



Defence  
Infrastructure  
Organisation

PROJECT HESTIA

BOOKLET 3 – SERVICE INFORMATION

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OFFICIAL SENSITIVE COMMERCIAL

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| OUTPUT | DESCRIPTION | SERVICE STANDARD |
|--------|-------------|------------------|
|--------|-------------|------------------|

| <b>MODULE A – MANAGEMENT SERVICES</b>  |   |  |
|--|---|--|
| 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).<br>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:<br><br>a. a point of contact during Normal Working Hours able to provide advice and resolve any issues;<br><br>b. a point of contact outside Normal Working Hours able to address problems that require an immediate response and agreed timeframe for rectification;<br><br>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. |  |

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| OUTPUT  | DESCRIPTION  | SERVICE STANDARD |
|---|--|------------------|
|   | 1.5 The <i>Contractor</i> shall provide appropriately empowered representatives to attend the meetings described at Annex A.   |                  |
| 2. The <i>Contractor</i> shall interface with the Hard FM Contractor, third party suppliers and recognised encroachments. | <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"> <li>a. planned and preventative maintenance;</li> <li>b. unplanned maintenance;</li> <li>c. specialist and deep cleaning routines;</li> <li>d. pest reports, inspections and controls;</li> <li>e. health and safety inspections and controls.</li> </ul> |                  |
|   | <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"> <li>a. suppliers of food;</li> <li>b. Defence Accommodation Services;</li> <li>c. the Disposal Services Authority.</li> </ul>  |                  |

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| 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>   |                  |

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| 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"> <li>a. Defence Internal Audit and National Audit Office visits;</li> <li>b. environmental health inspection;</li> <li>c. trading standards inspection;</li> <li>d. specialist staff inspections including medical or logistics;</li> <li>e. all statutory legislative inspections;</li> <li>f. site inspections and compliance;</li> <li>g. parliamentary enquiries and questions;</li> <li>h. Freedom of Information requests.</li> </ul> |                  |
|        | <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"> <li>a. timings and scope of the available <i>service</i>;</li> <li>b. steady state and special offers;</li> <li>c. promotion and incentivisation activities.</li> </ul>  |                  |

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| OUTPUT  | DESCRIPTION   | SERVICE STANDARD |
|---|---|------------------|
| 4. The <i>Contractor</i> shall comply with all relevant health and safety Law and policy. | 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.  |                  |
|   | 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 Contractor 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.   |                  |

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| OUTPUT | DESCRIPTION   | SERVICE STANDARD |
|--------|---|------------------|
|        | 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.   |                  |
|        | 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 Contractor 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> .  |                  |

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| OUTPUT | DESCRIPTION   | SERVICE STANDARD |
|--------|---|------------------|
|        | 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> . |                  |
|        | 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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| <b>MODULE P – CATERING, RETAIL AND LEISURE</b>  |   |                            |
|---|---|----------------------------|
| 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.  |                            |

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| 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.<br/>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;<br/>Ch 3, Paras 0339 – 0345;<br/>Ch 4, Paras 0429 – 0431;<br/>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;<br/>Ch 3, Paras 0302, 0303, 0305 - 0307, 0309, 0310;<br/>Ch 5, Paras 0501, 0503, 0505, 0509, 0515, 0517, 0520, 0522, 0523, 0525, 0526, 0530, 0531 and Annex A;<br/>Ch 6 ;<br/>Ch 9, Paras 0905, 0922 and 0923;<br/>Ch 10, Paras 1003 - 1005.<br/>Ch 19; Paras 1902, 1903, 1905 - 1907, 1909, 1911, 1913, Annexes A and B.</p> |

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| OUTPUT | DESCRIPTION  | SERVICE STANDARD  |
|--------|--|---|
|        | 5.2.2 The <i>Contractor</i> shall procure all food, beverages and associated items necessary to deliver the CRL services.  | Mandated Government Buying Standards for Food and Catering Services.<br>DFQS and subsequent iterations.<br><br>JSP 456; Part 2, Vol 3, Ch 3, Paras 0303 – 0311;<br>JSP 456; Part 2, Vol 4, Chs 5 and 6. |
|        | 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.<br>JSP 456; Part 2, Vol 3, Ch 2, Para 0217;<br>Ch 3, Paras 0339 – 0345;<br>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 Employer Supplied Information in Booklet 4, across the three Mess system. |   |

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| 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"> <li>a. a choice and variety of Core Meals and Retail Meals;</li> <li>b. a fresh and modern approach to catering services in terms of point of sale materials, non-fixed décor and theming;</li> <li>c. offers attractive to End Users based on nutrition, content and fair and competitive pricing;</li> <li>d. comprehensive and effective advertisement and communication of offers;</li> <li>e. attractiveness to, and inclusivity of wider defence community;</li> <li>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;</li> <li>g. incentives to use catering facilities e.g. through social media promotion and loyalty schemes,</li> </ul> <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> |

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| OUTPUT | DESCRIPTION  | SERVICE STANDARD   |
|--------|--|--|
|        | 5.4.1 The Contractor shall provide meals for in-flight consumption by aircrew and passengers in accordance with Employer scales of entitlement and to meet the requirements set out in the Employer Supplied Information in Booklet 4.   | JSP 456; Part 2, Vol 2, Ch 17, Paras 1704, 1706, 1709, 1710, 1715, 1720, 1728, Annexes A, B, C, D, E, F, G, H<br>Annex GG – In-Flight Catering Service |
|        | 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, eg where possible, outside of meal delivery timings.   |  |
|        | 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:<br><br>a. Core Meals;<br><br>b. Retail Meals;<br><br>c. pre-prepared/ packaged meals (including meal deals, baguettes/ sandwiches and salads),<br><br>to enable End Users to make an informed choice at the point of service. | JSP 456; Part 2, Vol 1, Ch 4, Paras 0423 – 0427; Ch 7, Para 0750.  |

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| 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"> <li>a. provision of products at the same prices;</li> <li>b. maintenance of the same quality of food input and finished product;</li> <li>c. adherence to the timing requirements set out in the Employer Supplied Information in Booklet 4;</li> <li>d. adoption of the same management procedures and CRL processes.</li> </ul> |  |
|  | <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.<br/>JSP 456; Part 2, Vol 4, Ch 2, Para 0206.</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.<br/>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>  |  |

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| 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"> <li>a. food input standards;</li> <li>b. uptake analysis across all CRL services;</li> <li>c. audit information for Crown and Core Meals;</li> <li>d. price consistency reporting;</li> <li>e. End User feedback and review information;</li> <li>f. business development reporting and financial analysis;</li> <li>g. information on those unable to pay at point of service;</li> <li>h. sales analysis from EPOS points.</li> </ul> |                  |
|        | 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.  |                  |

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| OUTPUT | DESCRIPTION  | SERVICE STANDARD  |
|--------|--|---|
|        | 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. |   |
|        | 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;<br/>                     Ch 3, Paras 0302, 0303, 0305 - 0307, 0309 and 0310;<br/>                     Ch 5, Paras 0501, 0503, 0505, 0509, 0515, 0517, 0520, 0522, 0523, 0525, 0526, 0530, 0531 and Annex A;<br/>                     Ch 10, Para 1005;<br/>                     Ch 19, Paras 1902, 1903, 1905 - 1907, 1909, 1911, 1913, Annexes A and B.</p> |

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| OUTPUT   | DESCRIPTION   | SERVICE STANDARD                                   |
|--|---|--|
|  | 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.                     |
|  | 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:<br><br>a. a Regional CRL Business Plan;<br><br>b. an Establishment CRL Business Plan for each Establishment;<br><br>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.           |



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| OUTPUT   | DESCRIPTION   | SERVICE STANDARD   |
|--|---|--|
| <p>9. The <i>Contractor</i> shall provide a core catering service at each Establishment.</p> | <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 Employer Supplied Information 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> |
|  | <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>   | <p>Mandated Government Buying Standards for Food and Catering Services.</p> <p>JSP 456, Part 2, Vol 4, Ch 6 Para 0615</p>  |
|  | <p>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.</p>  |  |
|  | <p>9.4 The <i>Contractor</i> shall provide Core Meals and Retail Meals at the authorised bars set out in the Employer Supplied Information in Booklet 4.</p>  |  |
|  | <p>9.5 The <i>Contractor</i> shall produce and account for an Enhanced Core Offer (ECO) where requested by the relevant Mess Committee.</p>   | <p>JSP 456; Part 2, Vol 4, Ch 6, Para 0624.</p>  |

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| OUTPUT | DESCRIPTION  | SERVICE STANDARD  |
|--------|--|---|
|        | <p>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.</p> | <p>Annex C – Training Establishments.<br/>                     JSP 456; Part 2, Vol 1, Chs 4 and 5.<br/>                     JSP 456; Part 2, Vol 3, Ch 3.<br/>                     JSP 456; Part 2, Vol 4, Ch 6.<br/>                     Mandated Government Buying Standards for Food and Catering Services<br/>                     DFQS and subsequent iterations.</p> |



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|--------|--|--|
|        | 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.   | JSP 456; Part 2, Vol 1, Ch 4.  |
|        | 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:<br><br>a. religious and medical dietary needs;<br><br>b. other special dietary needs;<br><br>c. the health and nutrition guidelines in JSP 456; Vol 1, Ch 4;<br><br>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 Employer Supplied Information in Booklet 4.  | JSP 456; Part 2, Vol 4, Ch 5, Paras 0506 - 0509, 0515, 0517, 0521, 0524, 0530, 0531;<br>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 Employer Supplied Information in Booklet 4.  | JSP 456; Part 2, Vol 4, Ch 2 Para 0221 – 0223.<br>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.  |  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION   | SERVICE STANDARD   |
|--------|---|--|
|        | 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.   |  |
|        | 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 Employer Supplied Information in Booklet 4 and as otherwise required by the <i>Employer</i> . | JSP 456; Part 2, Vol 1, Ch 6.<br>JSP 456; Part 2, Vol 4, Ch 7, Paras 0707 - 0710.<br>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  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION   | SERVICE STANDARD  |
|--------|---|---|
|        | <p>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:</p> <ul style="list-style-type: none"> <li>a. Private Functions requested by Mess Members;</li> <li>b. Official Functions;</li> <li>c. Unofficial Functions;</li> <li>d. Private Functions sponsored by Non Mess members;</li> <li>e. Conferences, meetings and ad hoc events;</li> <li>f. VVIPs at VIP suites within RAF stations,</li> </ul> <p>in accordance with Annex D.</p> | <p>Annex D – Functions<br/>JSP 456; Part 2, Vol 4, Ch 7, Paras 0704 - 0710.</p> |
|        | <p>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.</p>  | <p>DIO User Practitioner Guides.<br/>DIO Regional Tables of Charges.</p>        |
|        | <p>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.</p>   | <p>Annex D – Functions</p>  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION  | SERVICE STANDARD |
|--------|--|------------------|
|        | <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"> <li>a. planning the Function with the sponsor and providing menus to meet customer specification for meal content and price;</li> <li>b. providing rates and prices with regular updates;</li> <li>c. providing all supplies for the Function;</li> <li>d. setting up the Function venue in the lay out agreed with the sponsor;</li> <li>e. providing staff for the Function;</li> <li>f. clearing up after the Function;</li> <li>g. cleaning the Function venue;</li> <li>h. preparing the Function venue, in advance, for its next required use;</li> <li>i. recovering costs as appropriate from the sponsor.</li> </ul> |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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.<br><br>DFQS and subsequent iterations.<br><br>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 915.<br><br>JSP 456; Part 2, Vol 1, Ch 6, Para 0610.  |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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"> <li>a. food supply call off from MOD Food Supply Contract;</li> <li>b. provision of food and beverage;</li> <li>c. all consumables and disposables required to deliver the STCR;</li> <li>d. full messing for segregated and/or combined Messes;</li> <li>e. in location and remote feeding;</li> <li>f. menus to cater for diversity, medical, dietary, religious, nutritional, healthy eating and lifestyle requirements container and packed meals;</li> </ul> | <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> |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT   | DESCRIPTION  | SERVICE STANDARD  |
|--|--|---|
|  | g. duty meals (early/ late meals);<br>h. priced menus for privately sponsored functions;<br>i. chef mess hand support;<br>j. bar facilities;<br>k. kitchen assistants;<br>l. cleaning staff;<br>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.<br>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 Employer Supplied Information in Booklet 4.   |   |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT   | DESCRIPTION   | SERVICE STANDARD                                 |
|--|---|--|
|  | 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.   |  |
|  | 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 Employer Supplied Information in Booklet 4.  | 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.<br><br>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. |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION | SERVICE STANDARD |
|--------|-------------|------------------|
|--------|-------------|------------------|

| <b>MODULE Q – MESS AND HOTEL SERVICES</b>   |  |   |
|---|--|---|
| 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 for Officers' and WOs'/SNCOs' Messes and students'/trainees' accommodation.   | JSP 464; Part 3, Ch 5, Paras 0503-0513.<br>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 utilise the accommodation allocation/management facility on the <i>Employer's</i> mandated Infrastructure Management System (IMS) for all SLA bookings and allocations. All SLA data shall be 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.  |   |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION   | SERVICE STANDARD  |
|--------|---|---|
|        | 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> .  |   |
|        | 14.6 The <i>Contractor</i> shall confirm all bookings with the applicant by email which shall include: <ul style="list-style-type: none"> <li>a. arrival information;</li> <li>b. specific Establishment security procedures for booking in of personnel and vehicles;</li> <li>c. arrangements for the collection of keys and/or security codes.</li> <li>d. meal times and dining locations;</li> <li>e. bar and retail facility opening times;</li> <li>f. details of any standing charges that may apply;</li> <li>g. payment methods available.</li> </ul> |   |
|        | 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.  | JSP 464; Ch 8, Annex C, Para 8.<br>JSP 752; Ch 3, Para 03.0107. |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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"> <li>a. Mess standards (where applicable);</li> <li>b. local security information, including gate/door access codes;</li> <li>c. meal times and dining locations;</li> <li>d. bar and retail facility opening times;</li> <li>e. payment methods available;</li> <li>f. actions to be taken in the event of fire or emergency, including details of the Assembly Area;</li> <li>g. out of hours contact;</li> <li>h. customer service information.</li> </ul> |                  |
|        | <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>  |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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' and WO, SR/SNCO 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' and WO, SR/SNCO accommodation.   |                          |
|        | 14.11.1 The <i>Contractor</i> shall fully make up beds in Officers' and WOs'/SNCOs' 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. |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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</i> Supplied Information in Booklet 4. This includes acting as the focal point for:</p> <ul style="list-style-type: none"> <li>a. staffing;</li> <li>b. finance;</li> <li>c. accommodation services;</li> <li>d. Public and Non-public Property;</li> <li>e. reporting and monitoring issues concerning the fabric and maintenance of Mess buildings.</li> </ul> | <p>Annex E – Mess Services.<br/>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 5<sup>th</sup> 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>   |   |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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"> <li>a. short-term Mess visitors;</li> <li>b. associates;</li> <li>c. functions,</li> </ul> <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 15<sup>th</sup> Working Day of the month from all personnel including:</p> <ul style="list-style-type: none"> <li>a. Mess members;</li> <li>b. function sponsors;</li> <li>c. associates.</li> </ul> <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> |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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>                         |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION | SERVICE STANDARD |
|--------|-------------|------------------|
|--------|-------------|------------------|

**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"> <li>a. COSHH;</li> <li>b. Mandated Government Buying Standards for Cleaning Products and Services.</li> </ul> | <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>  |   |

OFFICIAL SENSITIVE COMMERCIAL

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

**OFFICIAL SENSITIVE COMMERCIAL**

| 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"> <li>a. toilet paper;</li> <li>b. tissues;</li> <li>c. soap;</li> <li>d. deodorant blocks;</li> <li>e. bin liners;</li> <li>f. paper towels;</li> <li>g. roller towels;</li> <li>h. toilet brushes.</li> </ul> <p>The Contractor shall utilise Employer contracts, where they exist, to procure consumables, this includes ordering consumables via MJDI where available.</p> |                  |
|        | <p>17.5 The <i>Contractor</i> shall thoroughly clean all rooms on each change of occupancy, and fully make up beds with clean linen prior to any new occupancy. This is required for all Officers', WO, SR/SNCO accommodation and for Army and RAF JNCO transit accommodation.</p>   |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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 Not Used   |  |
|   | 17.8 Not Used   |  |
|   | 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.  |  |
|   | 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.   |  |
| 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.<br><br>Note: Clearance of litter etc in all other external areas is the responsibility of the Hard FM Contractor. |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT  | DESCRIPTION   | SERVICE STANDARD   |
|---|---|--|
| <p>19. The <i>Contractor</i> shall provide a reactive cleaning service to address real time accidents and cleaning emergencies.</p> | <p>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:</p> <ul style="list-style-type: none"> <li>a. liquid spills;</li> <li>b. broken glass</li> <li>c. human/animal faeces;</li> <li>d. vomit;</li> <li>e. blood;</li> <li>f. overflows;</li> <li>g. flooding (excludes fuel and oil).</li> </ul> |  |
|   | <p>19.2 The <i>Contractor</i> shall provide a reactive domestic cleaning service within:</p> <ul style="list-style-type: none"> <li>a. 30 minutes in the case of cleaning emergencies;</li> <li>b. 24 hours in other cases,</li> </ul> <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> |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT   | DESCRIPTION   | SERVICE STANDARD  |
|--|---|---|
| <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.<br/>                     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.<br/><br/>                     Annex G – Cleaning of the Healthcare Environment.</p> |
|  | <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"> <li>a. kitchens;</li> <li>b. SLA food preparation areas;</li> <li>c. office food/beverage preparation areas;</li> <li>d. storerooms;</li> <li>e. toilets;</li> <li>f. dining areas;</li> <li>g. patios;</li> <li>h. BBQ areas.</li> </ul> <p>This excludes all non-publicly funded CRL areas.</p> | <p>Annex F – Cleaning Services: Common Service Standard.</p>  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT   | DESCRIPTION   | SERVICE STANDARD   |
|--|---|--|
|  | <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>   |  |
| <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</i> Supplied Information in Booklet 4 and in accordance with Annex H including:</p> <ul style="list-style-type: none"> <li>a. military equipment/clothing;</li> <li>b. authorised accommodation items;</li> <li>c. PPE;</li> <li>d. trade-specific clothing;</li> <li>e. specialist items.</li> </ul> | <p>JSP 886; Vol 6, Part 5, Ch 5.</p> <p>Mandated Government Buying Standards for Cleaning Products.</p>  |

OFFICIAL SENSITIVE COMMERCIAL

| OUTPUT | DESCRIPTION  | SERVICE STANDARD |
|--------|--|------------------|
|        | <p>21.2 The <i>Contractor</i> shall dry clean all items as detailed in the <i>Employer</i> Supplied Information in Booklet 4 and in accordance with Annex H including:</p> <ul style="list-style-type: none"><li>a. military equipment/clothing;</li><li>b. authorised accommodation items;</li><li>c. PPE;</li><li>d. trade-specific clothing;</li><li>e. specialist items.</li></ul> |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT  | DESCRIPTION   | SERVICE STANDARD   |
|---|---|--|
|   | <p>21.3 The <i>Contractor</i> shall provide all resources including:</p> <ul style="list-style-type: none"> <li>a. labour;</li> <li>b. tools and Equipment;</li> <li>c. transport;</li> <li>d. clothing;</li> <li>e. materials;</li> <li>f. consumables;</li> <li>g. management,</li> </ul> <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> |  |
| <p>22. The <i>Contractor</i> shall provide a tailoring service.</p> | <p>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.</p>  | <p>JSP 886; Vol 6, Part 5, Ch 2, Para 9.<br/>BR 3; Ch 39, Para 3916.<br/>Army Dress Regulations; Part 9.<br/>AP 1358; Ch 2 to 8.</p>                                 |
|   | <p>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.</p>   | <p>JSP 886; Vol 6, Part 5, Ch 2, Para 9.<br/>BR 3; Ch 39, Paras 3904, 3906, 3908-3913, 3915 and 3923.<br/>Army Dress Regulations; Part 9.<br/>AP 1358; Ch 2 to 8</p> |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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"> <li>a. medals;</li> <li>b. ribbons;</li> <li>c. badges;</li> <li>d. buttons.</li> </ul> | <p>BR 3; Ch 44, Paras 4411-4414.<br/>                     Army Dress Regulations; Part 13, Para 13.016.<br/>                     Army Dress Regulations; Art 13.015.<br/>                     AP 1358; Para 0832 - 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>   |  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT  | DESCRIPTION  | SERVICE STANDARD  |
|---|--|---|
|   | <p>22.6 The <i>Contractor</i> shall provide all resources including:</p> <ul style="list-style-type: none"> <li>a. labour;</li> <li>b. tools and equipment;</li> <li>c. transport;</li> <li>d. clothing;</li> <li>e. materials;</li> <li>f. consumables;</li> <li>g. management,</li> </ul> <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>Not Used</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 delivered this service.</p>   | <p>JSP 915; Ch 2, Paras 0202e, 0210 - 0212.<br/>Annex F – Cleaning Services: Common Service Standard.</p> |

**OFFICIAL SENSITIVE COMMERCIAL**

| 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"> <li>a. toilet paper;</li> <li>b. hand cleanser;</li> <li>c. cleaning detergents,</li> </ul> <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>  |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION | SERVICE STANDARD |
|--------|-------------|------------------|
|--------|-------------|------------------|

| <b>MODULE S – WASTE MANAGEMENT</b>   |   |  |
|--|---|--|
| <p>26. The <i>Contractor</i> shall provide a waste management service to the <i>Employer</i> which meets all applicable Law and targets.</p> | <p>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:</p> <ul style="list-style-type: none"> <li>a. handling;</li> <li>b. segregation;</li> <li>c. collection;</li> <li>d. storage;</li> <li>e. removal</li> </ul> <p>of waste from the Establishments.</p> |  |
|  | <p>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.</p>  |  |
|  | <p>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.</p>   | <p>MOD Waste Management Strategy 2010. JSP 418; Part 2, Leaflet 3: Paras 9, 11-14, 31.</p> |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION  | SERVICE STANDARD   |
|--------|--|--|
|        | <p>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.</p>  | <p>JSP 418, Part 2, Leaflet 3.<br/>Annex I – MOD Waste Targets to be Achieved.</p> |
|        | <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"> <li>a. Handling;</li> <li>b. Segregation;</li> <li>c. Collection;</li> <li>d. Storage;</li> <li>e. Removal;</li> </ul> <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>   |  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION  | SERVICE STANDARD   |
|--------|--|--|
|        | 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.  |  |
|        | 26.8 The <i>Contractor</i> shall incorporate his own waste streams generated from providing the Service with the <i>Employer's</i> waste.  |  |
|        | 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.<br><br>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.   |  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT  | DESCRIPTION  | SERVICE STANDARD                |
|---|--|---------------------------------|
|   | 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.   |                                 |
| 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.  |                                 |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION   | SERVICE STANDARD                     |
|--------|---|--------------------------------------|
|        | 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.   |                                      |
|        | 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 M.  |                                      |
|        | 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.  |                                      |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION  | SERVICE STANDARD |
|--------|--|------------------|
|        | 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.  |                  |
|        | 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  |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION  | SERVICE STANDARD |
|--------|--|------------------|
|        | <p>28.5 The <i>Contractor</i> shall provide and maintain a Central Waste Register for each Establishment which shall include:</p> <ul style="list-style-type: none"> <li>a. environmental permits;</li> <li>b. carriers' licences;</li> <li>c. brokers' licences;</li> <li>d. consignment notes;</li> <li>e. waste transfer notes;</li> <li>f. WAC testing.</li> </ul> |                  |
|        | <p>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.</p>   |                  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT | DESCRIPTION  | SERVICE STANDARD                                    |
|--------|--|---|
|        | <p>28.6 The <i>Contractor</i> shall:</p> <ul style="list-style-type: none"> <li>a. provide the <i>Employer's</i> WFP 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;</li> <li>b. confirm with such monthly data the waste management route and final disposal or re-use method of each waste consignment;</li> <li>c. ensure that all waste is weighed prior to each vehicle departure from an Establishment by means of an on-vehicle weighing facility.</li> </ul> | <p>JSP 418; Part 2, Leaflet 3, Paras 16 and 17.</p> |

OFFICIAL SENSITIVE COMMERCIAL

| OUTPUT | DESCRIPTION | SERVICE STANDARD |
|--------|-------------|------------------|
|--------|-------------|------------------|

| <b>MODULE T – FACILITIES MANAGEMENT AND OTHER SERVICES</b> |           |  |
|--|-----------|--|
| 29.  | Not Used. |  |
| 30.  | Not Used. |  |
| 31.  | Not Used. |  |
| 32.  | Not Used. |  |
| 33.  | Not Used. |  |
| 34.  | Not Used. |  |
| 35.  | Not Used. |  |
| 36.  | Not Used. |  |
| 37.  | Not Used. |  |
| 38.  | Not Used. |  |
| 39.  | Not Used. |  |
| 40.  | Not Used. |  |
| 41.  | Not Used. |  |
| 42.  | Not Used. |  |

**OFFICIAL SENSITIVE COMMERCIAL**

| OUTPUT   | DESCRIPTION  | SERVICE STANDARD |
|--|--|------------------|
| 43.  | Not Used.  |                  |
| 44. The <i>Contractor</i> shall provide general labour resources.<br>This is only required at those Establishments identified in the Employer supplied information in Booklet 4. | 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. |                  |
| 45.  | Not Used.  |                  |
| 46.  | Not Used.  |                  |
| 47.  | Not Used.  |                  |
| 48.  | Not Used.  |                  |
| 49.  | Not Used.  |                  |
| 50.  | Not Used.  |                  |
| 51.  | Not Used.  |                  |
| 52.  | Not Used.  |                  |

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| <b>OUTPUT</b> | <b>DESCRIPTION</b> | <b>SERVICE STANDARD</b> |
|---------------|--------------------|-------------------------|
|---------------|--------------------|-------------------------|

| <b>MODULE U – STORES AND ARMOURIES</b> |           |  |
|--|-----------|--|
| 53.                                    | Not Used. |  |
| 54.                                    | Not Used. |  |
| 55.                                    | Not Used. |  |

**OFFICIAL SENSITIVE COMMERCIAL**

**ANNEX A – GOVERNANCE MEETINGS**

| <b>Meeting</b>  | <b>Description</b>   | <b>Frequency</b> | <b>Chair / Attendees</b>  |
|---|--|------------------|---|
| 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> )<br>Deputy Supervising Officer (DSO)<br><i>Contractor</i><br>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><br><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> )<br>Soft FM Attendees:<br>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><br><i>Contractor Senior Management Commercial</i>  |

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**APPENDIX 1 TO ANNEX A – GOVERNANCE MEETINGS: REPORTS**

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

<sup>1</sup> 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.

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

<sup>3</sup> 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.

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

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

**OFFICIAL SENSITIVE COMMERCIAL**

**APPENDIX 2 TO ANNEX A – GOVERNANCE MEETINGS: PLANS REVIEW**

| <b>Contractor Plans Requirements</b>    | <b>Contract Award</b>  | <b>In Service Date</b>               | <b>Full Operating Capability</b> | <b>Progress Review Requirements</b>         | <b>Reviewer</b>                        |
|---|------------------------|--------------------------------------|----------------------------------|---|--|
| Contract Management Plan                | Final Version + 3 mths |                                      |                                  | Regional 6 monthly                          | <i>Service Manager Contractor</i>      |
| Relationship Management Plan            |                        | Final Version                        |                                  | Regional 6 monthly                          | <i>Service Manager Contractor</i>      |
| Catering Retail & Leisure Business Plan | Final Version + 3 mths |                                      |                                  | Establishment monthly<br>Regional 6 monthly | <i>Service Manager Contractor</i>      |
| Marketing Communications Plan           | Final Version + 3 mths |                                      |                                  | Establishment monthly<br>Regional 6 monthly | <i>Service Manager Contractor</i>      |
| Waste Management Plan                   |                        | Site Plans<br>Final Version + 3 mths | Regional Plan<br>Final Version   | Establishment monthly<br>Regional 6 monthly | <i>Service Manager Contractor</i>      |
| Mobilisation Plan                       | Final Version + 2 mths |                                      |                                  | Continual until FOC                         | <i>Mobilisation Team Contractor</i>    |
| Exit Management Plan                    |                        |                                      |                                  | Contract end                                | <i>De-mobilisation Team 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 Combined Cadet Recruit Force (CCRF) and UK Ops (this does not apply to DTE<sup>1</sup> sites).

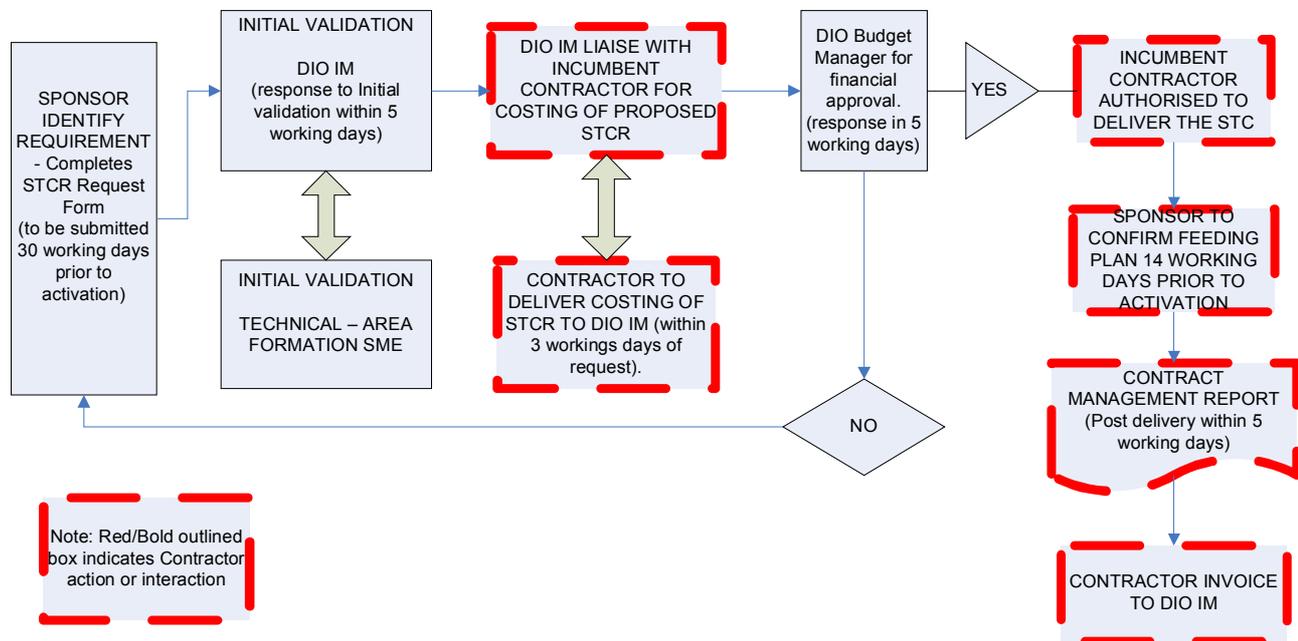
Contractor Provision

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.

<sup>1</sup> All catering on the Defence Training Estates is provided by the incumbent industry partner.

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- 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 survey<sup>2</sup> 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 consumables<sup>3</sup> for the production of food, hotplate delivery and dispersed feeding<sup>4</sup> 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.

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<sup>2</sup> Satisfaction survey is on STCR bidding proforma.

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

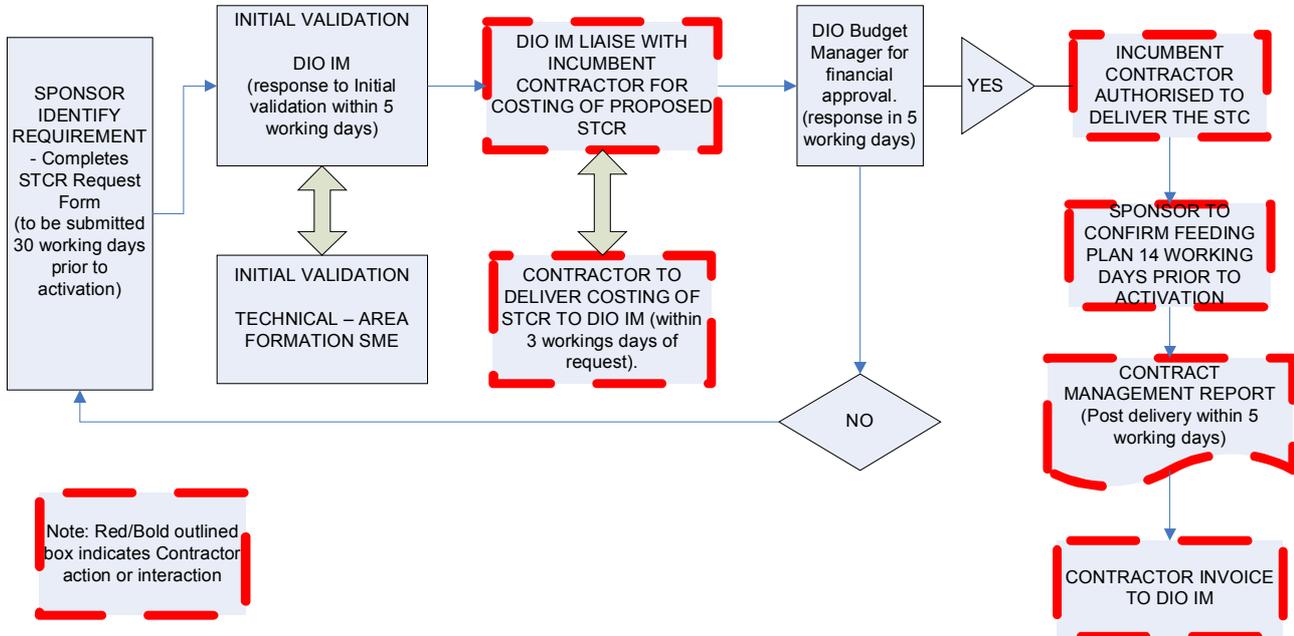
<sup>4</sup> Hot and cold beverages, packed and container meals.

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**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.**

|                            |             |               |             |
|----------------------------|-------------|---------------|-------------|
| <b>Full Sponsor Title:</b> |             |               |             |
| <b>STCR Reference :</b>    |             |               |             |
| <b>Full Address:</b>       |             |               |             |
| <b>Telephone:</b>          | <b>Mil:</b> | <b>Civil:</b> | <b>Fax:</b> |
| <b>Email:</b>              |             |               |             |
| <b>Appointment:</b>        |             |               |             |
| <b>Name:</b>               |             |               |             |
| <b>Signature</b>           |             |               |             |
| <b>Date:</b>               |             |               |             |

**2. Training Camp Details.**

|                                    |  |
|------------------------------------|--|
| <b>Title: (Specific Camp Name)</b> |  |
| <b>Address:</b>                    |  |

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|                   |             |               |             |
|-------------------|-------------|---------------|-------------|
|                   |             |               |             |
| <b>Telephone:</b> | <b>Mil:</b> | <b>Civil:</b> | <b>Fax:</b> |

**3. Dates of Camp.**

|                       |              |                  |
|-----------------------|--------------|------------------|
| <b>Advance Party:</b> | <b>From:</b> | <b>To:(incl)</b> |
| <b>Main Party:</b>    | <b>From:</b> | <b>To:(incl)</b> |
| <b>Rear party:</b>    | <b>From:</b> | <b>To:(incl)</b> |

**4. Anticipated Feeding Strengths.**

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

**5. Military Chef Strength Held Against Establishment<sup>1</sup>.**

| <b>Chef</b>               | <b>WO2</b> | <b>SSgt</b> | <b>Sgt</b> | <b>Cpl</b> | <b>LCpl</b> | <b>Pte</b> | <b>Total</b> |
|---------------------------|------------|-------------|------------|------------|-------------|------------|--------------|
| <b>Establishment</b>      |            |             |            |            |             |            |              |
| <b>Held Strength</b>      |            |             |            |            |             |            |              |
| <b>Available for Camp</b> |            |             |            |            |             |            |              |
| <b>Shortfall</b>          |            |             |            |            |             |            |              |

**6. Reserves/Cat Sp/MCSU Non-availability.** State reason for non availability of military catering support services<sup>2</sup>:

|                     |             |               |             |
|---------------------|-------------|---------------|-------------|
|                     |             |               |             |
| <b>Appointment:</b> |             |               |             |
| <b>Name:</b>        |             |               |             |
| <b>Signature</b>    |             |               |             |
| <b>Date:</b>        |             |               |             |
| <b>Telephone:</b>   | <b>Mil:</b> | <b>Civil:</b> | <b>Fax:</b> |
| <b>Email:</b>       |             |               |             |

<sup>1</sup>All 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.

<sup>2</sup> Electronic Evidence to be submitted such as screen shot or attachment of document.

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**7. ORP.** State period when ORP is to be used for field catering in accordance with the feeding plan<sup>3</sup>:

|              |  |
|--------------|--|
| <b>From:</b> |  |
| <b>To:</b>   |  |

**8. Type of Support Requested.**

|  |   |                  |                         |
|--|---|------------------|-------------------------|
| a. Full Catering support <sup>4</sup> :<br>* 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 <sup>5</sup> :                                 | Yes   | No               |                         |

**9. Type of service:**

|   |     |    |
|---|-----|----|
| a. Combined Mess <sup>6</sup>           | Yes | No |
| b. Combined Mess with segregated area's | Yes | No |

***Now Email to DIO IM***

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

<sup>4</sup> All STCR may use MOD Food supply or Contractor supplied food.

<sup>5</sup> Private arrangement between the Sponsor and Contractor and is not paid for by the Employer.

<sup>6</sup> Refer to Para 2 of the STCR Annex for the definition of service.

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**Part 2: For Completion by DIO IM**

**DIO IM to Coordinate Technical Approval.**

**1. Technical Approval by Area Formation Catering SME**

|                     |             |               |             |
|---------------------|-------------|---------------|-------------|
| <b>Appointment:</b> |             |               |             |
| <b>Name:</b>        |             |               |             |
| <b>Signature</b>    |             |               |             |
| <b>Date:</b>        |             |               |             |
| <b>Telephone:</b>   | <b>Mil:</b> | <b>Civil:</b> | <b>Fax:</b> |
| <b>Email:</b>       |             |               |             |

- 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 IM<sup>7</sup>**

|                     |             |               |             |
|---------------------|-------------|---------------|-------------|
| <b>Appointment:</b> |             |               |             |
| <b>Name:</b>        |             |               |             |
| <b>Signature</b>    |             |               |             |
| <b>Date:</b>        |             |               |             |
| <b>Telephone:</b>   | <b>Mil:</b> | <b>Civil:</b> | <b>Fax:</b> |
| <b>Email:</b>       |             |               |             |

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

\* Delete as necessary

---

<sup>7</sup> Response to bid within 5 working days of receipt.

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Part 3: For Completion by DIO Budget Manager<sup>8</sup>

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

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

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

\* Delete as necessary

<sup>8</sup> Response to bid within 5 working days of receipt.



**OFFICIAL SENSITIVE COMMERCIAL**

**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 |      |

|   |            |       |     |
|---|------------|-------|-----|
| <b>Meal Timings:</b> 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.  |            |       |     |
| <b>Non Contractual Requirements:</b><br>Give details of any special Unit requirements such as: Functions<br>Extra messing or Bar  |            |       |     |

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**Feeding pattern for activation:**

| <b>Date</b> | <b>Required</b>        | <b>B/fast</b> | <b>Lunch</b> | <b>Dinner</b> | <b>SPECIAL DIET INFORMATION</b> |
|-------------|------------------------|---------------|--------------|---------------|---------------------------------|
|             | In camp                |               |              |               |                                 |
|             | Container Meal         |               |              |               |                                 |
|             | Packed meal            |               |              |               |                                 |
|             | ORP <sup>14</sup>      |               |              |               |                                 |
|             | Beverage request       |               |              |               |                                 |
|             | Additional information |               |              |               |                                 |
| <b>Date</b> | <b>Required</b>        | <b>B/fast</b> | <b>Lunch</b> | <b>Dinner</b> | <b>SPECIAL DIET INFORMATION</b> |
|             | In camp                |               |              |               |                                 |
|             | Container Meal         |               |              |               |                                 |
|             | Packed meal            |               |              |               |                                 |
|             | ORP <sup>14</sup>      |               |              |               |                                 |
|             | Beverage request       |               |              |               |                                 |
|             | Additional information |               |              |               |                                 |
| <b>Date</b> | <b>Required</b>        | <b>B/fast</b> | <b>Lunch</b> | <b>Dinner</b> | <b>SPECIAL DIET INFORMATION</b> |
|             | In camp                |               |              |               |                                 |
|             | Container Meal         |               |              |               |                                 |
|             | Packed meal            |               |              |               |                                 |
|             | ORP <sup>14</sup>      |               |              |               |                                 |
|             | Beverage request       |               |              |               |                                 |
|             | Additional information |               |              |               |                                 |

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

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<sup>14</sup> Supply and control of all ORP is the responsibility of the Sponsor.

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### 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:

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- 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.

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### 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

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## OFFICIAL SENSITIVE COMMERCIAL

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.

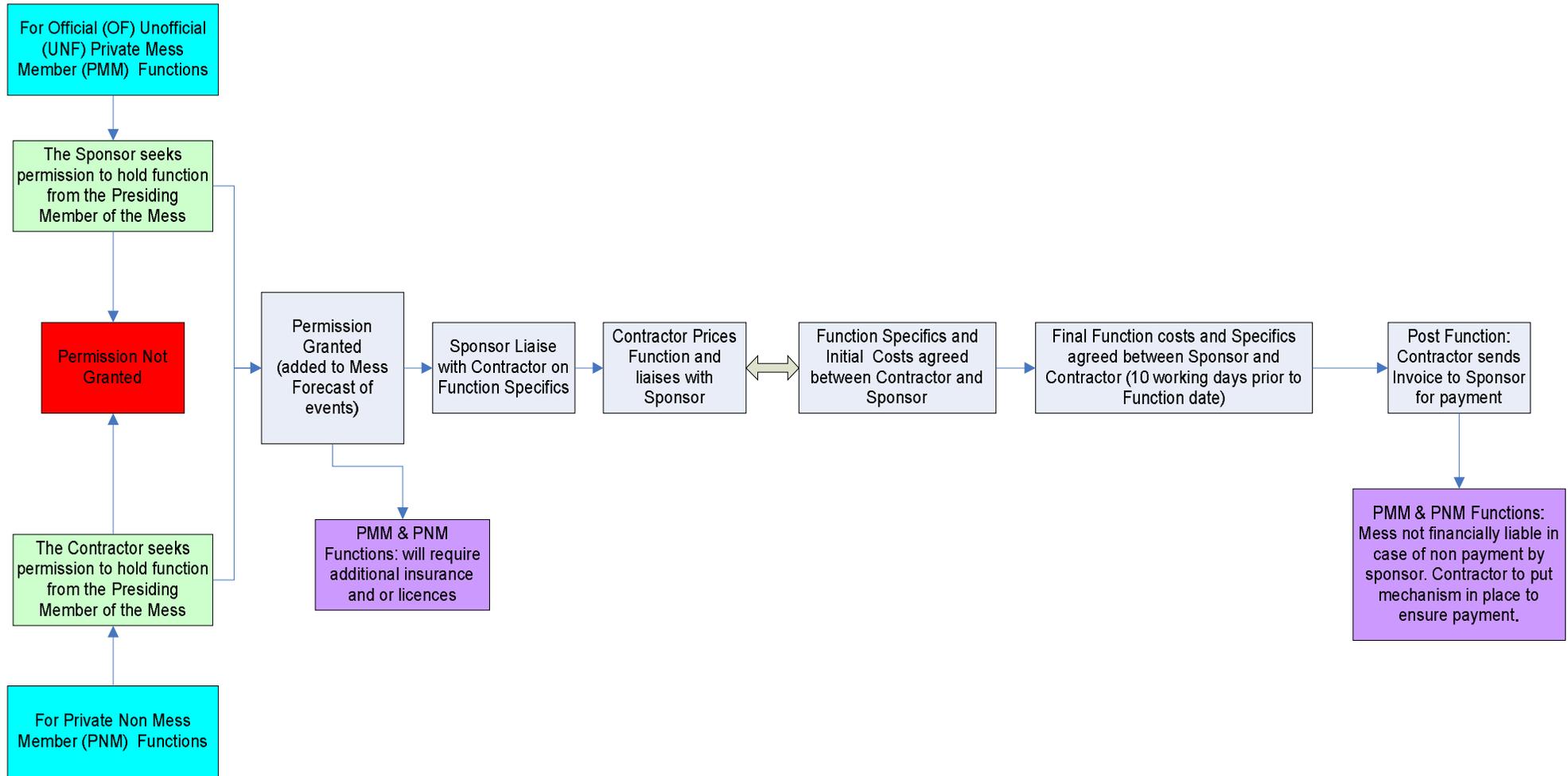
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8. The *Contractor's* Event Portfolio shall include a price list for a range of hot and cold food and beverages for meetings and conferences. Before accepting requests, the *Contractor* shall verify the Sponsor's budgetary approval for the service.

Appendix:

1. Functions Process Map.

APPENDIX 1 TO ANNEX D – FUNCTIONS PROCESS MAP



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**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*.

**Flowers and Plants**

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

6. 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**

7. 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.

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### Curtains

8. The *Contractor* shall open and close all curtains within the public rooms in accordance with Mess Committee protocols.
9. 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.
10. The Contractor shall arrange, and be responsible, for the laundering or dry cleaning of curtains.

### Pictures

11. 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

12. 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

13. 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.
14. 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

15. The Contractor shall regulate all heating and ventilation to ensure a satisfactory and comfortable environment is maintained throughout the Mess at all times.
16. The *Contractor* shall report directly to the Hard FM Contractor all faults relating to heating and ventilation within the Mess.

### Miscellaneous Purchases

17. The *Contractor* shall purchase miscellaneous items required by the Messes such as:
  - a. candles;
  - b. serviettes;
  - c. soap;

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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

18. 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

19. 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*.

20. 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

21. 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

22. 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

23. 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

24. 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.

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**Mess Laundry**

25. The *Contractor* shall launder all Mess property including:
- a. tablecloths;
  - b. napkins.

**Batting**

26. 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.

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### 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.

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- 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:

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- 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

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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,

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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

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(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;

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- 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

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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

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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

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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), which will be paid for on case by case basis. 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;

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- 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.

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### 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.

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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 1<sup>1</sup>. 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.

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

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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 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

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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 cupboard<sup>2</sup>.

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 materials<sup>3</sup>. 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*<sup>4</sup>. Domestic cleaning staff should be clear on the rules regarding uniform and jewellery whilst working in a healthcare environment<sup>5</sup>.

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)<sup>6</sup>. 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.

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

<sup>3</sup> National Patient Safety Agency (2007) Safer Practice Notice. 15

<sup>4</sup> National Patient Safety Agency (2009) The Revised Healthcare Cleaning Manual.

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

<sup>6</sup> JSP 375 – MOD Health and Safety Handbook

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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 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.

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

| <b>Risk Functional Area</b> | <b>Required service level</b>   | <b>Examples</b>   | <b>Plus</b>   | <b>Auditing</b>  |
|-----------------------------|---|---|---|--|
| <b>VERY HIGH RISK</b>       | Consistently high cleaning quality standards must be maintained throughout the day.   | <ul style="list-style-type: none"> <li>• Dental Treatment Rooms</li> <li>• Sterilisation Areas</li> </ul>   | 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. |
| <b>HIGH RISK</b>            | 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"> <li>• Dental Surgeries</li> <li>• Laboratory/Casting Rooms</li> <li>• CSSD</li> <li>• Public toilets</li> <li>• Patient ablution Areas</li> <li>• Dirty utility rooms</li> </ul> | 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. |
| <b>SIGNIFICANT RISK</b>     | 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"> <li>• Reception areas</li> <li>• General public areas, e.g. waiting rooms, public thoroughfares.</li> <li>• Consultation rooms</li> <li>• Dental supply store room.</li> </ul>   | 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.  |
| <b>LOW RISK</b>             | 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"> <li>• Administrative areas</li> <li>• Record storage and archives</li> <li>• Dental laboratory</li> <li>• Staff rest/ change areas.</li> </ul>                                   | 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.

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**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<br>Dust weekly<br>Wash yearly                                | Check weekly<br>Dust monthly<br>Wash yearly               | As required                       |
| Ceilings  |                            | Dust monthly<br>Wash yearly  | Dust monthly<br>Wash yearly                               | Dust monthly<br>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<br>One check sweep x 1<br>Mop daily x 1<br>Mop check x 1 | Sweep daily x 1<br>Mop daily x 1<br>Machine clean monthly | Sweep daily x 1<br>Mop weekly x 1 |
| Floor (carpet)<br>(Flooring should be vinyl)                |                            | clean daily x 2<br>Shampoo six monthly                                   | Clean daily<br>Shampoo yearly                             | Clean weekly<br>Shampoo yearly    |

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| Element   | Minimum Cleaning Frequency |  |  |  |
|---|----------------------------|--|--|--|
|   | Very High Risk             | High Risk  | Significant Risk   | Low Risk   |
| Low surfaces, including window seals and ledges |                            | Clean daily x 1<br>Check x 1                             | Clean daily x 1  | Clean weekly x 1   |
| High surfaces (curtain rails, ledges)           |                            | Clean weekly x 1<br>Check x 1                            | Clean weekly x 1   | Clean weekly x 1   |
| Chairs  |                            | Clean daily x 1<br>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<br>Check x 1                             | Clean daily x 1  | Clean daily x 1  |
| Blinds  |                            | Clean monthly  | Clean monthly  | Clean six monthly  |
| Curtains<br>(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<br>Check x 1                             | Clean daily x 1  | Clean daily x 1  |
| Toilets*  |                            | Clean daily x 2<br>Check x 1                             | Clean daily x 1  | Clean daily x 1  |
| Hand washbasins*                                |                            | Clean daily x 2<br>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<br>Check x 1                             | Clean daily x 1  | Clean daily x 1  |
| Kitchen cupboards                               |                            | Weekly   | Weekly   | Monthly  |

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| Element                                | Minimum Cleaning Frequency |   |   |   |
|--|----------------------------|---|---|---|
|  | Very High Risk             | High Risk   | Significant Risk  | Low Risk  |
| Internal glazing including partitions. |                            | Clean weekly x 1<br>Check weekly x 1  | Clean weekly x 1<br>Check weekly x 1  | Clean weekly x 1  |
| Beds/couches                           |                            | Clean frame daily x 1<br>Clean underneath daily x 1<br>Clean whole bed on patient discharge/end of session with patient | Clean frame daily x 1<br>Clean underneath daily x 1<br>Clean whole bed on patient discharge/end of session with patient | Clean frame daily x 1<br>Clean underneath daily x 1<br>Clean whole bed on patient discharge/end of session with patient |
| Lockers/patient tables                 |                            | Clean daily x 1<br>Check x 1  | Clean daily x 1   | Clean daily x 1   |
| Kitchen appliances                     |                            | Clean daily x 1<br>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<br>Clean weekly x 1   | Check daily x 1<br>Clean weekly x 1   | Check daily x 1<br>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

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- 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

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

**1. DAILY**

| <b>Element</b>  | <b>Action</b>  | <b>Staff</b> | <b>Frequency</b> |
|---|--|--------------|------------------|
| 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.

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**2. WEEKLY**

| <b>Element</b>                              | <b>Action</b>   | <b>Staff</b>      | <b>Frequency</b> |
|---|---|-------------------|------------------|
| 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.

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### 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.

| <b>ELEMENTS</b>   | <b>STANDARD</b>  |
|---|--|
| <b>Hand hygiene product dispensers and paper towel dispensers</b> | 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. |
| <b>Switches, sockets and data points</b>                          | All wall fixtures eg switches, sockets and data points should be visibly clean, with no blood or body fluid, dust, dirt, debris or spillages.  |
| <b>Walls</b>  | All wall surfaces including skirting should be visibly clean, with no blood or body fluid, dust, dirt, adhesive tape, debris or spillages.   |
| <b>Ceilings</b>   | All ceiling surfaces should be visibly clean, with no blood or body fluid, dust, dirt, adhesive tape, debris or spillages.   |
| <b>Doors</b>  | 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.  |
| <b>Door handles</b>   | All parts should be visibly clean, with no blood or body fluid, dust, dirt, debris or spillages.   |
| <b>Mirrors</b>  | Mirrors should be visibly clean and smear free with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.   |
| <b>Radiators</b>  | 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.  |
| <b>Handrails</b>  | All parts should be visibly clean, with no blood or body fluid, dust, adhesive tape, dirt, debris or spillages.  |
| <b>Ventilation grilles extract and inlets</b>                     | 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.  |
| <b>Floor (vinyl)</b>  | 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.  |
| <b>Floor (carpet)</b>   | 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.                |
| <b>Low surfaces, window seals and ledges</b>                      | All surfaces should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.  |
| <b>High surfaces (curtain rails, ledges)</b>                      | All surfaces should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.  |
| <b>Chairs</b>   | All parts of the furniture should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages   |
| <b>Tables/desks</b>   | 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.   |

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| <b>ELEMENTS</b>                               | <b>STANDARD</b>   |
|---|---|
| <b>Waste receptacles</b>                      | 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.                                     |
| <b>Curtains/Blinds</b>                        | Curtains/blinds should be visibly clean, with no blood or body substances, dust, dirt, debris, stains or spillages.   |
| <b>Bathrooms (sinks, baths &amp; showers)</b> | 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.  |
| <b>Toilets</b>                                | The toilet should be visibly clean with no blood and body substances, scum, dust, lime scale, stains, deposit or smears.  |
| <b>Hand washbasins</b>                        | 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.   |
| <b>Dirty utility</b>                          | The dirty utility should be visibly clean with no blood or body substances, dust, dirt, debris, lime scale, stains or spillages.  |
| <b>Kitchen surfaces</b>                       | All surfaces should be visibly clean, with no blood or body fluid, dust, dirt, debris, stains, spillages or food debris.  |
| <b>Kitchen cupboards</b>                      | Kitchen cupboards should be visibly clean, with no blood or body fluid, dust, dirt, debris, stains, spillages or food debris.   |
| <b>Internal glazing including partitions.</b> | 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.   |
| <b>Beds/ couches</b>                          | 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.   |
| <b>Lockers/ patient tables</b>                | 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.   |
| <b>Kitchen appliances/Ice Machines</b>        | All appliances should be visibly clean, with no blood or body substances, dust, dirt, debris, stains, spillages or food debris.   |
| <b>Cleaning equipment</b>                     | 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. |
| <b>Patient television</b>                     | All parts of the audio visual equipment should be visibly clean, with no blood or body substances, dust, dirt, debris, adhesive tape or spillages.  |





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### 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

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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.

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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

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**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. Except for Phase 1 Training Establishments, where all laundry is to be cleaned and returned to the agreed collection point within 24 hours and dry-cleaning is to be returned within 5 working days.

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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:

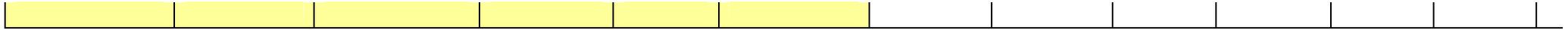
|  |
|--|
| <b>Non-Hazardous Waste</b>   |
| Non-Hazardous Waste - Anaerobic Digestion                          |
| Non-Hazardous Waste - Composted waste                              |
| Non-Hazardous Waste - Recycled and reused waste                    |
| Non-Hazardous Waste - Sent to Incineration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

|   |
|---|
| <b>Hazardous Waste</b>  |
| 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  |
| <b>Total Hazardous Arising</b>  |

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.



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### 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](mailto: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](mailto:ODC-UtilitiesWWWaste@mod.uk) tel: 0121 311 3733 (94421 3733) or Anna Hale: [DIOODC-UtilitiesWWWaste1@mod.uk](mailto:DIOODC-UtilitiesWWWaste1@mod.uk) tel: 0121 311 2423 (94421 2423).

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|          |   |
|----------|---|
| 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  |

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|          |   |
|----------|---|
|          | 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  |

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|          |  |
|----------|--|
| 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  |

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

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:<br>Tel: +44(0) 30 6770 2911<br>Mil: 96770 2911<br>Fax: +44(0) 1869 258606<br>Mil: 94240 8606 | DSA Secretariat (Press Enquiries):<br>Tel: +44(0) 1869 256192<br>Fax: +44(0) 1869 256389<br>General DSA Enquiries:<br><a href="mailto:desdsa-decs@mod.uk">desdsa-decs@mod.uk</a> | Postal Address:<br>Disposal Services Authority<br>Defence Services & Support (DE&S)<br>Building H9, Ploughley Road<br>Lower Arcott<br>Bicester<br>Oxon OX25 2L |

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### 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

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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.

## OFFICIAL SENSITIVE COMMERCIAL

### 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.

**OFFICIAL SENSITIVE COMMERCIAL**

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:

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**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.<br>Type of waste (include the EWC code) | 2.<br>Source      | 3.<br>Container Type      | 4.<br>Storage area on site | 5.<br>Carrier & Licence No.                          | 6.<br>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.<br>Final Destination & Env Permit No. | 8.<br>Type of Contract                          | 9.<br>Records (Type/Location)                                 | 10.<br>Quantity of waste generated per month (use MOD WCF if unknown) | 11.<br>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>  |
|  |   |   |   |   |

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**HAZARDOUS WASTE**

| <b>1.<br/>Type of waste (include<br/>the EWC code)</b> | <b>2.<br/>Source</b>     | <b>3.<br/>Container Type</b> | <b>4.<br/>Storage area on site</b> | <b>5.<br/>Carrier &amp; Licence No.</b> | <b>6.<br/>Initial Destination &amp;<br/>Env Permit No.</b>          |
|--|--------------------------|------------------------------|------------------------------------|---|---|
| <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<br/>Transfer Stn- Stewartby<br/>eg AB1234CD</i> |
|  |                          |                              |                                    |   |   |
|  |                          |                              |                                    |   |   |
|  |                          |                              |                                    |   |   |

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

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**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: <a href="http://www2.environment-agency.gov.uk/epr/">http://www2.environment-agency.gov.uk/epr/</a> 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.  |

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**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.

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

|  |                        |                            |                                    |
|--|------------------------|----------------------------|------------------------------------|
| <b>Target 2: Increase recycling to 40% of total waste arisings</b>     |                        |                            |                                    |
| <b>Due Date:</b>   |                        |                            |                                    |
| <b>Actions</b>   | <b>Completion Date</b> | <b>Persons Responsible</b> | <b>Comments</b>                    |
| <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> |
|  |                        |                            |                                    |
|  |                        |                            |                                    |
|  |                        |                            |                                    |

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**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.

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**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.

| <b>Requirement</b>   | <b>Registration Details</b>  | <b>Date of Renewal</b>   | <b>Expiry Date</b>                       |
|--|--|--|--|
| 1. Check waste carrier(s) is licensed with the Environment Agency.   | e.g. a) A N O T H E R Waste Management Limited<br>Registration No: NSO/000001<br>e.g. b) Cleanaway Registration No: EAN/987098                 | e.g. a) 30/05/2007<br>e.g. b) 16/07/2008   | e.g. a) 29/05/2010<br>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 O T H E R waste Management Limited EPP<br>No: BIF001<br>e.g. a) SCRL Waste Treatment Incineration Plant Bridgend<br>EPP No: STE002 | e.g. a) Valid WML/Permit to accept Paper and Cardboard<br>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                          |

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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  |
|---------------|---|---|---|
| e.g. 12/09/09 | e.g. No of Consignee Return for Consignment Note<br>ABC123/HW02L & ABC123/HW02M | e.g. Contractor hastened for<br>Consignee Returns | e.g. Actions completed.<br>Consignee Returns<br>now received. |
|               |   |   |   |
|               |   |   |   |
|               |   |   |   |

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*

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**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.

| <b>Waste Theme</b>                         | <b>Baseline</b>   | <b>Level 1- Starting</b>  | <b>Level 2- Achieving</b>   | <b>Level 3- Succeeding</b>  | <b>Level 4 - Leading</b>   | <b>Level 5 Exemplar</b>  |
|--|---|---|---|---|--|--|
| <b>Waste Manager</b>                       | 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. |
| <b>Waste Assessment &amp; Data Capture</b> | 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.   |
| <b>Waste Planning</b>                      | 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.                              |
| <b>Waste Arising Targets</b>               | 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%.  |
| <b>Waste Recycling Targets</b>             | 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%) |

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|                                     |   |  |   |   |  |  |
|-------------------------------------|---|--|---|---|--|--|
| <b>Waste Awareness/ Initiatives</b> | Basic waste reduction techniques implemented (e.g. reduced printing/ 2 sided printing). | 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. |
|-------------------------------------|---|--|---|---|--|--|

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**ANNEX GG – IN-FLIGHT CATERING SERVICE**

**Introduction**

1. An in-flight catering service, delivered to the aircraft, is required to support air operations.

**Requirement**

2. The Contractor will deliver in-flight catering to visiting and temporarily, or permanently based aircrew and passengers at RAF Brize Norton. In-flight services are aligned to the airfield opening hours but must be capable of operating 24/7 where advanced notice is provided. There is a requirement for an in-flight caterer to be on-call at 2 hours notice to move to deal with out of hours demands.

3. The following aircraft types are those which may require in-flight catering services at RAF Brize Norton, although not all of them operate regularly from this location:

| Aircraft Type             | Crew (Max) | Pax (Max) | Service                                |
|---------------------------|------------|-----------|--|
| Voyager (A330)            | 12         | 292       | Full                                   |
| Augusta Westland A109E    | 2          | 7         | Crew Snacks -VIP Snacks                |
| Hercules C130J            | 5          | 92        | Full crew – Snacks<br>Packed Meals PAX |
| C17 Globemaster           | 3          | 134       | Full crew – Snacks<br>Packed Meals PAX |
| BAe 146                   | 3          | 112       | Full                                   |
| ATLAS A400M               | 4          | 116       | Full crew – Snacks<br>Packed Meals PAX |
| Boeing E-3D Sentry        | 23         | 0         | Full                                   |
| Sentinel                  | 5          | 0         | Full                                   |
| Airseeker (Rivet Joint)   | 27         | 0         | Full                                   |
| Puma                      | 3          | 16        | Packed meals                           |
| Chinook                   | 4          | 55        | Packed meals                           |
| Merlin                    | 4          | 38        | Packed meals                           |
| Civilian Charter Aircraft | 12         | 300       | Full                                   |
| Shadow                    | 3          | 0         | Packed meals                           |

4. The Contractor is to order all in-flight food items through the Employer’s World Wide Food Supply Contract (or its successor) and will only source fresh items for crew meals where these are akin to core meal provision (e.g. sandwiches, salads).

5. It is the aircraft crew’s responsibility to identify clearly the international catering waste, double bagged and sealed with DEFRA tape. The Contractor shall off-load the waste for disposal.

6. Contractor in-flight catering personnel who are required to operate airside at RAF Brize Norton require a UK driving licence and Colour Perception Test (not provided by the Employer). They will also require an airfield driving permit and may be required to attend the Employer’s aircraft marshalling course.