should be visibly clean with no blood and body substances, scum, dust, lime scale, stains, deposit or smears.

Hand washbasins

The sink and wall-attached dispensers should be visibly clean with no blood and body substances, dust, dirt, debris, lime scale, stains or spillages. Plugholes should be free from build up.

Dirty utility

The dirty utility should be visibly clean with no blood or body substances, dust, dirt, debris, lime scale, stains or spillages.

Kitchen surfaces

All surfaces should be visibly clean, with no blood or body fluid, dust, dirt, debris, stains, spillages or food debris.

Kitchen cupboards

Kitchen cupboards should be visibly clean, with no blood or body fluid, dust, dirt, debris, stains, spillages or food debris.

Internal glazing including partitions.

All internal glazed surfaces should be visibly clean and smear free with no blood and body substances, dust, dirt, debris, adhesive tape or spillages. They should have a uniform shine appearance.

Beds/ couches

All parts of the bed/couch (including mattress, frame, wheels and castors) should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.

Lockers/ patient tables

All parts of the locker/table (including wheels, castors and inside) should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.

Kitchen appliances/Ice Machines

All appliances should be visibly clean, with no blood or body substances, dust, dirt, debris, stains, spillages or food debris.

Cleaning equipment

The cleaning equipment should be visibly clean with no dirt, dust or debris. The mop heads should be laundered daily or disposable mop heads to be discarded after daily use. All mop buckets are to be cleaned inside and out after use and dried thoroughly after each use.

Patient television

All parts of the audio visual equipment should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.

APPENDIX 6 TO ANNEX G - SPECIALIST CLEANING DURING OUTBREAKS OF COMMUNICABLE DISEASE

References:

- A. [HPA Guidance for the Management of Norovirus infection in Cruise Ships 2007.](#)
- B. [NHS The Revised Healthcare Cleaning Manual June 2009.](#)

Introduction

1. This document provides a framework for the cleaning requirements that are necessary to minimise the spread of infection during outbreaks of communicable disease. Communicable diseases such as gastro-intestinal infection (GII) and influenza may require an increase in the frequency of cleaning or specialist cleaning in healthcare facilities. In addition, if an outbreak of infectious disease is affecting significant numbers of patients in single barrack style accommodation it may be necessary to augment the cleaning of that facility to that of a healthcare environment to prevent the risk of further spread. Such considerations must be factored into the unit cleaning contract to ensure that adequate cleaning and cleaning materials/chemicals are utilised to mitigate the spread of infection.
2. This document and the supporting guidance at Refs A and B must be taken into consideration in addition to Leaflet 2-05 Annex B when determining the cleaning requirements provided by contracted cleaning services. In the event of an outbreak, the requirement for an enhanced level of cleaning provision will be determined by the SMO in discussion with the Proper Officer (CCDC) of the local Health Protection Unit (HPU) and/or SO1 Health Protection, HQ Air, as part of the management of the outbreak.

Specialist Cleaning Requirements

3. Dependent on the nature of an outbreak, the following enhancements to the cleaning schedule may be required. The following list is not exhaustive and Ref A provides more detailed guidance.
4. **Cleaning schedule** - Cleaning contracts should include enhanced cleaning that is to be employed in the event of an outbreak of communicable disease. This should be flexible dependant on the nature of the outbreak and areas affected, and should include the following:
 - a. **Frequency** - An increased frequency of cleaning and the requirement for specialist cleaning (as detailed in Leaflet 2-05 Annex B).
 - b. **Contact surfaces** - It must be ensured that all contact surfaces such as door handles, hand rails, push buttons, sports equipment, telephones and keyboards are included in the cleaning schedule. These items should be cleaned regularly with suitable disinfecting agents.
 - c. **Spillages** - There must be provision for cleaning accidental spillages of bodily fluids such as faeces and vomit. Such cleaning should only be undertaken by personnel who are appropriately trained, have the correct equipment and cleaning agents (with appropriate assessments) and protective equipment.
 - d. **Cleaning agents** - Cleaning using detergent and hot water removes accumulated deposits and reduces the number of micro-organisms from a surface, thereby enabling subsequent disinfection to be effective. The detergent selected must be compatible with the subsequent disinfection process because some products can interfere with chemical disinfection. Thorough rinsing is necessary to remove all soil and cleaning agent from surfaces.
 - e. **Disinfecting agents** - When it comes to disinfecting surfaces, sodium hypochlorite remains the 'gold standard'. However, there may be sensitive environmental surfaces such as carpets and furnishings that could be damaged by sodium hypochlorite solutions. Other disinfectant

agents have been developed that are less damaging to furnishings but provide similar disinfecting properties to that of sodium hypochlorite. In any cleaning contract, it must be ensured that suitable disinfecting agents are available and utilised. Ref A provides guidance on disinfecting products that are considered suitable in the destruction of Norovirus for surfaces where the use of sodium hypochlorite is not appropriate.

f. **Laundry** - Where laundry facilities are used, it must be ensured that laundry from affected persons is kept separate from all other laundry and handled in a manner that does not present the risk of cross contamination. The items must be laundered in a manner that adequately cleans and disinfects them; for example, a high temperature washes or use of a chemical disinfectant. Contracted laundry facilities/services must be able to satisfactorily deal with contaminated items.

5. **Cleaning contract details** - A cleaning contract should not be prescriptive, but should enable an enhanced cleaning capability and hand washing provision to be made available when required. Most *Contractors* will have their preferred supplier of cleaning equipment and chemicals but it must be ensured that a suitable disinfecting agent (at least as good as sodium hypochlorite) is available for use. *Contractors* are required to comply with legislative requirements and undertake their own risk assessment to ensure that chemicals are stored and used correctly. Their staff must be appropriately trained and be provided with suitable PPE.

6. **Specialist cleaning Contractors** - Where specialist cleaning *Contractors* are engaged to assist with the decontamination of a facility (for example, a medical facility or accommodation block), the *Contractor* must be able to demonstrate that they are capable and competent and that they utilise suitable cleaning and disinfecting agents as stipulated in Ref A. For medical facilities, the use of specialist *Contractors* should be specified in their decontamination plan. It should specify the timings, who does the work, and the methods and types of cleaning and disinfection. It should demonstrate that there will be no risk of cross-contamination from 'dirty' to 'clean' areas.

7. **Medical facilities** - Potentially infectious persons are likely to attend the Medical Facility for treatment. A risk assessment would be undertaken as part of an outbreak control plan and this would be used to advise on additional cleaning requirements. Particularly vulnerable areas include waiting areas, consultation rooms, hand washing and toilet facilities.

8. **Accommodation** - In the majority of cases, personnel affected by communicable diseases such as GII or influenza are required to stay in their own accommodation until the symptoms have passed. In communal accommodation areas such as barrack blocks, it is essential that cleaning is enhanced and that suitable hand washing facilities are available (hot and cold running water, soap (preferably liquid soap), a hygienic means to dry hands and alcohol-based gels to use after hand washing. In the case of a GII outbreak, where shared toilet facilities are used it is usual for a number of WCs to be allocated for symptomatic persons only. These facilities should be cleaned and disinfected at least 4 times per day.

9. **Other communal facilities** - Enhanced cleaning and provision of hand washing facilities should also be provided in other communal facilities such as gymnasias, Hives etc, if they have been affected by or are deemed the source of the outbreak.

Additional Measures

10. **Hand washing** - Hand washing remains the single most important measure in the prevention of the spread of infection. Pathogens responsible for the outbreaks can remain viable on hands for a number of hours and adequate hand washing must be promoted and enabled. Hand washing with soap and hot and cold running water with a hygienic means to dry hands (such as disposable paper towels) remains the gold standard and such facilities must be made available and be well maintained. Dependent on the nature of the outbreak, consideration should be given to the provision of additional temporary hand washing facilities, such as teal sinks, in vulnerable areas eg on entry to medical centres

or catering facilities, to minimise the spread of infection. Where possible, non hand operable taps and liquid soap dispensers should be provided to help prevent re-contaminating clean hands. All personnel should be provided with instructions for proper hand hygiene. Alcohol based hand gels/rubs should be used in addition to hand washing with water and soap but NOT used as a replacement.

APPENDIX 7 TO ANNEX G - NATIONAL COLOUR CODE FOR CLEANING MATERIALS

Key reference: National Patient Safety Agency (2007) Safer Practice Notice 15

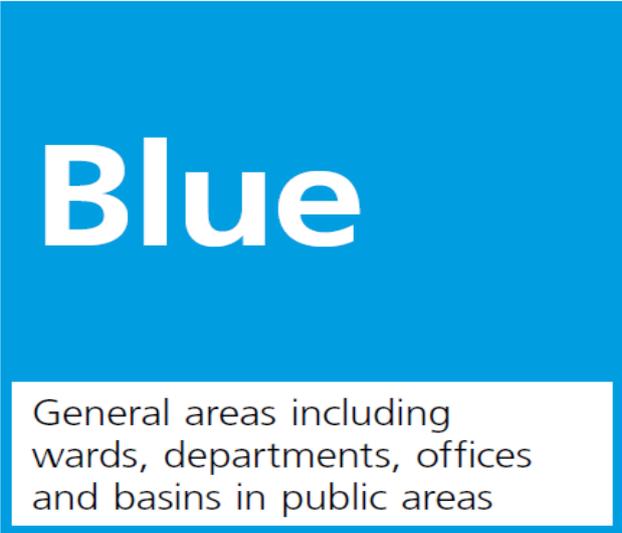
National colour coding scheme for hospital cleaning materials and equipment

All NHS organisations should adopt the colour code below for cleaning materials. All cleaning items, for example, cloths (re-usable and disposable), mops, buckets, aprons and gloves, should be colour coded. This also includes those items used to clean catering departments.



Red

Bathrooms, washrooms, showers, toilets, basins and bathroom floors



Blue

General areas including wards, departments, offices and basins in public areas



Green

Catering departments, ward kitchen areas and patient food service at ward level



Yellow

Isolation areas

ANNEX H - LAUNDRY AND DRY-CLEANING STANDARDS

1. General – All Items of Laundry and Dry-Cleaning

The following instructions and specifications shall apply to the laundering or dry cleaning of all items detailed in this Contract:

- a. the article shall be washed or dry-cleaned in accordance with the instructions on the wash care label;
 - b. after laundering or dry-cleaning the item shall be dried, pressed and finished in a manner appropriate for the item. Care shall be taken to ensure that all garments are handled and packed to avoid creasing;
 - c. the laundry and dry-cleaning service shall include the loading, unloading, collection, storing, delivery and distribution of laundry for cleaning/ dry-cleaning, as agreed with the *Employer*, at a pre-determined place and time (generally within Normal Working Hours). Inventories/ invoices are to be agreed at the point of collection and delivery. All returns of laundry and dry-cleaning items must be the actual items collected from the Establishment concerned and where articles have been presented in labelled bundles they are to be returned in the same bundle and labelled. Any surplus items found by the *Contractor* are to be returned to the *Employer*;
 - d. the *Contractor* shall inform the *Employer* when any items of laundry cannot be returned in time, to the correct “returns drop off point”, for whatever reason;
 - e. if any articles of uniformed clothing are returned which, in the opinion of the *Employer* and after discussion with the *Contractor* have not been properly cleaned to the standard required by this Contract, the articles shall be re-laundered at the *Contractor's* own expense. This shall be completed within 5 Working Days and the returned articles shall be in a serviceable condition acceptable to the *Employer*. In the event of any article so returned not being in a satisfactory condition, the *Employer* may employ another person to do the work and recover the additional cost from the *Contractor*. The *Contractor* shall meet the cost of any damage to articles caused by Personnel;
 - f. the various and different types of article required to be sent for laundering will be detailed in the *Employer* Supplied Information in Booklet 4. These will differ in types and quantities from Establishment to Establishment.
2. All laundry is to be cleaned and returned to the agreed collection point within 5 working days and dry-cleaning is to be returned within 10 working days. At Phase 1 Training Establishments where an *Employer* funded laundry is available, a service is to be provided for laundering bundles. These bundles are to be cleaned and returned to the agreed collection point within 24 hours.

ANNEX I – MOD WASTE TARGETS TO BE ACHIEVED

Zero Waste to Landfill Target:

1. In providing the Service, the *Contractor* shall facilitate the *Employer's* long term aim to be a zero waste to landfill organisation.
2. The *Contractor* shall adopt and conform to any new or replacement targets relating to zero waste to landfill which are set by UK Government, devolved administration or the *Employer*, which may replace or supersede the Greening Government Commitments during the Contract Period.
3. The *Employer* is required to report waste data quarterly against the above target. Data is broken down as follows in accordance with governmental reporting guidelines:

Non-Hazardous Waste
Non-Hazardous Waste - Anaerobic Digestion
Non-Hazardous Waste - Composted waste
Non-Hazardous Waste - Recycled and reused waste
Non-Hazardous Waste - Sent to Incineration with energy recovery
Non-Hazardous Waste - Sent to Incineration with no energy recovery
Non-Hazardous Waste - Sent to Landfill
Total Non-Hazardous Arisings

Hazardous Waste
Hazardous Waste - Reused/recycled
Hazardous Waste - Sent to High Temperature Incineration with energy recovery
Hazardous Waste - Sent to High Temperature Incineration with no energy recovery
Hazardous Waste - Sent to Landfill
Total Hazardous Arising

4. The high level objective of these targets is to actively support the Government's Waste Management Strategy and to manage waste in a more sustainable manner and the *Contractor* should work towards achieving this objective when Proving the Service. The Waste Data Capture template, or its future iterations, at the Appendix is to be used when the online version is not available.
5. **Catering Waste** - Whilst the MOD is not currently reporting separately on its catering waste, the *Contractor* should bear in mind that it will need to be able to report on catering waste in the future, as it will soon become incumbent on the *Employer* to include this waste stream within its detailed reporting.

User Instructions for the completion of the DIO IMS Waste Data Template

1. The purpose of this template is to capture waste data produced on the Establishment(s) in an IMS friendly format for upload onto the system.
2. All cells that are marked with a red asterisk (*) and identified by back filled yellow require data to be entered as mandatory.
3. Where there is a drop down menu please select one from the list (available in the MS Excel version of the template).
4. Fiscal period. Please accept for the current financial year onwards. It is not a requirement, but if you have archive data, please contact the Waste Policy Implementation team before including on the template.
5. Please note when entering the EWC do not worry about the error code that may show as this is because it is trying to convert it to a date (only applicable to the MS Excel version of the template).
6. Following entering the EWC, please provide a brief description of the type of waste recorded. There is a sample list of common used codes listed below. Please note that this is not exhaustive and if you are using an EWC that has not been identified on the list, please add to the template only where it can be picked up on upload.
7. When entering how the waste is disposed of, please complete one box and "0" for all others.
8. If you know the cost code, please enter it, but if not known leave blank.
9. If you have any comments to make relating to the entry, please complete details in the final column.0
10. Once completed, please forward this completed template to the waste multiuser account: DIOODC-utilitieswastepolicy@mod.uk.
11. If you have any queries regarding the completion of this form, please either email the multiuser email account as above or contact Adam Spencer: DIO ODC-UtilitiesWWWaste@mod.uk tel: 0121 311 3733 (94421 3733) or Anna Hale: DIOODC-UtilitiesWWWaste1@mod.uk tel: 0121 311 2423 (94421 2423).

02 01 06	animal faeces, urine and manure (including spoiled straw), effluent, collected separately and treated off-site
03 01 05	sawdust, shavings, cuttings, wood, particle board and veneer other than those mentioned in 03 01 04
06 01 01	sulphuric acid and sulphurous acid
06 01 02	hydrochloric acid
06 01 03	hydrofluoric acid
06 02 04	sodium and potassium hydroxide
06 02 05	other bases
07 01 04	other organic solvents, washing liquids and mother liquors
08 01 11	waste paint and varnish containing organic solvents or other dangerous substances
08 01 12	waste paint and varnish other than those mentioned in 08 01 11
08 01 13	sludges from paint or varnish containing organic solvents or other dangerous substances
08 01 16	aqueous sludges containing paint or varnish other than those mentioned in 08 01 15
08 01 17	wastes from paint or varnish removal containing organic solvents or other dangerous substances
08 01 18	wastes from paint or varnish removal other than those mentioned in 08 01 17
08 03 12	waste ink containing dangerous substances
08 03 17	waste printing toner containing dangerous substances
08 03 18	waste printing toner other than those mentioned in 08 03 17
08 04 09	waste adhesives and sealants containing organic solvents or other dangerous substances
08 04 10	waste adhesives and sealants other than those mentioned in 08 04 09
09 01 01	water-based developer and activator solutions
09 01 04	fixer solutions
12 01 10	synthetic machining oils
13 02 04	mineral-based chlorinated engine, gear and lubricating oils
13 02 05	mineral-based non-chlorinated engine, gear and lubricating oils
13 02 06	synthetic engine, gear and lubricating oils
13 02 08	other engine, gear and lubricating oils
13 05 03	interceptor sludges
13 05 07	oily water from oil/water separators
13 07 01	fuel oil and diesel
13 07 02	Petrol
13 07 03	other fuels (including mixtures)
14 06 01	chlorofluorocarbons, HCFC, HFC
14 06 03	other solvents and solvent mixtures
15 01 02	plastic packaging
15 01 03	wooden packaging
15 01 04	metallic packaging
15 01 06	mixed packaging
15 01 10	packaging containing residues of or contaminated by dangerous substances
15 02 02	absorbents, filter materials (including oil filters not otherwise specified), wiping cloths, protective clothing contaminated by dangerous substances
15 02 03	absorbents, filter materials, wiping cloths and protective clothing other than those mentioned in 15 02 02
16 01 03	end-of-life tyres
16 01 07	oil filters
16 01 08	components containing mercury
16 01 14	antifreeze fluids containing dangerous substances
16 01 15	antifreeze fluids other than those mentioned in 16 01 14
16 01 21	hazardous components other than those mentioned in 16 01 07 to 16 01 11 and 16 01 13 and 16 01 14
16 02 11	discarded equipment containing chlorofluorocarbons, HCFC, HFC

16 02 13	discarded equipment containing hazardous components other than those mentioned in 16 02 09 to 16 02 12
16 02 14	discarded equipment other than those mentioned in 16 02 09 to 16 02 13
16 03 03	inorganic wastes containing dangerous substances
16 03 04	inorganic wastes other than those mentioned in 16 03 03
16 03 05	organic wastes containing dangerous substances
16 03 06	organic wastes other than those mentioned in 16 03 05
16 04 03	other waste explosives
16 05 04	gases in pressure containers (including halons) containing dangerous substances
16 05 05	gases in pressure containers other than those mentioned in 16 05 04
16 05 06	laboratory chemicals, consisting of or containing dangerous substances, including mixtures of laboratory chemicals
16 05 08	discarded organic chemicals consisting of or containing dangerous substances
16 05 09	discarded chemicals other than those mentioned in 16 05 06, 16 05 07 or 16 05 08
16 06 01	lead batteries
16 06 02	Ni-Cd batteries
16 06 04	alkaline batteries (except 16 06 03)
16 06 05	other batteries and accumulators
16 07 09	wastes containing other dangerous substances
16 09 04	oxidising substances, not otherwise specified
16 10 01	aqueous liquid wastes containing dangerous substances
16 10 02	aqueous liquid wastes other than those mentioned in 16 10 01
17 01 01	Concrete
17 01 03	tiles and ceramics
17 02 01	Wood
17 02 02	Glass
17 02 03	Plastic
17 04 02	Aluminium
17 04 05	iron and steel
17 04 06	Tin
17 04 07	mixed metals
17 05 04	soil and stones other than those mentioned in 17 05 03
17 06 01	insulation materials containing asbestos
17 06 05	construction materials containing asbestos
17 08 02	gypsum-based construction materials other than those mentioned in 17 08 01
17 09 03	other construction and demolition wastes (including mixed wastes) containing dangerous substances
17 09 04	mixed construction and demolition wastes other than those mentioned in 17 09 01, 17 09 02 and 17 09 03
18 01 01	sharps (except 18 01 03)
18 01 03	wastes whose collection and disposal is subject to special requirements in order to prevent infection
18 01 04	wastes whose collection and disposal is not subject to special requirements in order to prevent infection (for example dressings, plaster casts, linen, disposable clothing, diapers)
18 01 06	chemicals consisting of or containing dangerous substances
18 01 07	chemicals other than those mentioned in 18 01 06
18 01 08	cytotoxic and cytostatic medicines
18 01 09	medicines other than those mentioned in 18 01 08
18 01 10	amalgam waste from dental care
18 02 02	wastes whose collection and disposal is subject to special requirements in order to prevent infection
18 02 03	wastes whose collection and disposal is not subject to special requirements in order to prevent infection

19 12 03	non-ferrous metal
19 09 04	spent activated carbon
20 01 01	paper and cardboard
20 01 02	Glass
20 01 08	biodegradable kitchen and canteen waste
20 01 10	Clothes
20 01 11	Textiles
20 01 13	Solvents
20 01 14	Acids
20 01 15	Alkalines
20 01 17	Photochemicals
20 01 19	Pesticides
20 01 21	fluorescent tubes and other mercury-containing waste
20 01 23	discarded equipment containing chlorofluorocarbons
20 01 25	edible oil and fat
20 01 26	oil and fat other than those mentioned in 20 01 25
20 01 27	paint, inks, adhesives and resins containing dangerous substances
20 01 28	paint, inks, adhesives and resins other than those mentioned in 20 01 27
20 01 29	detergents containing dangerous substances
20 01 30	detergents other than those mentioned in 20 01 29
20 01 32	medicines other than those mentioned in 20 01 31
20 01 33	batteries and accumulators included in 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing these batteries
20 01 34	batteries and accumulators other than those mentioned in 20 01 33
20 01 35	discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components (6)
20 01 36	discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35
20 01 38	wood other than that mentioned in 20 01 37
20 01 39	Plastics
20 01 40	Metals
20 02 03	other non-biodegradable wastes
20 03 01	mixed municipal waste
20 03 04	septic tank sludge
20 03 07	bulky waste

ANNEX J – DISPOSAL SERVICES AUTHORITY (DSA) CONTRACTS

The DSA manages a number of commodity contracts for the disposal of MOD surplus assets for re-use, re-sale or recycling. MOD waste contractors are mandated to use the DSA for the disposal of any items on the following list

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • office furniture & equipment • domestic equipment • clothing & textiles • medical & dental equipment • scrap metal • lead acid batteries • toner & ink-jet cartridges • miscellaneous items: | <ul style="list-style-type: none"> • vehicles • military (A, B & C) vehicle spares including tyres • military spares • fire extinguishers • mobile telephones • oils (various) | <ul style="list-style-type: none"> • lubricants • petrols • aviation fuels • naval fuels • computer & associated equipment |
|---|--|---|

Canteen equipment; gymnasium equipment; photographic & surveying equipment; tools & engineering equipment; communications equipment (eg telephones, switchboards etc); plant & machinery; electrical equipment (eg fans, regulators, amplifiers); electrical test sets (eg analysers, multimeters, calibrators); household electrical; metal boxes/containers; wooden packing cases & storage containers; raw materials (eg unused metals, welding rods etc); polythene bags/sheeting; electrical hand tools (eg hammer drills); portable steps & ladders; wire rope, cable etc; dustbins, plastic containers; racking & shelving; small vessels (up to 11m in length); memorabilia and official gifts.

Contact the DSA

Central Query Services:

Tel: +44(0) 30 6770 2911
 Mil: 96770 2911
 Fax: +44(0) 1869 258606
 Mil: 94240 8606

DSA Secretariat (Press Enquiries):

Tel: +44(0) 1869 256192
 Fax: +44(0) 1869 256389

General DSA Enquiries:

desdsa-decs@mod.uk

Postal Address:

Disposal Services Authority
 Defence Services & Support (DE&S)
 Building H9, Ploughley Road
 Lower Arncott
 Bicester
 Oxon OX25 2L

ANNEX K – CLOSED LOOP SOLUTION

The *Employer's* Closed Loop Solution policy will cease in July 2015. The future provision of this policy is under review and will be notified at a future date.

SPECIFICATION FOR DISPOSAL OF PAPER UTILISING THE CLOSED LOOP SOLUTION

1. The *Contractor* shall relinquish (at nil cost) all white based paper waste suitable for Closed Loop (also referred to as the Circular Economy) that it collects from the *Employer* to the nominated Closed Loop Provider.

Closed Loop Waste

2. The *Contractor* shall ensure that all waste materials suitable for Closed Loop (see below) are segregated and stored until transferred to the Closed Loop Provider.

Waste suitable for Closed Loop

- Any white based paper (including Official or equivalent) and pre shredded.
- Any white envelopes (including window envelopes).
- Staples and paper clips attached to the above.
- Official coloured (ie not white based) paper is acceptable in small quantities but only if it is marked Official or equivalent (see below for non Official coloured paper).

Waste currently not suitable for Closed Loop

- Plastics.
- Newspapers.
- Card or cardboard.
- Glossy magazines.
- Non Official coloured paper (ie not white based).

3. The nominated Closed Loop Provider will have a scheduled collection and destruction service that will operate at agreed intervals. The frequency of collection and method of transfer will be determined, agreed and reviewed between the *Employer*, the *Contractor* and the nominated Closed Loop Provider. The nominated Closed Loop Provider will work to specific operating hours. For example, for some premises, it is essential that all vehicles have exited the site by a particular time.

4. The *Contractor* shall work with the *Employer* and the nominated Closed Loop Provider to facilitate and manage any non-scheduled collection and destruction requirements, eg office purges, obsolete stock disposal. Such requests will be managed on an individual basis.

5. All waste shall be weighed and signed for by the nominated Closed Loop Provider's staff at the point of transfer / collection. The waste will then be shredded by the Closed Loop Provider either on or off site, dependant on the *Employer's* requirements.

Closed Loop Security Requirements

6. The *Contractor* shall ensure that *Employer's* data remains protected in accordance with the *Employer's* data protection policies.

7. Some Establishments may require their Official waste to be stored within lockable containers. Where this is required, the *Contractor* shall work with the *Employer* and if necessary the nominated Closed Loop Provider to ensure that lockable containers are provided. The nominated Closed Loop Provider will have the capability to provide all materials and consumables associated with the provision

of this service including waste paper bins, sacks, bags, consoles or other suitable paper waste containers as required.

8. The *Contractor* shall work with the *Employer* and nominated Closed Loop Provider to ensure the absolute security of the Official waste paper to the point at which the waste is handed over to the Closed Loop Provider for destruction. The security arrangements at some Establishments may require additional secure management of their paper waste. This could include on-site shredding performed in secure shredding vehicles.

9. A certificate of destruction / waste transfer note will be provided by the nominated Closed Loop Provider after each collection of waste paper has been destroyed and/or removed from site, specifying who has witnessed the destruction and the weight of material destroyed/removed.

Management Information Requirements

10. The *Contractor* shall maintain and provide on request management information (MI) including the:

- amount of waste collected;
- type of waste, eg Official;
- dates and times of collections from offices etc.;
- storage locations;
- dates and times of transfer to the nominated Closed Loop Provider for destruction and removal.

11. The *Contractor* shall agree a process with the nominated Closed Loop Provider for a joined-up MI approach.

Roles and Responsibilities of the Parties

12. The *Contractor* shall deliver the following service in relation to Closed Loop:

- segregate the Closed Loop waste from 'other' waste, ensuring that any Official waste is treated in accordance with the *Employer's* security requirements;
- provide a nominated member of Personnel as a witness to oversee the handover of the Closed Loop waste to the Closed Loop Provider at the point at which the scheduled or ad hoc collection takes place;
- maintain responsibility for the waste until it is transferred to the nominated Closed Loop Provider at the agreed point of collection.

The waste then becomes the responsibility of the Closed Loop Provider.

13. The nominated Closed Loop Provider will:

- take responsibility for the Closed Loop waste at the agreed point of collection;
- collect the waste from the agreed collection point;
- destroy the waste either on or off site, according to the *Employer's* requirements;
- provide a certificate of destruction after each collection of waste paper has been destroyed, specifying who has witnessed the destruction and the weight of material destroyed.

ANNEX L - EXAMPLE TEMPLATE FOR WASTE MANAGEMENT PLAN (WMP)

Section A: General Requirements

Section B: Waste Streams

Section C: Objectives And Targets

Section D: Other Waste Management Requirements

Section E: Waste Management Exemplar Road Map

Section A – General Requirements

The *Contractor* shall produce individual Waste Management Plans (WMP) for each Establishment within 3 months following the In Service Date for review with, and agreement by the *Employer*. The WMP shall be produced to the format of this template and shall utilise the data collected in the survey conducted prior to the In Service Date. The WMP shall outline how the *Contractor* will work towards the *Employer's* aspiration to be a zero-waste-to-landfill organisation, work in accordance with the principles of the Waste Hierarchy and meet the service targets at Annex I to this Booklet. The WMP shall interface with management plans produced for the other parts of the *service*.

In addition to the tabular data required by this template, the WMP shall also:

- forecast total waste arisings and quantities of waste managed by different methods for the duration of the Contract Period;
- detail how the weights of each waste stream arising from each Establishment will be monitored;
- describe how the waste service will interface with other parts of the service in order that it is delivered cohesively, collaboratively and in a manner that maximises efficiency;
- detail how the service targets will be met through the use of industry best practice in the prevention, preparation for re-use, recycling and other recovery and disposal activities;
- detail the appropriate preparation, using industry best practice, for the prevention, preparation for re-use, recycling and other recovery and disposal of all waste materials collected as part of the *service*;
- detail the approach to communications to encourage/assist the *Employer's* personnel, using industry best practice, in the prevention, preparation for re-use, recycling and other recovery and disposal of all waste materials collected as part of the *service*;
- detail how the composition of waste streams will be identified;
- detail how contamination rates of materials for re-use and recycling will be identified and reduced;
- contain a framework for continuous improvement and innovation;
- identify the most cost effective opportunities for the *service* proposed in relation to waste, how additional financial benefits might be achieved (eg through the separation of high value materials) and income sharing arrangements;
- describe practices to ensure that waste is transported and delivered in a manner which is appropriate for the material type and end destination – minimising trips and therefore transport costs and emissions.

Establishment

Waste manager

Does your Establishment require an Environmental Permit/Licence for Waste Management? (Y/N)

If yes, please insert Env Permit No. & Expiry Date:

Insert the location of the Central Waste Register

Does the Establishment require an EA Premises Code for Hazardous Waste or an Exemption? (Y/N)

If yes, please insert EA Premises Code/Exemption & Expiry Date:

Does the DSA remove waste from your Establishment? (Y/N)

If yes, the DSA Brokers Licence No. is CB/EN5075 Exp. Date 30/11/2012

Is the waste managed on the Establishment by a waste contractor?

If yes, please insert their Brokers Licence No. & Expiry Date:

Section B – Waste Streams

This section should be used for recording waste arisings data and should assist the *Contractor* in obtaining the information required to satisfy producer compliance with waste management duty of care.

This section can be divided into two parts, dealing separately with **non-hazardous** and **hazardous** waste streams. See guidance notes below.

NON-HAZARDOUS WASTE

1. Type of waste (include the EWC code)	2. Source	3. Container Type	4. Storage area on site	5. Carrier & Licence No.	6. Initial Destination & Env Permit No.
<i>Office Paper 20.01.01</i>	<i>HQ Offices</i>	<i>1100 L wheeled bin</i>	<i>Building 49</i>	<i>Grundon Waste Management Ltd e.g. AB/CD1234EF</i>	<i>Grundon Materials Recycling Facility e.g. AB1234CD</i>

7. Final Destination & Env Permit No.	8. Type of Contract	9. Records (Type/Location)	10. Quantity of waste generated per month (use MOD WCF if unknown)	11. TARGET % Reduction in Waste Stream for FY 16/17 etc.
<i>Recycled by Severnside</i>	<i>Direct Let- Grundon Waste Management Ltd</i>	<i>WTN file kept in QM's Office in Central Waste Register</i>	<i>1.200</i>	<i>0.015</i>

HAZARDOUS WASTE

1. Type of waste (include the EWC code)	2. Source	3. Container Type	4. Storage area on site	5. Carrier & Licence No.	6. Initial Destination & Env Permit No.
<i>Battery Acid 16 06 06*</i>	<i>Vehicle workshops</i>	<i>Acid Carboy</i>	<i>MT Yard</i>	<i>Battery Bay</i>	<i>Veolia Haz Waste Transfer Stn- Stewartby eg AB1234CD</i>

7. Final Destination & Env Permit No.	8. Type of Contract	9. Records (Type/Location)	10. Quantity of waste generated per month (use MOD WCF if unknown)	11. TARGET % Reduction in Waste Stream for FY 16/17 etc.
<i>Ab Recycling Ltd</i>	<i>DSA enabled contract with AB Recycling Ltd</i>	<i>Consignment Note file kept in the QM's office & placed in Central Waste Register</i>	<i>2.200</i>	<i>0.200</i>

GUIDANCE ON THE COMPLETION OF SECTION B

Column No	Guidance Notes
1	Describe the type of waste produced e.g. paper, food, glass, cans, IT, waste oil, clinical, textiles, furniture and input the correct European Waste Catalogue (EWC)/List of Waste (LoW) Code. This should be displayed on the waste transfer documentation (i.e. Consignment Note or Waste Transfer Note).
2	Record the source of the waste or the process giving rise to the generation of each waste stream.
3	Record the container types for the waste before being removed from the site e.g. 1100L Wheeled Bin, 240L Wheeled Bin or 8 yd3 Front End Loader.
4	Provide a brief description of where on site the waste is being stored e.g. kitchens, vehicle maintenance, building 77, accommodation areas.
5	Provide details of the Carrier and their Licence No.
6	If applicable detail the initial destination of the waste e.g. waste transfer station and its WML/Env Permit No.
7	Detail the final destination of the waste e.g. recycled at xxx, land-filled at xxx, incinerated at xxx and the WML/Env Permit No.
8	Insert the type of contract e.g. MAC, Direct Let or DSA and name of the contractor e.g. Grundons, Biffa, Onyx. Include contact details of the contractor (and sub-contractor) name, address and telephone number.
9	Detail the type of record e.g. waste transfer note (WTN) and consignment note (CN), waste registration and carrier certificates, waste management licences/exemption registrations and expiry dates and where these are kept e.g. Waste Manager, QM Dept, MAC office etc. It is a legal requirement to retain this documentation. Please note that the waste carrier must provide proof of registration by law. A photocopy of the carrier's registration certificate is not acceptable as proof of registration you must see the original certificate. To determine if those companies that manage the waste on your site are legally compliant please log on to the EA Public Registers site at: http://www2.environment-agency.gov.uk/epr/ Please also note that for hazardous waste the consignee (final disposal operator) of the waste must send a return to the producer, holder or consignor of the waste. This can be either a copy of the CN or a copy of the return given in the Appendix C of the attached EA guidance on record keeping. This information should include a description of the waste and quantities received and can be used to complete the section on the final destination of the waste & be placed in the site Central Waste Register.
10	Insert the amount of waste generated over one month. If unknown monitor the collection frequency of the waste stream and use MOD WCF.
11	Set a target for the waste stream to be reduced over in this (or next) FY.

Section C – Objectives and Targets

This section should be used to monitor progress towards achieving the targets and objectives in the CTLB Sustainable Waste Management Strategy. Standing requirements for the CTLB Establishments to achieve include:

- Reporting waste production and recycling data figures by weight in metric tonnes to CESO (CTLB) on a quarterly basis.
- Maintaining a waste reporting database in accordance with the requirement to report waste arisings to CESO (CTLB).
- Identifying measures to reduce waste arisings and to increase recycling.
- Formulating contract amendments to ensure waste arising data can be captured by weight.
- Ensuring that all SLA waste is collected and disposed of by the responsible Local Authority.

See Guidance Notes below.

Target 1: Reduce waste arisings by 25%			
Due Date:			
Actions	Completion Date	Persons Responsible	Comments
<i>e.g. Appoint a Waste Manager</i>	<i>March 2016</i>	<i>Head of Establishment</i>	<i>Action completed and closed</i>

Target 2: Increase recycling to 40% of total waste arisings			
Due Date:			
Actions	Completion Date	Persons Responsible	Comments
<i>e.g. Re-negotiate waste contract to include increased recycling</i>	<i>March 2010</i>	<i>Waste manager</i>	<i>Action completed and closed</i>

GUIDANCE ON THE COMPLETION OF SECTION C

Please note that the targets are based on minimum achievement, therefore if the Establishment is already achieving the targets in the strategy then more challenging targets should be set. Priority should be given to waste streams that can be prevented or are currently disposed of to landfill and/or have the potential to significantly reduce waste expenditure costs. This is in line with the Government 'Waste Hierarchy' to minimise waste and move away from the use of landfill as a waste disposal option.

The actions required should reflect the management objectives and detail the steps that are needed to achieve the targets. Actions are to be assigned to a member of personnel for completion.

Section C of this document should be reviewed on a **quarterly** basis.

Section D – Other Waste Management Requirements

There is a duty of care to ensure that any waste you produce is handled safely and in compliance with the appropriate regulations. It applies to anyone who produces, imports, transports, stores, treats or disposes of controlled waste. As a producer of waste you must check that anyone you pass your waste on to is authorised to take it. It is possible to view registration details via the Public Register on the Environment Agency's website. Further information on Duty of Care requirements can be found on the Environment Agency's Website

This section acts as a prompt to ensure that the contractor:

1. checks that the waste carrier is registered with the Environment Agency (carrier registration expires every 3 years);
2. checks that the waste disposal operator is licensed to accept waste;
3. renews his hazardous waste registration annually with the Environment Agency;
4. performs routine duty of care system checks;
5. integrates the site waste management plan within the Establishment EMS.

Section D of this plan and actions arising should be raised and discussed and at the site SHEF Committee.

Requirement	Registration Details	Date of Renewal	Expiry Date
1. Check waste carrier(s) is licensed with the Environment Agency.	e.g. a) A N OTHER Waste Management Limited Registration No: NSO/000001 e.g. b) Cleanaway Registration No: EAN/987098	e.g. a) 30/05/2007 e.g. b) 16/07/2008	e.g. a) 29/05/2010 e.g. b) 16/07/2011
2. Check waste disposal operator(s) is licensed to accept waste i.e. that the site has an appropriate Waste Management Licence/Environmental Permit.	e.g. a) A N OTHER waste Management Limited EPP No: BIF001 e.g. a) SCRL Waste Treatment Incineration Plant Bridgend EPP No: STE002	e.g. a) Valid WML/Permit to accept Paper and Cardboard e.g. b) Valid WML/Permit to treat clinical hazardous waste	
3. Ensure Establishment registers annually with the Environment Agency as a hazardous waste producer and receives a premises code.	e.g. Premise code: ABC123	e.g. 09/09/2009	e.g. 09/09/2010

4. It is essential that routine Duty of Care system checks are performed. It is recommended that these checks are carried out every 12 months as minimum. More frequent checks should be performed if waste streams are hazardous or if there is cause for concern. For further information on Waste Management Duty of Care requirements please see the Environment Agency's Net Regs web pages.

Date	Details of waste transfer documentation checked	Actions Required	Comments
<i>e.g. 12/09/09</i>	<i>e.g. No of Consignee Return for Consignment Note ABC123/HW02L & ABC123/HW02M</i>	<i>e.g. Contractor hastened for Consignee Returns</i>	<i>e.g. Actions completed. Consignee Returns now received.</i>

5. Waste management is an integral part of environmental management and therefore waste management procedures should be included in the Establishment Environmental Management System and Establishment EMS Manual.

- eg Procedure EP05: Waste Management*
- Procedure EP06: Waste Management Licence*
- Procedure EP07: Non-hazardous waste*
- Procedure EP08: Hazardous waste*
- Procedure EP09: Etc*

Section E – Waste Management Exemplar Road Map

The *Contractor* shall measure progress in terms of successful implementation of sustainable waste management measures, rather than just waste generation and recycling data. The purpose of the road map is to indicate current achievement and highlight areas for further work.

Waste Theme	Baseline	Level 1- Starting	Level 2- Achieving	Level 3- Succeeding	Level 4 - Leading	Level 5 Exemplar
Waste Manager	Establishment has formally appointed a waste manager with TOR	Waste Manager has attended the RAF Halton Waste Management Course.	Waste Manager produces regular reports to the site SHEF Committee	Establishment has appointed a waste data focal point*.	Establishment has established a waste management team/focus group.	All waste stakeholders on site, including contractors, are engaged in waste management and minimisation decisions.
Waste Assessment & Data Capture	Establishment has undertaken a basic assessment of waste issues.	Establishment has undertaken/ commissioned a detailed waste audit and established waste baseline.	Establishment is able to capture and report all required data via EMS.	Waste arising data is reported to CESO quarterly.	Accurate weighed waste arising data is captured and recorded.	Accurate weighed waste arising data is recorded for each waste stream.
Waste Planning	Establishment has completed an Integrated Waste Management Plan (IWMP).	Establishment reviews IWMP quarterly as a minimum.	Establishment has an active Environmental Management System in accordance with JSP 418.	Establishment Environmental Management Plan and Action Plan contain waste targets which are iaw the TLB Waste Strategy.	SHE Committee routinely reviews waste targets.	Waste contracts contain an SOR which maximises recycling and reduction opportunities.
Waste Arising Targets	Establishment assesses best way to obtain waste data and begins to record data.	Establishment reduces waste arisings by a minimum of 1% annually.	Using baseline year 07/08 site reduces waste arisings by a minimum of 5%.	Establishment achieves 2010 TLB waste targets.	Establishment achieves 2020 TLB waste targets.	Establishment reduces waste arisings by >30%.
Waste Recycling Targets	Establishment has at least three recycling streams in place.	Establishment recycles a minimum of 8% annually.	Establishment recycles a minimum of 40% annually	Establishment achieves 2010 TLB waste targets.	Establishment achieves 2020 TLB waste targets.	Establishment recycles or recovers all possible waste streams or achieves best practice levels of recycling (>80%)
Waste Awareness/ Initiatives	Basic waste reduction techniques implemented (e.g. reduced printing/ 2	One off awareness campaign to inform/engage staff.	Waste reduction techniques implemented.	Annual awareness campaigns run for staff.	There is a clear culture of minimal consumption and waste consciousness.	Recognised as a best practice/innovative approach.

	sided printing).					
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ANNEX M – ADMINISTRATION OF SECURITY KEYS

The security of security keys is to be maintained as follows:

1. Keys shall be issued against signatures in a key register to authorised members of staff.
2. The daily issue of keys is to be recorded in a key register
3. The number of keys issued for any lock is to be kept to the minimum.
4. A record (master key register) shall be maintained by the *Contractor* showing the following:
 - a. the location of each key, together with a record of the lock to which it belongs;
 - b. the date the working key (but not any duplicate) was signed out to the custodian;
 - c. the identifying features of each key ie. type registered number and number of duplicates.
5. A record of the printed names and ranks of the persons allowed access to keys shall be maintained.
6. The keys are to be mustered by the *Employer*, at intervals not exceeding six months. They are also to be subject to spot checks. A certificate showing the results is to be presented to the relevant Head of Establishment.
7. The keys are not to be accessible to persons who do not have authorised access to the material or to the room that the lock protects.
8. The keys are to be checked at the end of each Working Day and housed, when not in use, in approved containers or approved key boxes.
9. Security keys are not to be removed from any Establishment without the specific authority of the *Employer*².
10. In-use security keys attract the same protective marking as the most sensitive material that they protect and are to be stored, protected and handled accordingly.

Spare Keys

11. Spare keys to security locks are to be held centrally, in approved security containers, by the *Employer*³. They are not to be held in the same container as the working key.
12. The spare keys are only to be issued to people with authorised access to the material the lock protects on receipt of documentation proving that the working key has been mislaid or lost. The keys are only to be issued to allow for the contents of the container/secure room to be removed and placed in appropriate secure conditions. The container/secure room is not to be used to house protectively marked material until such time as the locks have been changed or all the keys have been located and compromise is not suspected.

¹ Establishment Security Staff.

² Establishment Security Officer.

³ Establishment Security Officer or designated member of *Employer* personnel.

13. Details of the issue of spare keys are to be recorded and the security staff at the relevant Establishment informed if the keys have been issued at 'branch' level.
14. Additional keys are only to be supplied on the written authority of the *Employer*⁴.
15. To facilitate control and mustering, a record is to be kept by the *Employer*⁵ of the number of keys issued.
16. Each set of keys is to be held either on a special to type keyboard in an appropriate security container or sealed in a separate envelope, marked on the outside with the following information:
 - a. the key numbers;
 - b. brief details of the related security container and location;
 - c. the names of the persons authorised to have access to the spare keys.
17. It is best practice, but not mandatory, for the envelope to be protectively marked to the same level as the highest protective marking of the material held in the container itself. The user of the container is to sign across the flap and add the date after the envelope is sealed. The signature and flap are then to be over-sealed with clear cellulose tape of at least 19mm width.
18. Each key issued with a lock is to be used in rotation as the in-use key for a maximum period of 6 months.

Mustering

19. In addition to the requirement for a 6 monthly muster of all security keys on each Establishment, those in regular use are to be accounted for daily at cease of work.
20. A 100% muster of all security keys will be conducted on change of the Head of Establishment or unit Commanding Officer as identified by the *Employer*.

⁴ Establishment Security Staff.

⁵ Establishment Security Staff.

ANNEX O – HMS BRISTOL, HMS EXCELLENT

1. HMS BRISTOL is a non-operational ship, permanently berthed at HMS EXCELLENT, used to support training and youth groups. It provides an accommodation option, usually, but not exclusively, for approved youth groups such as Sea Cadets, Sea Scouts and Combined Cadet Forces. The *Contractor* shall provide accommodation management aboard HMS BRISTOL.
2. The *Contractor* shall provide the following range of services:
 - a. assist the duty Senior Rate in welcoming visitors outside of Normal Working Hours;
 - b. escort visitors to allocated accommodation;
 - c. provide a point of contact at any time outside of Normal Working Hours for all accommodated personnel;
 - d. assist the provision of refreshments including the issuing of milk drinks each evening, emptying coffee machine trays and topping up the water urns;
 - e. open the Youth Recreation Space at 17:45 each evening or as otherwise requested, issue games, sport equipment and maintain a presence throughout the evening. Close the space at 22:15;
 - f. provide Wardroom Duty Steward services (daily 0700-1100 and 1600-2230) as tasked by the accommodation manager: duties include preparing Officers' cabins for occupation, cleaning wardroom areas and providing bar services in the combined Officers and Senior Rates' Lounge Bar (daily 1800-2230 when demand requires) and other wardroom tasks as required;
 - g. co-ordinate the provision of foodstuffs on-board;
 - h. provide a Health & Safety Warden;
 - i. act as custodian for the *Employer's* Articles-in-Use assets in accordance with the policy articulated in JSP 886; Vol 4, Part 8;
 - j. in the event of a fire or other emergency, conduct a full sweep of all between decks accommodation and facilities, guide visitors to the upper deck and muster point via the safest route, without compromising the smoke curtain cordon;
 - k. provide and administer qualified first aid cover and ensure that on-board first aid boxes remain adequately stocked (through MOD supply).
3. The *Contractor* shall provide the following administrative services:
 - a. manage the Mess fees and Pay As You Dine feeding accounts. Charges levied are to meet the requirements of the relevant *Employer* regulations, and monies are passed to the Executive Officer (XO) and the manager of the catering account, as appropriate;
 - b. co-ordinate meetings and functions requests for venues in the ship;
 - c. ensure that accommodation facilities are available to meet the accommodation plan. Liaise with the Whole Ship Co-ordinator (WSC) on all matters relevant to the allocation of on-board accommodation;
 - d. maintain unoccupied accommodation ready for use;

- e. monitor bedding requirements, correct and shortfalls as required and ensure visitors return bedding as directed;
 - f. administer a system to allow the reporting and rectifying of defects and ensure that the XO is informed of details and time to repair;
 - g. produce and distribute daily orders;
 - h. ensure the accurate and timely compilation of joining packs for units joining HMS BRISTOL;
 - i. distribute and collect mail throughout HMS BRISTOL, as required;
 - j. collect and present 'monthly books' to the Commanding Officer (CO);
 - k. ensure the routines office is kept clean and tidy and waste material is managed in accordance with local arrangements;
 - l. ensure adequate stocks of stationery are maintained on-board;
 - m. carry out other tasks as requested by the Charge Hand and Accommodation Manager.
4. The *Contractor* shall provide the following security services:
- a. maintain physical security for accommodation and reception areas. This relates to the between decks rounds conducted by the Personnel eg controlling access to mess decks, checking usability of lockers;
 - b. conduct security rounds of the accommodation areas on a two-hourly basis throughout the night from 2230 until "call the hands", signing the rounds log following every walk round;
 - c. assist the duty Senior Rate and female supervisors in switching off lights and setting alarms at lights out and pipe down;
 - d. ensure emergency escape routes are kept clear of all potential obstacles and hazards;
 - e. manage lost property;
 - f. nominate a suitable person to be the departmental security officer for the Ship;
 - g. ensure use and administration of the Ship's photocopier complies with extant security regulations.
5. The *Contractor* shall provide the following low level maintenance services:
- a. conduct non-technical maintenance tasks as directed by the CO or XO. Non technical maintenance tasks may include:
 - 1) minor internal painting/touching up;
 - 2) self-help tasks;
 - 3) oiling;

- 4) hanging pictures;
 - 5) attaching curtain rails.
- b. assist with the weekly laundry;
 - c. refresh refuse bags as necessary and dispose of full ones ashore at the end of each shift.

ANNEX P – THE FLEET INTELLIGENCE CENTRE, HMS COLLINGWOOD

1. The Fleet Intelligence Centre (FIC) is a Lodger Unit accommodated in Leydene Building, HMS COLLINGWOOD. The FIC handles highly sensitive materials and information. It is convenient for its general administration support to be self-contained because of the security clearances required to enter that unit. Personnel require DV clearance in order to be granted unescorted visitor access to the FIC.
2. The FIC is manned 24 hrs a day. Core working hours are 0700 – 1700 Monday to Friday but this is dependent on the operational tempo/requirement.
3. The *Contractor* shall provide the following building management services to the FIC:
 - a. arrange regular security checks of the area which includes the correct opening and closing procedures (including leave periods as required);
 - b. produce the Office Security Check Sheet¹ and monitor the process;
 - c. conduct security spot checks;
 - d. be the custodian for security furniture and keys and ensure that the accounting procedures set out in Annex M are followed;
 - e. prepare internal areas and non-training equipment for daily use (excludes cleaning);
 - f. maintain defect list. Carry out inspection of the building and the immediate surrounding area on a weekly basis to check for any damage or defects and to ensure general tidiness and cleanliness. Ensure that the building and the immediate surrounding area are properly prepared for each inspection and that all relevant registers are available for review. The defect list is to be presented at the start of any formal inspection by the Head of Establishment or other Senior Officer;
 - g. report building and grounds maintenance, water and waste water defects to the Hard FM Contractor;
 - h. act as focal point for co-ordinating the activities of visitors who are visiting or working in the building or surrounding area. Ensure that a safe environment is provided and maintained for building occupants;
 - i. ensure a health and safety and environment briefing is issued to all visitors on arrival at the visitors' reception area;
 - j. escort visitors who do not hold the required security clearances and monitor all visitor activities;
 - k. check that all health & safety notices and the Fire Safety Management Plans (FSMP) are in date and that the FSMP is located in the main entrance of the building. The *Contractor* shall notify the appropriate *Employer* personnel of any related health & safety or fire risk issues;
 - l. comply with the requirements of JSP 426; Vol 2, Leaflet 7 and check that all fire exits and escape routes are clear of obstacles, advise building occupants of any fire risk related issues and to report to the *Employer's* fire officer any issues of concern;

¹ Colloquially known in the Naval Service as "Last Man Out Chits".

- m. ensure that the Fire Orders for the building are properly maintained and prominently displayed at relevant points within the building;
- n. complete monthly checks of first aid boxes and check that fire extinguishers are being maintained by the Hard FM contractor (extinguishers to be in correct location, charged and in date). Record and report any issues to the *Employer's* health and safety manager and report and monitor these issues with the Hard FM contractor;
- o. assume custody of the *Employer's* Articles-in-Use assets within the assigned area. These assets are to be accounted for as Articles-in-Use, complying with the process and policy articulated in JSP 886; Vol 4, Part 8.
- p. support any internal *Employer* investigation into wilful and malicious damage, and report promptly, in writing, any awareness of wilful and malicious damage to the *Employer*.

ANNEX Q – MARITIME C4ISTAR SUPPORT UNIT SUPPORT SERVICES, PORTSDOWN HILL

1. The Maritime C4ISR Support Unit (MCSU) provides 24/7/365 support for all Naval units by providing, delivering and supporting IT and Information Systems equipment and reference data from the cradle to the grave. The unit, based in the Maritime Warfare Centre building on Portsdown Hill (situated on the QinetiQ Portsdown Technology Park), merges various technology departments and units across the entire Naval Service: the Fleet Information Management Unit, Fleet CIS Support Unit, the N6 ISS procurement team at Navy Command, the Command Radio Pool and RFA Electronic Support Group.
2. The *Contractor* shall provide the following administrative services in relation to the MCSU:
 - a. act as the single point of contact for all visitors which includes to arranging entry into the MCSU Establishment and escorting guests where required;
 - b. greet visitors at the door and arrange refreshments for visitors;
 - c. co-ordinate onsite meetings;
 - d. assist the *Employer's* building manager in supervising contractors whilst they carry out repair work, fire alarm tests and PAT testing;
 - e. file paperwork as required.

ANNEX R - JPA SERVICES AND MANAGEMENT

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of these defence personnel administration functions:

JSP 464	-	Tri-Service Accommodation Regulations
JSP 751	-	Joint Casualty and Compassionate Policy and Procedures
JSP 752	-	Tri-Service Regulations for Allowances
JSP 753	-	Tri-Service Regulations for the Mobilisation of Reserves
JSP 754	-	Tri-Service Regulations for Pay and Charges
JSP 755	-	Tri-Service Positions and Assignments – Instructions
JSP 756	-	Tri-Service Personnel Tracking and Operational Location Policy
JSP 757	-	Tri-Service Guidance for Appraisal Reporting
JSP 760	-	Regulations for Leave and Other Types of Absence

1. The *Contractor* shall provide advice and support to each Establishment's command hierarchy, personnel, line managers and other entitled personnel including international students and service families on:
 - a. all service personnel pay, allowances, charges and record matters;
 - b. terms and conditions of service;
 - c. on Substitute Single Service Accommodation (SSSA) and Service Family accommodation (SFA).
2. The *Contractor* shall liaise with *Employer* administrative authorities to interpret, provide advice and implement policy on pay, cash, allowances and records.
3. The *Contractor* shall arrange and audit the payment of pay, allowances and expenses as defined in JPA, to service personnel administered by each Establishment and other entitled persons.
4. The *Contractor* shall raise the necessary paperwork and carry out the associated administrative tasks on JPA following the receipt of pay appeals, liaising with the *Employer* to ensure that the *Employer's* obligations are met.
5. The *Contractor* shall provide information and advice to the paying authority to enable accurate payment of salary to service personnel.
6. The *Contractor* shall publicise advice and guidance on pay, allowances and charges and draft advisory articles on pay, allowances and personnel subjects for promulgation within each Establishment (including delivering internal presentations, as appropriate).
7. The *Contractor* shall respond to Service Request Management Group (SRMG) queries received from JPAC.
8. The *Contractor* shall provide support to the service voter scheme including a central point of contact to provide advice on service voting complying with the requirements of 2012DIN01-007.
9. The *Contractor* shall account for all accountable documents held within the Defence Administration Support Services office and issue accountable documents to authorised personnel on request.
10. The *Contractor* shall safely store, manage and record issues of accountable identity documents in accordance with current MOD policy and Law relating to data protection.

11. The *Contractor* shall safely store, manage, muster and record issues of accountable documents used by the travel service providers. These may change over time but currently include railcards and computer rail tickets.
12. The *Contractor* shall manage the usage of the Government Procurement Cards used for travel and shall complete the Government Procurement Card course provided by MOD.
13. The *Contractor* shall manage, maintain and update personnel documentation for service personnel assigned to each Establishment. Documents include:
 - a. service documents;
 - b. assignment orders;
 - c. pay and leave records;
 - d. promotion reports;
 - e. compile ID cards and railcards for new entry recruits (BRNC Dartmouth and HMS RALEIGH) and other entitled personnel. Digital imagery and photography are required at BRNC Dartmouth and HMS RALEIGH for the production of identity cards for new entry recruits.
14. The *Contractor* shall provide statistical data returns as required.
15. The *Contractor* shall advise on deadlines and policy set by higher authorities.
16. The *Contractor* is to provide suitably qualified personnel to fulfil the following JPA roles and responsibilities:
 - a. Unit Establishment Administrator;
 - b. Unit HR Administrator;
 - c. HR Administrator – Recruitment;
 - d. Arrival Clerk – to manage the “Move and Track” function on JPA so that the system can calculate the correct allowance for the location;
 - e. Casualty Duty User – to provide personnel information, reporting action, and advice to support the joint services casualty reporting system;
 - f. provision of budget manager reports;
 - g. Expenses auditor;
 - h. Debit Voucher Administrator;
 - i. JPA Expenses Recovery;
 - j. Unit Career Manager – to direct electronic assignment orders using the JPA workflow facility;
 - k. Appraisal Administrator;
 - l. Appraisal Access by Proxy;
 - m. Course Administrator;
 - n. Terminations Officer – to co-ordinate release procedures for personnel leaving the service and terminate records of those personnel on the untrained strength (UTS) once released, complete checks for eligibility and any outstanding debts are identified for Establishment personnel leaving the Armed Forces. Maintain the unit terminations register;
 - o. Local Training Manager;
 - p. Single Accommodation Administrator & JSAAC;
 - q. HR Administrator – Discipline;
 - r. HR Administrator – Discipline Records;
 - s. Operational Stress Management;
 - t. Hazard Exposure Administrator;
 - u. Unit Engineering Administrator;

- v. JPA Fuel & Light Administrator;
- w. Unit MI Manager;
- x. Single Service Language Authority;
- y. maintenance of each Establishment's JPA records for service personnel and any other manpower databases;
- z. entry of annual leave entitlements on JPA and processing individuals going on parental leave, sabbaticals, medical boards of survey;
- aa. to provide each Establishment's nominated duty personnel access to the system including log-on and provision of process guides and to provide training on how to conduct the immediate actions on JPA in the event of a casualty;
- bb. any associated administrative ad-hoc tasking by the *Employer*;
- cc. coordinate and conduct resettlement and release procedures for service personnel;
- dd. career management and career manager supervisor duties to create assignment orders for phase 2 students re-trading into different corps and moving students to company positions.

17. **(BRNC Dartmouth only)** The *Contractor* shall liaise with the University Training Office with regards to University Cadet Entrants, doctors and dentists and the management of their pay and allowances and expenses relating to Bursaries.

18. The *Contractor* shall administer entry procedures for new entrants in accordance with applicable *Employer* regulations.

19. The *Contractor* shall ensure "eligibility for service" checks are completed.

Cash Services:

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of these defence administration (cash) functions:

- JSP 754 - Tri-Service Regulations for Pay and Charges
- JSP 891 - Imprest Accounting, Banking and Control Accounts Manual

Management of Public Fund Accounts

20. The *Contractor* shall ensure that the receipt and payment of public monies is correctly administered in accordance with Government Accounting Regulations.

21. The *Contractor* shall pay all authorised incoming bills. (A variety of routes may be used including DG, cheque and cash).

22. The *Contractor* shall reconcile each Establishment's back accounts within three Working Days of receipt.

23. The *Contractor* shall manage the control of account reporting to the *Employer* as required, including the proactive management and clearance of reconciling and aged items.

Appraisals

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of these defence administration (appraisals) functions:

- JSP 755 - Tri-Service Positions and Assignments - Instructions
- JSP 757 - Tri-Service Guidance for Appraisal Reporting
- BRd 3; Part 7 - Naval Personnel Management; Career Structures
- BRd 3; Part 8 - Naval Personnel Management; Promotion

Career Management in the British Army
AP 3392; Vol 2 - Personnel Management
AP 3393; Vol 2 - Officer Career Management

24. The *Contractor* shall provide appraisals advice to all personnel (reporting officers and appraisal subjects) liaising with the appropriate single service higher authorities as required.

25. The *Contractor* shall provide advice on the use of appraisals in the promotions and transfers processes and the supporting regulations.

26. The *Contractor* shall co-ordinate the appraisals process for each Establishment including:

- a. promulgation and monitoring of the relevant timelines for completion of appraisals;
- b. initiate all JPA appraisals and manage them through to completion and submission to the single service manning authorities;
- c. support training course co-ordinators in the completion and input of course reports;
- d. ensure that appropriate guidance is issued on the timing and content of Mid Period Appraisal Reviews;
- e. create and manage civilian stub accounts.

27. The *Contractor* shall manage the moderation and alignment process to ensure that reports are consistent within each Establishment.

28. The *Contractor* shall provide detailed officer report plot (due dates v personnel borne) to the Establishment command hierarchy that is updated monthly.

29. The *Contractor* shall provide advice on the promotions system and extensions of service.

Administration and discipline

The following Joint and single service publications contain the regulations and guidance that are fundamental to the satisfactory execution of these defence administration, discipline and honours & awards functions:

Promotions:

BR 3 - Naval Personnel Management
Career Management in the British Army
AP 3392 Vol 2 - Personnel Management
AP 3393 Vol 2 - Officer Career Management

Discipline:

JPA Ops Bulletin 1101-005
JSP 830 - Manual of Service Law
BR 3; Ch 20 - Naval Personnel Management; Discipline Policy and Processes
DMLS Discipline Guide
JPA Business Process Guides

Honours & Awards:

JSP 761 - Honours and Awards in the Armed Forces

30. The *Contractor* shall administer, confirm eligibility and provide advice to each Establishment on formal requests of human resources record changes including:
- a. promotions;
 - b. good conduct badges;
 - c. consequential administrative action following civil convictions;
 - d. Officer candidates.
31. The *Contractor* shall undertake personnel administration actions arising from the service discipline process including the recovery of fines and stoppages.
32. The *Contractor* shall assist the service police with tracing personnel via JPA, when requested.
33. The *Contractor* shall record the details supplied by the service police on JPA of all offences committed by service personnel assigned to each Establishment.
34. The *Contractor* shall process and administer all applications for state and non-state honours and awards and higher commands' commendations.
35. The *Contractor* shall ensure all medals applied for are awarded in accordance with regulations.
36. The *Contractor* shall organise the presentation of medals where appropriate and when instructed by the *Employer*.
37. The *Contractor* shall monitor the promotion information and ensure that personnel are presented for HR record change in a timely manner.

General Admin

38. The *Contractor* shall monitor and update any *Employer* publications held in hard copy.
39. The *Contractor* shall maintain an account of reference documents stipulated by the *Employer*.
40. The *Contractor* shall hold all agreed *Employer* reference documents required and demanded as shown on the *Employer's* customer holding print.
41. The *Contractor* shall distribute amendments to *Employer* reference documents to the relevant Personnel within 3 Working Days.
42. The *Contractor* shall implement a check system that regulates the integrity of the *Employer* reference document account ensuring that it meets compliancy.

Manpower Allocation and Control Office (MACO)

43. The *Contractor* shall co-ordinate each Establishment's duty personnel requirements including loading for special visits.
44. The *Contractor* shall produce duty rosters.
45. The *Contractor* shall co-ordinate augmentation demands including military assistance to civilian authorities (MACA) and high readiness cadre in accordance with the *Employer's* timelines.

46. The *Contractor* shall pass nominations with “pain and grief” for augmentation to the relevant manning authority for decision.
47. The *Contractor* shall produce regeneration and dual draft and appointing information.
48. The *Contractor* shall identify mandatory training requirements and operate a bring-up system to ensure personnel training remains up to date. This includes the identification of new training requirements and incorporating them into the system. The bring-up system will include, for example, annual combat marksmanship tests (Basic Close Combat) – ACMT(BCC).
49. The *Contractor* shall calculate and accurately report numbers of personnel entitled to be fed at the *Employer’s* expense.
50. The *Contractor* shall, as required, assist the Compulsory Drugs Test (CDT) team with the organisation and logistics of a CDT visit including compiling a list of attendees.
51. The *Contractor* shall report to the appropriate person (as identified by the Establishment supervising officer) any *Employer* personnel not reporting for duty.
52. The *Contractor* shall produce and maintain each Establishment’s personnel list and associated recall list.
53. The *Contractor* shall take all necessary informing action within each Establishment on receipt of assignment orders.
54. The *Contractor* shall co-ordinate and promulgate personal and administrative arrangements for each Establishment’s leave periods.
55. The *Contractor* shall update Competencies as required by the *Employer* for all military personnel.
56. The *Contractor* shall produce manpower human resource reports, challenge anomalies and take corrective action.
57. The *Contractor* shall co-ordinate Unit Establishment List (UEL) changes for forwarding to manning authority undertaking the JPA action, liaising with the relevant authorities.
58. The *Contractor* shall manage the Force Protection documentation.
59. The *Contractor* shall compile list of civilian and service personnel joining each Establishment and list those personnel required to attend induction courses.

ANNEX S – TERMS OF REFERENCE FOR MEDICAL AND DENTAL CENTRE RECEPTIONISTS

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of the Medical Centre Receptionist function:

- JSP 101 - The Defence Writing Guide
- JSP 441 - Defence Records Management Policy and Procedures
- JSP 747 - Information Management Policy and Protocols

1. The *Contractor* shall provide a service to satisfy the following terms of reference for Medical Centre Receptionists. The role and responsibilities of the Medical Centre Receptionist includes:

- a. Processing requests for sick bay appointments, as part which the *Contractor* shall:
 - 1) ensure emergency and urgent requests for assistance are passed promptly to medical staff;
 - 2) notify patients of forthcoming appointments (including sending texts to patients to alert them) and ensure patients acknowledge booked appointments;
 - 3) maintain an address and telephone log of current hospital appointment information;
 - 4) maintain appointment state boards;
 - 5) produce “did not attend” letters and statistics.
- b. Arrange all referrals to non-sick bay medically related appointments for service personnel together with necessary transport and accommodation;
- c. Maintain medical appointment and medical departmental diaries and attend medical departmental weekly diary meetings. Contribute to practice meetings and surveys/audits of the practice;
- d. Create and maintain “clinics” as required on Primary Healthcare Information System (PHCIS);
- e. Manage medical documentation, as part of which the *Contractor* shall:
 - 1) copy, list, file and despatch all medical documentation as required;
 - 2) raise and file medical documents for personnel joining and leaving each Establishment (this task includes new entrants at HMS RALEIGH);
 - 3) prepare and collate all medical documents for patients’ appointments and medical examinations;
 - 4) complete blood sample forms for despatch to the National Blood Service.
- f. Input details on PHCIS and ensure patients are registered correctly;
- g. Maintain an up to date sick list for all medically downgraded personnel including those classified as sick on shore;
- h. Co-ordinate and arrange reviews and appointments;

- i. Send medical categories signals;
 - j. Update and maintain signal and fax logs;
 - k. Arrange for chaperones at medical examinations as requested;
 - l. Sort and distribute incoming and outgoing mail for medical centres;
 - m. Ensure reception areas are kept tidy;
 - n. Assist in the preparation of Naval Service Medical Board of Survey paperwork;
 - o. At HMS RALEIGH, produce weekly label lists for female entrants' rubella samples.
2. The role and responsibilities for dental centre receptionists shall include:
- a. Processing requests for appointments, as part which the *Contractor* shall:
 - 1) ensure emergency and urgent requests for assistance are passed promptly to medical staff;
 - 2) notify patients of forthcoming appointments and ensure patients acknowledge booked appointments;
 - 3) maintain an address and telephone log of current appointment information;
 - 4) maintain appointment state boards;
 - 5) produce "did not attend" letters and statistics;
 - b. Maintain departmental diaries and attend dental centre weekly diary meetings. Contribute to practice meetings and surveys/audits of the practice;
 - c. Create and maintain "clinics" as required on defence medical information capability programme (DMICP)
 - d. Manage medical documentation, as part of which the *Contractor* shall:
 - 1) copy, list, file and despatch all medical documentation as required;
 - 2) conduct quarterly 100% document check (F Med 271) against DMICP;
 - f. Input details on DMICP and ensure patients are correctly registered;
 - g. Input and maintain signal and fax logs;
 - h. Sort and distribute incoming and outgoing mail;
 - i. Keep reception areas are kept tidy.

ANNEX T – TERMS OF REFERENCE FOR PERSONAL ASSISTANTS

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of the Personal Assistant function:

JSP 101	-	The Defence Writing Guide
JSP 441	-	Defence Records Management Policy and Procedures
JSP 747	-	Information Management Policy and Protocols
JSP 915; Ch 3	-	Tri-Service Domestic Assistance Policy & Official Hospitality Policy for the Armed Forces and Civilians; Official Hospitality (OH) Policy

1. The *Contractor* shall provide a service to satisfy the following terms of reference. The roles and responsibilities of the Personal Assistant to the Head of Establishment and other nominated Senior Officers include:

- a. advice and assistance on matters of information, correspondence management and secretarial practice;
- b. co-ordination of staff correspondence, orders and memoranda required to ensure the effective management of the Establishment;
- c. processing and/or drafting correspondence that requires release under the Head of Establishment/ nominated senior officer's signature;
- d. arranging for correspondence to be signed by the Head of Establishment/ nominated Senior Officer;
- e. releasing signals in accordance with the guidelines contained in local orders;
- f. assisting with the production of presentations;
- g. co-ordinating the Head of Establishment's/ nominated Senior Officers' official programme (including official hospitality) including:
 - 1) producing the daily programme;
 - 2) liaising with the official staff residence manager;
 - 3) managing the Establishment's official diary;
 - 4) arranging meetings as required (making the necessary travel and accommodation arrangements in accordance with current JSPs and MOD Policy Rules and Guidance (PRG));
- h. co-ordinating and preparing appropriate briefing materials;
- i. taking telephone messages;
- j. greeting visitors and arranging refreshments for visitors in accordance with JSP 915;
- k. maintaining the high standard of appearance of the Head of Establishment's/ nominated Senior Officers' offices;
- l. arranging alternate cover for Personal Assistants;

- m. supporting the management of the official entertainment budget, co-ordinating function costs, submitting of approvals and claims with supporting invoices'
- n. programme joining and leaving routines with the Head of Establishment/ nominated Senior Officer as appropriate including distributing joining letters.

ANNEX U – TERMS OF REFERENCE FOR CLERICAL SUPPORT STAFF

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of the clerical support function:

- JSP 101 - The Defence Writing Guide
- JSP 441 - Defence Records Management Policy and Procedures
- JSP 747 - Information Management Policy and Protocols

The *Contractor* shall provide Departmental Clerical Support to fulfil the following functions:

1. Administer and produce, where appropriate, correspondence and briefing material. Provide word processing support through the correct media.
2. Provide clerical support including:
 - a. filing;
 - b. photocopying;
 - c. telephone work (including fax);
 - d. copy/audio transcription;
 - e. data input
 - f. data migration;
 - g. desk top publishing.

The types of documents will vary from minutes, letters, forms, reports and spreadsheets.

3. Manage day-to-day booking of vehicles assigned to the department or group.
4. Administer the stationery supplies for the central management offices.
5. Administer group travel and subsistence bookings and authorisations in accordance with current JSPs and MOD Policy Rules and Guidance (PRG), maintaining auditable documents and provide information as required by budget managers.
6. Produce and publish the Head of Establishment's (and other Senior Officers') inspections/rounds programme in consultation with the *Employer*.
 - a. arrange the attendance of the appropriate *Employer* and *Contractor* representatives;
 - b. publish post-inspection reports.
7. Programme planning (including the production of a daily plan), diary planning and meetings.
8. Act as single point of contact for all visitors arranging entry into the Establishment and escorting guests where required.
9. Produce agendas, briefing material and minutes for meetings.
10. Manning and operating reception desks.

11. Providing all the necessary equipment to carry out the Typing and Word Processing Service. The Typing and Word Processing Service shall be to a professional standard and to the satisfaction of the *Employer*.

12. At HMS Sultan, in addition to the tasks listed above, the *Contractor* shall provide:

- a. Out of office support for SHEP personnel;
- b. Receipt and record false fire alarm reports;
- c. Maintain the health and safety website;
- d. Administer training course requests and distribute joining instructions and certificates;
- e. Secretariat duties for SHEP meetings;
- f. Produce and issue SHEP signage;
- g. Coordinate occupational health referrals;
- h. Coordinate in-house health and safety training as directed by the Employer's SHEP personnel.

ANNEX V – TERMS OF REFERENCE FOR SQUADRON ASSISTANTS IN BRITANNIA ROYAL NAVAL COLLEGE

The following Joint Service Publications contain the regulations and guidance that are fundamental to the satisfactory execution of the Squadron Assistants function:

- JSP 101 - The Defence Writing Guide
- JSP 441 - Defence Records Management Policy and Procedures
- JSP 747 - Information Management Policy and Protocols

1. The *Contractor* shall provide Personnel as Squadron Assistants to support the Squadron Chief Petty Officer (CPO) and fulfil the following functions:
 - a. secure the squadron as far as reasonably practicable prior to college leave periods;
 - b. organise the removal and transfer of bedding and furniture as required;
 - c. complete bed linen returns for the appropriate sub-contractor;
 - d. arrange the collection and return of laundry in accordance with local arrangements;
 - e. issue, return and document all permanent loan items issued to initial officers;
 - f. conduct permanent loan musters;
 - g. complete and action MOD Loss Forms;
 - h. produce, print and attached door tallies on initial officers' cabins as required;
 - i. report accommodation and block defects. Assist in checking mattresses;
 - j. co-ordinate detailed defect reports to include:
 - 1) lights;
 - 2) security drawers;
 - 3) laundry boxes.
 - k. collate contents for joining packs for new entrants (initial officers joining the college).
 - l. produce name badges as required for all new entrants, Establishment personnel and support personnel.
 - m. produce name tapes for the main office peg board and keep the board up to date in accordance with squadron lists.
 - n. conduct administrative tasks as detailed by the squadron CPO.

ANNEX W – TERMS OF REFERENCE FOR VERGER AND GENERAL ADMINISTRATIVE SUPPORT TO THE CHAPLAINCY

1. The *Contractor* shall provide a service to satisfy the following terms of reference are a broad indication of the roles and responsibilities expected of the Verger:

- a. prepare the Churches for acts of worship;
- b. ensure correct pages of Books of Remembrance are displayed for Sunday services;
- c. maintain all vestments, church linen and furnishings;
- d. maintain and polish church silver;
- e. order religious requisites and consumable items for Chaplaincy and Churches;
- f. prepare orders of service;
- g. submit Registrar quarterly returns for marriages and applications for banns of marriage and forward certificates;
- h. return the worship spaces to status quo on completion of services;
- i. purchase and prepare refreshments for chaplaincy activities and specified acts of worship using chaplaincy funds as agreed with the fund holder;
- j. provide efficient reception for visitors and telephone enquiries and be a point of contact in the absence of any Chaplain, liaising with the Verger and the Establishment gate staff as necessary;
- k. brief trainees on their delegated duties in the chaplaincy areas and chapel;
- l. prepare and maintain the non-Christian prayers rooms;
- m. maintain the income and expenditure record of the non-public funds supporting the Chaplaincy;
- n. prepare and maintain chaplaincy classrooms for teaching throughout the day.

2. The *Contractor* shall provide a service to satisfy the following terms of reference. The roles and responsibilities of the administrative support to the Chaplaincy include:

- a. provide direct secretarial support to the Chaplains;
- b. maintain the income and expenditure record of the non-public funds supporting the Chaplaincy;
- c. co-ordinate and manage the Chaplaincy Common Diary, flag up organisational conflicts and produce a weekly programme;
- d. manage communication between the Chaplaincy team and the parent FLC Chaplaincy Service;
- e. process and deliver documentary requirements for all visits and Potential Chaplain Acquaints;

- f. co-ordinate and publish Chaplaincy training plans, liaising with the appropriate schools, including new entry chaplain training, and maintain appropriate class information and files;
- g. manage Chaplaincy Information Management (IM) requirements and processes in accord with Establishment policy;
- h. maintain the Chaplaincy web page information.

ANNEX X – SWIMMING POOL ADMINISTRATION

1. The *Contractor* shall provide the administration, management and associated functional roles for each Establishment's swimming pool and swimming pool complex.
2. The *Contractor* shall run safe and efficient swimming pool routines for the benefit of all users including:
 - a. ensuring that the water in the swimming pool meets quality measures required by Law and that full records are maintained;
 - b. ensuring that health and safety standards are met, co-ordinating deep maintenance activities with the Hard FM contractor and demonstrating good energy efficiency;
 - c. educating all users in safe practices and procedures;
 - d. complying with agreed operating procedures and maintain an emergency action plan;
 - e. maintaining a usage log showing the numbers of swimmers using the facility on a daily basis;
 - f. ensuring that defects are promptly reported to the Hard FM Contractor, monitored and rectified.
3. The *Contractor* shall provide appropriately qualified lifeguards to provide support during the pool opening hours, including:
 - a. providing remedial instruction for weak swimmers and non-swimmers;
 - b. ensuring the safety and good conduct of swimming pool users;
 - c. patrolling poolside, changing and ancillary areas as directed by the swimming pool manager;
 - d. ensuring that any injuries are entered into the pool incident and accident log.
4. The *Contractor* shall provide advice and resolve all swimming pool related issues, including those regarding the use of pools by both Service and non-Service users.
5. The *Contractor* shall support the training of the *Employer's* physical trainers in relation to pool safety and shall conduct staff training sessions.
6. The *Contractor* shall organise and prepare the pool for galas and other events as agreed with the *Employer*.
7. The *Contractor* shall ensure the swimming pool store is kept tidy and clear of obstructions.
8. The *Contractor* shall ensure the changing rooms and swimming pool areas are clean and tidy at all times.

ANNEX Y – SPORTS FACILITIES ADMINISTRATION

1. The *Contractor* shall provide the management, administration and associated functional roles of each Establishment's gymnasium, sports facilities and adventurous training unit.
2. The *Contractor* shall co-ordinate bookings for the fitness centre and associated recreation facilities, liaising with all external user groups and sports organisations.
3. The *Contractor* shall compile and co-ordinate all invoices for payment by outside user groups, in accordance with regulations governing the hire of facilities at an Establishment.
4. The *Contractor* shall prepare the necessary documentation for hire of facilities at an Establishment by outside user groups in accordance with the *Employer's* policy guidelines in BRd 51; Vol 1, Ch 7 and JSP 362; Ch 15.
5. The *Contractor* shall co-ordinate and administer the issue of facility user passes in accordance with each Establishment's local orders.
6. The *Contractor* shall liaise with each Establishment's caterers to provide food and other refreshments for representative sport. This service is only required following a request from the event organiser and costs are to be paid by the requesting team/organisation (and not by the *Employer*) in accordance with JSP 456; Vol 4, Ch 2, Para 0208.
7. The *Contractor* shall co-ordinate transport bookings for all sports teams and other *Employer* personnel engaging in adventurous training activities.
8. The *Contractor* shall muster and account for all sports equipment.
9. The *Contractor* shall issue sports equipment as required and maintain a log of issued equipment.
10. The *Contractor* shall prepare, launder and issue sports strips for each Establishment's sports teams/representatives and intra unit competitions.
11. The *Contractor* shall maintain records of all sports equipment, including when replacement or refurbishment is due, and inform the *Employer* when maintenance (to the extent it is not undertaken by the *Contractor* as routine general maintenance in accordance with paragraph 12) or replacement is due.
12. The *Contractor* shall undertake the routine general maintenance of all sports clothing and sports equipment.
13. The *Contractor* shall co-ordinate and produce weekly sports programmes for approval by the Physical Training and Recreation Officer (PTRO) at the relevant Establishment.
14. The *Contractor* shall report all defects within the gymnasium and sports store to the Hard FM Contractor and monitor the progress in resolving them, updating the relevant PTRO on a daily basis.
15. The *Contractor* shall ensure that the sports equipment store rooms are safe and clean at all times.
16. The *Contractor* shall operate a system to receive, register, securely store and return lost property found within the gymnasium and other sports facilities.

ANNEX Z – THE OUTDOOR LEADERSHIP CENTRE, TAL-Y-BONT (OCLT)

1. The Outdoor Leadership Training Centre at Tal-y-Bont, Wales, is an outstation of the Royal Navy Leadership Academy and is a base for outdoor leadership activities. The unit is situated in a remote location and requires that personnel employed there are multi-tasked and have a number of extra qualifications that may not be expected at other Establishments.
2. The *Contractor* shall provide the following general support services including:
 - a. co-ordinate the management of the supply of fuels, oils and greases;
 - b. maintain records of and control the issue and dispose of fuels, oils and greases;
 - c. conduct basic maintenance on expedition equipment and stores specific to OLCT;
 - d. where required, launder expedition equipment and OLTC stores items.
3. The *Contractor* shall provide the following building management services including:
 - a. maintain the physical security of buildings through the control of access and keys;
 - b. be custodian for, and ensure correct accounting of, the security furniture and keys;
 - c. issue keys and passes as required;
 - d. take custody of all assets within the assigned area which have been provided through Articles-in-Use in accordance with JSP 886; Vol 4, Part 8 (historically known in the Naval Service as Permanent Loan Records/PLRs);
 - e. conduct regular security checks of the area which includes the correct opening and closing procedures (including leave periods);
 - f. produce and monitor Office Security Check Sheet¹ process;
 - g. conduct regular checks of building infrastructure.
4. The *Contractor* shall provide the following administration services:
 - a. support and conduct formal and informal tours including Head of Establishment/nominated senior officers inspections;
 - b. prepare facilities for visitors;
 - c. prepare internal areas and equipment for daily use;
 - d. ensure any resources required for training are fit for use;
 - e. maintain, allocate and prepare accommodation for use;
 - f. advice and assistance to departmental staff on matters of information and correspondence management;

¹ Colloquially known in the Naval Service as “Last Man Out Chits”.

- g. to be the lead responsible person for the local information management routines;
- h. co-ordinating compilation of correspondence using the appropriate subject matter experts, in hard or electronic copy as appropriate;
- i. arranging for the signature, dispatch and promulgation of official correspondence at an appropriate level;
- j. arranging for the release of correspondence including military signals messages;
- k. assisting in the production and compilation of presentations;
- l. producing departmental personnel utilisation and succession plans to include all *Employer* personnel;
- m. liaise with other departments to ensure that effort is co-ordinated to the benefit of the wider Establishment;
- n. produce and disseminate the departmental daily plan;
- o. liaising with other organisations to determine meeting agendas, engage with the relevant local SME and provide appropriate briefing material;
- p. ordering and maintaining stationery levels for the office.

ANNEX AA – ROYAL NAVY SAILING CENTRE (RNSC), HMS EXCELLENT

1. Water activities are promoted by the Naval Service as a healthy physical activity. Dinghy sailing in particular is a recognised and supported sport. The *Contractor* is responsible for operating the Royal Navy Sailing Centre (RNSC) at HMS EXCELLENT. The RNSC works closely with the Naval Service sailing coaches and approved youth organizations, including the Sea Cadet Corps, Combined Cadet Force and Naval Service recognised Sea Scouts.
2. The RNSC hosts between 70 and 90 events and activities during the year ranging from RN Racing Competitions to Departments requiring afternoon team building events culminating with a barbecue etc and Naval Cadet Forces activities. RN Regattas could be over two days, weekends or weekdays. Local ones normally from 1500 until sunset. The centre will support any 'on the water' event by supplying, either the OICRNSC or Chief Instructor for Race Officer duties or safety support. In addition whenever the centre is open for water activities, reception is manned either by the MSSC employed person/member of VT staff or out of Normal Working Hours a duty boat keeper (VT Staff).
3. The IT hardware and software in use at the RNSC is an *Employer Asset*.
4. The RNSC reception and booking facility operates:
 - a. weekdays 0800-1630;
 - b. May to September 0800 – Sunset (Mon – Thu);
 - c. weekends 0830 – 1700.
5. The repair and maintenance staff is currently required to work:
 - a. weekdays 0730 – 1600 (Mon – Thu);
 - b. 0730 – 1230 (Fri);
 - c. a member of the repair and maintenance staff will carry out 'Duty Boat Keeper' duties after 1600 and at weekends.
6. Craft are limited to sailing in the Solent. All boats must be back alongside no later than 30 mins before sunset.
7. Kayaks can be used away from the centre. The user/organiser will arrange transportation.
8. The boat to shore VHF communication equipment is MOD GFA.
9. The *Contractor* shall provide support to enable the following water activities including;
 - a. water activities undertaken by authorised youth groups visiting HMS EXCELLENT and HMS BRISTOL;
 - b. unit and Establishment requirements for ad-hoc water activities including:
 - 1) boat rides during HMS EXCELLENT Families' Day;
 - 2) biannual summer regatta;
 - 3) interdepartmental sports.

- c. operation of a power boating and dinghy sailing centre accredited by the national governing body for those activities, the Royal Yachting Association (RYA).
 - d. the provision and publicising of dinghy sailing and power boat courses as agreed annually at the Royal Navy Sailing Centre Steering Group meeting. Levels to range from novice to instructor and also to include RYA radio and first aid course.
 - e. activities of entitled youth or other organisations using the centre for pre-booked events including:
 - 1) URNU Regatta;
 - 2) CCF Regatta;
 - 3) SCC Regattas;
 - 4) RN Sea Scout Summer camps;
 - 5) CCF Summer camp;
 - 6) SCC Summer camp.
 - f. the provision of facilities and safety cover to enable entitled persons to undertake recreational sailing;
 - g. facilitating and encouraging volunteer instructors and instructor training and assessment.
10. The *Contractor* is to provide the following administration service to support the water activities including:
- a. maintaining the RNSC's national governing body accreditation;
 - b. administering the award of governing body qualifications;
 - c. co-ordinating all RNSC courses, facilities and boat bookings;
 - d. providing an equitable boat allocation system to meet the demands of the users;
 - e. operating a system to assure that all boats operating out of the RNSC are insured and are in date for any routine safety inspection required by the *Employer* or a boat's operating authority (eg RYA, Sea Cadets and Scout Association);
 - f. carry out planned maintenance and repairs of boats and boat trailers at the RNSC to ensure sufficient availability to support activities;
 - g. co-ordination of through life maintenance and second line repairs;
 - h. ensuring that support and safety equipment is suitably stored, maintained, issued and accounted for including:
 - 1) drying facilities for sails, clothing and personal flotation devices;
 - 2) fresh water rinsing of sails and equipment as appropriate;
 - 3) repair and renewal of sails and cordage;

- 4) storage, care and battery charging regime for marine radios;
- 5) safe storage of fuel, oils and greases;
- 6) arrange safe storage and disposal of marine flares;
- 7) ensure flares issued to users are in date.

ANNEX BB – ESTABLISHMENT IHUB AND REGISTRY

Introduction

1. The iHub is the focus for all Information Administration (IAdmin) at unit level, and underpins effective information management. The iHub's task is to ensure the effective receipt, storage, distribution, archiving and disposal of information in the unit which it serves. It combines roles previously undertaken by Registries and Communications Centres, together with new functions related to the use and administration of current Information and Communications Technology (ICT).
2. The iHub should be staffed with information professionals trained to support their organisation. The Head of the iHub is the Information Support Officer (ISO), and staff within the iHub are Information Support Administrators (ISAs). The ISO is responsible for carrying out the policies set by the Senior Information Officer (SIO) and Information Manager (IMgr), and is accountable to the Unit SIO and IMgr for all aspects of IAdmin.
3. Although independent of technology, the iHub concept was developed alongside the implementation of the DII and BCIP (BOWMAN) infrastructure programmes, and these will assume that an iHub structure is in place. The work of the iHub will include activities in support of all information systems deployed in the unit (unless the task is allocated elsewhere under a third party contract or local arrangements).
4. The *Employer* takes information security very seriously and requires that information on DII is secure at all times. Information security on DII(F) is managed in accordance with the DII Security Instructions and requires a LSO and a deputy to be appointed in all locations where DII(F) is operating. In delivering a solution, it is not implicit that the iHub or the AD be located at the site supported but should be in the geographical area.
5. The *Contractor* shall provide the following:
 - a. Information Management Policy and Practices:
 - 1) advise all staff on IM policy and protocols, and use Dii(f);
 - 2) monitor information activities to ensure compliance with Law and MOD/TLB/Unit policy.
 - b. correspondence management:
 - 1) act as a Receipt Despatch Centre; scan and register documents;
 - 2) maintain paper logs.
 - c. user account management in DII and other "Unit managed" systems:
 - 1) create, amend and close user accounts;
 - 2) manage user privileges and profiles;
 - 3) monitor capacity;
 - 4) ensure mailboxes are being actively managed (including in absence of owner);
 - 5) undertake DII roles of Local Security Officer and Authorised Demander;
 - d. management of Group Mailboxes including:

- 1) setting up;
 - 2) closing down;
 - 3) monitoring;
 - 4) distribution,
- of messages.
- e. document and record management:
- 1) manage the Establishment's file plan;
 - 2) manage, maintain, and delete team sites and shared drive folders;
 - 3) establish and maintain appropriate access permissions to team sites and shared drives;
 - 4) initial configuration of high level metadata in team site collections;
 - 5) map team sites to EDRMS folders;
 - 6) establish records management folders in NTFS (or other file system) for units not equipped with EDRMS;
 - 7) apply permissions for team site administration to someone nominated by the appropriate team leader;
 - 8) maintain and promulgate record retention instructions;
 - 9) set retention schedules for all record holdings in accordance with JSP 441 (and with advice from CIO Corporate Memory as required);
 - 10) review record holdings in accordance with retention schedule, and with advice from appropriate *Employer* personnel at the relevant Establishment;
 - 11) capture records from folders and team sites being closed;
 - 12) manage physical records (paper, CDs, tapes, film, etc) and their repositories;
 - 13) arrange the transfer of records to the appropriate authority, or their destruction/deletion, as required by JSP 441;
 - 14) routine monitoring of team sites, shared drives and EDRMS for duplicate data, redundant files not intended for records, team sites that are never used.
- f. information retrieval:
- 1) advise on use of controlled vocabulary, taxonomies and thesaurus.
- g. information dissemination:
- 1) manage organisation's Intranet and Internet sites (unless task is allocated elsewhere);

- 2) publish or forward messages received to appropriate staff;
 - 3) disseminate key information on behalf of owners.
- h. information assurance:
- 1) ensure that information owners are allocated for all live and historically significant information for which the Establishment is responsible;
 - 2) validate, establish and maintain access permissions to information assets for external users;
 - 3) advise on information aspects are covered in business continuity plans;
 - 4) ensure arrangements are in place for security and protection of physical documents and information;
 - 5) assist in impact assessments relating to information damage or loss;
 - 6) manage and advise on the classification of folders.
- i. information handling:
- 1) ensure that the rules for the secure storage and transmission of information (in particular protectively marked material, and personal information as defined by the Data Protection Act) are widely understood and rigorously followed within the Establishment;
 - 2) account for DII(F) portable media devices (including laptops, memory sticks and CDs/DVDs), and ensure their users are aware of the regulations.
- j. training and education:
- 1) advise *Employer* personnel at the Establishment on:
 - a) signing of security operating procedures (SyOps) for the system they are about to use;
 - b) acceptable use policy in accordance with JSP 740;
 - c) Information Management Policy and Protocols in accordance with JSP 740;
 - d) Defence Records Management Policy and Procedures in accordance with JSP 441;
 - e) user guides and training requirements. For example, the Dii(f) User Guide is available through the MOD Defence Intranet.
- k. support for, and advice to, *Employer* personnel at the Establishment:
- 1) support SIO and IMgr in execution of their duties;
 - 2) advise all staff on the use of information systems within the Establishment;

- 3) support unit staff in routine information management activity;
 - 4) trouble-shoot as required (eg locating lost information or folders).
- I. point of contact for IS providers:
- 1) provide the Local Point of Contact (LPOC) for resolution of IM problems on, or in direct support of, operations and training;
 - 2) liaise with the Single Point of Contact (SPOC).
6. The typical iHub personnel structure is: 1 x ISO supported by 2 to 3 x ISA (ADs), with oversight from IMgr and SIO but this is not a defined model. The true requirement is driven by the number of personnel on DII/F at that location and volumes of change. For example the NCHQ i-Hub has 4x ADs supporting 1250 users in the NCHQ. Therefore 1x fulltime AD can support ~300 users.
7. Management of High Grade Messaging (HGM):
- a. check HGM on DII(F)(S) 3 times per day, within contracted service times;
 - b. understand how 'priority traffic' is to be dealt with and ensure that appropriate staff are contacted on receipt of priority/Immediate/Flash messages during the Working Day;
 - c. manage the automatic distribution mechanisms (allocation of SICs), or to the relevant action officer via the email system. Provide hard copies if the recipient has not got access to a DII(F)(S) account;
 - d. save any received messages in to a 'daily read' folder that HODs/OIC will have access to;
 - e. act as Guaranteed Action Point (GAP), ensuring HGMs are addressed within timescale of precedence; not required during periods when sites are on block leave (eg Christmas, Summer and Easter Term holiday periods);
 - f. if necessary send messages via the HGM system at the time when checks are conducted in accordance with para 13a. The originator will be required to provide the message in a TXT file.
8. Service Police Interview Tapes
- a. provide a facility for typing and word processing for a verbatim transcription service to record details from Service Police interview tapes. The standard processing period is to be three Working Days; however, in the case of multiple tapes resulting from extended duration interviews the customer is to be engaged and a revised processing period negotiated when necessary.

ANNEX CC – AUTHORISED DEMANDER (AD)

Introduction

1. The iHub is the focus for all Information Administration (IAdmin) at unit level, and underpins effective Information Management. The iHub's task is to ensure the effective receipt, storage, distribution, archiving and disposal of information in the unit which it serves. It combines roles previously undertaken by Registries and Communications Centres, together with new functions related to the use and administration of current Information and Communications Technology (ICT).
2. The iHub should be staffed with information professionals trained to support their organisation. The Head of the iHub is the Information Support Officer (ISO), and staff within the iHub are Information Support Administrators (ISAs). The ISO is responsible for carrying out the policies set by the Senior Information Officer (SIO) and Information Manager (IMgr), and is accountable to the Unit SIO and IMgr for all aspects of IAdmin.
3. Although independent of technology, the iHub concept was developed alongside the implementation of the DII and BCIP (BOWMAN) infrastructure programmes, and these will assume that an iHub structure is in place. The work of the iHub will include activities in support of all information systems deployed in the unit (unless the task is allocated elsewhere under a third party contract or local arrangements).
4. MOD takes Information Security very seriously and requires that information on DII is secure at all times. Information Security on DII(F) is managed in accordance with the DII Security Instructions and requires a LSO and a Deputy to be appointed in all locations where DII(F) is operating. In delivering a solution, it is not implicit that the iHub or the AD be located at the site supported but should be in the geographical area.
5. The following terms of reference detail the roles and responsibilities of the Authorised Demander:
 - a. To submit the Catalogue Requests (CR) received from users. To be familiar with the services offered on the Catalogue so that individual requests can be submitted to ATLAS in a logical sequence;
 - b. To check each CR submitted by DII/F users within their represented unit, to ensure that:
 - 1) a valid business requirement has been approved for the request;
 - 2) the Request for Financial Approval, is completed/signed, by the appropriate Budget Manager (BM) and Budget Holder (BH) for the request expenditure;
 - 3) the Local Security Officer (LSO) is consulted for changes concerning new user accounts and laptops. LSO agreement is needed to ensure security requirements are met before an account and/or laptop is requested.
 - c. To ensure the Pre-Requisite Questions are completed before submission back to ATLAS;
 - d. Inform the user of the CR number and if the CR has been rejected, giving the reason why;
 - e. Re-authorisation of CR's. If during the ATLAS impact assessment additional costs are identified then the CR may need to be re-authorised or rejected depending on the circumstance;
 - f. To track the progress of Catalogue orders to their conclusion;

- g. It may be necessary to confirm receipt of service for a minor change if ATLAS has been unable to contact the user;
 - h. To create or remove AD and deputy ADs or amend their details by submitting changes to ATLAS via the Catalogue Service “Authorised Demander Administration Request”;
 - i. If the AD knows that the Change will fall into the Significant Change category the AD should raise the request through the appropriate TLB process. Atlas will then verify and initiate the process. The Significant Change process will follow the TLB financial approvals process in place for IS spends;
 - j. To represent the Establishment/branch/unit at any related user groups or other forums regarding Catalogue services;
 - k. For requests received for Accessibility Services or products under accessibility H/W and or S/W the AD must verify that the user has had an assessment in the last three years. If not the AD should encourage them to have the assessment prior to the product being ordered as this request may not be the best solution for the user;
 - l. To be a focal point for communications and user awareness for Catalogue issues between the Establishment/branch/unit and the *Contractor* and disseminate information, as required;
 - m. As a governance measure, ADs should not order and approve CRs for themselves, and should seek approval and financial signature from higher up their management/TLB chain;
 - n. All orders and signed RFAs must be retained for the statutory 6 years in line with MOD policy;
 - o. The AD and LSO roles for a single transaction cannot be filled by the same individual under the same UIN;
 - p. The AD may be involved in Emergency Change.
6. The AD posts are required 6 weeks prior to DII/F go live.

ANNEX DD – LOCAL SECURITY OFFICER

Introduction

1. The iHub is the focus for all Information Administration (IAdmin) at unit level, and underpins effective Information Management. The iHub's task is to ensure the effective receipt, storage, distribution, archiving and disposal of information in the Establishment which it serves. It combines roles previously undertaken by Registries and Communications Centres, together with new functions related to the use and administration of current Information and Communications Technology (ICT).
2. The iHub should be staffed with information professionals trained to support their organisation. The Head of the iHub is the Information Support Officer (ISO), and staff within the iHub are Information Support Administrators (ISAs). The ISO is responsible for carrying out the policies set by the Senior Information Officer (SIO) and Information Manager (IMgr), and is accountable to the Unit SIO and IMgr for all aspects of IAdmin.
3. Although independent of technology, the iHub concept was developed alongside the implementation of the DII and BCIP (BOWMAN) infrastructure programmes, and these will assume that an iHub structure is in place. The work of the iHub will include activities in support of all information systems deployed in the Establishment (unless the task is allocated elsewhere under a third party contract or local arrangements).
4. The *Employer* takes Information Security very seriously and requires that information on DII is secure at all times. Information Security on DII(F) is managed in accordance with the DII Security Instructions and requires a LSO and a Deputy to be appointed in all Establishments where DII(F) is operating. In delivering a solution, it is not implicit that the iHub or the AD be located at the Establishment supported but should be in the same geographical area.
5. The following terms of reference detail the roles and responsibilities of the Local Security Officer including:
 - a. LSO Duties (pre Site Migration):
 - 1) fulfilling the role of main Dii(f) security liaison point for a business unit during migration; passing the Establishment and business unit IT specific security information to the ATLAS migration team;
 - 2) confirming user security clearance details for their business area;
 - 3) confirming that all DII(F) user training has been carried out;
 - 4) administrating DII(F) login and password details for all users in their business area, having ensured that the above checks have been carried out; and that they have read and signed up to the current SylS.
 - b. LSO Duties (post Site Migration):
 - 1) confirming that all users have the required level of security clearance before they access the DII(F) domains;
 - 2) administering the User Security Instructions and Certificates of Understanding;
 - 3) administering DII(F) login details and passwords for all users;

- 4) authorising new users' access to DII(F) and ensuring that they have completed all relevant DII(F) training;
 - 5) reporting DII(F) related security incidents via the SPOC;
 - 6) managing laptops and memory sticks.
- c. LSO are not responsible for physical security.
6. The LSO posts are required 6 weeks prior to DII/F go live.

ANNEX EE – DEFENCE DIVING SCHOOL, HORSEA ISLAND

1. The following specialist stores and supply service is a unique requirement required at HMS EXCELLENT. The *Contractor* shall:

- a. hold and issue specialist clothing for required tasking ensuring a wide range of sizes are catered for;
- b. provide a facility for receipt, issue, storing, accounting, inspection and minor repair of dive suits (specialist clothing) at the Defence Diving School;
- c. maintain and repair Underwater Survival Suits (UWSS) using suitability qualified and trained personnel;
- d. wash, test and conduct minor repairs after each use;
- e. ensure the correct stowage for the UWSS;
- f. ensure stock levels are sufficient for training;
- g. provide on-site minor defect repairs to dive suits, or arrange with the authority for items to be repaired by the external contractor. Examples of defects required to be repaired include:
 - 1) cuff replacement;
 - 2) neck seal replacement;
 - 3) dump valve replacement;
 - 4) suit inflation valve replacement;
 - 5) small hole repair up to 5mm;
 - 6) zip puller replacement.

ANNEX FF – EXPEDITION STORES, HMS EXCELLENT

1. The following specialist stores and supply service is a unique requirement required at HMS EXCELLENT. The *Contractor* shall:

- a. manage issues and returns of expedition clothing and equipment;
- b. receive returned equipment into the store; clean, maintain and repair as necessary;
- c. order kit as required to maintain stores to required level;
- d. report and record losses.

ANNEX LL - ROYAL NAVY HOUSE MANAGERS

Introduction

1. The Commanding Officers' official residences at Britannia RN College, Commando Training Centre RM Lympstone and HMS Raleigh, Heron, Seahawk, Collingwood, Sultan and Excellent are all supported by a house manager function delivered by the *Contractor*.
2. The number of residents in the house will vary dependent on whether the principal is accompanied by family. There will be a regular requirement to accommodate houseguests, usually overnight. Where a full time house manager is specified, the individual is to be appointed for not less than 37 hours per week, with actual working hours to be agreed by the principal. Where applicable, the selection of the house manager is to be subject to the principal's personal approval.
3. The house manager role can be demanding. It requires effective organisation and communication skills, together with essential forward planning. The jobholder is allowed a degree of independent action within the limits of authority defined by the Employer.
4. The house manager shall present a professional image at all times and ensure that he understands all the functions and roles of others relevant to delivering the service. The house manager shall be able to interact well and communicate with personnel at all levels. The individual shall have a sound understanding of relevant JSPs relating to the duties in the residence. It is essential for the house manager to seek advice from the *Employer* as required.
5. The house manager shall ensure regular contact is maintained with the Commanding Officer's Executive Assistant / Personal Assistant as appropriate. He is to maintain effective and robust communication with the wardroom manager regarding the Commanding Officer's residence
6. **Absence and Sickness** – *The Contractor* shall make the necessary arrangements to provide a substitute house manager to cover absences for leave or illness.
7. **Leave Periods/Bank Holidays** – The residence may be in use throughout the year. The principal will keep the *Contractor* informed of his leave intentions and movements but the house manager will normally be required to be in attendance when the principal is in residence unless otherwise agreed.
8. **Uniform** - Dress for the Personnel employed in the residence shall be in line with the *contract* and appropriate when serving at VIP functions on dining room duties. Suitable protective clothing shall be worn when employed on cleaning duties.
9. **Security** – The house manager shall be responsible for the internal security of the residence under the general guidance of the principal. The house manager shall maintain a record of all valuable property on loan to the residence and ensure the safe custody of the items listed.

Roles and Responsibilities

10. The roles and responsibilities of the house manager include:
 - a) **Functions.** Organise and execute a variety of high profile formal and informal functions, including dinners, lunch parties, barbeques and drinks receptions, managing both *Contractor* and RN personnel as appropriate;
 - b) **Reception of official house guests.** To be available to greet and provide hotel services for official house guests, including preparation of accommodation and dealing with baggage. Guests

may include members of the Royal Family, Government officials and senior members of the armed forces;

c) **Accounts.** Maintain a monthly income and expenditure register and present expense claims following official functions;

d) **Catering.** Prepare menus within the allocated budget and maintain food stocks. Provide a silver waiting service at table as required at Official Functions. Provide a service for wines, spirits and drinks. Oversee work in the kitchen and associated areas;

e) **Personal Services.** Provide a full valeting service, including shoe cleaning and ironing for the principal and official house guests. The house manager will require a working knowledge of service uniforms and etiquette. Guidance on the standards required can be found in BR3;

f) **Wines and Spirits.** For Official Hospitality only. The house manager shall purchase wines and spirits as directed by the principal and be responsible for maintenance and safe custody of stocks;

g) **Newspapers and Periodicals.** The house manager shall be responsible for the ordering, receipt and care of newspapers and periodicals as directed by the principal;

h) **Cleaning.** The house manager shall monitor the maintenance and cleanliness of the 'public' spaces in the residence. These are the rooms used regularly to entertain and accommodate official house guests. A cleaner would normally assist in cleaning;

i) **Defects.** All defects in kitchen equipment, household fittings and furniture are to be recorded by the house manager and reported for rectification;

j) **Laundry.** The house manager shall maintain bedding and linen stocks (e.g. sheets, pillowcases, table linen, curtains and loose chair covers), including despatch and receipt of official laundry;

k) **Security.** The house manager shall maintain security of the residence and have custody of keys;

l) **Other Contractor Staff.** The house manager shall management any other domestic staff employed in the residence;

m) **Messages and Mail.** The house manager shall receive, sort and deliver mail and messages to the principal and official guests.

11. The *Contractor* shall be responsible for:

a) **Management of Staff.** The *Contractor* shall advise the principal on matters concerning the employment, duties, leave and welfare of the house staff and on planning for functions;

b) **Health and Safety.** The *Contractor* shall have overall responsibility for the implementation and enforcement of health and safety regulations by *Contacto*r Personnel working in the residence;

- c) **Cleaning Equipment and Materials.** All cleaning equipment and materials are to be provided by the *Contact*or.

Zeebrugge House

12. The following services are required at Zeebrugge House (CTCRM) in addition to those identified above:

- a) The house manager is to allocate accommodation and ensure suitable hospitality for guests at Zeebrugge House;
- b) The house manager is to act as maître-d'hôtel and serve at Official Hospitality events,
- c) The house manager is to liaise with the Hard FM contractor for garden maintenance.

13. In addition to providing support to Official Hospitality functions at Zeebrugge House, the house manager is required to provide similar support in the Officers' Mess at Official Functions. These responsibilities include:

- a) Act as maître-d'hôtel and serve;
- b) Oversee the preparation for events, including laying the table, place settings and menus;
- c) Ensure accommodation is booked for guests in the Officers' Mess.