

Key Performance Indicators\*

Service Category	Service Element	Method of Measurement	Performance (Red, Amber Green)														
			Max Score	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		
Operational Management	Competence knowledge and capability	Element Scoring: 0 to 1 Red, 2 to 3 Amber, 4 to 5 Green Fully site trained and competent Officers who are capable of delivering the specific aspect of the specification required	5														
Operational Management	Duties and Tasks	Duties and Tasks completed as required by the specification, GLA Orders, SOPs and Instructions	5														
Operational Management	Support training and development	Officers provided with support and training as per the specification	5														
Operational Management	Dealing with emergencies and incidents	Emergencies dealt with effectively and escalated appropriately to GLA	5														
Managing the Contract	Staff establishment numbers and hours delivered	Full complement of Officers available for the specific assignment at the agreed time, including relief officers and the required number of hours delivered	5														
Managing the Contract	Officer presentation	Officers presented in full, clean uniform at all times	5														
Managing the Contract	Supporting process conformance	Supervision and management visits in line with the agreed frequency	5														
Managing the Contract	Supporting process conformance	Supporting documentation, including AIs, Risk Assessments and KPIs completed and presented on time and kept up to date	5														
Overall Score (0-13 Red, 14-27 Amber, 28 to 40 Green)			40														

\*KPIs will be subject to change by the GLA over the life of the contract to reflect issues and priorities that are encountered

**Invoicing**

**How to help us pay your invoice on time**

This leaflet sets out the points you need to remember to minimise delays in payment of your invoices. Please read carefully and follow the guidelines.

**Avoid delays in payment - Never**

- Accept a request for goods or services without receipt of a valid TIL or GLA Purchase Order
- Invoice unless you have a valid Purchase Order Number
- Accept verbal communication of Purchase Order Number as this does not guarantee that the Purchase Order is activated for use
- Forward invoices to any address other than that stipulated as the 'Invoice to' on the Purchase Order
- Accumulate invoices
- Use prices, quantities or descriptions that differ to the Purchase Order
- Submit invoices with more than one Purchase Order
- Submit invoices which in total are in excess of the Purchase Order value

**Help us to pay on time - Always**

- Send invoices as soon as possible after despatch of goods or services provided
- Submit valid VAT invoices (unless you are not registered for VAT)
- Include the TIL or GLA Purchase Order Number AND line number e.g. 3100987654/10
- Ensure quantity and pricing units are consistent with the Purchase Order
- Ensure descriptions of goods/services match with the Purchase Order
- Include the address to where goods were despatched or services provided
- State the date on which goods were despatched or services provided
- Retain proof of delivery in case of query
- Correctly address your invoice or credit note to the Entity as detailed on Purchase Order
- Ensure each credit note quotes the invoice and Purchase Order to which it refers

For queries regarding invoices contact Accounts Payable on 0845 3035100 or [accounts payable@tfl.gov.uk](mailto:accounts payable@tfl.gov.uk)

Please ensure you have to hand: the Entity you are invoicing, your Vendor Account Number and Purchase Order Number



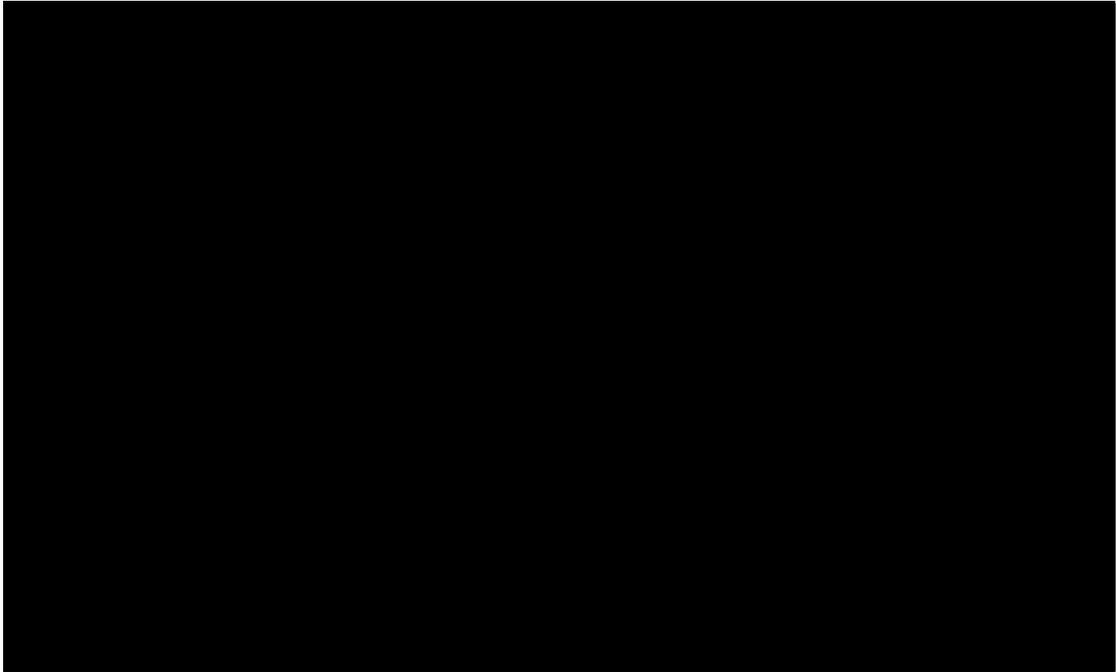
Accounts Payable, P.O. Box 45276, 14 Pier Walk, SE10 1AJ  
Group Property Accounts Payable, P.O. Box 45277, 14 Pier Walk, SE10 1AJ

**SCHEDULE 3B - Services{tc "Error! Reference source not found. Goods and Services" \ 3} SPECIFICATION QUESTIONS AND ANSWERS**

# GREATERLONDONAUTHORITY

**Response to the Specification for the provision of Supporting Security and Operations Services to the Greater London Authority**

**Specification Reference GLAFM097E**



# GREATERLONDONAUTHORITY

**B. Response to the Specification GLAFM097E (This section is scored, please note that some scores are weighted, as per the scoring matrix contained in the Instructions to Tenderers document).**

## **1.0 Introduction**

<b>S1.0. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

## **2.0 The Framework Agreement**

<b>S2.0. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

## **3.0 Locations**

### **3.1 City Hall**

<b>S3.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

### **3.2 Trafalgar Square and Parliament Square Gardens**

<b>S3.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

### **3.3 Event venues around London**

<b>S3.3. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

### **3.4 Other Locations around London**

<b>S3.4. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

## **4.0 Scope of Service**

<b>S4.0. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

### **4.1 Security Services – City Hall**

<b>S4.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

### **4.2 Logistics – City Hall**

<b>S4.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

### **4.3 Security Services – Support to the Heritage Wardens**

<b>S4.3. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)</b>
understood and accepted

# GREATERLONDONAUTHORITY

## 4.4 Event Security (not at City Hall)

S4.4. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 4.5 Security Services at other Locations

S4.5. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 4.6 Technical Security Services

S4.6. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 4.7 Reception and Administrative Services – All GLA premises and event venues

S4.7. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 4.8 Police Support

S4.8. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 4.9 Standard Operating Procedures (Assignment Instructions)

S4.9. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 5.0 Security Threats, Risk Assessments and Method Statements

### 5.1 Security Threats

S5.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 5.2 Risk Assessments and Method Statements

S5.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 6.0 Professional Standards and Training

### 6.1 General

S6.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 6.2 Uniform Standards

S6.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

# GREATERLONDONAUTHORITY

## 6.2.1 Indoor Uniform eg. City Hall and GLA building based events

S6.2.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
--

understood and accepted
-------------------------

## 6.2.2 Outdoor Uniform eg. Trafalgar Square and Parliament Square Garden

S6.2.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
--

understood and accepted
-------------------------

## 6.3 Punctuality

S6.3. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
---

understood and accepted
-------------------------

## 6.4 Command of English

S6.4. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
---

understood and accepted
-------------------------

## 6.5 Training

S6.5. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
---

understood and accepted
-------------------------

### 6.5.1 Professional Training Qualification

S6.5.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
--

understood and accepted
-------------------------

### 6.5.2 General Security Training

S6.5.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
--

understood and accepted
-------------------------

### 6.5.3 Assignment Specific Security Training

S6.5.3. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
--

understood and accepted
-------------------------

## 6.6 Public Interest

S6.6. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
---

understood and accepted
-------------------------

## 6.7 Contractor's Staff Responsibilities and the use of Social Media

S6.7. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
---

understood and accepted
-------------------------

# GREATERLONDONAUTHORITY

## 6.8 Professional News Media and Corporate Communications

S6.8. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 6.9 Complaints and Investigations

S6.9. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 6.10 Legal Representation

S6.10. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

## 7.0 Staffing Requirements

### 7.1 Licensing

S7.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 7.2 Capacity to Supply

S7.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 7.3 Hours of Work

S7.3. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 7.4 Gender Balance

S7.4. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 7.5 Staff Selection

S7.5. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 7.6 Proof of Identity and right to work in the United Kingdom

S7.6. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

### 7.7 Fitness for Duty

S7.7. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**7.8 Agency Worker Regulations**

S7.8. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**8.0 Graded Pay Scheme, Charging Rates and Pricing Schedule**

**8.1 Graded Pay Scheme**

S8.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**8.2 Duration**

S8.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**8.3 Pricing Schedule**

S8.3. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**9.0 Key Performance Indicators (KPI's) and Quality Assurance**

**9.1 Key Performance Indicators (KPI's)**

S9.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**9.2 Quality Assurance**

S9.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**10.0 Management Support and Meetings**

**10.1 Management Support**

S10.1. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

**10.2 Management Meetings**

S10.2. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

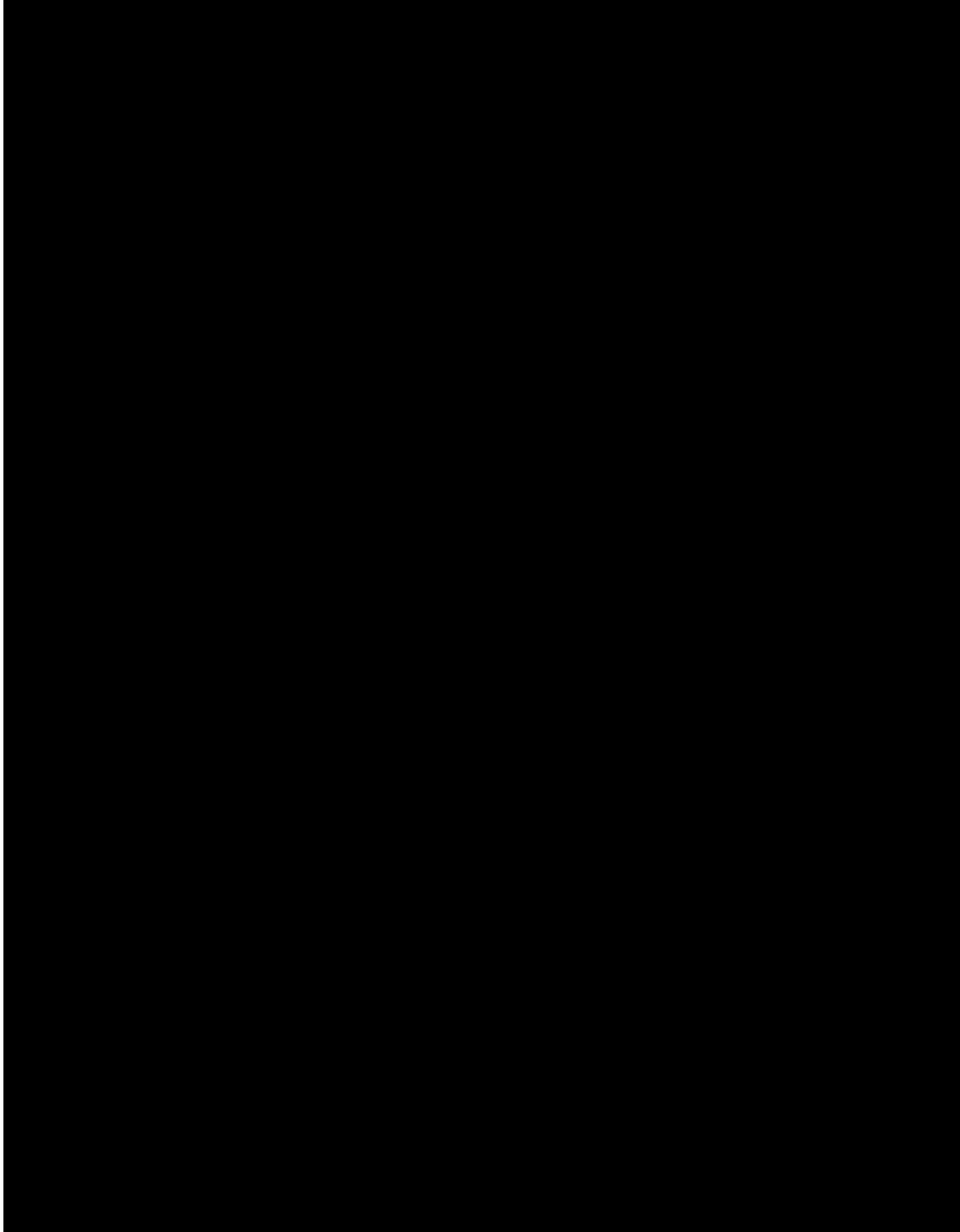
**11.0 SIA Licence Renewal Service for in-house GLA Security Staff**

S11.0. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

12.0 Invoicing

S12.0. Confirm understanding and acceptance eg. respond as "understood and accepted" (1)
understood and accepted

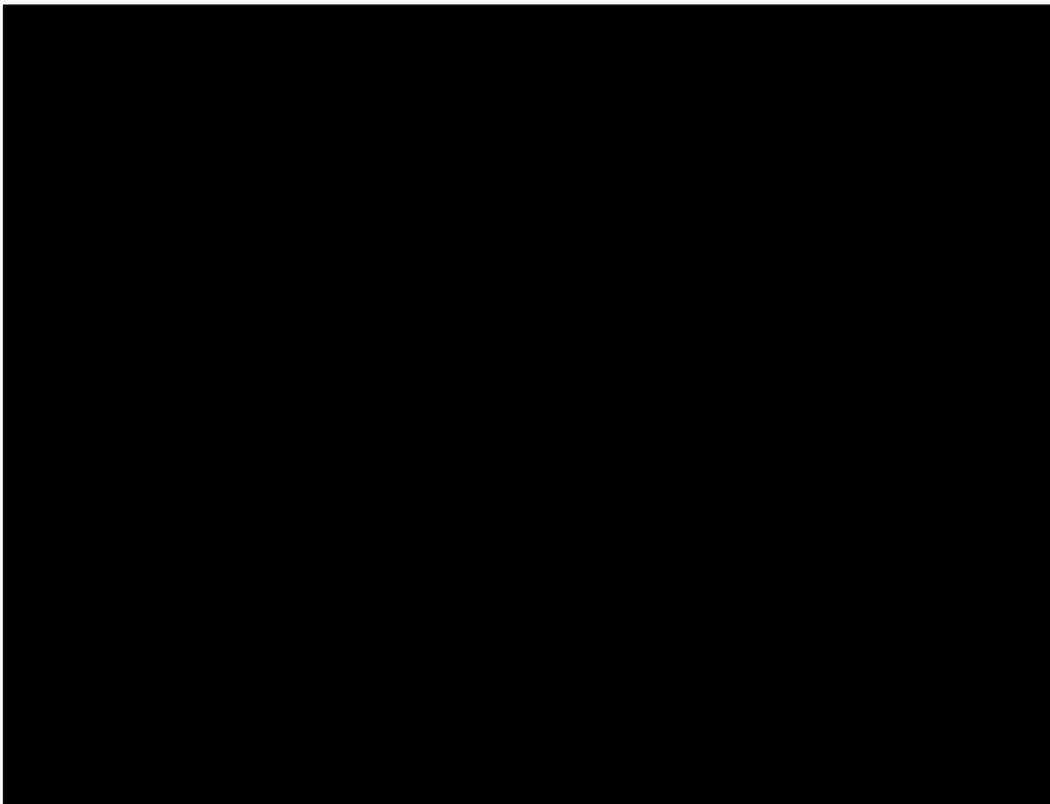
- C. **Additional Supporting Evidence (This section is scored, please note that some scores are weighted, as per the scoring matrix contained in the Instructions to Tenderers document).**

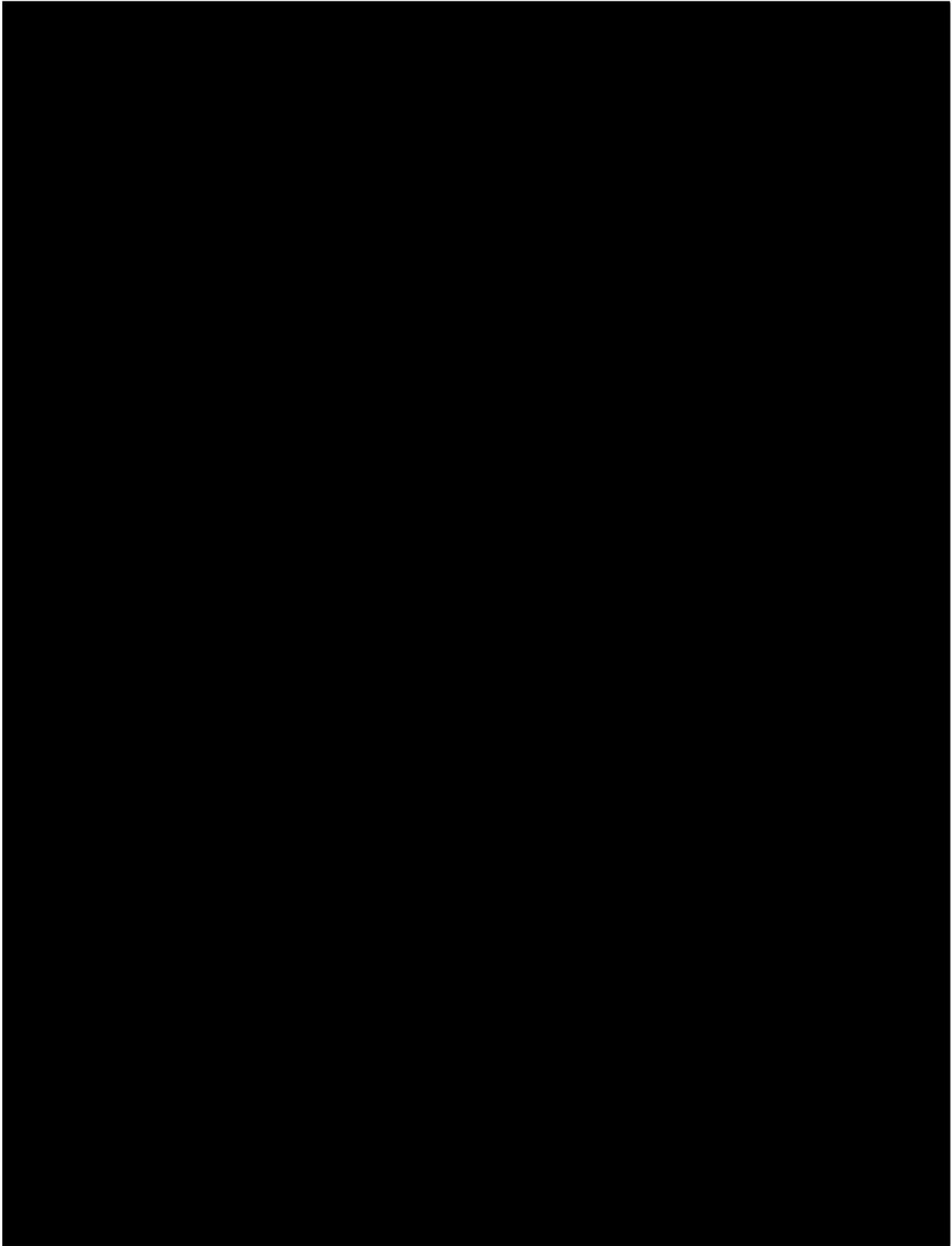


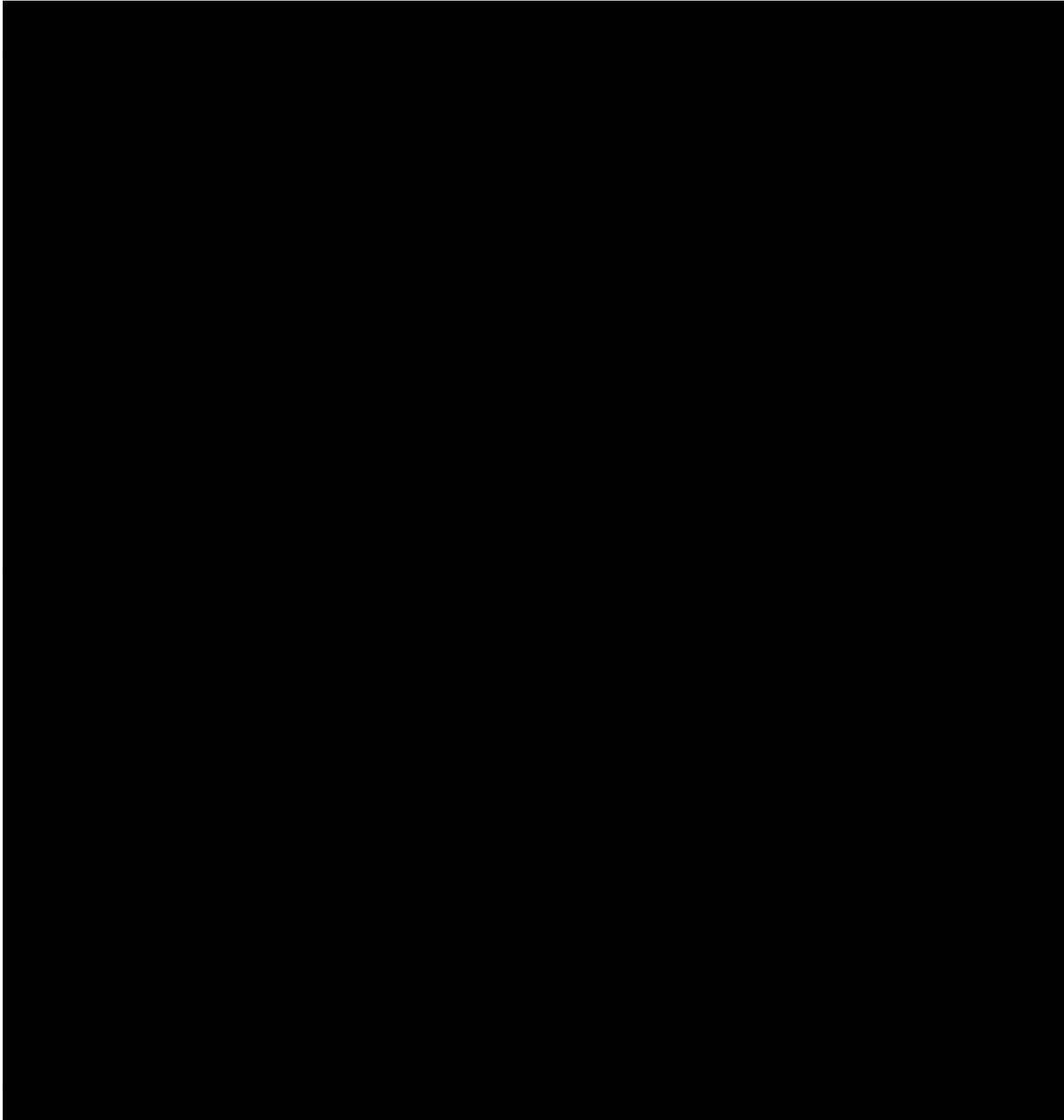
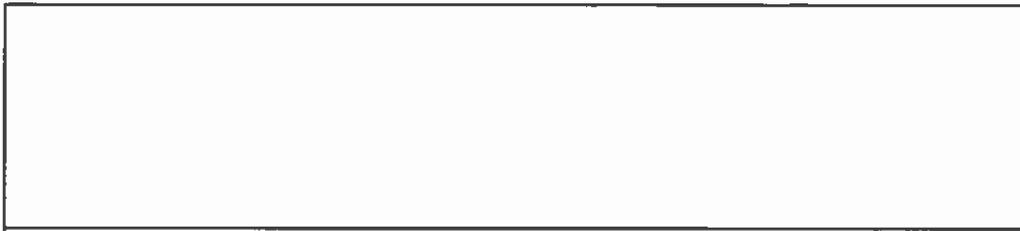


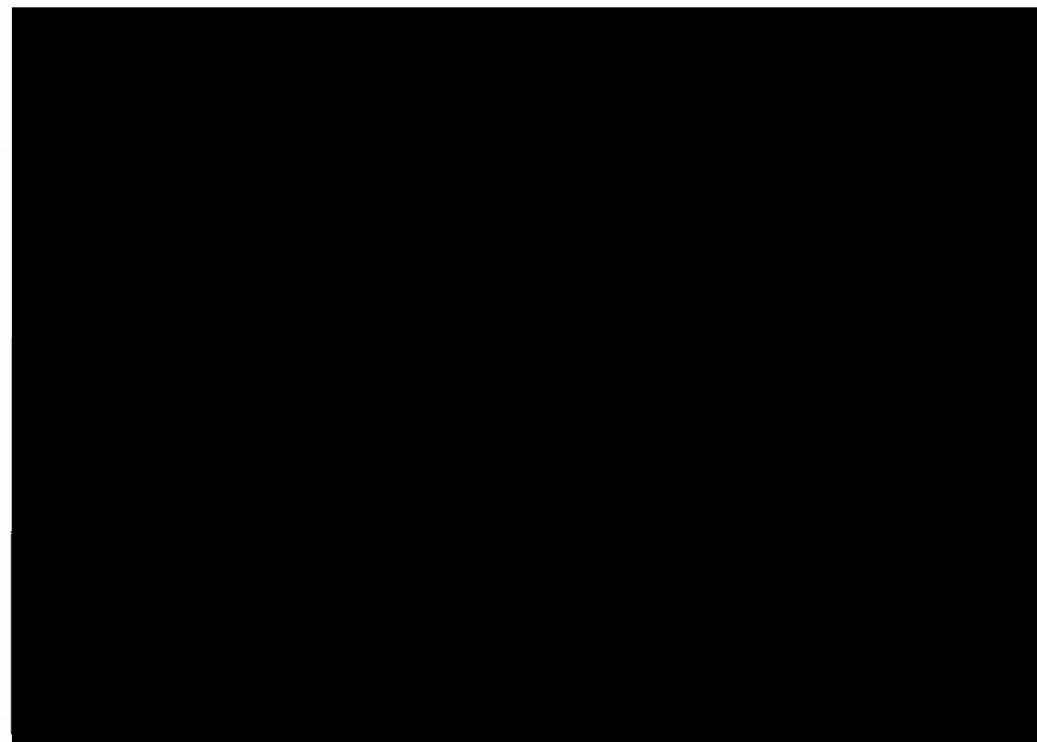
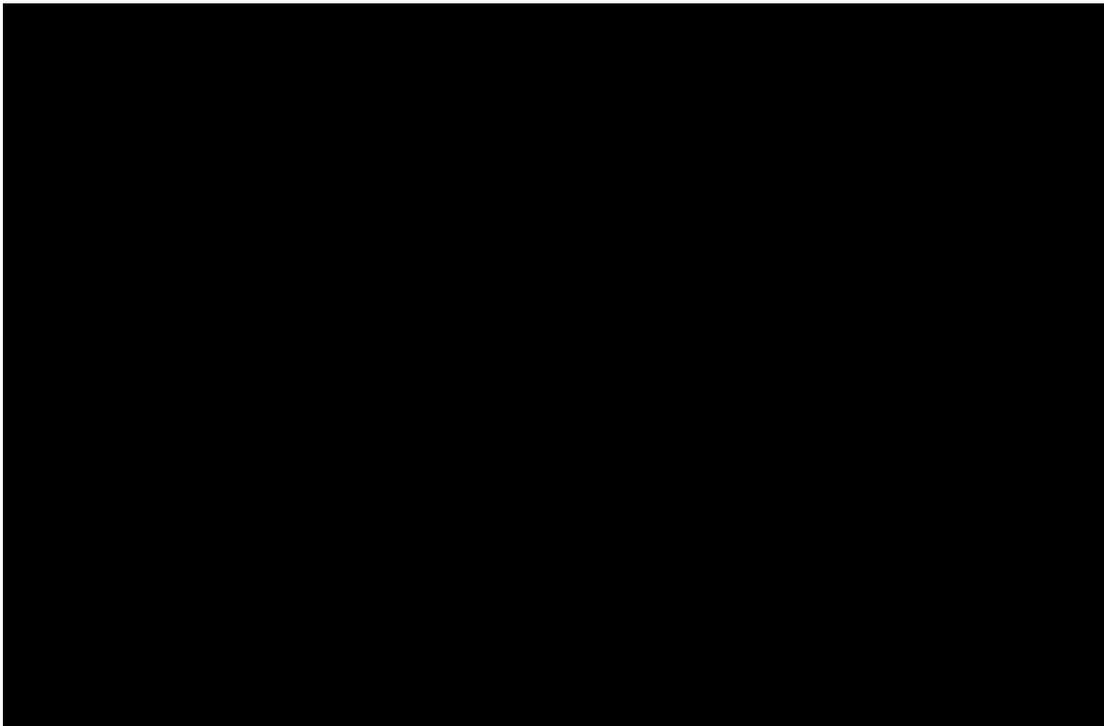
**Q4. Mobilisation – Please provide a method statement and programme showing the key activities and milestones leading up to the contract "go live" date and identify who would be responsible for delivery. (5)**

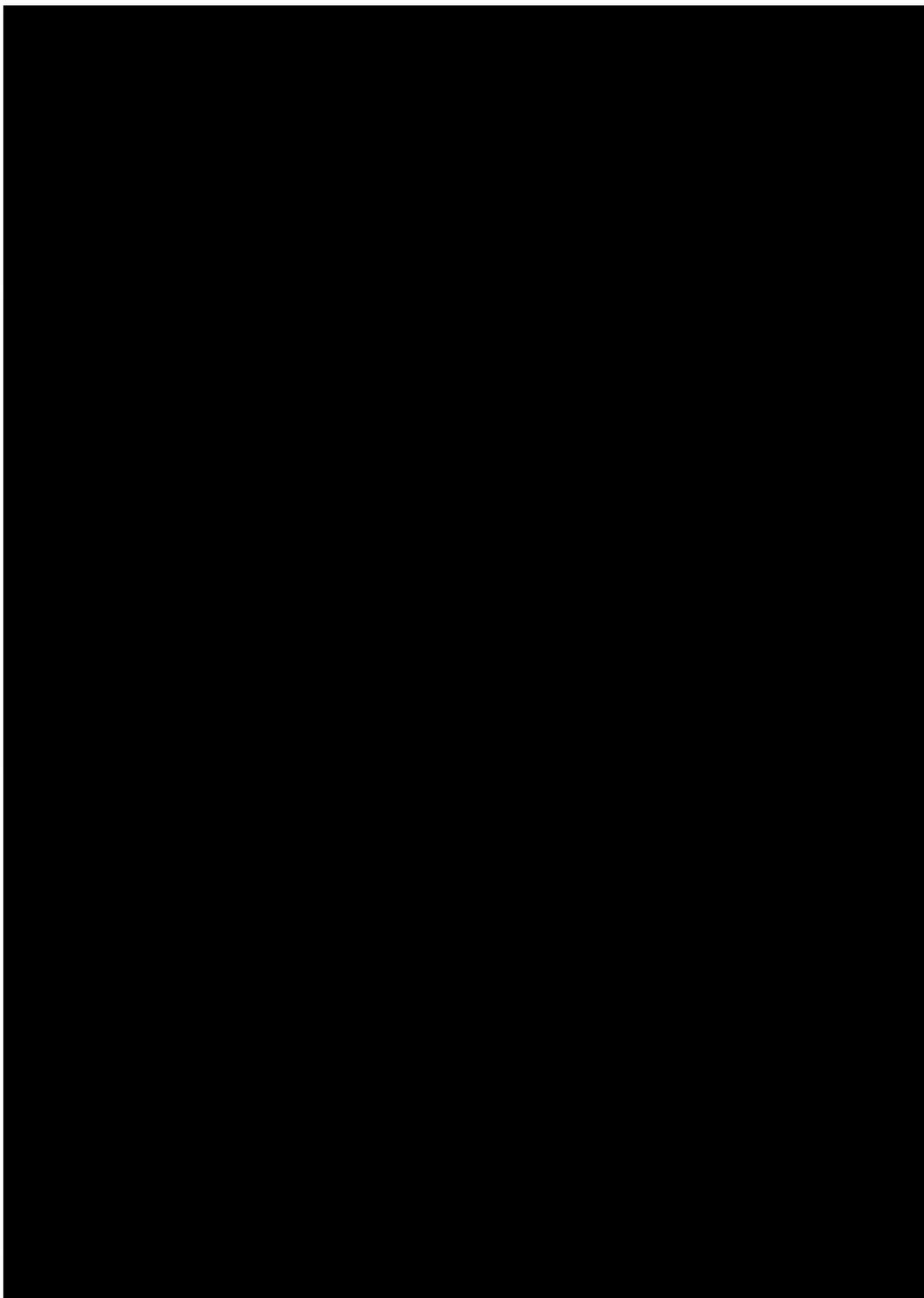
**Attach your response as a separate document of no more than 1 page of A4, including the programme. Make reference to this question number at the start of your response.**

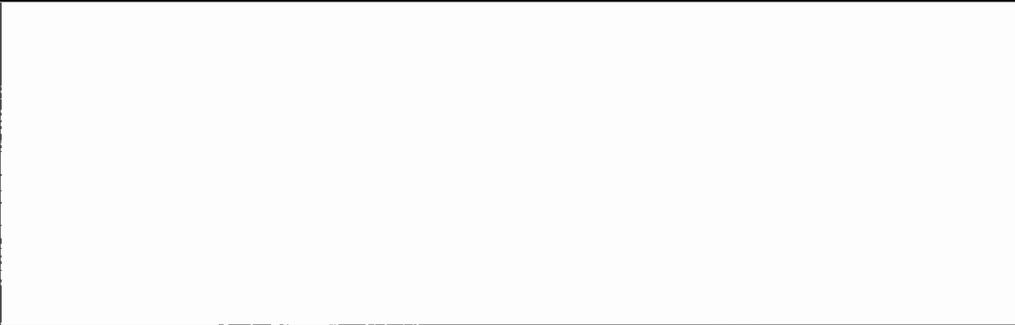
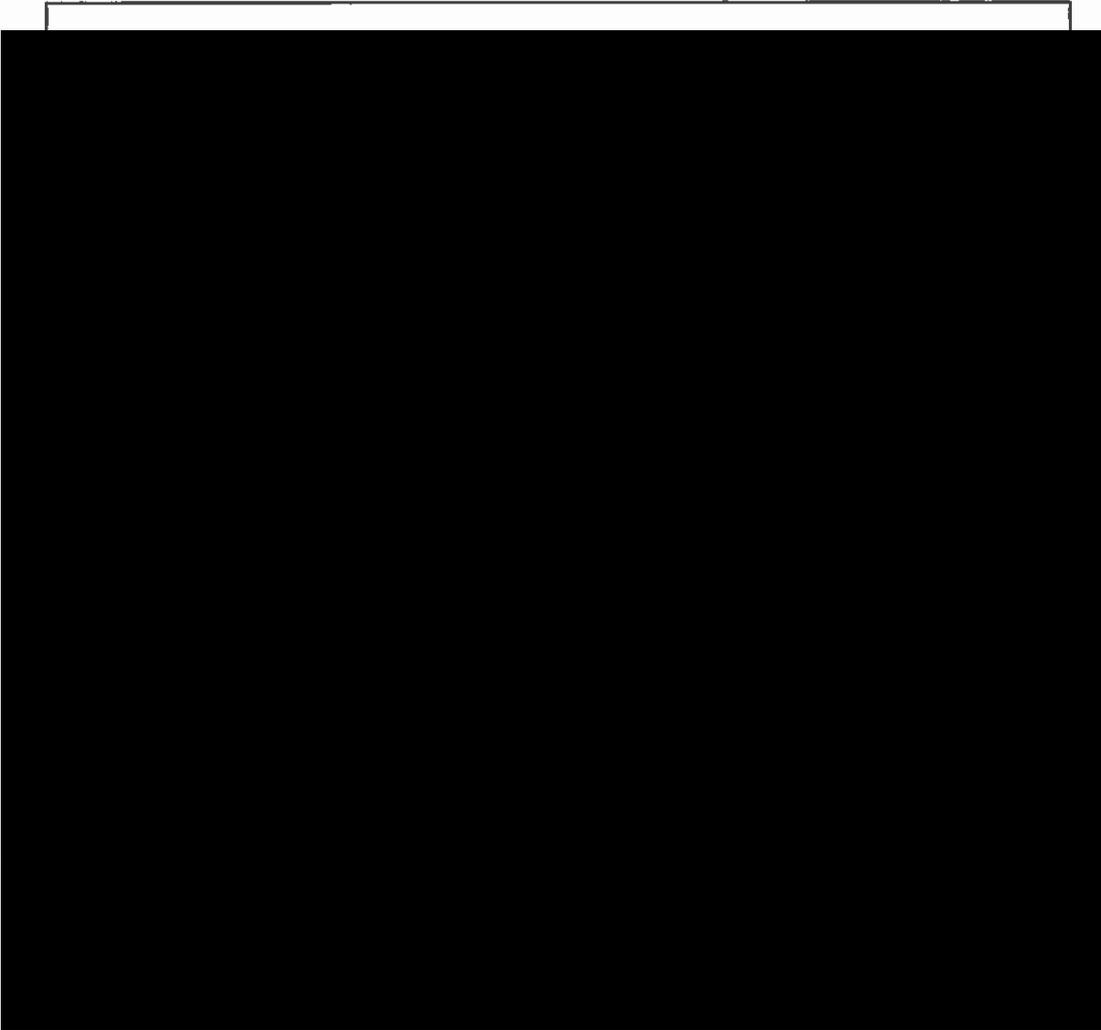






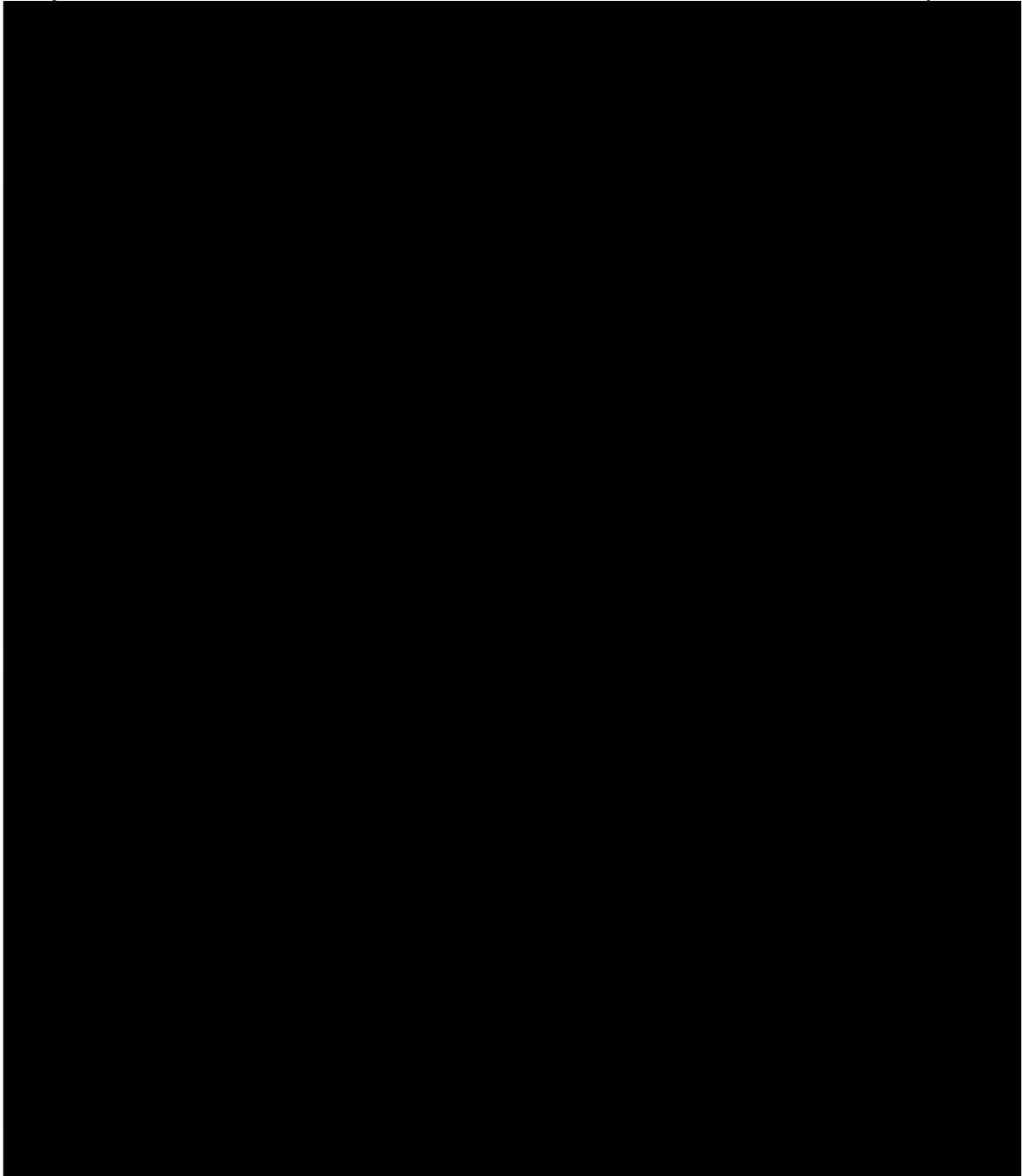


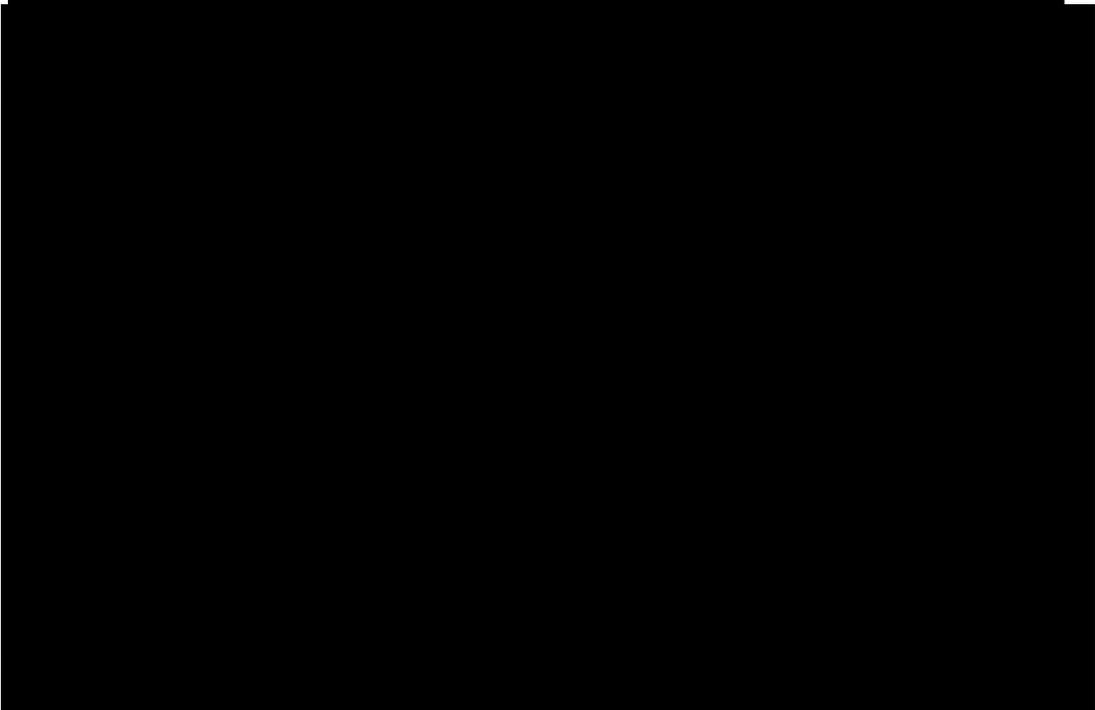
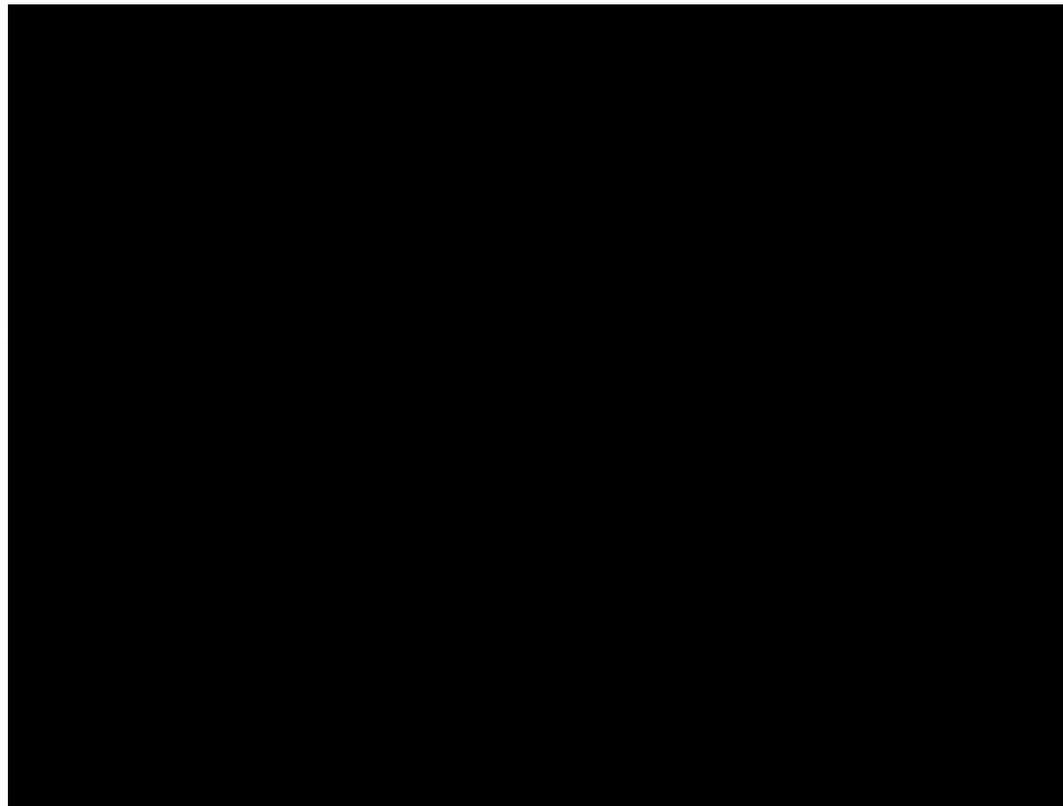




**Q10. Staff Welfare - Explain what arrangement would be put in place to ensure the welfare**

of Security Officers working on this assignment and how would these arrangements be audited and the quality of them checked? (In no more than 250 words) (5).





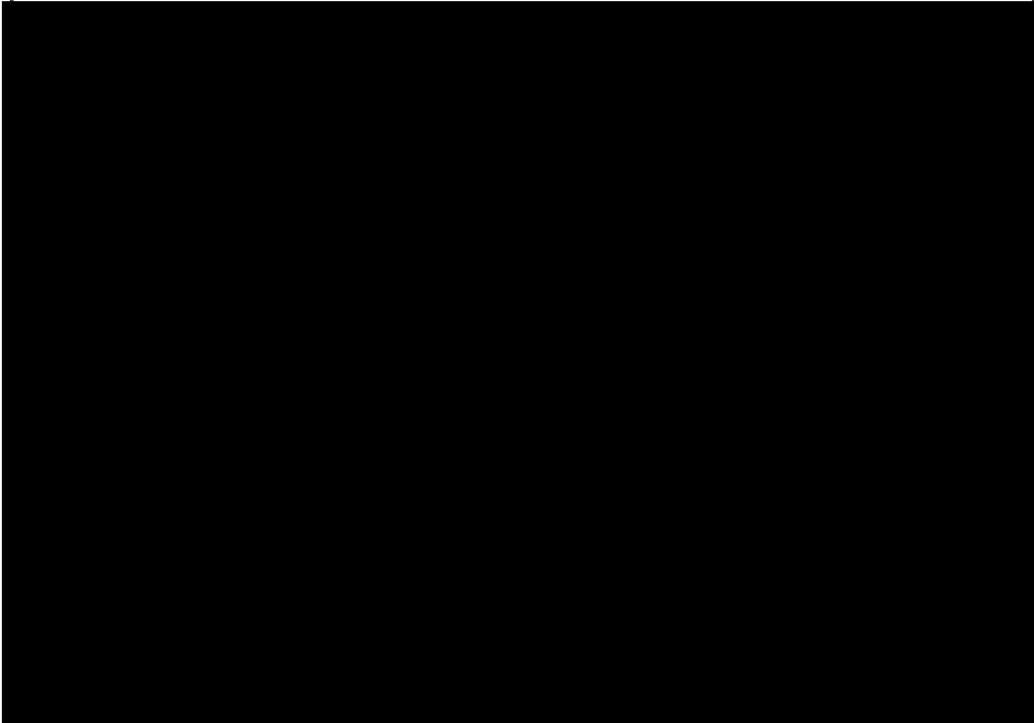
--

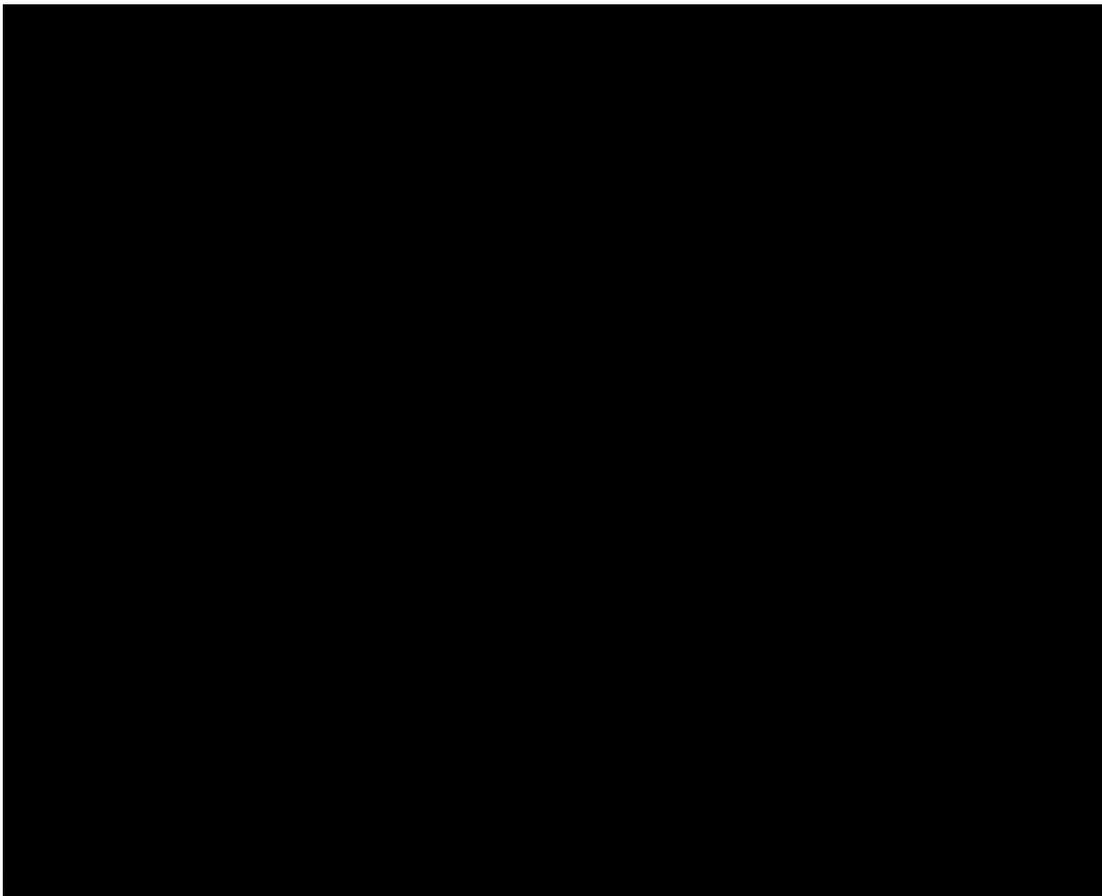
**Q12. Management Support - Please provide details of the support structure that would be put in place for this contract. (In no more than 200 words) (5).**



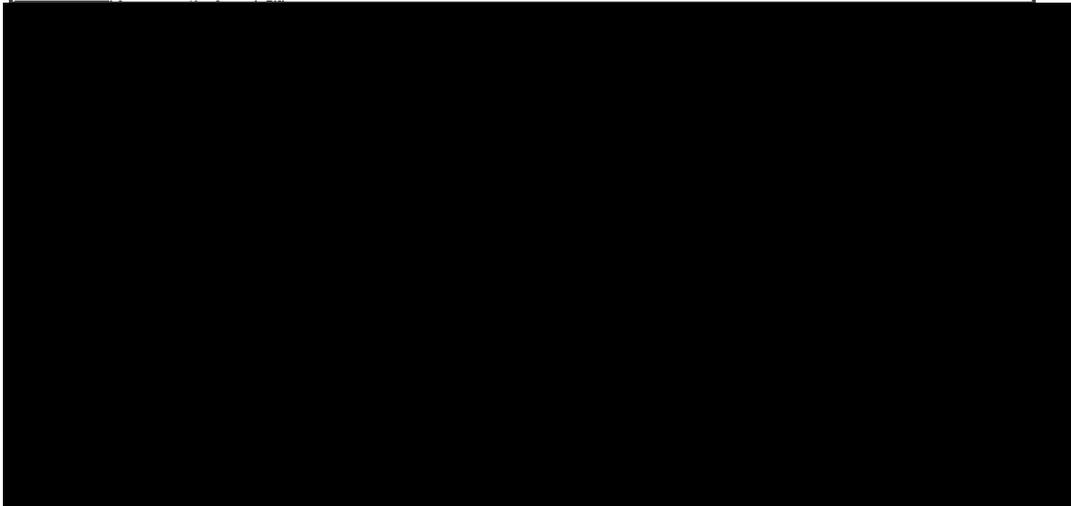


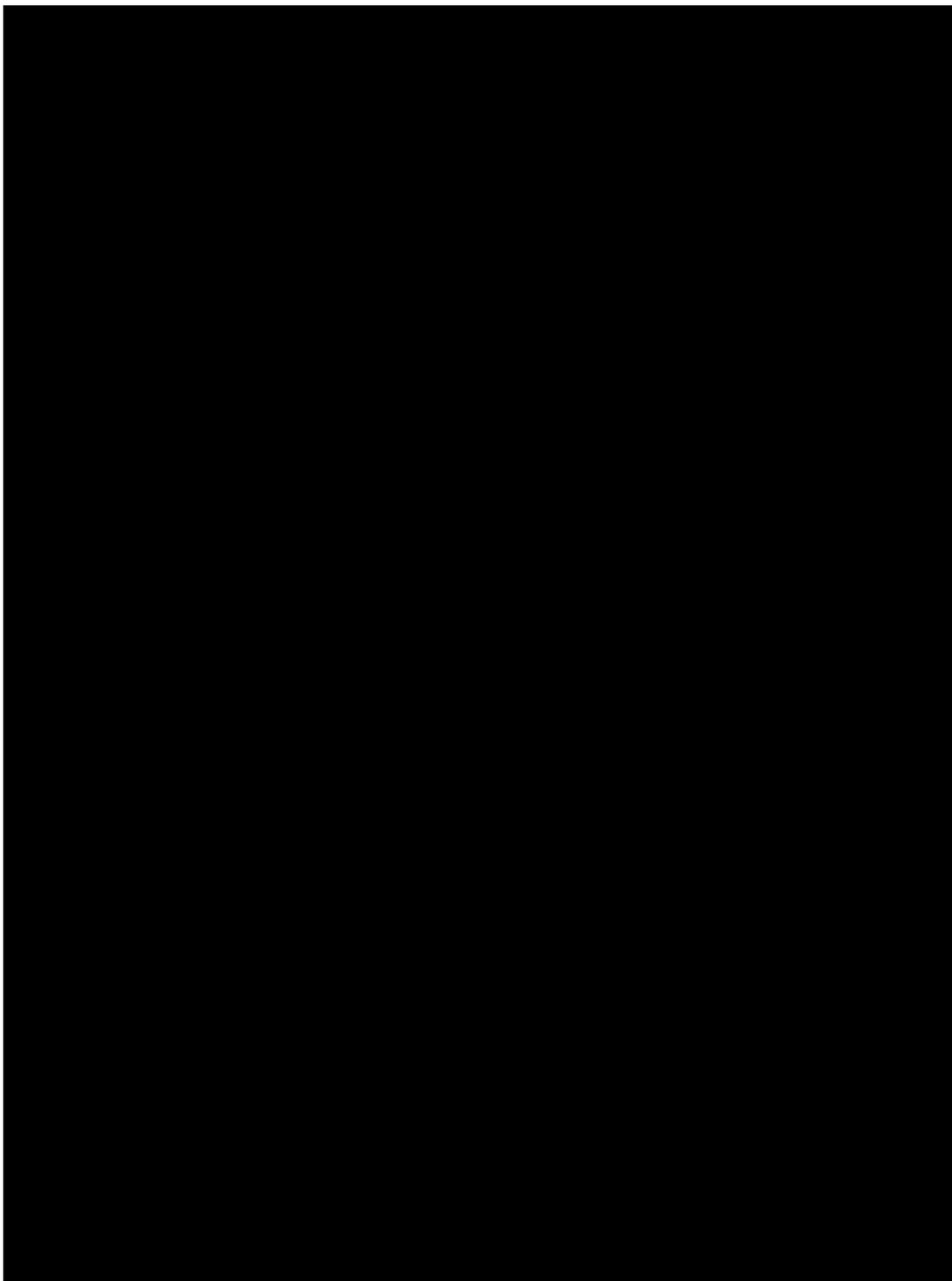
**Q14. Sustainability - Please provide brief details of any sustainability and environmental initiatives that your organisation has introduced to reduce the environmental impact of your operations. (In no more than 250 words) (5)**





**Q15. Value Added Services** - Please provide details of any other value added, at no additional cost, benefits they can offer to the GLA as part of the contract. (In no more than 250 words) (5).

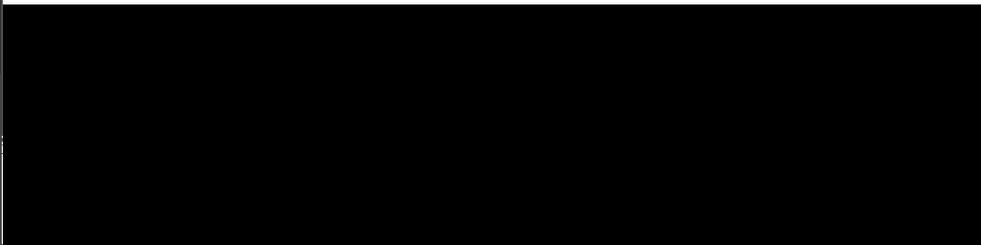




**Q16. Membership of Professional Organisations – Please provide details of any Professional Memberships held, including any awards or accreditations made by the Security Industry Authority. (In no more than 250 words) (5)**



**Q17. Zero Hours Contracts – If any zero hours contracts are to be used to provide this service, please explain how this will work and state whether staff employed on a zero hours contract are excluded from working for other organisations. (In no more than 100 words) (5)**



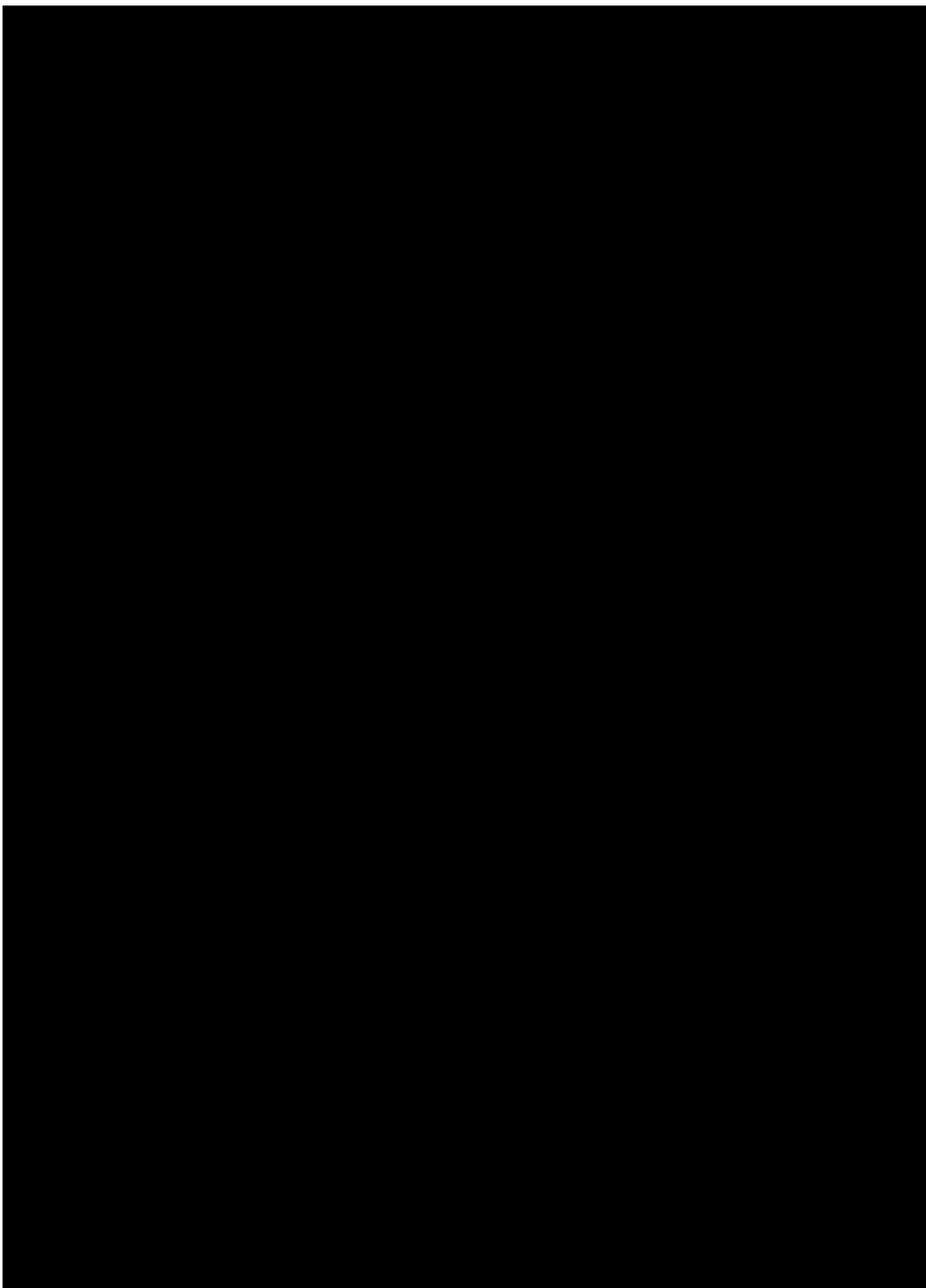
**Q18. Employee Benefits – Please provide brief details of the standard employee benefits provided to staff in the organisation and any incentive schemes that apply to operational staff. For example number of days paid holiday, pension scheme contributions, discount schemes. (In no more than 100 words) (5)**



**Q19. Staff Communications – Please provide a copy of your latest internal staff newsletter. Please make reference to this question on the newsletter (5).**

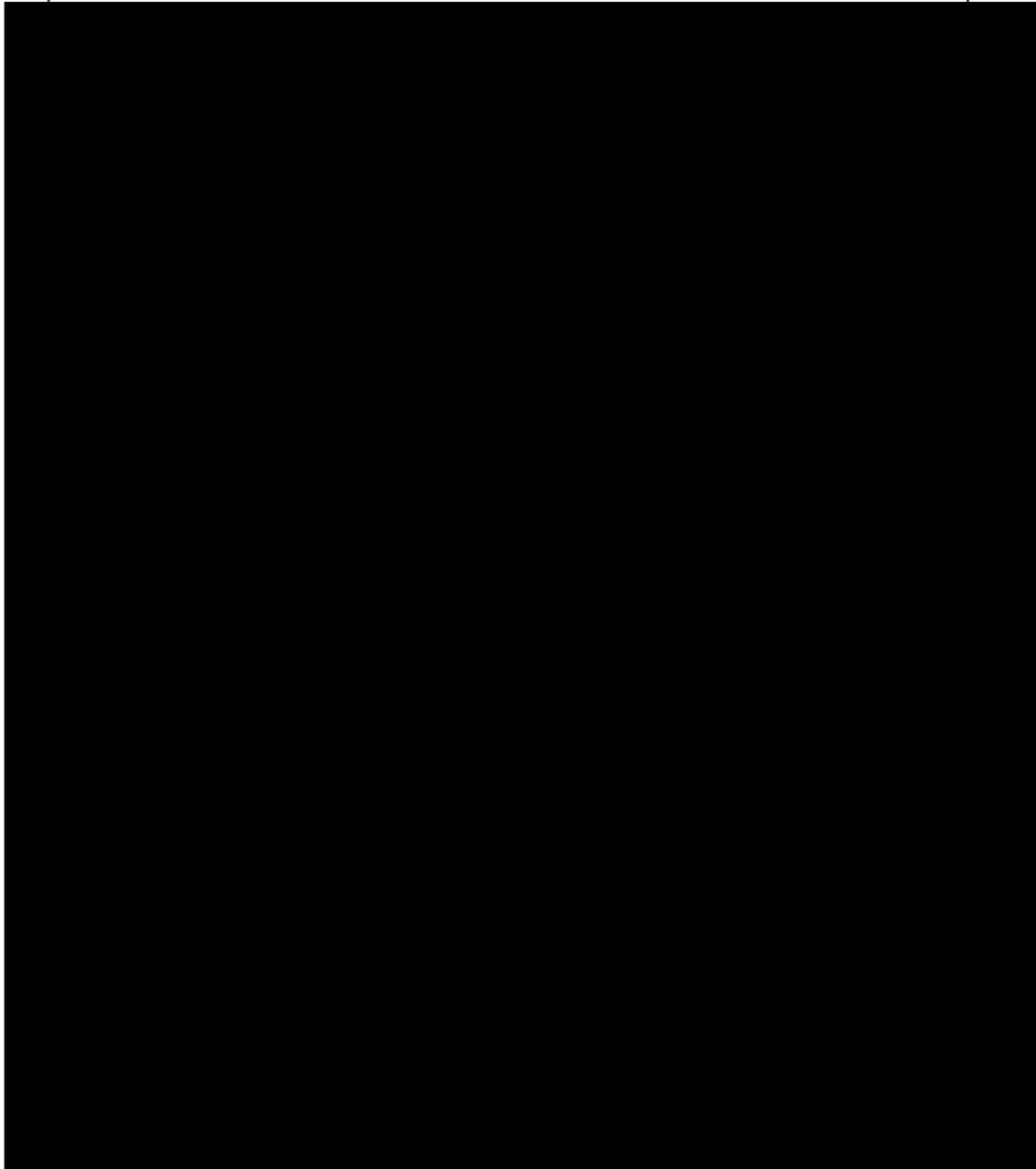
**Q20. Technical Security Services - Provide details of the technical security services capabilities (as per section 4.6 of the specification) that can be provided. Should this service be sub-contracted details of this contractor must be provided. (Using no more than 250 words) (5)**



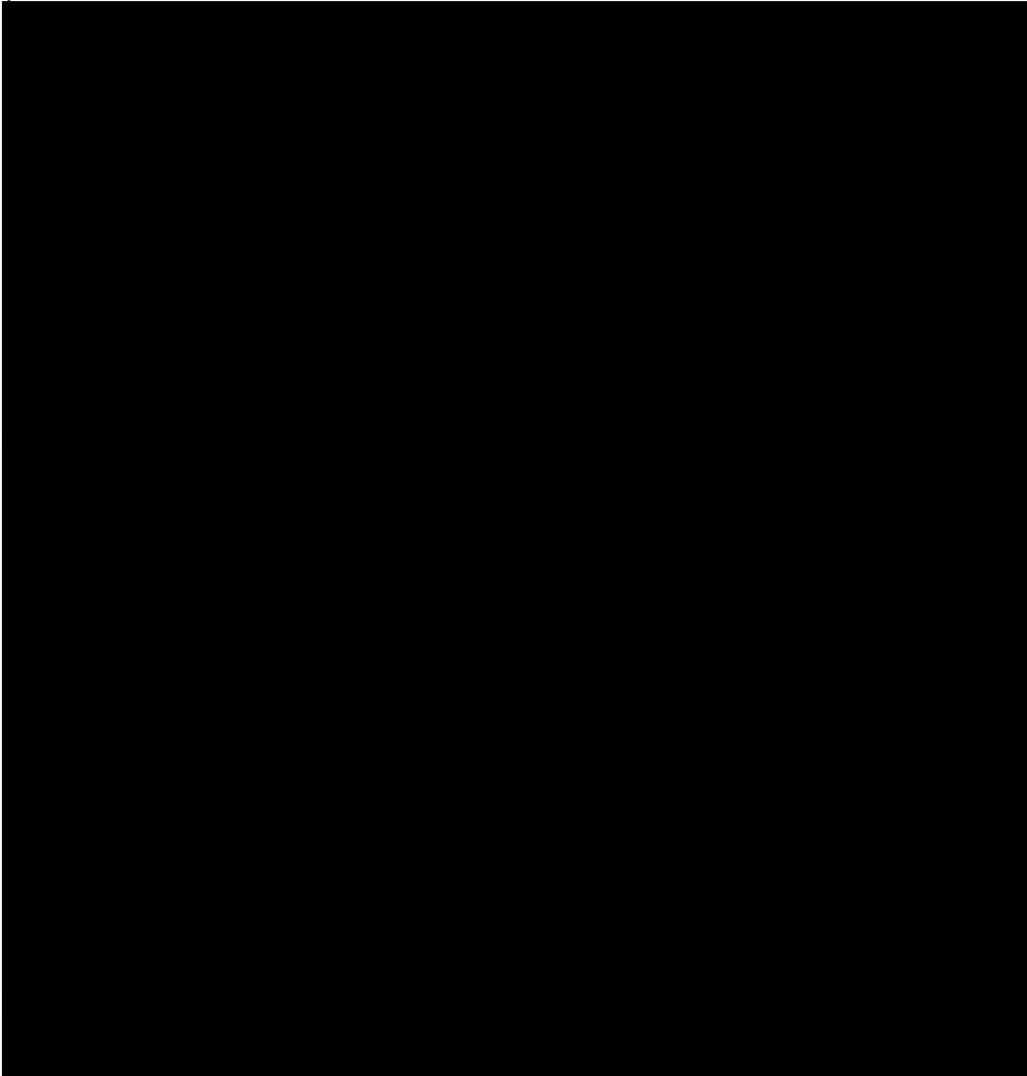


Q21. Managing Trespasses - Please provide below a sample generic method statement for

the physical removal of a protester offering passive resistance and sitting down in a reception and blocking access. (Using no more than 250 words) (5)




**Q22. Managing Trespassers** - Please provide details of 2 examples where your security officers have had to physically remove non-compliant people from a location, within the last 12 months, including details of the outcome. Do not use the same examples provided in the PQQ stage of this procurement. (Using no more than 300 words) (5)

**Q23. Incident Reports - Please provide copies of the incident reports produced by one of the security officers involved in dealing with each of the incidents. Two reports in total are required (5 marks per report = 10)**

**Attach your response as separate documents. Make reference to this question number at the start of your response**

**Q24. Capacity to Supply - Please describe specifically for this contract how you will ensure your company will have the capacity to supply the right calibre of trained officers, with the correct uniform within the timescales required. For example a 12 hour deployment of 40 officers on Trafalgar Square with 24 hours notice. (Using no more than 250 words) (5)**

**Calibre of Staff**

Servoca will retain a core of trained officers; these officers will be made immediately available for GLA when required. This is a current level of our expertise which we can evidence if required.

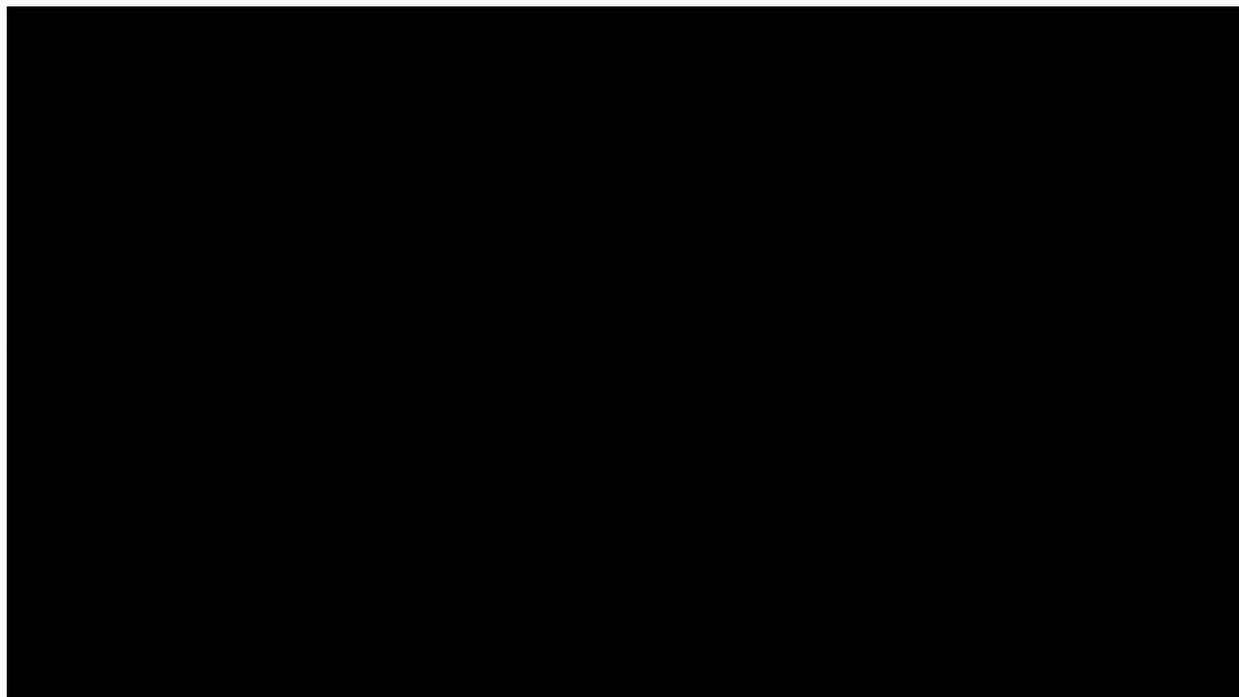
**Uniform**

Servoca is currently fulfilling the GLA uniform requirement and all officers will be required to remove any piercings and wear long sleeved shirts if they have visible tattoos.

The uniform supplied will reflect the expected integrated role of the officer and is acquired in line 'responsible procurement'.

**Short Notice Response**

We have a large contingency of suitable staff that can be deployed with short notice.



**Q25. Staff Selection - When selecting staff suitable for deployment at City Hall, what previous experience and/or personal attributes would you be looking for them to possess? (In more than 100 words) (5)**

**Approach**

Servoca recruits for attitude and trains for skills, our in house training centre in central London affords us a wide and diverse pool of talent to recruit from.

Gender balance will be desirable, as well as the following:

**Experience**

- Demonstration of working in high profile role in public
- Other security roles
- Front of house experience
- Operate in regulated and/or controlled environment
- Good command of the English language
- Confidence

**Attributes**

- Rules orientated, able to retain and act on instructions under pressure
- Calmness under pressure
- Literate
- Empathy and understanding
- Demonstrating ability to think, look and act a part

**Q26. Staff Selection - When selecting staff suitable for deployment at either Trafalgar Square or Parliament Square, what previous experience and/or personal attributes would you be looking for them to possess? (In more than 100 words) (5)**

**Experience**

- Public facing requiring large proportion of working outside (for example public events.)
- Military training
- Police training
- Warden roles
- Dealing with various stakeholders

**Personal Attributes**

- Good command of English language
- Multiple languages
- Rules orientated,
- Ability to retain and act on instructions under pressure

- Rules orientated, able to retain and act on instructions under pressure
- Sensitivity and patience to recognise people who may be distressed
- Confidence when dealing with third parties.
- Pro-active willingness to tackle diverse situations across in all weathers
- Demonstrating ability to think, look and act a part
- Resilience
- Capacity to work alone for long periods

**Q27. Vetting - Please describe the pre-employment checks that are carried out on all employees and agency/contract staff. (In no more than 200 words) (5)**

Prior to deployment all officers are screened and vetted in line with BS 7858 by our qualified team of Screening Co-ordinators.

This includes the following:

- 5 year work or back to school history,
- Confirming any periods of unemployment with the respective jobcentre,
- Confirming any visa requirements and right to work in the UK.
- Probity check

- **References**

In addition to the above all officers are DBS.

**Investment**

Servoca would like to discuss with GLA the possibility of providing additional screening through social media.

**Q28. Site Induction Training – Please state how many free of charge to the GLA hours/shifts worth of induction training officers would undertake on site before their time would be chargeable to the GLA. (In no more than 50 words) (5).**

**Commitment**

Servoca will provide 2 shifts of induction training free of charge to GLA unless complex scanner and/or CCTV training is required.

**Long-term**

Servoca would be keen to discuss the prospect of advancing this further over the life-time of the contract.

**Q29. Quality - Please explain how, in practical terms, quality standards will be monitored, maintained and where necessary improved, describing any systems and standards that are employed to monitor and measure quality of service delivery. (In no more than 250 words) (5).**

**Customer Focus**

Most of what we do is focussed on our long-term customers, in practical terms this means:

- Offices at locations close to our customers (our Head Office is less than 20 minutes

walk from City Hall)

- **Flexibility:** Our capacity to upscale when demand requires, for example the provision of 20 trained Security Officers in less than X hours.
- **Measure:** Rigorously measuring customer satisfaction through independent customer satisfaction reports and face-to-face meetings, reviewed by the board.

## Leadership

As security specialists its our responsibility to be a knowledge hub for what happens in security and inform our clients. A practical example of this is:

- Leading to the introduction of SIRV, a risk profiling mobile technology that helps management make better informed decisions and support users with its decision support tools.

## Process Approach

We acknowledge that people are not without flaws, to reduce this risk our process approach to security means in practical terms:

- Contingency planning

## Continual improvement

Over the life cycle of Servoca's involvement with GLA our relationship has developed, from tier 2 to tier 1 supplier. We've invested in the contract and plan to more forward the contract further to become a trusted partner. In practical terms this means:

- KPI upper limits to be increased every year.

## Factual approach to decision making

A factual approach challenges decision0making producing better outcomes. In practical terms this means:

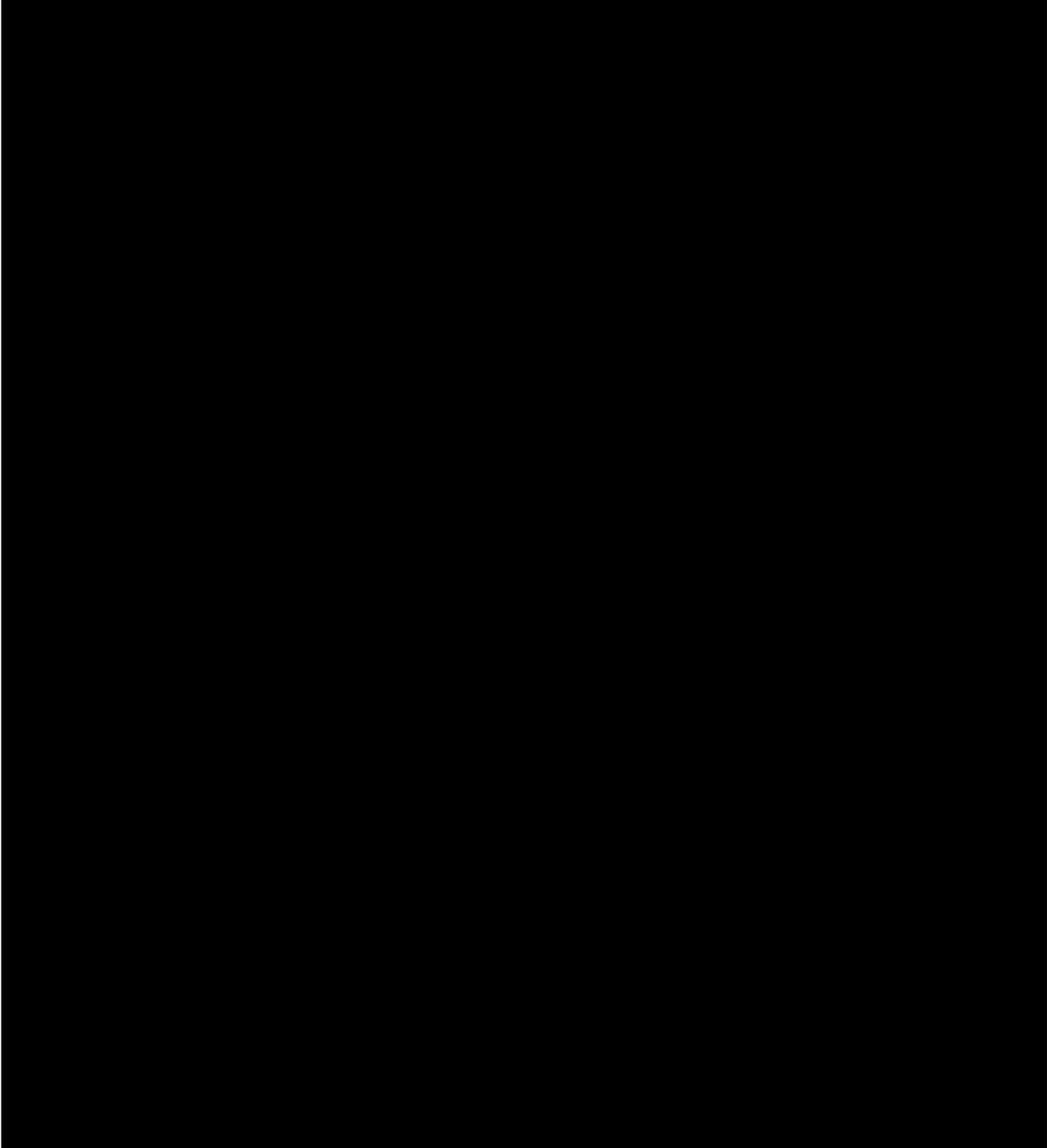
- Data analysis of our proposed introduction of SIRV risk technology.

--

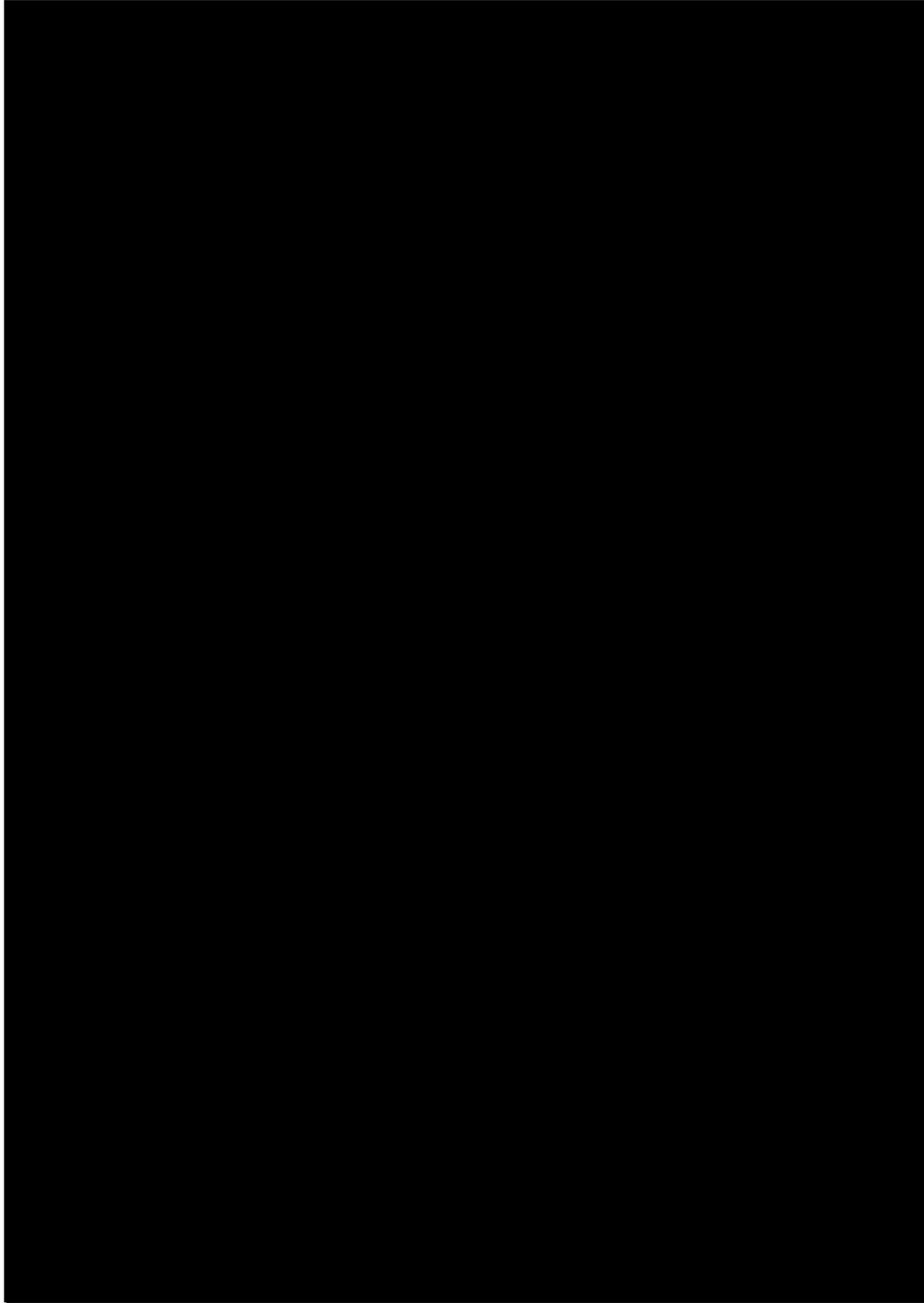
**Q30. Terms and Conditions of Contract** - The GLA's terms and conditions set out in the Contract for Services, supplied with the tender pack, shall apply to all activities undertaken in connection with this specification. The contractor is required to agree to these terms and conditions.

Confirm understanding and acceptance eg. respond as "understood and accepted"  
(PASS/FAIL) understood and accepted

You will receive a Pass mark if you propose amendments to the Terms and Conditions as long as you have completed the Form of Tender (page 19) confirming that you are proposing changes.  
Please detail any amendments in a word document which is clearly marked with each clause.







## APPENDICES TO RESPONSE BOOKLET:

### Supporting Security Services

#### Q1. Evidence of ability

##### Q1. Answer

Having graduated from tier 2 to a tier 1 supplier for GLA Support Services, Servoca has demonstrated a level of expertise and ability to meet the requirements for the Support Services Lot.

Further evidence can be found at other contracts:

Servoca is a tier 1 security supplier for one of the world's most famous football clubs, Chelsea FC. A long-standing relationship going back more than five years, Servoca has successfully grown its portfolio of services to include security and stewarding.

##### Supply Capacity

Events can range in nature from public meetings to major sporting events; therefore staff demand can vary dramatically. From 4 to 40 trained and suitable security officers can be called upon with less than two hours notice.

##### Security Screening

An average match day will see thousands of people screened and hundreds of bags reviewed. This is a core part of the security screening and access control provision.

##### Support

All Stewards or Security Officers have a ratio of supervisors and managers assigned to them and in addition head office support is provided for every event.

##### Attendees

Our staff deal with a wide range of people from different backgrounds, from members of the public that are mostly peaceful but sometimes abusive and violent, to VIPs, such as members of the Royal family.

##### Staff

All staff are selected because of their skills and their attitude, as a world famous organization all our staff need to act, appear and think in accordance with the Chelsea brand values. Our recruitment policy is to encourage a gender balanced workforce that reflects London's diversity.

##### Securing Perimeter

When events are not underway a number of staff perform regular daily and evening patrols, both at the football ground and training pitches, providing access control and deterring trespass.

##### Assets

Chelsea's greatest assets are its people and accordingly staff are often assigned to personal protection and escorting duties.

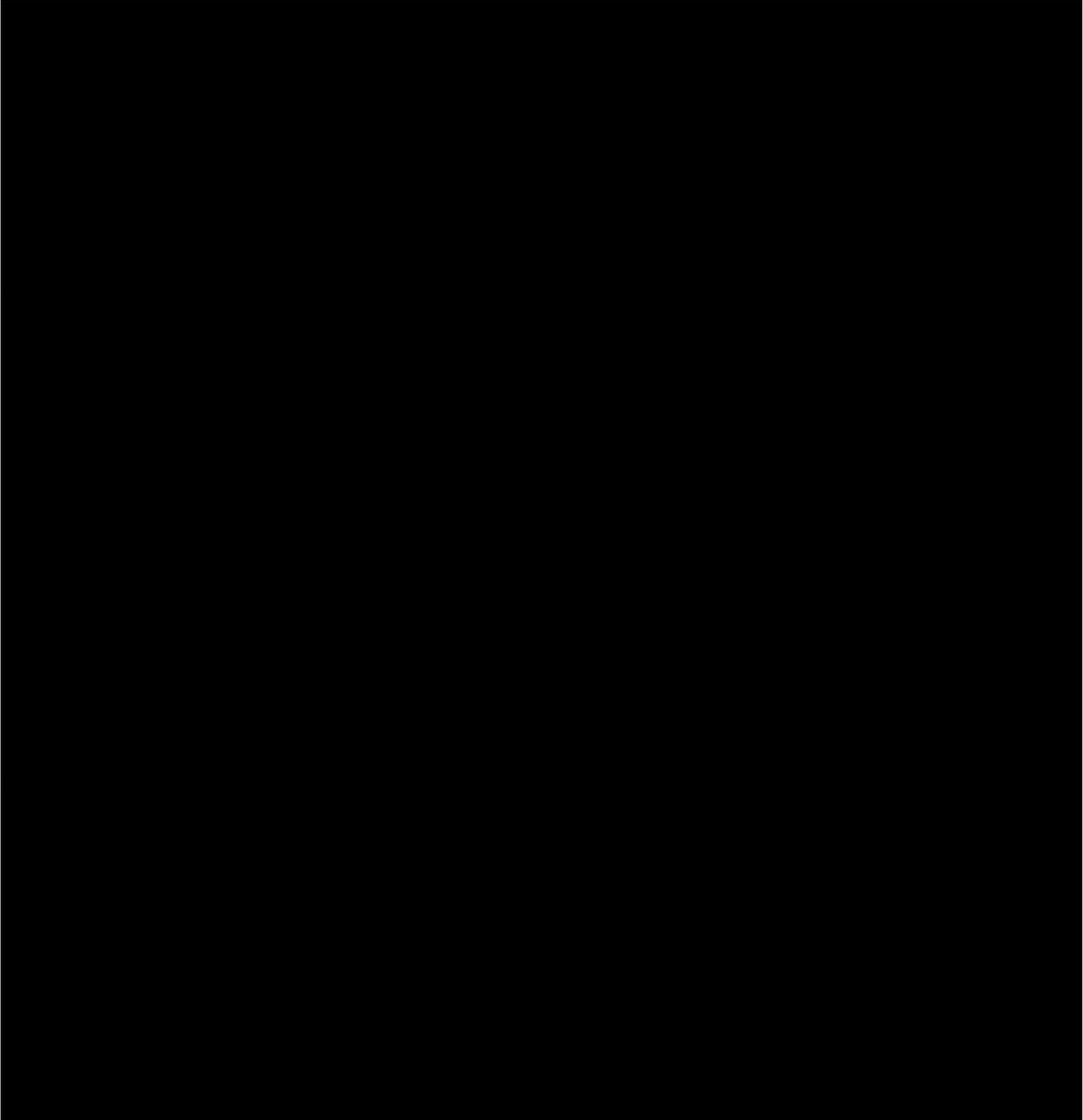
##### Assistance

A great deal of our staff's time is spent helping and assisting members of the public, whether they're lost, distressed or just in need of some information.

##### Incident Response

Every season there are on average over 80 suspicious items detected and 100 assaults, though all reasonable steps are taken to mitigate these risks our training and decision support tool (SIRV) helps ensure our response is appropriate and any lessons learnt are quickly applied.

## **Q4: Mobilisation Programme**



### **Supporting Security Services**

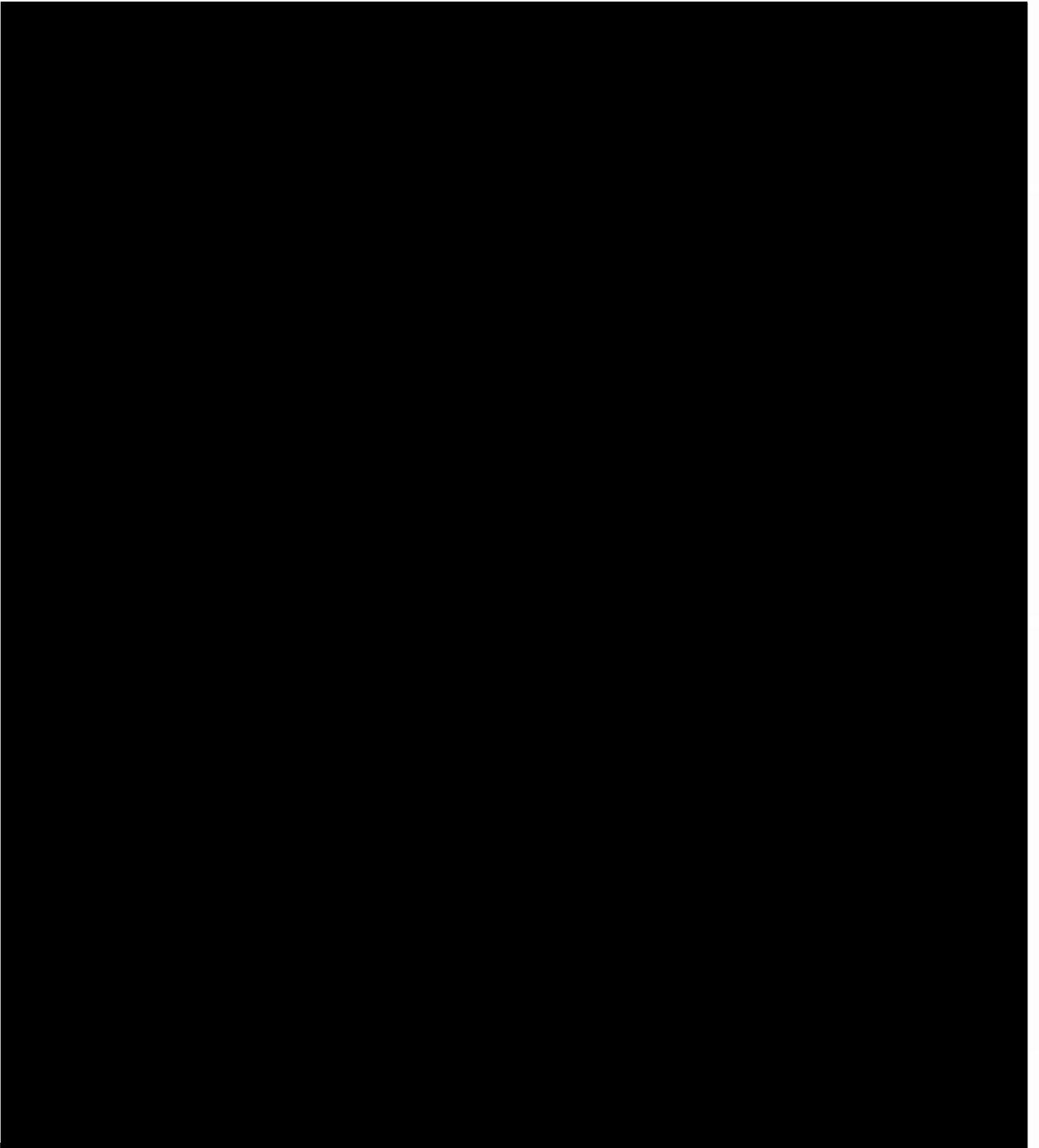
**Q5. Sub-contracted services**

**Q5. Answer**

Servoca does not intend to sub-contract any services to GLA.

## **Support Security Services**

### **Q13. Management Support**



**Qualifications: SIA non-front line licensed**

December 2013  
Issue 3



# Servoca News

SERVOCA'S NEWSLETTER

Welcome! In here you will find useful information on various matters that may affect your workers and the Company.

If you have any questions about any of the articles detailed here or have any suggestions for future articles, please use the contact details on the last page.



## INSIDE THIS ISSUE

**BRIBERY ACT—CAN I SEND MY CLIENT A CHRISTMAS GIFT?**

**SSP—WHAT ARE THE RULES?**

**ZERO HOUR CONTRACTS—WHAT IS THE LATEST FROM BIS?**

**MINIMUM WAGE**

**UKBA—NEW GUIDANCE RELEASED ON PREVENTING ILLEGAL WORKING**

**AWR**

**EQUALITY ACT**



## Bribery Act—Can I send my client a Christmas gift?

The urge to send out these corporate gifts is never more apparent than during the upcoming festive period. There were concerns about the impact that the Bribery Act 2010 (the Act) would have on such gestures; after all when is a gift a bribe?

However before you begin buying gifts for your clients, it is worth having a reminder of what the Act covers. The Act creates certain offences which can render a company, organisation or individual liable for criminal prosecution. The Act came into force on 1 July 2011 and created the following offences:

- 1) Bribing another person;
- 2) Receiving a bribe;
- 3) Bribing a foreign public official; and
- 4) Failure to prevent bribery by a relevant commercial organisation in exchange for commercial gain.

### **Failure to prevent a bribery by a relevant commercial organisation**

Sending out corporate Christmas gifts to clients may potentially trigger an offence.

A commercial organisation is guilty of an offence where an associated person bribes another person (an individual who performs services) with the intention of:

- 1) obtaining or retaining business, or
- 2) obtaining or retaining an advantage in the conduct of business for the company.

The definition of '*relevant commercial organisation*,' this definition is very wide in scope and will most certainly include a recruitment company.

Therefore if you send out a corporate Christmas gift to a client with the intention of increasing your business with that client, the company could face prosecution. However it is important to note that the offence is only committed where it can be established that it was your intention to obtain or retain business or an advantage in the conduct of business for the organisation; gifts sent without this intention will not cause an offence under the Act.

---

You can find Servoca's Bribery Act Policy on the Intranet under the HR page:  
[http://servocaintranet.com/index.php?option=com\\_content&view=article&id=51&Itemid=37](http://servocaintranet.com/index.php?option=com_content&view=article&id=51&Itemid=37)



## Statutory Sick Pay—What are the rules?

It's that time of year when we see more of our workers go off sick. As a company, we are obliged to pay Statutory Sick Pay for our PAYE workers (as long as certain criteria is met).

To qualify for Statutory Sick Pay (SSP) the worker must:

- be classed as an employee (for tax purposes (PAYE temporary workers are classed as employees for the purposes of SSP though they don't have full employment rights)) and have done some work for us
- have been ill for at least 4 days (in the last 8 weeks)
- earn at least £109 (before tax) per week
- tell us that they are sick before their deadline - or within 7 days if we don't have one

### Exceptions

They won't qualify if they:

- have received the maximum amount of SSP (28 weeks)
- have taken 3 years or more 'linked periods' of sickness - where 4 or more days of sickness happen within 8 weeks of each other
- are receiving Statutory Maternity Pay

The worker can still qualify if they have started their job recently and they haven't received 8 weeks' pay yet. Speak to the Payroll Department to find out more.

### Fit Notes (or sick notes)

The worker only has to give us a doctor's Fit Note if they miss more than 5 days of work. If you receive a Fit Note from your worker, please ensure this sent to the Payroll Department immediately.

**Q:** We have an agency worker who is currently off sick and is now due to receive Statutory Sick Pay (SSP) from us, but we have just discovered that he has been receiving SSP from another agency. Is a worker entitled to receive SSP from more than one employer or for more than one role?

**A:** Yes, potentially a worker who is deemed unfit to work in both of the roles will be entitled to receive SSP from both you and the other employment business. This will be the case as long as the worker meets the normal qualifying conditions and provided that the worker's earnings from you and the other employment business are not aggregated for National Insurance Contributions.

**Q:** How much is statutory sick pay (SSP)?

**A:** £86.70 per week (2013-14 rates).

**Q:** Do we still have to pay the worker even though they are not currently providing any services?

**A:** Yes. If the contract has not been terminated by either party (reminder that we cannot terminate the contract because of sickness. This maybe in breach of the Equality Act as they may be considered as disabled). Our Payroll Department would look at the previous earnings and calculate how much would be payable.

## National Minimum Wage Rates to be reviewed

Alongside the announcement of the zero hours contracts consultation, Vince Cable, Business Secretary also announced in September that the Low Pay Commission (LPC) has been tasked to consider how the NMW could be raised 'further than current conditions allow over the medium term.'

The LPC advises the Government on the NMW and makes recommendations each year about the NMW rate.

In particular, Vince Cable has asked the LPC to consider what labour market conditions will need to be in place in the medium term to allow further increases in wages without an adverse impact on jobs.

The LPC is due to report back to Government in spring 2014.



### Zero hours – the debate continues

Zero hours contracts have attracted significant political attention over the last few months, following well publicised reports in the media about their use (or alleged misuse) by some well known employers.

There certainly appears to be a degree of confusion about what exactly a zero hours contract is and the rights that individuals do/do not have when engaged under them. In some reports the phrase 'zero hours' appears to be used to refer to anyone who works on a flexible, non-standard basis.

While there have been some calls to ban zero hours contracts, that does now seem unlikely and impractical. The Government carried out a review over the summer, which it referred to as a 'fact-finding' exercise. This was followed by an announcement in September by Vince Cable, the Secretary of State for the Department for Business, Innovation and Skills announced that the Government will be launching a consultation on zero-hours contracts.

The date for the consultation has yet to be confirmed but it has been indicated that this will be launched in November 2013.

BIS has issued the following statement which outlines areas that the consultation will consider:

- *First, there is the issue of exclusivity. We could do nothing, and rely on existing law; we could ban it; or we could provide effective information and guidance requiring employers to justify it. A number of legal interventions are possible.*

- *Secondly, we must consider the cases of people who are employed on zero-hours contracts for very long periods when they do not choose to be. Should we introduce a system requiring employers to offer permanent employment at some stage?*

- *Thirdly—and probably most important—there is the issue of transparency. We can argue in favour of fairness, and we can also argue that, for the economic purposes of a flexible labour market, if rational people know what they are doing, that is a considerable improvement. The problem that we have discovered, and to which many Members have already referred, is that when people accept a job offer they are often not clear about the obligations and limitations that are involved. Should we introduce a code of conduct requiring proper transparency and information? Should it be voluntary, should it be a Leveson-style code with statutory underpinning, or should it be controlled by a stronger sanction-based body? We have a range of options, and we will view them with an open mind and act accordingly.*



## New Employer Guidance issued

UKBA have issued new guidance on preventing illegal working. This version replaces the previous one published in May 2012.

The main changes include:

- The restrictions on Bulgarian and Romanian nationals ending on 31 December 2013;
- Restrictions on Croatian nationals which came into force on 1 July 2013; and
- Information on our fast payment option for paying a civil penalty.

The guidance also contains details of an additional circumstance in which a company's sponsor licence can be revoked if you receive a civil penalty.

To view the guidance, please click the following link:

<http://www.ukba.homeoffice.gov.uk/sitecontent/documents/employersandsponsors/preventingillegalworking/>

## CROATION, BULGARIAN AND ROMANIAN WORKERS

### Croatian Workers

After 1 July 2013, Croatian nationals are no longer subject to immigration control and will have an unrestricted right to enter and reside (but not to work) in the UK for up to 3 months. They will therefore no longer require leave to enter or remain in the UK, whether or not they intend to take employment.

Under the transitional restrictions which the Government intends to introduce, Croatian nationals will instead be subject to a requirement to obtain work authorisation from UKBA if they intend to undertake employment in the UK. Such restrictions shall be in place until 30 June 2018.

Where they are required to obtain such work authorisation, a Croatian worker will be able to work legally and will have a right to reside beyond 3 months as a worker only where such authorisation has been granted by the UK Border Agency, and will not have a right to reside as a work seeker. It will be necessary to obtain such authorisation before the worker commences employment in the UK. Authorisation will only be granted to those Croatians who meet the requirements for skilled economic migrants, as obtained for Tiers 2 and 5 of the Points-Based System at December 2011.

### Bulgarian and Romanian Workers

With effect from 1st January 2014, Bulgarian and Romanian workers will be treated in the exact same way as Nationals of other EU countries (i.e. they will have the unrestricted right to live and work in the UK).

---



### Terms and conditions

Should you receive any terms and conditions from your client, please ensure that Sue Schiavi receives a copy of them.

She needs to ensure that we are not signed up to any onerous liabilities.



### Data Protection

Please ensure you shred any personal information that a candidate has sent you and is no longer needed. If in the wrong hands, it could lead to a minimum of £5k fine.



## AGENCY WORKERS REGULATIONS (AWR)

A reminder of the processes when incorporating AWR into the placement process.

- Please send a Client Details Form to your client. The form can be found at: [http://servocaintranet.com/index.php?option=com\\_content&view=article&id=63&Itemid=37](http://servocaintranet.com/index.php?option=com_content&view=article&id=63&Itemid=37)
- Please ensure you receive the Client Details Form from your client. Your client has a legal obligation to provide the necessary information to us.
- Once you have received the information, please ensure that this is noted within your respective recruitment system.
- If the candidate is working through their own limited company, this does not necessarily mean they are exempt from AWR. We would need to look at how the services are being delivered by the candidate.
- Liaise with the candidate regarding what their Day One rights are.
- Ensure you track the number of weeks the candidate has worked at the client site. Please note that if the candidate is working at a client site that is part of Trust/Authority, you need to clarify if the qualifying weeks continue.
- When approaching the 12th week, you need to inform the client that should the candidate work beyond the 12th week, the candidate will receive certain entitlements.
- All conversations/emails that you have with the client and the candidate in respect of AWR needs to be documented. This is our defence in the event of a claim.

In recent months, we have had complaints raised by candidates regarding AWR and we have successfully defended them because of the information that has been kept by the consultants.



### **Equality Act 2010 - what is harassment?**

Harassment is defined as unwanted conduct that relates to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. This includes unwanted conduct of a sexual nature.

Protection in respect of harassment applies to the following protected characteristics:

- Age;
- Disability;
- Gender reassignment;
- Race;
- Religion or belief;
- Sex; and
- Sexual orientation.

Note that the protected characteristics of pregnancy and maternity and marriage and civil partnership are not included.

For example, if an employee is subjected to offensive jokes about his sexuality, this would amount to harassment.

### **Age discrimination**

The Equality Act 2010 includes provisions that ban age discrimination against adults in the provision of services and public functions. It is now unlawful to discriminate on the basis of age unless:

- the practice is covered by an exception from the ban
- good reason can be shown for the differential treatment ('objective justification')

The ban on age discrimination is designed to ensure that the new law prohibits only harmful treatment that results in genuinely unfair discrimination because of age. It does not outlaw the many instances of different treatment that are justifiable or beneficial.

More information can be found at:

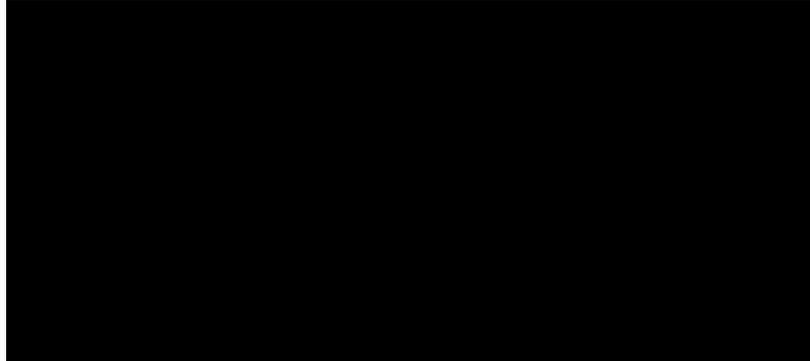
<http://servocaintranet.com/images/docs/operations/ACAS%20Guide.pdf>

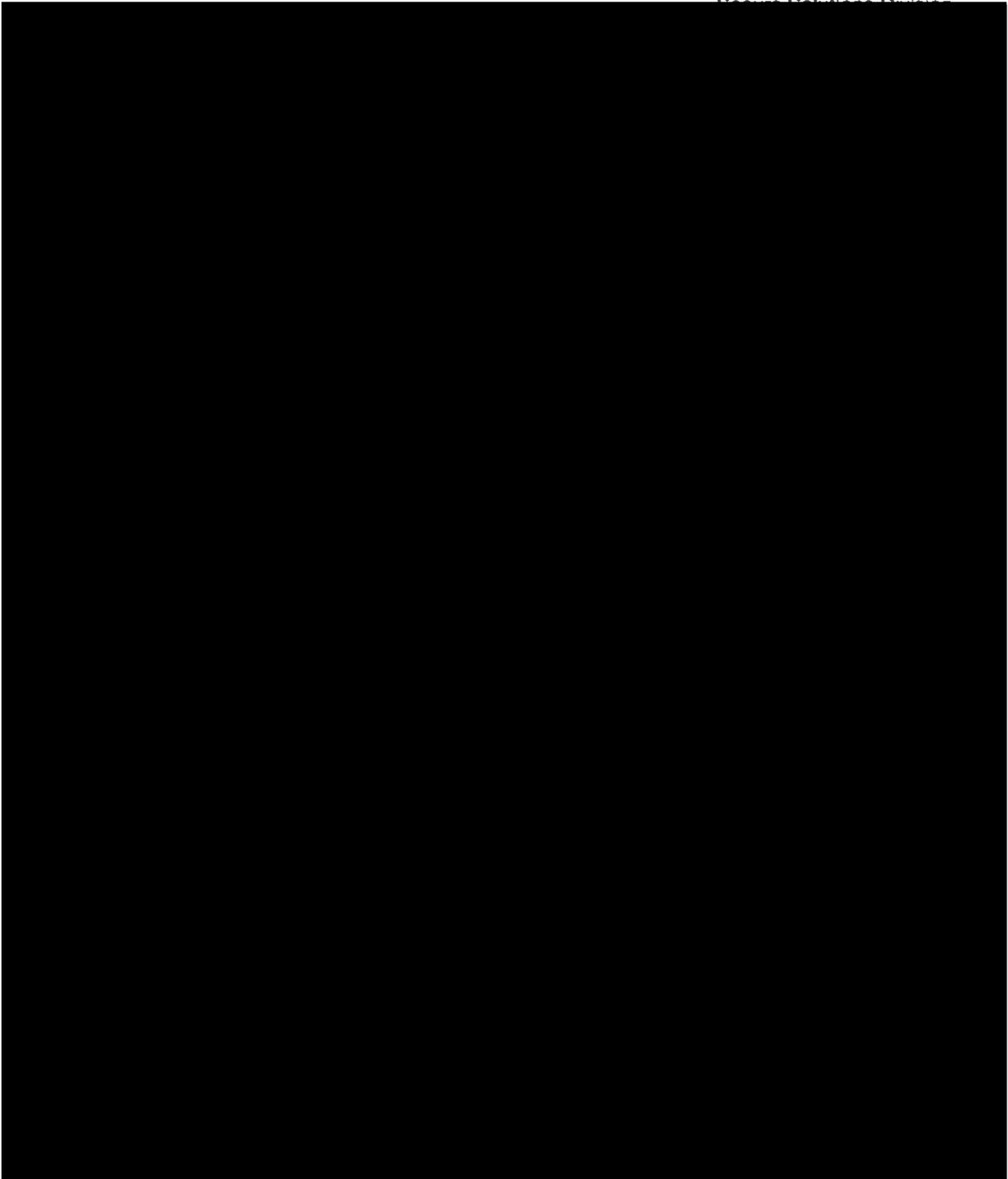
## SERVOCA PLC

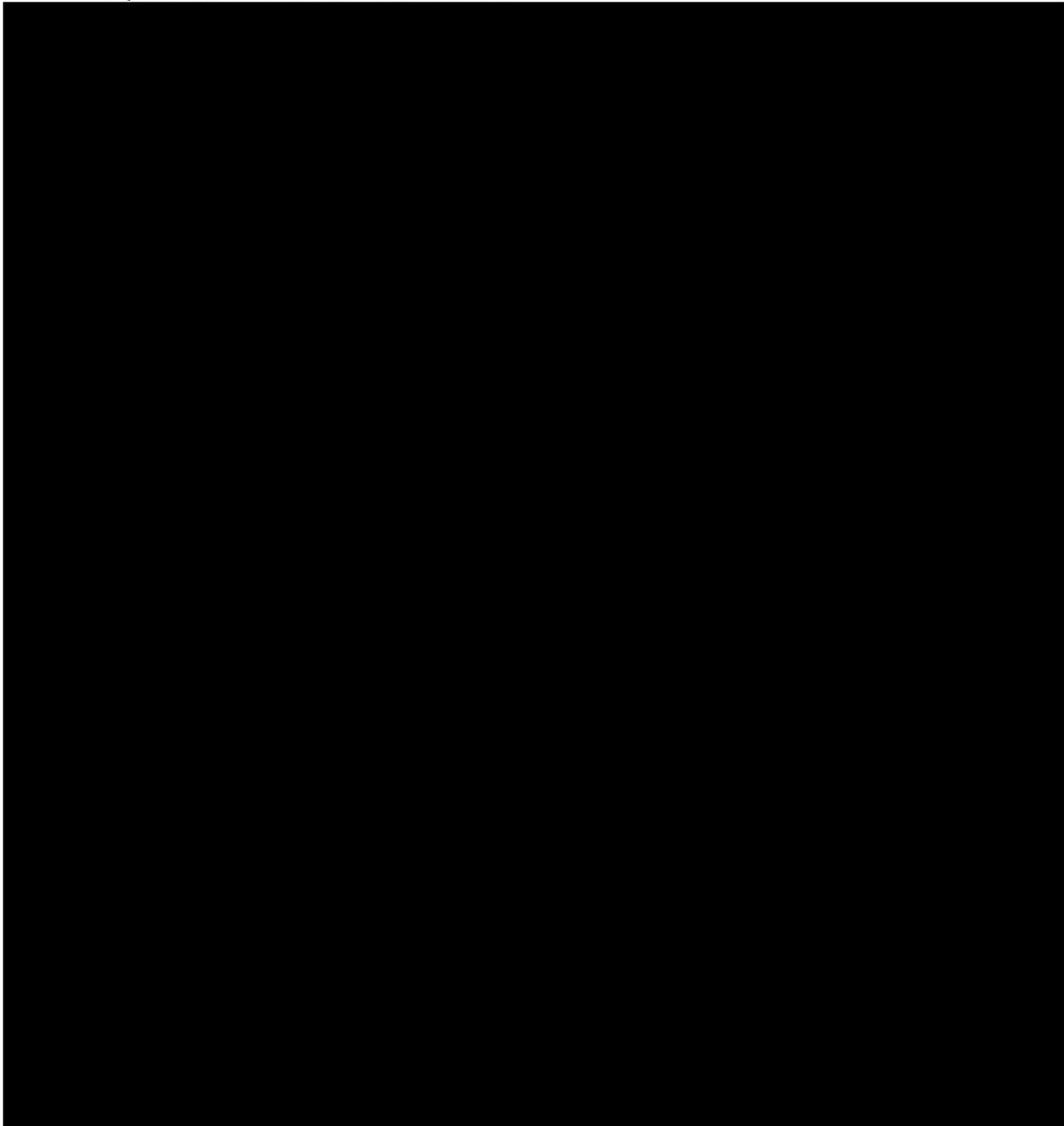
Servoca Plc is a leading provider of staffing solutions and outsourced services with established operations across the UK. Listed on the London Stock Exchange and trading on AIM, Servoca operates through a number of individual trading brands, each targeted towards specific niche markets and services.

## CONTACT DETAILS

For any Agency Worker related query please contact Sue Schiavi







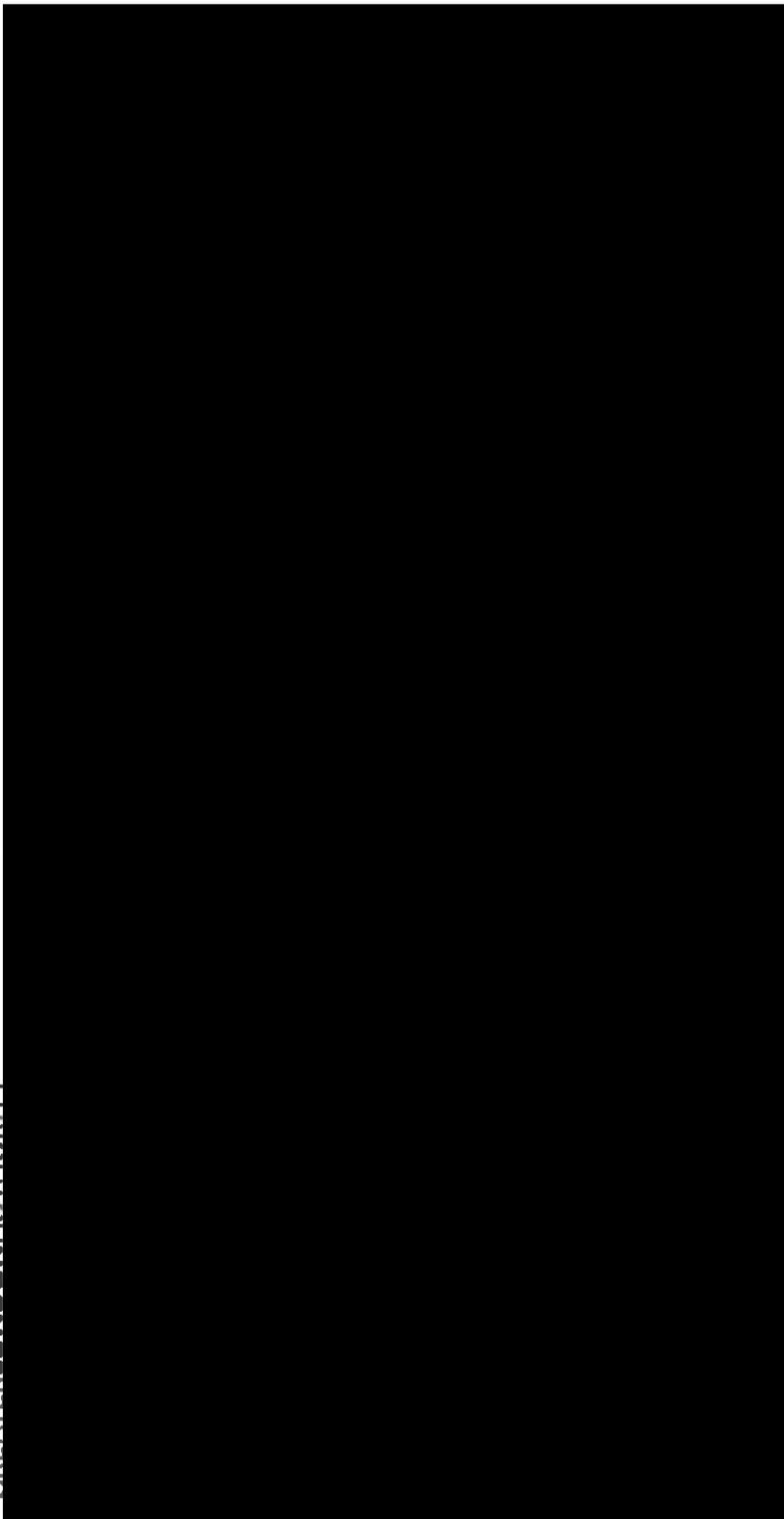
GREATERLONDONAUTHORITY

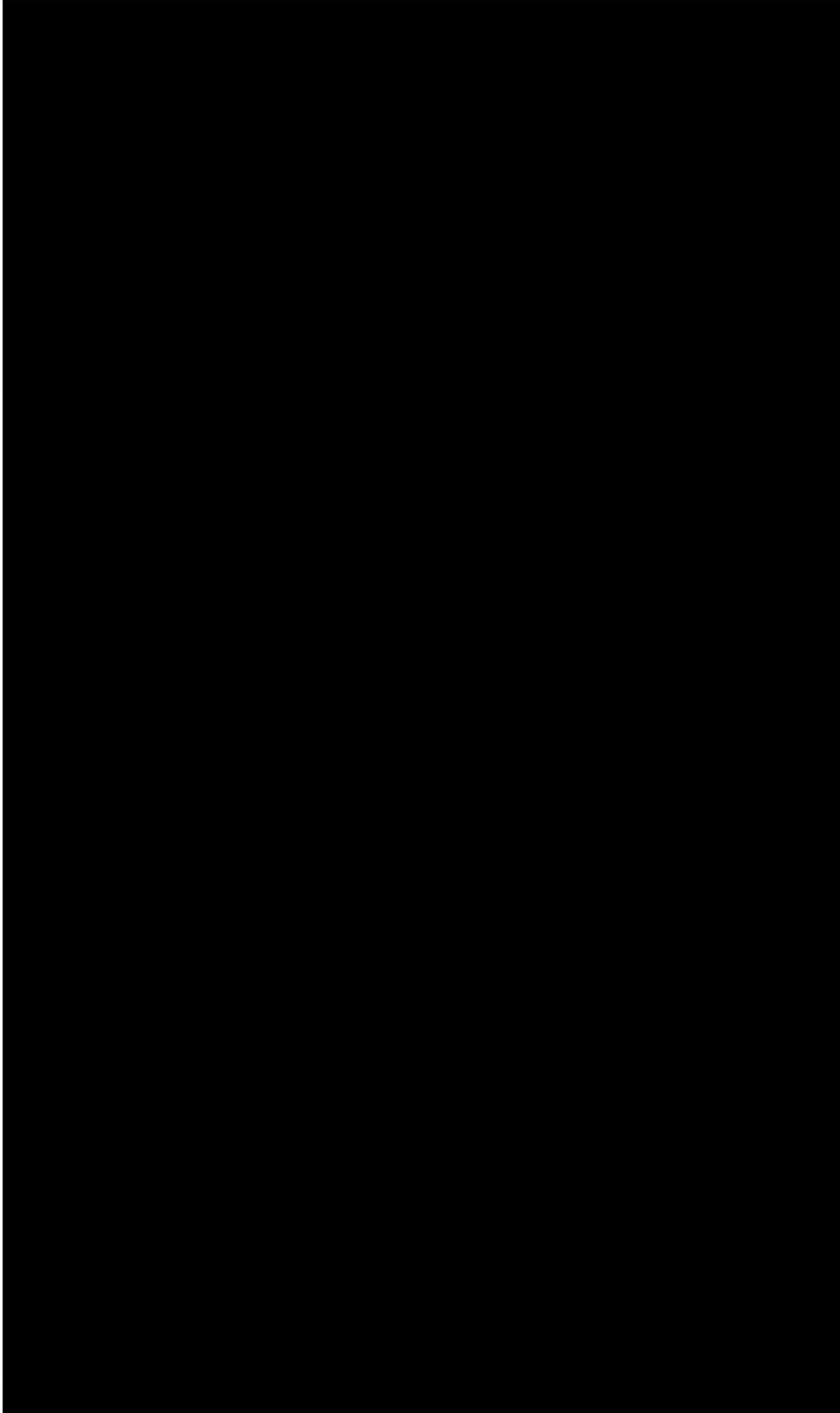
## Schedule 4

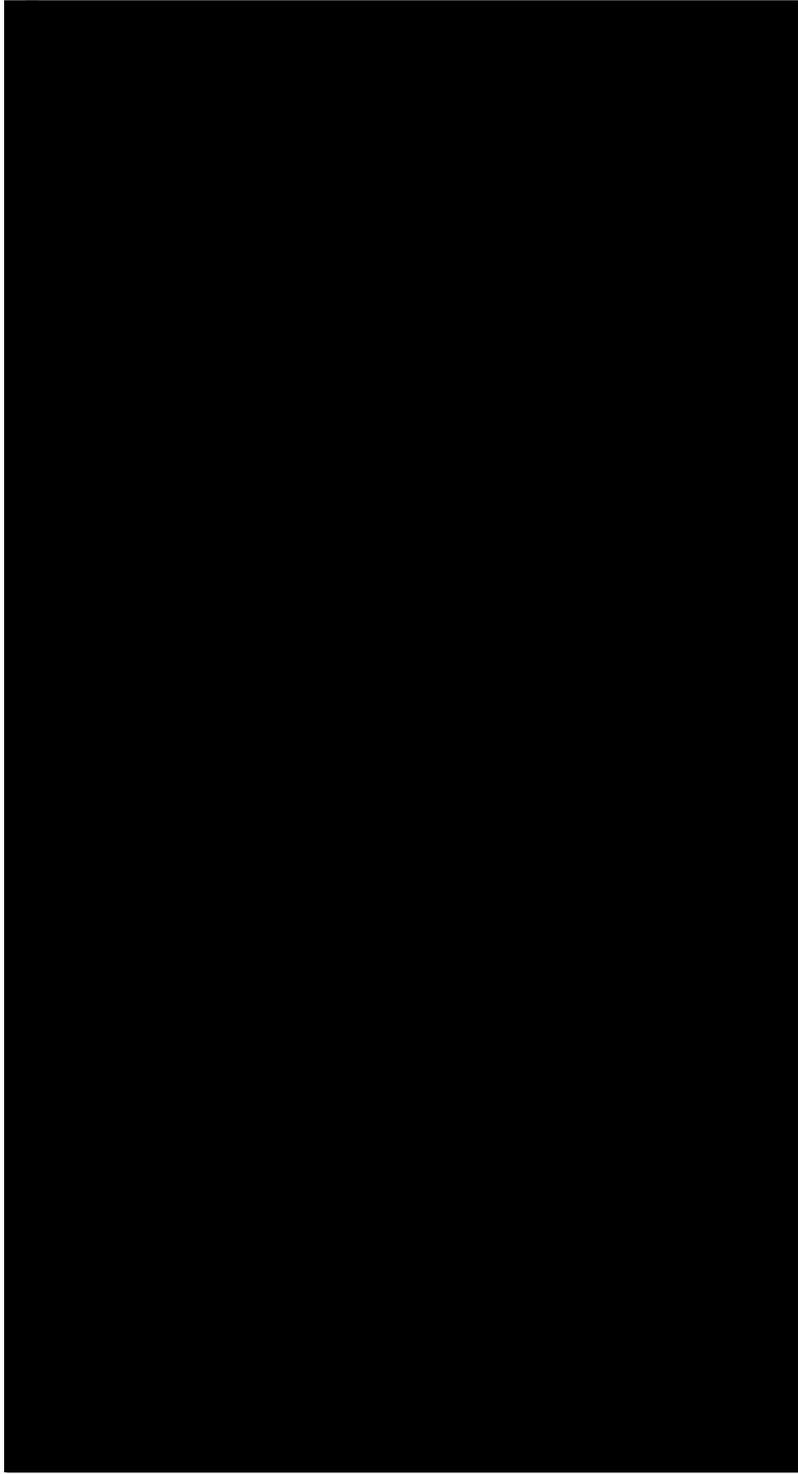
**Pricing Schedule for the provision of Supporting Security Services to the Greater London Authority**

**Specification Reference GLAFM097E, Issue 4**

<b>Company Name:</b>	<b>SERVOCA PLC</b>
----------------------	--------------------



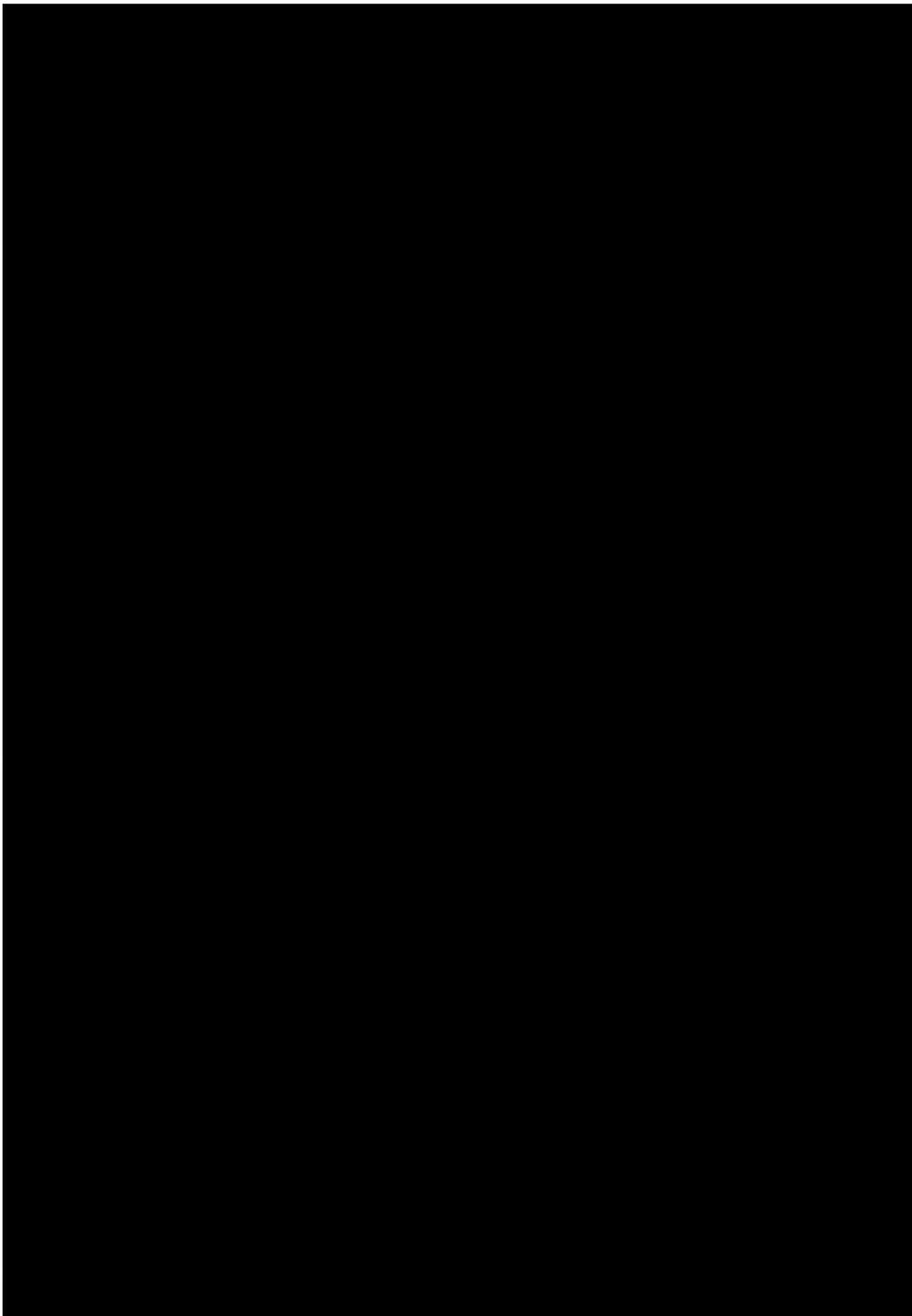


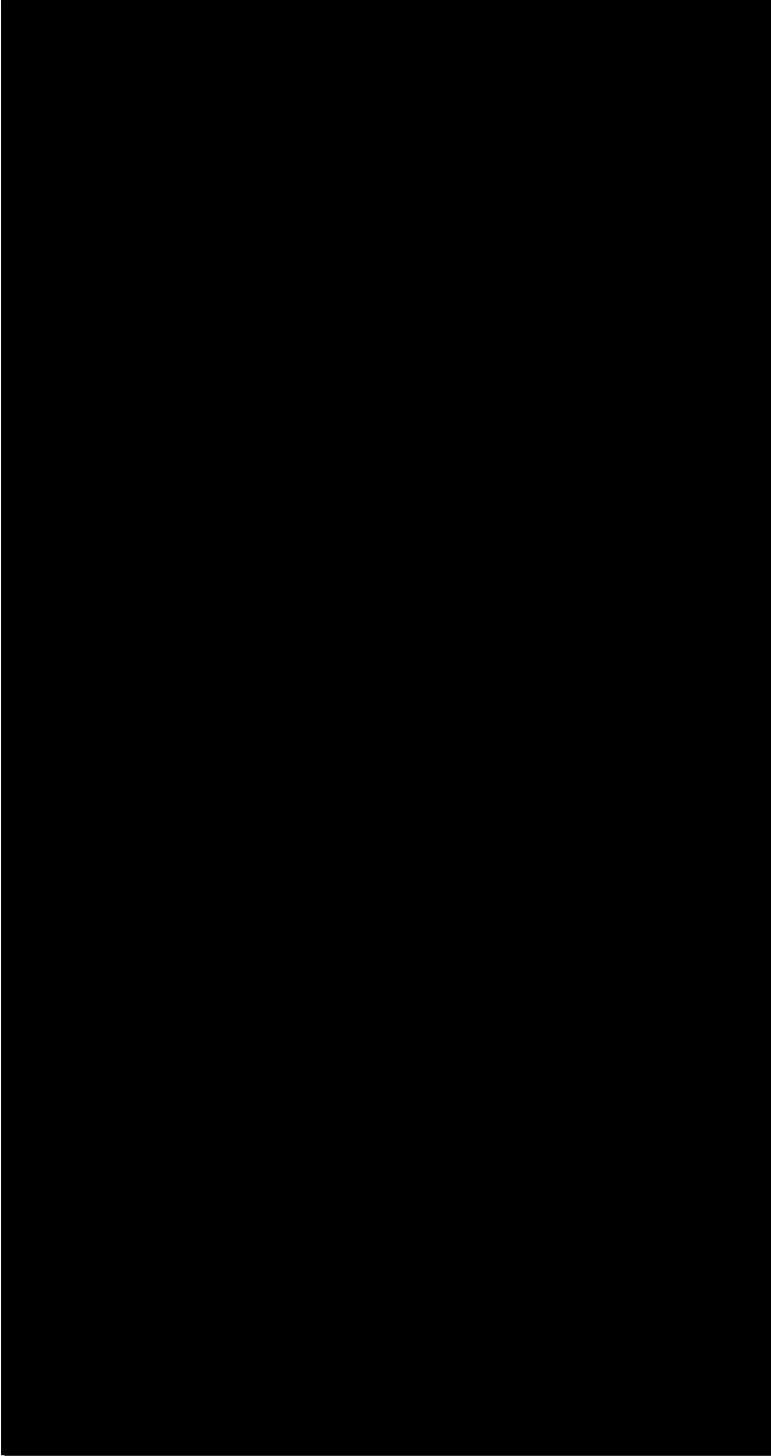


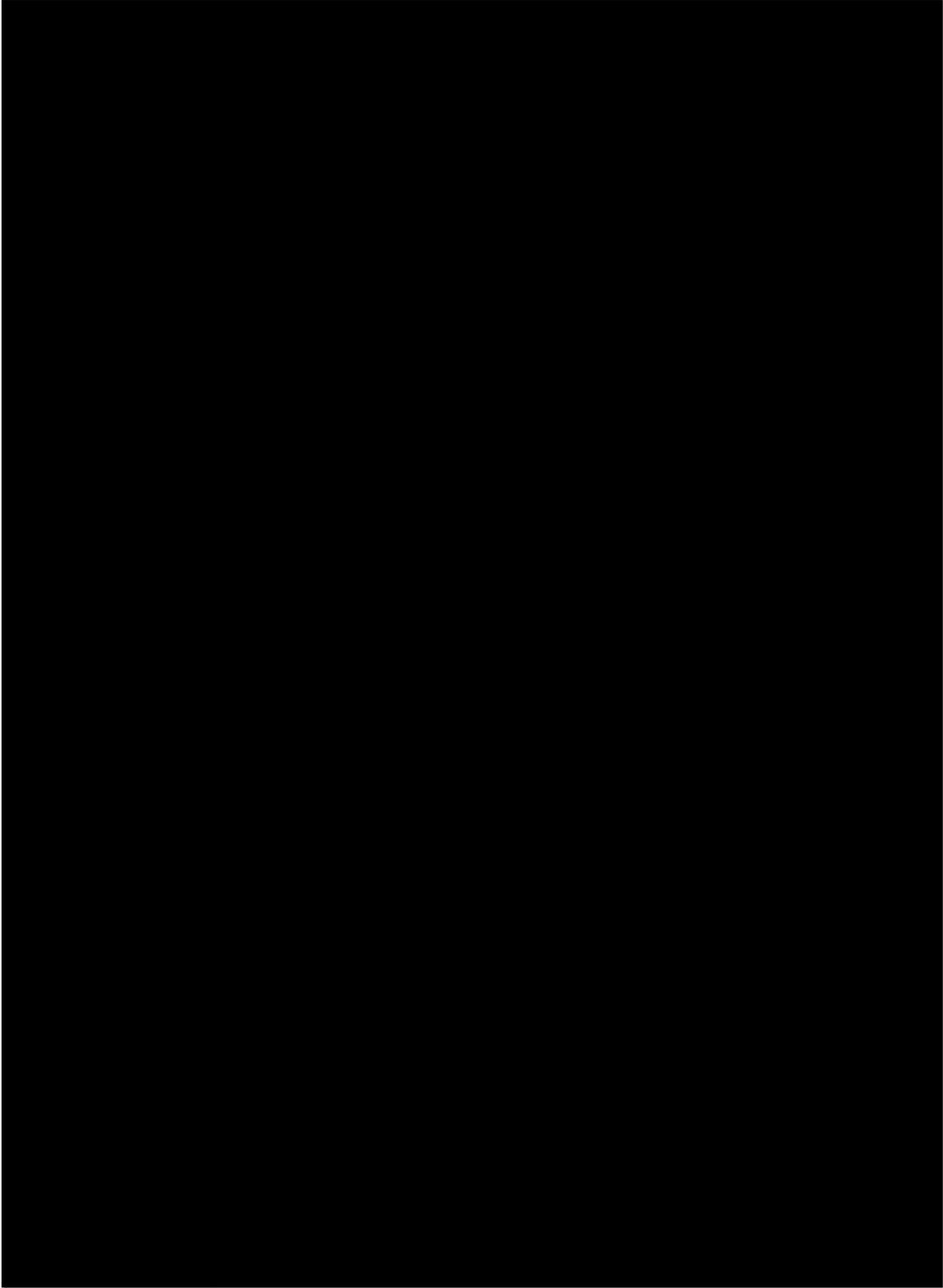
EAR 2

**\* Please provide a breakdown below of how the uplift from the Pay Rate to Charge Rate is calculated**

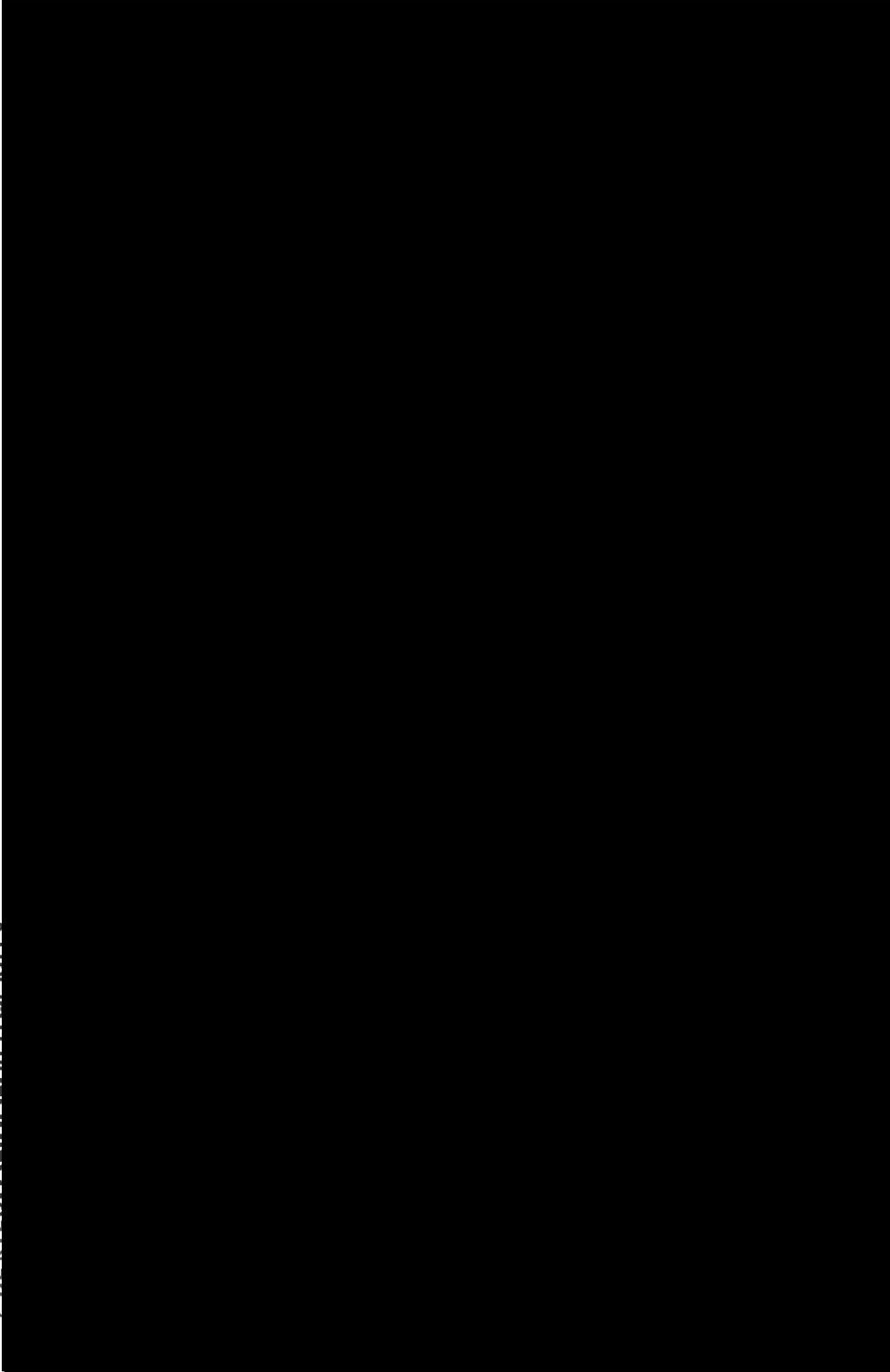
CLAFM097E – Pricing Schedule  
Page 4 of 11

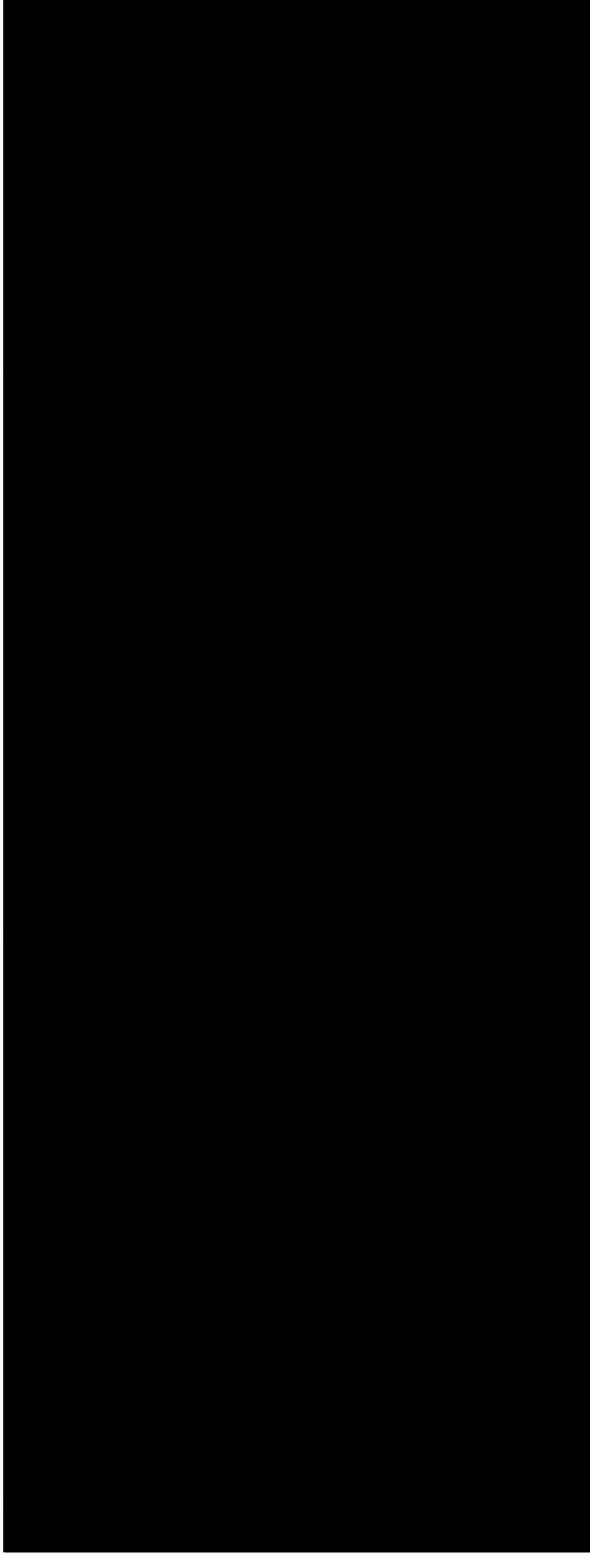








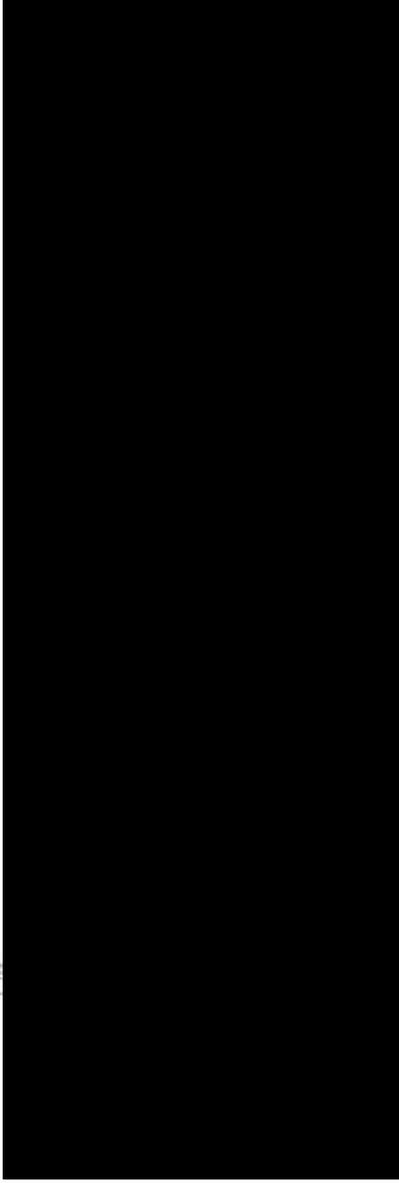




## **GREATER LONDON AUTHORITY**

Please note the pay rates stated in Years 2, 3, and 4 may need to be increased if they fall below the London Living Wage or if they are affected by changes in legislation.

This Pricing Schedule is submitted against the specification for Supporting Security Services to the Greater London Authority, specification reference GLAFM097E, Issue 4. All prices quoted exclude VAT.



## SCHEDULE 5

SCHEDULE 5A - REQUEST FORM (IDENTIFIED SERVICE PROVIDER) { TC  
"0 SCHEDULE 7A - REQUEST FOR SERVICES (IDENTIFIED SUPPLIER) "  
\\L 3 }

**Framework Number:**  
**Request Form Number:**

**To:**  
**Address:**

**From:**  
**Date:**

This is a Request Form for the provision of Services in accordance with this Agreement referenced above. This is an enquiry document only, constituting an invitation to treat, and it does not constitute an offer capable of acceptance. Your Proposal must be submitted as an offer capable of acceptance by the Authority; however such acceptance will not occur unless and until the Authority posts notice of acceptance to you.

Attachment 1 of this Request Form sets out the Services required by the Authority and other relevant information.

In your Proposal, you must respond to the information requested in Attachment 1 by completing Attachment 2.

Attached to this Request Form is a draft Call-Off Contract. The Authority is under no obligation to award any Call-Off Contract as a result of this Request Form.

You must complete and return your Proposal by [ ]. Please e-mail your Proposal, and send a paper copy to:

**Name:**  
**e- mail address:**

**Postal address:**

**Telephone:**  
**Fax:**

Any queries regarding this Request Form should be directed to the above. Any queries regarding this Agreement should be directed to the Procurement Manager named in this Agreement.

**Signed:** \_\_\_\_\_  
for and on behalf of the Authority

**Attachments:** Attachment 1: Services to be provided and other relevant information

Attachment 2: Service Provider's Proposal

Draft Call-Off Contract



Signed: \_\_\_\_\_  
for and on behalf of the Authority

**Attachments:** Attachment 1: Services to be provided and other relevant information

Attachment 2: Service Provider's Proposal

Draft Call-Off Contract

## Attachment 1

[To be completed by the Authority]

### 1. Services to be provided and associated information

*[Detail here all (a) Services and (b) deliverables with full descriptions of what is required.*

*Include a Project Plan that clearly identifies the project milestones against which payments are to be made. This may be as simple as a plan that contains dates for acceptance and completion. If no plan is available, or if the milestones cannot be specified at this stage, you must request the Service Provider to include a proposed plan and milestones in their response.*

*You should also define other requirements you wish the Service Provider to respond to such as:*

- *details of any technical and/or functional specifications and/or any service levels (as applicable) of any Deliverable or Service required by the Authority to be delivered or achieved by the Service Provider;*
- *Working Hours;*
- *CVs of the Personnel to be working on the project;*
- *estimated time-lines for each of the milestones and for the overall project;*
- *the Service Provider's best price offer based on charges (subject to Schedule 4);*
- *the Service Provider's proposal for staged payments or whether pro-rata monthly payments will apply;*
- *any materials, equipment or goods required to provide the Services, including Service Provider IPR deliverables and Third Party IPR deliverables;*
- *any material assumptions or facts relied upon by the Authority in compiling it and any other material information which relates to the Services required to be provided and/or performed;*
- *Service levels, and measurement thereof;*
- *any warranties and/or representations required from the Service Provider.]*

## **2. Acceptance Criteria**

*[If the Authority requires any deliverable (whether in isolation or in combination with other deliverables (eg as a solution, package, or system)) and/or any Service to be subject to acceptance and/or service validation tests (as applicable), define the acceptance criteria which the Service Provider must ensure]*

## **3. Timetable**

Commencement Date [complete only if different from the date of the Call-Off Contract]:

Call-Off Term:

## **4. The Authority account details**

Relevant account code and cost centre:

## **5. The Authority's Call-Off Co-ordinator**

Name:

Address:

Phone:

Fax:

Email:

## **6. Additional insurance (if any) to be held by Service Provider:**

*[Delete as appropriate]*

- a) Employer's liability insurance to be increased to £[X] million per incident;
- b) Public liability insurance to be increased to £[X] million per occurrence with financial loss extension;
- c) Professional indemnity insurance to be increased to £[X] million in the aggregate per annum for the duration of the Call-Off Contract/ Agreement and for 6 years after expiry or termination of the Call-Off Contract/Agreement; and
- d) Product liability insurance to be increased to £[X] million in the aggregate per annum with financial loss extension.

## **Attachment 2**

### **Proposal**

*[To be completed by the Service Provider]*

#### **1. Proposed Solution**

The Service Provider should detail how it proposes to deliver the Services set out in Attachment 1, including (where requested) a Project Plan (this may be as simple as a plan that contains dates for acceptance testing and completion depending on the particular project), details of any equipment and materials required and service levels.

#### **2. Charges**

The Service Provider should set out the charges for the Services required, their provision and the contract model as set out in Attachment 1, taking into account that the rates used to calculate the Charges shall not exceed the Rates set out in Schedule 4 of this Agreement.

#### **3. Service Team and Personnel**

Details of the Service Provider's Manager, and Personnel, including grades and areas of responsibility. Please attach copies of CVs.

#### **4. Experience**

An outline of relevant past work or projects including references;

#### **5. Proposed sub-contractors (if any)**

Name and contact details of proposed sub-contractor(s) and details of any proposed sub-contracted work:

#### **6. Proposed completion date**

[Complete only if different from duration/expiry date stated in Attachment 1]:

#### **7. Insurance**

The Service Provider should confirm that additional insurance cover has/will be arranged according to the requirements (if any) set out in Attachment 1.

#### **8. Other Information**

## **Attachment 3**

### **Special Conditions for Call-Off**



- 2.2 The Service Provider acknowledges that it has been supplied with sufficient information about this Agreement and the Services to be provided and that it has made all appropriate and necessary enquiries to enable it to perform the Services under this Call-Off Contract. The Service Provider shall neither be entitled to any additional payment nor excused from any obligation or liability under this Call-Off Contract or this Agreement due to any misinterpretation or misunderstanding by the Service Provider of any fact relating to the Services to be provided. The Service Provider shall promptly bring to the attention of the Call-Off Co-ordinator any matter that is not adequately specified or defined in the Call-Off Contract or any other relevant document.
- 2.3 The timetable for any Services to be provided by the Service Provider and the corresponding Milestones (if any) and Project Plan (if any) are set out in Attachment 1. The Service Provider must provide the Services in respect of this Call-Off Contract in accordance with such timing and the Service Provider must pay liquidated damages in accordance with this Agreement of such an amount as may be specified in Attachment 1. The Service Provider shall be liable for the ongoing costs of providing Services in order to meet a Milestone.
- 2.4 The Service Provider acknowledges and agrees that as at the commencement date of this Call-Off Contract it does not have an interest in any matter where there is or is reasonably likely to be a conflict of interest with the Services provided to the Authority under this Call-Off Contract.

### **3. CALL-OFF TERM**

This Call-Off Contract commences on the date of this Call-Off Contract or such other date as may be specified in Attachment 1 and subject to Clause 4.2 of this Agreement, shall continue in force for the Call-Off Term stated in Attachment 1 unless terminated earlier in whole or in part in accordance with this Agreement.

### **4. CHARGES**

Attachment 2 specifies the Charges payable in respect of the Services provided under this Call-Off Contract. The Charges shall not increase during the duration of this Call-Off Contract unless varied in accordance with this Agreement. The Service Provider shall submit invoices in accordance with this Agreement and the Charges shall be paid in accordance with this Agreement.

### **5. CALL-OFF CO-ORDINATOR AND KEY PERSONNEL**

The Authority's Call-Off Co-ordinator in respect of this Call-Off Contract is named in Attachment 1 and the Service Provider's Key Personnel in respect of this Call-Off Contract are named in Attachment 2.

This Call-Off Contract has been signed by duly authorised representatives of each of the Parties.

**SIGNED**

For and on behalf of the [*Authority*]

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**SIGNED**

For and on behalf of [*the Service Provider*]

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **Attachment 1**

[To be completed by the Authority]

### **1. Services to be provided**

### **2. Timetable**

Commencement date [complete only if different from the date of the Call-Off Contract]:

Call-Off Term:

Attach Project Plan (if any) (including Milestones if applicable)

### **3. Liquidated Damages**

Amount of liquidated damages per day (if any):

### **4. Expenses**

Expenses (if any) that the Service Provider may claim:

### **5. Authority Account Details**

Relevant account code and cost centre:

### **6. Authority Call-Off Co-ordinator**

Name:

Address:

Phone:

Fax:

Email:

### **7. Availability of Key Personnel**

The Service Provider's Key Personnel shall be available at the following period of notice:

### **8. Other information or conditions**

Specify any other information or special conditions relevant to provision of Services under this Call-Off Contract

## **Attachment 2**

[To be completed by the Service Provider]

### **1. Charges**

Charges to be specified on a time and materials or fixed fee basis. If time and materials fee, also specify maximum price for provision of the Services.

### **2. Key Personnel**

The Service Provider's Key Personnel (include grades and areas of responsibility):

### **3. Proposed sub-contractors (if any)**

Name and contact details of proposed sub-contractor(s) and details of any proposed sub-contracted work:

### **4. Proposed completion date**

**[COMPLETE ONLY IF DIFFERENT FROM DURATION/EXPIRY DATE STATED IN ATTACHMENT 1]**

## **Attachment 3**

### **Special Conditions for Call-Off**

**SCHEDULE 7 - FORM FOR VARIATION**

Agreement Parties: *[to be inserted]*

Call-Off Contract Number: *[to be inserted]*

Variation Number: *[to be inserted]*

Authority Contact Telephone *[to be inserted]*

Fax *[to be inserted]*

Date: *[to be inserted]*

**AUTHORITY FOR VARIATION TO AGREEMENT (AVC)**

Pursuant to Clause 32 of this Agreement, authority is given for the variation to the Services and the Charges as detailed below. The duplicate copy of this form must be signed by or on behalf of the Service Provider and returned to the Call-Off Co-ordinator as an acceptance by the Service Provider of the variation shown below.

<b>DETAILS OF VARIATION</b>	<b>AMOUNT (£)</b>
<b>ALLOWANCE TO THE AUTHORITY</b>	
<b>EXTRA COST TO THE AUTHORITY</b>	
<b>TOTAL</b>	

.....  
For the Authority

<b>ACCEPTANCE BY THE SERVICE PROVIDER</b>	
<b>Date</b>	<b>Signed</b>

## **SCHEDULE 8 - AUTHORITY POLICIES AND STANDARDS**