



Department
for Transport

Bid Pack

Attachment 3 – Specification

Annex I – Service Orders and Project Orders

Department for Transport

Further competition under Lot 1c of Facilities Management & Workplace Services RM6232

1. Service Orders

- 1.1 The Fee shall include the costs of:
- 1.1.1 Prices as per the Price List – these prices do not include overhead or profit;
 - 1.1.2 Overheads – These are added through the “Service Order Uplift %”;
 - 1.1.3 Profit – Applied on top of this at the contract rate; and
 - 1.1.4 Service Order Cost = (Underlying costs) * (1 + Service Order Uplift %) * (1 + Profit)
- 1.2 All Service Orders shall be notified, instructed and authorised through the Contract Management system in accordance with:
- 1.2.1 Attachment 3 (Specification) - Annex A (Standards and Processes);
 - 1.2.2 Annex E to Annex A (Standards and Processes) - Service Delivery Response and Rectification times;
 - 1.2.3 Appendix 3 – Service Order and Approval Process; and
 - 1.2.4 The rates set out in the Price List.
- 1.3 The *Service Provider* may at its discretion require Service Orders to be:
- 1.3.1 Managed and executed by the *Service Provider*;
 - 1.3.2 Managed by a third party nominated by the *Service Manager* and executed by the *Service Provider*; or
 - 1.3.3 Managed by the *Service Provider* and executed by any third party nominated by the *Service Manager*.
- 1.4 Any estimate / quotation, as directed by the *Service Manager*, for Service Orders shall breakdown and itemise the costs in the categories below:
- 1.4.1 Labour;
 - 1.4.2 Parts;
 - 1.4.3 Replacement Assets;
 - 1.4.4 Materials including consumables;
 - 1.4.5 Such other applicable cost categories as the *Service Manager* may notify to the Service Provider from time to time, including Tasks; and
 - 1.4.6 The relevant Fee.
- The Price List will be used unless there is no applicable rate or Price in the Price List in which case the Price for the Service Order shall be that accepted by the *Service Manager*.
- 1.5 The *Service Manager* may instruct a change or require additions to the Price List. Those new rates and prices shall then be used to assess the Price of future

Service Orders. These costs may be determined by market testing by the *Service Provider*, previous quotations or other means.

- 1.6 Where Service Orders are delivered directly via the *Service Provider's* appointed Subcontractor the estimate/quotation shall breakdown the cost categories as per 1.4.1 – 1.4.6 and shall also include:
 - 1.6.1 Subcontractor name; and
 - 1.6.2 Subcontractor total cost (including Subcontractors profit and overhead)
- 1.7 The application of the Fee shall be as follows:
 - 1.7.1 Calculate sum total of costs defined in paragraph 1.4.1 – 1.4.5
 - 1.7.2 Apply Fee as per 1.4.6

2. Quotations and Tenders for Service Orders

- 2.1 Where the *Service Manager* gives instructions to the *Service Provider* to manage and / or execute Service Orders:
 - 2.1.1 Tier One Service Orders shall be managed and executed by the *Service Provider*. Where the Service Orders are to be delivered directly by the *Service Provider*, the *Service Provider* shall provide an estimate of costs in accordance with the rates set out in the Price List. Where Service Orders are to be undertaken by a Subcontractor, the *Service Provider* shall provide at least one written quotation where there is no applicable rate or Price in the Price List for the work being undertaken. The *Service Provider* shall not commence any Tier One Service Orders until approval has been granted by the *Service Manager* to proceed to completion.
 - 2.1.2 Tier Two Service Orders shall be managed and / or executed by the *Service Provider*. Where instructed by the *Service Manager*, the *Service Provider* shall seek to obtain at least three written quotations. The *Service Provider* shall not commence any Tier Two Service Order until approval has been granted by the *Service Manager* to proceed to completion.
 - 2.1.3 Tier Three Service Orders shall be managed and / or executed by the *Service Provider*. Where instructed by the *Service Manager*, the *Service Provider* shall seek to obtain at least three formal tenders under the defined procurement process as agreed between the *Service Manager* and the *Service Provider* from time to time. The *Service Provider* shall not commence any Tier Three Service Order until approval has been granted by the *Service Manager* to proceed to completion.
 - 2.1.4 Tier Four Service Orders shall be managed and/or executed by the *Service Provider*. Where instructed by the *Service Manager*, the

Service Provider shall seek to obtain at least five formal tenders under the *Service Provider's* defined procurement process. The *Service Provider* shall not commence any Tier Four Service Order until approval has been granted by the Client to proceed to completion.

- 2.2 Where the *Service Manager* allows the *Service Provider* to both manage the tender process and tender for the Service Order, the *Service Provider* must ensure appropriate Ethical Wall arrangements are in place to prevent conflicts of interest and that the Public Contract Regulations (2015) are adhered to.
- 2.3 The *Service Provider* shall seek prior written approval from the *Service Manager* prior to proceeding to provide any Service Order which either:
- falls outside the IRT;
 - is not a Business Critical Event.

The *Service Manager* shall not unreasonably withhold approval to the costs associated with Business Critical Events which are to be in line with the Price List unless there is no applicable rate or Price in the Price List for the work being undertaken in which case the Price for the Service Order shall be that accepted by the *Service Manager*.

For Business Critical events, the *Service Provider* shall retrospectively commence the relevant approval process set out in paragraph 2.1 by the next Working Day and complete such process as soon as reasonably practicable.

- 2.3.1 Quotations for Service Orders should include the Fee (if applicable) as per the rates included in the Price List;
- 2.3.2 If Service Orders are instructed and then aborted by the *Service Manager* prior to completion, any claim for costs up to the point of it being aborted shall be limited to costs actually, reasonably and properly incurred and they shall be evidenced as part of any quote for Service Order;
- 2.4.3 On receipt of the *Service Provider's* breakdown and evidence, the *Service Manager* shall either:
- 2.4.3.1 Notify the *Service Provider* in writing of acceptance of the costs;
 - 2.4.3.2 Request further information / evidence; and / or
 - 2.4.3.3 Request a meeting to discuss/clarify the evidence provided.
- 2.4.4 Where the costs are agreed following the receipt of further information/evidence or following a meeting, the *Service Manager* shall notify the *Service Provider* in writing and confirm the costs are to apply.

2.4.5 In the event that the *Client* and *Service Provider* are unable to agree the costs the dispute resolution procedure in the contract shall be followed.

3. Project orders (X27)

3.1 Instructions

3.1.1 If the *Service Manager* decides at its sole discretion that the scope of any works required under this contract are such that they require a defined management approach such that the RIBA “Plan of Work” management principles shall apply or they require the project to be delivered as a General Project, then the works will be instructed as a Project Order and not a Service Order.

3.1.2 Project Order instructions will be issued and managed by the *Service Manager* through the Contract Management system. The *Service Manager* will select the Project type and / or RIBA stages that apply to each Project Order in the instruction.

3.1.3 The *Service Provider* shall respond to the Project Order instruction in accordance with Clause X27 and Annex A - Standards and Processes: Annex E - Service Delivery Response and Rectification times.

3.1 RIBA Projects

3.1.1 If it is deemed as a RIBA Project:

3.1.1.1 For RIBA stages 0-1, the core service disciplines as defined within the RIBA Project Roles Table are to be quoted for and charged at an hourly or daily rate, as stated in the Price List Scoping visits relating to RIBA 0-1 brief are to be charged for a single visit only as stated in the Price List - Annex 1 rates and prices ‘Scoping visit – site attendance’

3.1.1.2 For RIBA stages 2-7, the project stage uplift will apply as stated in the Pricing Matrix Attachment 4. All Core Service disciplines are to be covered in the Project Stage uplift, these Core Service disciplines are detailed further in the Price List

3.1.1.3 For all RIBA stages, any non-Core services should be quoted for in line with the Client procurement value range for Project Orders as shown in Annex A to this document or any *Service Provider* rates supplied in the Price List

3.1.2 It is agreed that the Project Stage Uplift shall always be applied to the value of a Project prior to any profit.

- 3.1.3 If a RIBA Project is aborted by the *Client* or *Service Manager* prior to completion, if applicable, the relevant Project Stage Uplift will be applied up to the point at which it is aborted based on the agreed estimated cost of the Project.
- 3.1.4 The *Service Provider* shall provide evidence of the resource allocation required and resource availability to provide any Project for each relevant RIBA stage at the time of quotation or tender.
- 3.1.5 Associated costs including scoping visits must be agreed as acceptable by the *Service Manager* prior to any service or works which are part of a Project commencing.
- 3.1.6 Project Order quotations will be approved through the Contract Management system
- 3.1.7 For projects undertaken as RIBA projects, Principal Designer responsibility will lie with the *Service Provider* for all RIBA stages undertaken by the *Service Provider*. An appointment letter will be issued with the Project Order.
- 3.1.8 The *Service Provider* should be cognisant of any third parties who may rely on design information as per Option X15 where works may be executed through another service provider e.g., interaction with other CCS frameworks
- 3.1.9 The *Service Manager* may wish to use any part of a design or specification for similar projects at different locations.
- 3.1.10 The *Service Manager* may request support with obtaining enabling documentation for Projects including but not limited to permits, Collateral warranties, Licence to alter. In executing the works at the Affected Property, the *Service Provider* should comply with any provisions included within these documents
- 3.1.11 Where the *Service Manager* wishes to progress to tender the works through the *Service Provider*, the following procurement process should be followed in accordance with the *Client* procurement value range for Project Orders and any additional requirements as shown in Annex A to this document
 - 3.1.11.1 **Tier One** RIBA Projects shall be managed and executed by the *Service Provider*. Where the Project Orders are to be delivered directly by the *Service Provider*, the *Service Provider* shall provide an estimate of costs in accordance with the rates set out in the Price List. Where Works are to be undertaken by a *Subcontractor*, the *Service Provider* shall provide at least one written quotation where there is no applicable rate or Price in the Price List for the work being undertaken. The *Service Provider* shall not commence any Tier One Project Order until approval

has been granted by the *Service Manager* to proceed to completion.

3.1.11.2 **Tier Two** Project Orders shall be managed and / or executed by the *Service Provider*. Where instructed by the *Service Manager*, the *Service Provider* shall seek to obtain at least three written quotations. The *Service Provider* shall not commence any Tier Two Project Order until approval has been granted by the *Service Manager* to proceed to completion.

3.1.11.3 **Tier Three** Project Orders shall be managed and/or executed by the *Service Provider*. Where instructed by the *Service Manager*, the *Service Provider* shall seek to obtain at least three formal tenders under the defined procurement process as agreed between the *Service Provider* and *Service Manager* from time to time. The *Service Provider* shall not commence any Tier Three Project Order until approval has been granted by the *Service Manager* to proceed to completion.

3.1.11.4 **Tier Four** Project Orders shall be managed and/or executed by the *Service Provider*. Where instructed by the *Service Manager*, the *Service Provider* shall seek to obtain at least five formal tenders under the *Service Provider's* defined procurement process or as per the *Client* requirements in Annex B to this document. The *Service Provider* shall not commence any Tier Four Project Order until approval has been granted by the *Service Manager* to proceed to completion.

3.1.12 Where the *Service Manager* instructs the *Service Provider* to both manage the tender process and tender for the Project Order, the *Service Provider* must ensure appropriate Ethical Wall arrangements are in place to prevent conflicts of interest and that the Public Contract Regulations (2015) are adhered to.

4. General Projects

4.1 If the *Service Manager* decides at its sole discretion that the scope of any Service Orders is such that they require a defined management approach other than the RIBA plan of works, this will be deemed to be a Project Order and not a Service Order and the management approach will be defined by the *Service Manager* in line with *Client* defined procurement processes.

4.2 Examples of general projects could include:

4.2.1 Programme of lifecycle asset replacements e.g., heating systems;

- 4.2.2 Net Zero and Decarbonisation initiatives;
 - 4.2.3 Outputs from statutory inspections; and
 - 4.2.4 Outputs from building condition surveys or a Forward Maintenance Register (FMR).
- 4.3 The *Service Provider* shall provide evidence of the resource allocation required to provide any Project Order at the time of quotation or tender and such associated costs must be agreed as acceptable by the *Service Manager* prior to any works which are part of a Project commencing.
- 4.4 If the *Service Manager* aborts Project Orders at any stage, the *Service Provider* may provide a full breakdown and evidence of the resource allocation utilised and associated costs to date on notification of the *Service Manager*. Such associated costs must be agreed as acceptable by the *Service Manager* prior to raising the invoice. On receipt of the *Service Provider's* breakdown and evidence, the *Service Manager* shall either:
- 4.4.1 Notify the *Service Provider* in writing of acceptance of the costs;
 - 4.4.2 Request further information/evidence; and / or
 - 4.4.3 Request a meeting to discuss/clarify the evidence provided.

Where the costs are agreed following the receipt of further information/evidence or following a meeting, the *Service Manager* shall notify the *Service Provider* in writing and confirm the costs are to apply.

5. Inclusive Repair Threshold

- 5.1 The *Service Provider* shall note that with the exception of emergencies or Business Critical Events as per Attachment 3 (Specification) - Annex J (Business Continuity and Disaster Recovery), no activity with a value in excess of the agreed Inclusive Repair Threshold shall be undertaken without a Service Order.
- 5.2 Where the costs of Reactive Maintenance Works exceed the Inclusive Repair Threshold, only the cost above this value shall be invoiced to the *Client* through the approval process as detailed in the Service Order Requirements.
- 5.3 The *Service Provider* shall supply and install all parts associated with Reactive Maintenance Works at its own cost. The *Service Provider* shall note that, for the avoidance of doubt, this requirement includes the replacement of entire Assets as well as component part(s) of Assets where replacement is deemed appropriate by the *Service Manager*.
- 5.4 The *Service Provider* shall maximise the benefits of its own buying power by being granted access to and exploring other CCS frameworks and benchmarking against these before looking to their own supply agreements to offer the most advantageous commercial position to the *Client* to ensure value for money.

Any negotiated discounts applied against current trade price levels shall be passed to the *Client* in full.

Where appropriate the *Service Provider* shall utilise the *Client's* parts agreements, where any such agreements exist. The *Service Provider* shall source parts at the most cost-effective terms having regard to quality and delivery time requirements. The *Service Provider* and the *Service Manager* shall agree in advance the use of refurbished parts where they are deemed to be operationally, environmentally and / or cost beneficial without any loss of service or asset life as required in order to achieve required return to full operational service.

- 5.5 In the event of emergencies or Business Critical Events, the *Service Provider* may proceed with remedial action without prior approval from the *Service Manager*.

The *Service Provider* shall seek formal approval from the *Service Manager* by email and / or telephone as soon as is operationally possible, and shall keep the *Service Manager* advised at all times on the technical and financial status of the task.

The *Service Manager* shall not unreasonably withhold approval of costs arising from emergencies and Business Critical Events; however, the *Service Provider* shall retrospectively commence the relevant approval process set out in paragraph 5.1 by the next Working Day and complete such process as soon as reasonably practicable.

Where any work falls into the following categories, they are exclusions to Inclusive Repair Threshold and charges will be subject to review and agreement between the *Service Provider* and the *Service Manager*. Where charges apply, they will be considered via the Service Order process. This will include but not be limited to:

- 5.5.1 Assets beyond economic repair, where costs, excluding management overhead and profit, exceed the Inclusive Repair Threshold;
- 5.5.2 Misuse of an Asset and / or abuse of an Asset where this can be proven by the *Service Provider*;
- 5.5.3 Vandalism;
- 5.5.4 Damage or failure if due to continued use by the *Client* or Business Unit after fault has been diagnosed and the *Service Provider* has advised the *Service Manager* the Asset is not to be used;
- 5.5.5 The building user has not followed the *Client* and / or manufacturer's operating procedural standards;
- 5.5.6 Other unapproved service providers repairing Assets;
- 5.5.7 Water or cleaning fluid damage due to incorrect cleaning procedures by building users;

- 5.5.8 Damage or failure due to electrical supplies being interrupted or altered by others;
- 5.5.9 Access denied to the *Service Provider* where access had been agreed and prearranged;
- 5.5.10 The *Service Manager* specifies a price variation which is not as a result of a mistake in the Price List;
- 5.5.11 Fire, leaks, act of god, storm damage, floods or similar force majeure; unless caused by an act or failure of the *Service Provider*;

- 5.5.12 That part of the cost of the Reactive Maintenance Works for an event which exceeds the Inclusive Repair Threshold; and
- 5.5.14 Operator error by a building user, where this can be proven by the *Service Provider*.

The above listed works include works arising from Planned Maintenance.

- 5.6 A schedule of works arising from events listed in paragraph 5.5 above shall be provided to the *Service Manager* on a monthly basis and payment will be made through the defined approval process as agreed between the *Service Manager* and the *Service Provider*.

Annex A – Client Procurement Value Range for Service Orders and Project Orders

Service Orders	DVSA	BTP	MCA	DfTc	HS2	VCA
<p>Tier One Service Orders shall be managed and executed by the Service Provider. Where the Service Orders are to be delivered directly by the Service Provider, the Service Provider shall provide an estimate of costs in accordance with the rates set out in Call Off Schedule 3 – Annex 1 rates and prices. or other schedule of rates as requested by the Client at Call Off . Where Works are to be undertaken by other Service Provider appointed third party Service Provider, the Supplier shall provide at least one written quotation. The Supplier shall not commence any Tier One Works until approval has been granted by the Client to proceed to completion.</p>	<p><£10,000</p> <p>Quotation priced using contract Price List – Service Provider or Service Provider's own supply chain</p>	<p>>£10,000 (Ex VAT)</p> <p>Directly employed staff or by nominated sub-contractors who have been identified in the main TFM tender response</p>	<p>£10,000 (Inc VAT)</p>	<p>Up to £2,000</p>	<p>TBC</p>	<p>Up to £2,000</p>
<p>Tier Two Service Orders shall be managed and/or executed by the Service Provider. Where instructed by the Client, the Service Provider shall seek to obtain at least [three] written quotations in accordance with the rates set out in Call Off Schedule 3 – Annex 1 rates and prices. or other schedule of rates as requested by the Client at Call Off . The Service Provider shall not commence any Tier Two Service Order until approval has been granted by the Client to proceed to completion.</p>	<p>n/a</p>	<p>>£10,000 (Ex VAT)</p> <p>Sub-contractors who have not been identified in the main TFM tender response.</p> <p>Therefore, the TFM Contractor will need to show evidence that a procurement tender for the works has been completed."</p>	<p>£50,000 (Inc VAT)</p> <p>Design, manage and execute via three written quotes from contractor's supply chain</p>	<p>Up to £10,000</p>	<p>TBC</p>	<p>Up to £10,000</p>

TRAS3093 Department for Transport Third Generation Total Facilities Management
Attachment 3 – Specification Annex I – Service Orders and Project Orders
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Service Orders	DVSA	BTP	MCA	DfTc	HS2	VCA
<p>Tier Three Service Orders shall be managed and/or executed by the Service Provider. Where instructed by the Client, the Service Provider shall seek to obtain at least [three] formal tenders under the defined procurement process as agreed between the Supplier and the Service Provider from time to time. The Service Provider shall not commence any Tier Three Service Order until approval has been granted by the Client to proceed to completion.</p>	<p>>=£10,000 and <= OJEU threshold (exc. VAT)</p> <p>Service Provider's own supply chain, open tender or using existing CCS framework to be agreed in consultation with DVSA on a project-by-project basis</p>	Unlimited	<p>£150,000 (Inc VAT)</p> <p>Design, manage and execute via three tenders from contractor's supply chain</p>	Up to OJEU limit	TBC	Up to OJEU limit
<p>Tier Four Service Orders shall be managed and/or executed by the Service Provider. Where instructed by the Client, the Service Provider shall seek to obtain at least five formal tenders under the Service Provider's defined procurement process. The Service Provider shall not commence any Tier Four Service Order until approval has been granted by the Client to proceed to completion.</p>	<p>> OJEU threshold (Exc. VAT)</p> <p>Service Provider's own supply chain, open tender or using existing CCS framework to be agreed in consultation with DVSA on a project by project basis</p>	Unlimited	<p>>£250k (Inc VAT)</p> <p>Design and manage, and execute via Five tenders from contractor's supply chain</p>	Unlimited	TBC	unlimited

Annex B – Client X27 Project Order Specification



Department
for Transport

Client X27 Project Order Instruction

Business Unit	Driver & Vehicle Standards Agency (DVSA)		Note for new sites not on Service Catalogue please use 'New Site'
Site Information	Unique reference number (URN)		
	Site address and postcode		
Project Title			
Project Type			
Associated Project Orders			
Service Manager	Name - Email address - Telephone number -		

ISSUE STATUS	
INSTRUCTION ISSUED	
Date of instruction	DD/MM/YYYY

Version:	1
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X27.2 Instruction to submit quotation

X27.3 The Service Provider submits a quotation for a Project within 3 weeks of being instructed to do so by the Service Manager.
Service Provider - please provide a quotation in accordance with NEC4 FM contract and Schedule 25 and any other costs which may be required to complete the Project Order

Detailed description of the work in the Project

Enter details of any constraints to the project and note attachments to this Instruction

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Detailed Brief

Enter details of the work that will be required during this project

Project starting date	<input type="text"/>	Project completion date	<input type="text"/>
Delay damages*	<input type="text"/>	Bonus for early completion*	<input type="text"/>
* may be included / optional			

As at 17/05/2023 13:59

Contract Reference: TRAS3093 Department for Transport Third Generation Total Facilities Management
Framework Ref: Lot 1c RM6232 Facilities Management and Workplace Services
Version: TENDER ISSUE v1.0
Classification: Confidential

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Delivery Details

Enter the requirements for this project

X27.13 Project Order programme for acceptance within the period stated in the Contract Data

Service Provider programme submission date		X27.15 Service Manager notifies the Service Provider of the acceptance of the Project Order programme or the reasons for not accepting it	
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Delivery Option

Options: Chosen Option: Please Select...

Please Select...

1. Managed, Designed & Executed by Service Provider (D&E)
2. Executed by Service Provider, Managed/Designed by Client's own contracted Project Manager / Design Team (Works Only)
3. Managed/Designed by Service Provider (Works by Client's own Contractor)

Applications for payment for this Project Order will be assessed against the Activity Schedule or RIBA Stage

NECA / EOC or ECSC to be used for the works in this Project? If Yes it must be through Delivery Option 3 and EOC / ECSC needs to be contracted outside of the contract	No	Comments	
Retention to be applied? If Yes please state %	Yes	Comments	
BIM Level design required Please provide details	No	Comments	
Collateral Warranties required Please provide details		Comments	
Site Closure Anticipated Please provide details		Comments	
Site Closure Notification Period Please provide details		Comments	
Landlord Permission Liaison		Comments	
Documentation (Plans, spec) for Landlord approval Please provide details		Comments	
Does the task impact on the business continuity of the site?		Comments	
Who is responsible for existing structures building insurance?		Comments	

Stakeholders

Generic Requirements

CDM2015 - Principal Designer / Principal Contractor

Service Manager:
 If Delivery Option 1 or 3 Project please attach a Principal Designer appointment letter to this Project Order

If Delivery Option 1 or 2 Project please attach a Principal Contractor appointment letter to this Project Order (in addition to the Principal Designer appointment for Option 1)

Service Provider
 In the event of a project being deemed non-notifiable under CDM Regulations 2015, The Client requires a statement to be provided confirming that the project is non-notifiable, including the reasons why. The statement can be in the form of an email. In the case of a notifiable project a copy of the F10 notice will be shared with the Client. In all cases the above appointment letters are still required.

Risk Management

The Client requires that a risk register is to be developed and managed and maintained throughout the life of the project by the appointed Project Manager. You will be required to ensure that it is developed from the onset of the project, updated on an ongoing basis and reported alongside monthly reports to the Client.

As well as risks being assessed and mitigations recommended, the Service Provider is to provide cost estimates to attribute to mitigations. Cost estimates should be in a range of highest and lowest (order of magnitude cost estimates), the average of the two estimates will enable the Client to be better informed of the risk impact on the project. These risk cost estimates are to be included in the risk register and taken forward into the elemental cost breakdown under a separate heading for risk.

As at 17/05/2023 13:59

Annex C –Service Order Template



Department
for Transport

Service Order

To [Account Director Name and Address]

Date: 26/05/2023

Affected Property Name URN

Service Order No. Number

Detailed description of the work to be done

Time period within which the work has to be done

Any other information which the Service Order requires

The Price of the Service Order is:

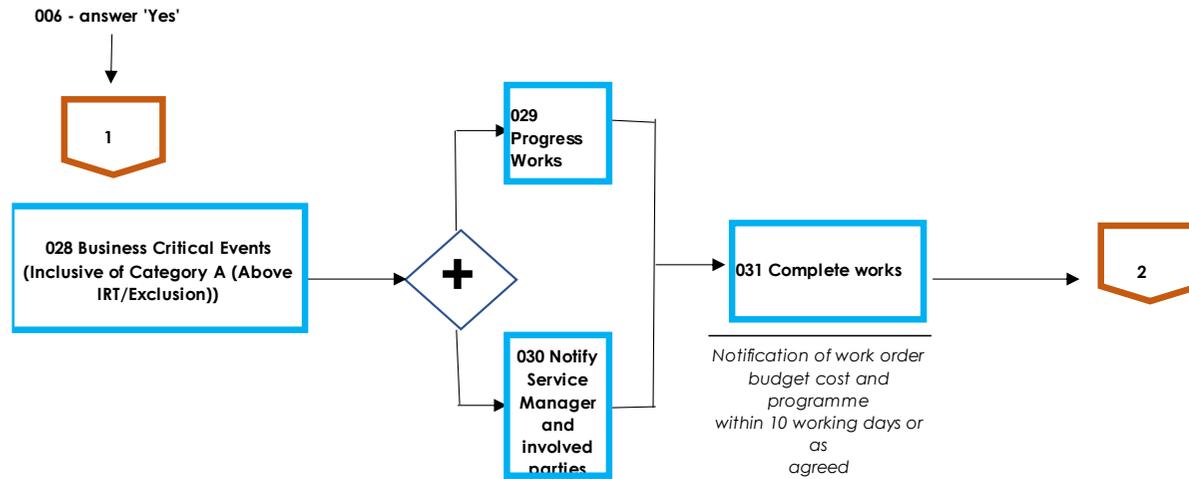
	Item	Cost per unit	Number of units	Total Price
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
	Total			<input style="width: 60px;" type="text"/>

Name of dSM

On behalf of Service Manager

Business Critical Events (Inclusive of Category A (Above IRT/Exclusion)) - Process

Process Owner - Department for Transport Service Manager



Applicable to: Category A (Above IRT/Exclusion) + Business Critical Events as follows: •Fire •Flood •Vandalism •Power Outage •Industrial Action •Civil Unrest •Pandemic •Continuity of Government •Terrorism Event •Water Loss •Any event which is an immediate health and safety or security risk, or any other event which presents an imminent risk of injury to persons or damage to any Affected Property or a situation requiring immediate action