

Variation 01

Annex A: Vessel Accommodation Services

1. DEFINITIONS

1.1 In this Annex, the following words shall have the following meanings and they shall supplement Joint Schedule 1 (Definitions) and definitions elsewhere in this Contract:

“Full Service Commencement”	has the meaning given to it in Annex B of the Order Form (<i>Implementation Plan</i>);
“Service User”	means a person in respect of whom the Buyer requires (and only for so long as the Buyer so requires) the Supplier to provide the Vessel Accommodation Services in accordance with the terms of this Contract
“Vessel”	means any vessel, agreed between the Parties, for the provision of the Vessel Accommodation Services;
“Vessel Accommodation”	means any accommodation provided by the Supplier to deliver the Vessel Accommodation Services; and
“Vessel’s Crew”	means any crew (or equivalent staff) in the employment of the Supplier of one of its Subcontractors for the provision of the Vessel Accommodation Services.

2. REQUIREMENTS OVERVIEW

2.1 The Supplier shall ensure that the Vessel Accommodation Services are provided in accordance with the terms of this Contract. For the avoidance of doubt, that includes Schedule 20 (*Specification*) of the Call-Off Contract and Joint Schedule 11 (*Processing Data*).

3. VARIATION 01 SPECIFIC REQUIREMENTS

3.1 Location

3.1.1 The Supplier shall obtain all the relevant permissions and licences from the responsible authorities and third parties for the provision of the Vessel Accommodation Services, including but not limited to, permissions and licences for the Vessel to enter, work in and leave the relevant port. The Buyer shall take all reasonable steps to assist the Supplier in securing such permissions and licences.

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3.1.2 If the agreed location becomes unavailable at any point during the term of the Vessel Accommodation Services, the Buyer may request that the Supplier locate and mobilise the Vessel Accommodation Services at another UK port. Any change in location shall be agreed between the Parties and subject to the Variation Procedure.

3.2 Vessel

3.2.1 All the Vessel's decks and usual places of loading and accommodation shall be at the Buyer's entire disposal, reserving proper and sufficient space for the Vessel's Crew, tackle, apparel, furniture, provisions and stores.

3.2.2 The Buyer shall have the right to unhindered and continuous (24/7/365) access to the Vessel, as far as space and certification is available, and for its purposes in connection with its operations, for:

- a. the provision of accommodation to Service Users;
- b. persons other than the Vessel's Crew, other than fare paying, and for such purposes of supporting the Service Users;
- c. care and ancillary service providers of 'wrap around' support to the Services Users;
- d. the Buyer's representatives, agents, appointees and invitees; and
- e. Police and emergency services responders.

3.2.3 If any agreed Vessel becomes unavailable during the term of the Vessel Accommodation Services, the Supplier shall locate and mobilise an alternative Vessel subject to prior approval from the Buyer. Any alternative Vessel shall be subject to the Variation Procedure.

3.2.4 The Supplier shall be responsible for the repair and maintenance of the Vessel to ensure it is maintained to the required standards.

3.3 General Service Provision

3.3.1 The Supplier shall be responsible for the general welfare of Service Users in its care, ensuring accommodation is habitable, fit for purpose and correctly equipped, in accordance with all relevant laws and standards defined by the Buyer.

3.3.2 The Supplier must ensure all relevant services & facilities operate efficiently, aiding Service Users when necessary.

3.3.3 The Supplier shall be responsible for capacity management in conjunction with the Buyer.

3.3.4 The Supplier shall seek to implement continuous site and experience improvement.

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- 3.3.5 The Supplier shall embed and reflect the principles of respect, voice, understanding and neutrality in its rules, policies, procedures, and processes concerning the monitoring and management of Service Users within their care.
- 3.3.6 The Supplier shall manage and administer the quality and level of delivery, delivering to the relevant requirements in accordance with the key performance indicators of the Call-Off Contract Schedule 14 (Service Levels).
- 3.3.7 The Supplier shall work collaboratively with the Buyer to agree an approach to managing and operating the site.

3.4 Accommodation Provision

- 3.4.1 The Supplier shall provide Vessel Accommodation Services for the number of Services Users as set out in the Order Form and shall ensure cabins are always appropriately sized for the number of occupants per room and with any other facilities reasonably required by the Buyer.
- 3.4.2 Prior to moving Service Users into the Vessel Accommodation, the Supplier shall inspect and validate that the Vessel Accommodation meets the relevant Laws, space, safety and privacy standards.
- 3.4.3 The Supplier shall manage and maintain the Vessel Accommodation and shall carry out proactive and reactive maintenance as and when required.
- 3.4.4 The Supplier shall allow Service Users to personalise their private spaces to a reasonable extent that does not cause damage to the Vessel Accommodation.
- 3.4.5 The Supplier shall provide adequate bed linen and bath towels for all Service Users in line with the weather conditions. The Supplier shall ensure bed linen and bath towels are replaced for new Service Users when a change in cabin occupancy occurs.
- 3.4.6 Occasions may arise when the Supplier may need to move a Service User as a matter of urgency, for example if any part of the Vessel Accommodation has become unsafe or when a Service User has been subject to domestic violence, racial or other harassment or for health and safety reasons (such as pest eradication). In such exceptional circumstances, the Supplier shall relocate the Service Users immediately but shall notify the Buyer at the earliest opportunity, and in any case no more than 1 Working Day after the relocation has been made.
- 3.4.7 The Supplier shall ensure there are sufficient bathrooms, and they are fully equipped to enable Service Users to maintain personal hygiene and comply with all relevant health and safety standards.

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3.4.8 The Supplier shall ensure the provision of secure storage facilities for Service Users to store their belongings.

3.4.9 On or before Full Service Commencement, the Supplier shall send to the Buyer an allocation plan for the allocation of accommodation spaces to Service Users in accordance with the Buyer's allocation policy for the Buyer's prior approval.

4. CATERING REQUIREMENTS

4.1 General

4.1.1 In all aspects of food and catering provisions, the Supplier shall maintain accurate and auditable records that demonstrate that the food offered to Service Users have been validated as being nutritionally appropriate to their needs by a suitably qualified professional.

4.1.2 The Supplier shall provide suitable dining facilities and equipment for each Service User.

4.2 Food and Drink

4.2.1 The Supplier shall provide:

- a. a varied daily menu that meets the needs of all individuals for all dietary, cultural, religious, and medical needs. This menu must be developed through working with a cultural advisor and must be approved, in advance of use, by the Buyer.
- b. drinking water - reasonable access to fresh drinking water and a suitable drinking vessel at all times;
- c. each Service User with three balanced nutritious meals a day normally breakfast, lunch and dinner, as defined and updated from time to time by the Food Standards Agency;
- d. a choice of menu with hot & cold options that caters for special dietary requirements i.e. vegetarian, vegan, halal, kosher and caters for food allergies should be available;
- e. portion size should be in line with the NHS 5 a day guideline - <https://www.nhs.uk/live-well/eat-well/5-a-day-portion-sizes/>
- f. any special dietary requirement to a Service User when advised;
- g. menus that include information to enable Service Users to make decisions about their menu choice;
- h. allergen information for each menu item which must be available to Service Users and also displayed.

4.2.2 If a Service User arrives late and has missed the evening meal the Supplier shall provide a light snack.

5. CLEANING REQUIREMENTS

5.1 Cleaning Regime

- 5.1.1 The Supplier shall ensure that their cleaning programme is delivered to the standards set by the British Institute of Cleaning Science or an equivalent standard.
- 5.1.2 The Supplier shall ensure routine cleaning and disinfection of all communal areas twice weekly. The Supplier shall pay particular attention on frequently used areas (e.g. reception areas, shared bathroom facilities and all frequently touched surfaces e.g. lift buttons, door handles, handrails etc).
- 5.1.3 The Supplier shall ensure that regular deep cleaning is undertaken of all kitchens, food preparation areas, laundry rooms, delivery areas and waste storage areas. The Supplier shall also ensure that such areas are kept clean and odour free.
- 5.1.4 The Supplier shall ensure Service User cabins are cleaned on a twice weekly basis.
- 5.1.5 The Supplier shall deep clean each cabin when occupancy changes.
- 5.1.6 The Supplier shall have in place a work plan, which is shared with the Buyer, and that addresses in particular:
 - 5.1.6.1 the standards of cleaning to be applied;
 - 5.1.6.2 procedures for dealing with contaminated waste and sharp objects;
 - 5.1.6.3 emptying and disinfecting all bins and waste receptacles on a regular basis;
 - 5.1.6.4 the system that will be used to carry out the disposal of waste and confirms that that this will be carried out in compliance with sustainable development principles, keeping to a minimum the amount of waste stored on the Vessel;
 - 5.1.6.5 indicative hours each week that cleaning staff will be available;
 - 5.1.6.6 the roles and responsibilities of cleaning staff;
 - 5.1.6.7 the equipment and materials to be used including the storing all chemicals in accordance with the manufacturer's data sheets and listed in the COSHH register as necessary;
 - 5.1.6.8 the monitoring system that will be used to ensure that the cleaning schedule is fulfilled to standard; and

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5.1.6.9 developing and implementing recycling initiatives and other initiatives and recording data relating to such initiatives and providing such data to the Buyer on request.

5.1.7 The Supplier shall create an outbreak control policy and share this with the Buyer for approval prior to Full Service Commencement.

The Supplier shall carry out post outbreak of infectious disease cleaning as required by the Buyer.

5.2 Laundrette Provision

5.2.1 The Supplier shall change and launder all Service User bed sheets & towels on a weekly basis as a minimum.

5.2.2 When collecting Supplier provided linen/items for laundering, the Supplier shall immediately replace the items for the Service User.

5.2.3 The Supplier shall offer a house-keeping laundry service to all Service Users with a maximum of 48-hour turn around.

6. VESSEL INTRODUCTION AND INFORMATION REQUIREMENTS

6.1 Reception Services

6.1.1 The Supplier shall ensure a 24/7/365 staffed reception service is provided on site.

6.1.2 The Supplier shall ensure the reception provides service to Service Users and the Buyer as efficiently as possible, especially when checking-in new arrivals.

6.1.3 The Supplier shall ensure clear signposting to the reception area and to the reception contact number.

6.1.4 The Supplier reception services shall ensure new arrivals are informed of and understand all fire, evacuation (including drills), and smoking procedures.

6.2 Information and Welcome Packs

6.2.1 The Supplier shall ensure all information supplied to the Service Users is through a method that is understandable even by those who may not have English as their first language. The Supplier shall use picture signage wherever possible.

6.2.2 The Supplier shall liaise with and seek input from the Buyer and Local Health Authority regarding the development of Induction materials.

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- 6.2.3 The Supplier shall provide an induction for Service Users and ensure Service User Induction materials are approved by the Buyer prior to Full Service Commencement.
- 6.2.4 The Supplier shall ensure that a welcome pack is present in every cabin prior to Service User arrival. The welcome pack must be approved by the Buyer in advance of use by the Supplier.
- 6.2.5 The Supplier shall ensure the welcome pack includes, but is not limited to:
- 6.2.5.1 telephone numbers of local support groups, faith groups, the Samaritans, local prescription services and any other helpful numbers;
 - 6.2.5.2 the contracted venues' available services;
 - 6.2.5.3 details of food and refreshments available, including mealtimes and location;
 - 6.2.5.4 contact details for the contracted venue and security support;
 - 6.2.5.5 guidelines on Service Users' conduct while on the Vessel;
 - 6.2.5.6 information on what to do in the event of an emergency;
 - 6.2.5.7 safety measures around the Vessel, port area and water;
 - 6.2.5.8 emergency drills, evacuation routes and procedures;
 - 6.2.5.9 information on the type, quality and standards of services Service Users can expect as well as behavioural expectations, rights responsibilities and obligations and of Service Users;
 - 6.2.5.10 signposting to the Advice, Issue Reporting and Eligibility (AIRE) Supplier and information to assist the Service User in completing the support application form. (This information shall be provided by the Buyer to the Supplier in advance);
 - 6.2.5.11 information on how and where Service Users can use their ASPEN card and process of issuing said cards (this information shall be provided by the Buyer to the Supplier in advance);
 - 6.2.5.12 information signposting the Service Users to health screening process and its benefits, as well as information to assist the Service User to make contact and register with a local GP surgery and dentist including the Supplier to liaise with health contacts in their area to help Service Users to access and take-up health screening;

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- 6.2.5.13 information on the local area, including the location of local shops, amenities and facilities;
 - 6.2.5.14 supplementary information that the Supplier deems necessary related to the provision of its services;
 - 6.2.5.15 information and signposting to local services to assist Service User to make contact with local organisations; and
 - 6.2.5.16 when necessary, the Supplier shall brief the Service Users in their respective language on any pre-planned and reactive maintenance work, what it entails and any collateral action the Service Users need to take.
- 6.2.6 The Supplier shall ensure all Service Users are provided with toiletries, including:
- 6.2.6.1 toothpaste;
 - 6.2.6.2 toothbrush;
 - 6.2.6.3 soap / shower gel / shampoo;
 - 6.2.6.4 feminine hygiene items (if required); and
 - 6.2.6.5 male shaving items (disposable razors and shaving soap).

7. FAITH AND WORSHIP REQUIREMENTS

- 7.1 The Supplier shall ensure designated multi faith room(s) are provided and accessible 24/7 to Service Users to undertake religious prayer. Taking into account cultural and religious background of the Service Users and meeting of their spiritual needs as far as practicable.
- 7.2 The Supplier shall provide instructions to Service Users for using the faith and worship facilities.

8. WELLBEING AND SAFEGUARDING REQUIREMENTS

8.1 Service User Safeguarding

- 8.1.1 The Supplier shall refer Service Users at risk or with specific needs to relevant Local Authority teams for a care and support assessment, under the Care Act 2014.

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- 8.1.2 The Supplier shall participate in multi-agency forums, as required, to support the safeguarding and wellbeing of Service Users with specific needs, or at-risk Service Users.
- 8.1.3 The Supplier shall implement appropriate inspection and reporting procedures necessary to assure the safeguarding and wellbeing of Service Users with specific needs, or at-risk Service Users.
- 8.1.4 The Supplier shall maintain complete and auditable records demonstrating how the Supplier has considered and responded to the circumstances and needs of Service Users with specific needs, or at-risk Service Users. These records are to be made available at the request of the Buyer.
- 8.1.5 The Supplier shall proactively monitor the Service Users within their care with specific needs or who may be at risk, ensuring appropriate mitigation against any indicators of risk, via referring Service Users to specialist safeguarding services should any issues arise.
- 8.1.6 The Supplier shall immediately inform the Buyer if any Supplier staff believes or suspects Service User has risks or is demonstrating risk indicators, in accordance with guidance provided by the Buyer.
- 8.1.7 The Supplier shall attend meetings between all relevant teams to work together to ensure a high level of Service User wellbeing (Buyer, Local Authority wraparound support, NGOs, other agencies).
- 8.1.8 The Supplier shall ensure all staff have sufficient degree of safeguarding training and clarity on procedures for managing and escalating wellbeing needs for Service Users.
- 8.1.9 The Supplier shall note that Service Users may receive a range of services via other organisations, such as:
 - 8.1.9.1 the voluntary sector;
 - 8.1.9.2 Local Authority organisations;
 - 8.1.9.3 The Home Office's regional offices;
 - 8.1.9.4 other Suppliers (including the AIRE Supplier);
 - 8.1.9.5 the National Health Service; and
 - 8.1.9.6 the Police.
- 8.1.10 The Supplier shall, during the normal course of its operations, liaise and co-operate with these organisations, developing close working relationships so that the interests of the Service Users are best served. This will include, but

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will not be limited to, participation in multi-agency forums or meetings, as required, to protect and safeguard the welfare of Service Users.

- 8.1.11 The Supplier shall establish appropriate processes, procedures and mechanisms, as it considers necessary, to support cooperation with these other organisations, and act in a collaborative manner.

8.2 Complaints Procedure

- 8.2.1 The Supplier shall develop, maintain, and implement procedures enabling Service Users to provide feedback or make a complaint about the services and assistance provided by the Supplier.
- 8.2.2 The Supplier shall ensure that the number for Service Users to call to provide feedback and make complaints about the Vessel Accommodation Service is clearly displayed in a place that is visible and accessible to Service Users within the Vessel.
- 8.2.3 The Supplier shall, as and when necessary, demonstrate the process for providing feedback and making complaints to Service Users, in a manner that Service Users can understand.
- 8.2.4 The Supplier shall report and manage 'cases of interest.' As part of this, the Supplier shall advise the Buyer of such cases as soon as reasonably possible, but in any event by the end of the next Working Day.

8.3 Recreational Activities

- 8.3.1 The Supplier shall encourage and provide all Service Users with an opportunity to participate in meaningful activities, which reflect the age, gender, cultural, and ethnic needs of a diverse population and length of their stay on the Vessel.
- 8.3.2 The Supplier shall ensure that arrangements are in place for the hours of access, the volume and type of activities to be delivered on a daily basis under proper supervision that ensures safety and good order within the facility.
- 8.3.3 The Supplier shall provide a programme of organised recreational activities for Service User seven (7) days a week. The programme shall include activities available morning, afternoon and evening each day. The programme shall be published and advertised to Service User. The activities available should reflect Service User requirements, as discussed at the Service User consultative meetings. The programme shall be agreed with the Buyer.
- 8.3.4 The Supplier shall ensure that staff delivering and supervising general activities are suitably qualified.

8.4 Access to the Internet

- 8.4.1 The Supplier shall ensure that Service Users are provided with reasonable, regulated access to the internet. This access should provide Service Users with the maximum amount of flexibility in how and when a Service User can access the internet without compromise to safety and security.
- 8.4.2 The Supplier shall provide guidance and support to enable Service User to use the internet for conducting research.
- 8.4.3 The Supplier shall provide full wi-fi coverage in all communal areas and cabins on the Vessel.
- 8.4.4 The Supplier shall ensure that a bank of mobile phones is available 24/7, via a booking system, for temporary use by Service Users that do not own a mobile phone.

9. HEALTH AND SAFETY REQUIREMENTS

9.1 General

- 9.1.1 The Supplier shall comply with the Health and Safety at Work Act 1974 and other relevant legislation and provide a workplace that is healthy and safe.
- 9.1.2 The Supplier shall implement a procedure to liaise with and co-operate with external bodies, including but not limited to, Health and Safety Inspectors and Environmental Health Officers.
- 9.1.3 The Supplier shall identify a named individual within the Supplier's organisation to have overall responsibility for Health and Safety within the Vessel, this person must be named to the Buyer.
- 9.1.4 The Supplier shall provide Health and Safety information, instruction, supervision, and training to all relevant personnel. As part of the training protocol the Supplier is required to provide induction training to the Supplier staff and Buyer staff on hazards, risk assessment, fire safety awareness, vessel safety and local emergency evacuation procedures.
- 9.1.5 The Supplier shall ensure that it is aware of the Regulatory Reform (Fire Safety) Order 2005 (SI 2005/1541) and that any instructions and procedures are adhered to.
- 9.1.6 The Supplier shall identify evacuation routes and processes in case of emergency and fire. These evacuation routes and processes must be clearly identified to all on site and present in the Service Users Induction and Welcome Packs. The evacuation routes and processes to be approved by The Buyer prior to service go live.

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- 9.1.7 The Supplier shall ensure hand sanitizer stations are available and clearly visible on arrival in the reception area and across communal areas.
 - 9.1.8 The Supplier shall ensure all accommodation is 'safe, habitable, fit for purpose and correctly equipped, including incorporating any mitigations for seasonality.
 - 9.1.9 The Supplier shall provide First Aid for Service Users, the Supplier's Staff, Buyer staff as required.
 - 9.1.10 The Supplier shall comply with statutory requirements safeguarding the health and safety of Service Users and staff, including RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).
 - 9.1.11 The Supplier shall ensure that all accidents, injuries, or dangerous occurrences are recorded in the appropriate manner. All accidents must be investigated, and forms submitted to the Contract Manager, and where appropriate, to the Health and Safety Executive.
 - 9.1.12 It shall be the Supplier's responsibility on receiving information from the Buyer and prior to undertaking any element of the Service to conduct any risk assessment of the activity to be undertaken, and to take all necessary steps to ensure that the activity can be undertaken safely and securely, and that the staffing levels are appropriate to the risk.
 - 9.1.13 The supplier shall develop an infectious disease and outbreak management plan, to be approved by the Buyer.
- 9.2 Health and Safety Policy**
- 9.2.1 The Supplier shall ensure a local Health and Safety Policy is in place. This policy would include details of procedures for reporting, investigating, and acting upon Health and Safety issues. The Policy shall be reviewed as often as appropriate, but at least annually. It must include the necessary arrangements for annual safety audits.
 - 9.2.2 The Supplier shall submit its Health & Safety Policy for approval to the Buyer before the Full Service Commencement date. The Supplier shall also resubmit its Health & Safety Policy Each to the Buyer following any internal reviews and/or updates for prior approval by the Buyer.
 - 9.2.3 The Supplier must develop and implement a system to complete comprehensive risk assessments which, where applicable, would include safe systems of work, for all activities undertaken by the Supplier's Staff and their appointed sub-contractors, Service Users, and all visitors to the port and the Vessel.

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- 9.2.4 The Supplier shall ensure that arrangements are in place for monitoring Health and Safety performance.
- 9.2.5 The Supplier shall undertake regular reviews, on at least an annual basis, of the Health and Safety Policy, Risk Assessments and Safe Systems of work.
- 9.2.6 The Supplier shall provide a clear protocol for providing assurance of its Safety Management Systems to the Buyer upon request.

9.3 Medical Requirements

- 9.3.1 The Supplier shall keep a full record of any first aid that has been given to a Service User or of any concern about a Service User's health.
- 9.3.2 The Supplier shall provide adequate and appropriate medical facilities and supplies.
- 9.3.3 Where the Buyer possesses information regarding the health or medical needs of Service Users, the Buyer shall share relevant information with the Supplier if it is in the best interests of the Service User and/or is necessary to secure the protection and safeguarding of the Service User, other Service Users, the Supplier's staff or members of the public, subject to data protection legislation. The Supplier shall appropriately protect such information and comply with security requirements and data protection legislation.
- 9.3.4 Where a Service User is taken ill during service provision, the Supplier shall ensure that access to medical treatment is made available (including, if required, the attendance of appropriate medical staff), and if necessary, shall take the Service User to hospital. The Supplier shall notify the Buyer as soon as possible from taking the decision to provide access to medical treatment or to take a Service User to hospital.
- 9.3.5 Where there is any doubt about a Service User's fitness to travel, advice from a suitably qualified health professional must be sought before the journey commences. The Supplier shall then take actions necessary to comply with such medical advice to assure the safety and welfare of the Service User in question.
- 9.3.6 If the Supplier is informed of, or if there is any reason to suspect that a Service User may be at risk, or have specific needs, and/or is subject to prescribed medication, the Supplier must ensure that this is noted at the time the Service User is collected for transport by the Supplier. The Supplier shall subsequently pass on this information at point of delivery to relevant Supplier Staff responsible for the Service User's accommodation or to a health care Supplier if the Service User is taken to a hospital in an emergency. The Supplier shall also pass this information to the medical professional responsible for undertaking the health screening of the Service User in Initial Accommodation, or the GP practice in which the Service User is registered,

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where it is in the best interests of the Service User to do so and in accordance with data protection legislation.

9.4 National Health Service and Public Health

- 9.4.1 The Supplier shall provide direct support to Service Users in obvious and urgent need of medical care, or where specified by the Buyer, and assist Service Users in registering to access healthcare and other services.
- 9.4.2 The Supplier shall liaise with the health contacts (including, as a minimum, contacts from health care, social care and Public Health) in their area, at least once every quarter, so that local issues can be discussed, and appropriate actions identified.
- 9.4.3 The Supplier shall liaise with health contacts in their area to ensure that the office space and facilities provided to local health care services for the purposes of health screening and health provision.
- 9.4.4 The Buyer requires the Supplier, in specific circumstances, to provide services in support of the health system in the areas in which Service Users are accommodated by the Supplier; in particular to support the registration of individuals with GPs.
- 9.4.5 In the event that a Service User with an existing medical condition is moved by the Supplier, the Supplier shall make best endeavours to ensure that the Supplier's medical records are transferred to the healthcare Supplier or GP practice in their new location, where applicable.

9.5 Prohibited Items

- 9.5.1 The Supplier shall create a prohibited items list for approval by the Buyer. The prohibited items list is to contain items that the Supplier has deemed unsafe and unsuitable for the Vessel (e.g. gas heaters, gas cookers).
- 9.5.2 The Supplier shall perform regular spot checks to ensure Service Users do not have these items. The Supplier shall define the consequences in respect of such spot checks and the Supplier shall approve such consequences in advance of being implemented.
- 9.5.3 The Supplier shall ensure that pets are not kept on the Vessel.

10. SUPPLIER PERSONNEL AND STAFFING REQUIREMENTS

- 10.1 The Supplier shall develop a training programme to deliver to all Supplier Personnel and Sub-Contractors. The training programme must be submitted for approval by the Buyer prior to Full Service Commencement.

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- 10.2 The Supplier must ensure all Supplier Personnel and Sub-Contractor Staff have received training programmes prior to Full Service Commencement.
- 10.3 The Supplier shall ensure all Supplier Staff and Sub-Contractors working on site have a valid Disclosure and Barring Service (DBS) certificate. Proof of such certificates shall be provided to the Buyer as and when requested.
- 10.4 The Supplier must have a training programme for all the Supplier Staff involved in the delivery of the Vessel Accommodation Services. This shall, as a minimum, cover the following requirements:
- 10.4.1 the asylum and asylum support systems;
 - 10.4.2 equality and diversity;
 - 10.4.3 data protection;
 - 10.4.4 safeguarding; and
 - 10.4.5 Vessels specific training.
- 10.5 In addition to the requirements described above, the training programme for Supplier Staff with regular or face-to-face contact with Service Users, and/or responsibility for the safety and security of Service Users and dependent children, must cover, as a minimum, the following requirements:
- 10.5.1 ethnic diversity and cultural awareness;
 - 10.5.2 suicide and self-harm awareness and prevention;
 - 10.5.3 basic first aid;
 - 10.5.4 gender based violence;
 - 10.5.5 fire safety;
 - 10.5.6 health and safety;
 - 10.5.7 vicarious trauma;
 - 10.5.8 unconscious bias;
 - 10.5.9 counter terrorism;
 - 10.5.10 modern slavery;

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10.5.11 training relating to required housing standards and relevant regulatory requirements; and

10.5.12 any other relevant training as specified by the Buyer.

11. SECURITY

11.1 The Supplier shall ensure that the site provides a safe and secure environment for Service Users and staff all year-round, in and around the Vessel, considering specific risks associated with the Vessel environment and water.

11.2 The Supplier shall undertake a security assessment prior to the Full Service Commencement date to ensure provisions are adequate.

11.3 The Supplier shall provide continuous (24/7/365) on-site and on-duty security both on the Vessel and on the relevant port.

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11.6 The Supplier shall ensure that its security personnel are made aware of when a Service Users is not at the Port and/or on the Vessel.

11.7 The Supplier shall provide appropriate mitigation against any hazardous environments as applicable, including port environment, proximity to water, seasonality and major events, complex entryways, emergency service accessibility.

11.8 The Supplier shall ensure that pre-booked visitors are permitted to the Port 7 days per week via a dedicated booking and sign-in process, providing visitors do not stay overnight and do not compromise the safe and secure operation of the Port and/or Vessel.

11.9 The Supplier shall have established ratios for security to Service Users, with clear responsibilities for security staff.

11.10 The Supplier shall ensure that all security staff adhere to the supplier staff conduct procedures and be in possession of SIA licence accreditation and enhanced DBS certification.

11.11 The Supplier shall ensure that adequate security measures are installed on all windows, locks, and doors.

11.12 The Supplier shall ensure that there are adequate entry controls and CCTV at the port and on the Vessel.

11.13 The Supplier shall ensure that there are adequate pedestrian access/egress routes from the surrounding area to the main entrance of the Port and/or Vessel.

12. TRANSPORT REQUIREMENTS

12.1 The Supplier shall manage, administer and deliver the provision of suitable vehicles and drivers to transport Service Users, their dependants and their permitted baggage allowance to facilitate the smooth running of the front-end of the asylum process in accordance with the instructions of the Buyer. This includes the transport of Service Users from their initial residing point to the Vessel.

12.2 The Supplier shall accept requests for transport, must always be punctual and have the capacity to transport Service Users at short notice, 24 hours per day - 7 days a week. This shall include accepting and responding to requests for transport to and from the Vessel.

12.3 The Supplier shall acknowledge and agree that some Service Users will have particular characteristics, such as physical disabilities or medical conditions, which require the provision of suitable transport. The Supplier shall follow relevant road safety and vehicle laws throughout the transportation of Service Users.

12.4 The Supplier shall make and keep complete and auditable records for every journey made by the Supplier. These records must be kept for the duration of this Contract, from date of the journey, and made available for inspection by the Buyer on request.

12.5 Where directed by the Buyer, the Supplier shall either take the Service User, or provide the Service User with a public transport ticket, to enable them to attend and return from medical appointments. Whilst not a definitive list, the journeys will include transporting Service Users.

12.6 The Supplier shall ensure that the Service User signs for any public transport tickets they are provided by the Supplier, and confirms that the Service Users understands any instructions or additional information they have been provided with respect to their journey.

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Annex A: Vessel Accommodation Services

Variation 01

- 12.6.1 The Supplier shall provide adequate transport links for Service Users from site into the local area and other such locations as required by the Buyer including:
- 12.6.1.1 from the Service User's previous residence to the Vessel;
 - 12.6.1.2 from the Vessel to and from events at the Buyer's offices;
 - 12.6.1.3 from the Vessel to an alternative location;
 - 12.6.1.4 from the Vessel to and from the Asylum Support Tribunal;
 - 12.6.1.5 from the Vessel to and from AIRE supplier or health or social care appointments, where applicable
 - 12.6.1.6 to and from specified locations for support services (e.g. Voluntary Sector premises), and
 - 12.6.1.7 on permitted ad hoc journeys e.g. medical visits.
- 12.7 The Supplier shall assist with the booking of transport for Service Users who wish to travel beyond the local area.
- 12.8 The Supplier shall put on additional transportation (shuttle bus services) that take Service Users to the local area, with timetables, volumes and destination to be approved by the Buyer.

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