**STATEMENT OF REQUIREMENTS**

### THE PROVISION OF MOD MEDAL OFFICE MEDALLIC AWARDS, RIBBON, PRESENTATION CASES AND ANCILLARY SERVICES

**Gallantry Awards, Meritorious Service Awards, Medals, Stars and Clasps**

1. The Contractor must be able to provide the Gallantry Awards and Meritorious Service Awards listed in Appendix A in accordance with the Technical Specifications - Lot1-Annex C to Schedule 2.
2. The Contractor must be able to provide the medals, stars and clasps listed at Appendix A in accordance with the Technical Specifications.
3. The Contractor must be able to provide World War One (WWI) medals, stars and clasps listed at Appendix A in accordance with the Technical Specifications.
	1. WWI medals and stars must be impressed by the Contractor in accordance with the Technical Specifications.
	2. Recipient details for impressing will be provided to the Contractor by the Authority via email at the time the order is placed.
4. The Contractor must be able to provide Gallantry awards, Meritorious Service awards, medals, and stars, where required, boxed with the correct ribbon fitted in accordance in the Technical Specifications.
	1. The Authority will specify whether the medal or star should be fitted to the appropriate ribbon of the correct length, as per the Technical Specifications.
5. The Contractor must be able to provide awards that the Authority does not order on a regular basis. The request may be for a single unit to be supplied.
	1. For any items that are not included in the Technical Specifications, the Authority will discuss with the Contractor and, if necessary, produce a Technical Specification before the item is ordered. For example, where the Technical Specification for a medal with a monarch’s head is given and the requirement is for a different monarch’s head.
	2. Should the Authority require an alternative effigy, the Contractor must provide the item at the same price.
6. The Contractor mustbe able to provide the Elizabeth Cross and miniature emblem in accordance with the Technical Specification.
	1. The Authority may require expedited delivery of the Elizabeth Cross in special circumstances, and therefore the Contractor musthave the ability to supply the Elizabeth Cross and the miniature emblem with next day delivery to the Authority if required.
	2. The Authority may require the Elizabeth Cross large emblem to be supplied as a single item.
	3. The Authority may require the Elizabeth Cross miniature to be supplied as a single item.
	4. The Authority may require the Elizabeth Cross Insert Card to be supplied as a single item.
7. The Authority may require a large number of boxed medal sets to be supplied during a short period of time. For example, an official commemorative medal to celebrate a significant national event such as a Jubilee.
	1. From previous experience, indicative volumes of a requirement of this scale are approximately 15,000 boxed medal sets per week for a short period of time (potentially 6-8 months up to a total of approximately 400,000 boxed medal sets).
	2. The Contractor must have the capacity to manage and supply a requirement of this size should it be required whilst continuing to maintain business as usual requirements.
	3. Appropriate quality checking is to be ensured across any subcontractors if used.

**Ribbon**

1. The Contractor must be able to provide medal ribbon as specified in the Technical Specifications for each medal. Each medal specification includes the relevant ribbon Technical Specification.
	1. Ribbon should be provided in reels of 25 metres in length.
	2. The reels are to be wrapped around a cylindrical cardboard centre that is hollow. The ends of the cylinder should be covered with card. Each roll shall be sealed in a clear polythene bag to keep the ribbon clean whilst in storage.
	3. Ribbon may be required attached to medals as part of a boxed set as detailed in the Technical Specifications.

**Engraving**

1. The Contractor must be able to engrave WWI medals as detailed in the Technical Specifications.
2. The Authority may require the Contractor to engrave additional medals, if required. The Authority will provide the necessary details, where this does not breach the Authority’s security policy, to the Contractor.

**Boxes**

1. The Contractor must be able to provide individual medal boxes in accordance with the Technical Specifications.
	1. The Contractor may be required to amend the print that is embossed in gold on the box.
2. The Contractor must be able to provide the specific boxes for each of the Gallantry and Meritorious service awards as detailed in the Technical Specifications.
	1. The Authority will usually order Gallantry and Meritorious awards as boxed sets.
	2. The Authority may order either the box or the award separately, if required.
3. The Contractor must be able to provide the case for the Elizabeth Cross as detailed in the Technical Specification if required.

**Medal Mounting**

1. The Contractor may be required to court or swing mount medals when a Service person dies.
	1. The mount style is dependent on the Service and unit of the Service person.
	2. The Authority will specify the mount style that is required for each specific request via email at the time the order is placed.
	3. The medals must be mounted as per instruction from the Authority and will

be in accordance with the Order of Wear at Appendix B.

* 1. The medals will be sent to the Contractor via 24 hour approved special delivery.
	2. The mounted medals must be returned to the Authority by the need by date specified on the CP&F order.
	3. The Authority may request a 24-hour return in special circumstances. The Authority will give notice of the requirement via email and/or telephone prior to an order being raised on CP&F.
	4. The Authority may request a turnaround within 2 hours in very special circumstances. The Authority will give notice of the requirement via email and/or telephone prior to an order being raised on CP&F. A representative from Authority will convey the medals to the Contractor in the UK, wait for the work to be completed, and return with the completed medal set.
	5. If the Service person received more than one campaign medal, the Authority will specify the order of mounting for the individual’s campaign medals via email.
	6. If the personal details upon the medal set could contravene the Authority’s security regulations the Contractor may be required to attend the Medal Office and complete the medal mounting there.

**Presentation Cases**

1. The Contractor must be able to supply presentation cases for the mounted medals of personnel who die in service as per the Technical Specifications.
	1. Presentation cases may not be required at the same time as the medals are mounted. The Contractor must not send the mounted medals in a presentation case unless instructed to do so by the Authority.

**Technical Assistance**

1. The Contractor must be able to provide a 3D scanning service to produce .stl files or industry standard file in the event of technical advances.
	1. Following the inception of new awards, the Authority will write Technical Specifications.
	2. The Contractor will be required to provide .stl files or industry standard file for any existing stock items that the Authority does not currently possess.
	3. The Contractor will be required to provide .stl files or industry standard file for any new awards.

**Disposals**

1. The Contractor must be able to recycle/dispose/scrap any spoiled items.
	1. The Contractor will be required to reimburse the Authority for any silver and the appropriate value should be calculated using the London Bullion Market Association (LBMA) rate at close of trading the day following the return.
	2. All other materials to be scrapped at nil cost to the Authority.
	3. Certification and receipt of recycling/disposal/scrappage to be provided to the Authority upon completion.
	4. The Authority to be present at the point of recycling/disposal/scrappage.

**Ordering Process (Volumes and Timeframes)**

1. The MOD Medal Office will place orders on an as required basis using the CP&F system by creating a Purchase Order, stipulating the “need by date” and quantity required. The Contractor must deliver all items ordered by the need by date the Authority has specified.
2. On average the Authority dispatches approximately 17,000 Gallantry Awards, Meritorious Awards, medals, stars and clasps per year.
3. The Contractor must be able to supply low volume items as at paragraph 5.
	1. The Authority will give 8 weeks to the Contractor of a requirement for an item that is not currently specified, as listed at 5.a.
4. The Contractor must be able to supply Gallantry Awards and Meritorious Service Awards within 10 working days.
	1. The Authority will give as much notice as possible to the Contractor of a requirement, but due to the short time between the publishing of Operations and Honours lists and the first investiture, the need by date may be within a short period of time.
5. The Contractor mustbe able to supply the Elizabeth Cross and miniature emblem within 24 hours of the order being placed if specified.
	1. The Authority will advise the Contractor of the engraving requirements for each order.
6. The Contractor must be able to supply individual medal boxes and presentation cases.
	1. The Contractor should provide medals, stars or clasps in the medal boxes when specified in the order.
	2. The Authority may order medal boxes separately from medals.
7. The Authority will order ribbon in increments of 25 metres, required within a 4 week period.
8. The order form at Appendix C will be used by other Government Departments ordering official commemorative medals. Only orders placed by those Government Departments and Authorised Demanders listed at Appendix D must be accepted, any order received from a Department or Demander not listed at Appendix D should be referred to the Commercial Officer stated on the DEFFORM 111. SC2 Condition 35 will not apply to orders made using Appendix C an alternative payment mechanism will be provided on the form by the Government Department concerned.

**Packaging and Delivery**

1. Subject to SC2 Condition 22 and as defined in DefStan 81-041 (Part 1) – commercial packaging is to be used unless otherwise stated.
2. The Contractor must also comply with the packaging and delivery requirements outlined at paragraphs 29 - 40. Any deviation from the packaging requirement must be discussed and agreed with the Authority.
3. In the event that the Authority requires delivery on a specific date, for example for large orders, the Authority will add the required delivery date in the notes section of the CP&F order.
4. The Contractor must deliver all medals, other than medals that are required as boxed sets, using delivery boxes (similar to those provided to the Contractor at Contract Commencement). The delivery boxes are to be fitted with foam inserts, of a standard set by the Authority, containing slots to individually house medals to ensure that no damage occurs in transit.
	1. The foam inserts used to deliver medals should contain a maximum of 125 slots.
	2. Delivery box dimensions – Length 450 mm. Width 270 mm. Depth 94 mm.
	3. The Authority will return the delivery boxes to the Contractor for reuse.
	4. At the end of the contract the Contractor is to ensure the return of the boxes and foam inserts that the Authority provided at contract commencement.
5. The Contractor must securely attach a white label to the outside of the delivery boxes to identify the contents of delivery. Further details of this requirement are at Appendix E.
6. The Contractor must insert the delivery paperwork securely inside the delivery box.
7. The Contractor must ensure that the person conducting the final assurance checks includes their initials and date with the delivery paperwork.
8. The Contractor must ensure that if they replace the delivery boxes, that they are a box of similar size with a means to secure the lid.
9. If a third party delivery company is to be used the Contractor must ensure that the lid is secured in transit, either by providing a locking mechanism or by use of cable ties or similar device.

a. If the Contractor uses cable ties they should fasten two ties length ways and two ties width ways around the delivery boxes to ensure secure delivery.

1. The Contractor must deliver clasps in an individual small sealable plastic bag. A maximum 125 sealed clasps per one larger bag.
	1. Small sealable plastic bag – Height - 80 mm. Width – 40 mm.
	2. Large plastic bag – Height – 215 mm. Width – 190 mm.
2. Medals that are to be provided as a boxed set must be delivered in suitably sized cardboard boxes.
	1. The Contractor must not combine orders for different items in the same larger cardboard delivery box.
	2. The Contractor should provide suitably sized cardboard delivery boxes to suit orders of less than 200 units.
	3. Boxes are to be robust enough to ensure that the contents (the boxed medal sets) remain in the best possible condition.
3. Individual empty medal boxes must be packaged suitably for delivery in larger cardboard boxes containing up to 250 medal boxes.
4. The Contractor must deliver low volume items in a way so that the contents are suitably protected during transit.
	1. For low volume items that are pre-boxed, the Contractor must ensure the item/s are protected from damage by placing in a suitably sized larger box for delivery with bubble wrap or equivalent. The delivery paperwork must be enclosed within the box.
	2. For low volume items that are not pre-boxed, the Contractor mustensure that a suitable method of protection is used that will not mark or damage the item in transit. The delivery paperwork mustbe enclosed within the box.
5. The Contractor must provide secure delivery of all items.
6. Unless otherwise specified by the Authority in the order, deliveries are to be made to the following addresses:

Ministry of Defence Medal Office

Defence Business Services

Innsworth House

Imjin Barracks

Gloucester

GL3 1HW

**Variations to the Requirement**

1. The Contractor will be required to produce new awards not included in the current requirement that are either subsequently introduced throughout the contract term or existing awards that are rarely awarded.
	1. The Authority will discuss new awards with the Contractor when the requirement is identified.
	2. The Authority will provide a written Technical Specification when the requirement is identified at which time the Contractor must provide a price for the item that is in accordance with other awards of the same metal composition, size and with similar component parts.
	3. The Authority may require 4 to 5 metre sample lengths of development design ribbon to be produced for internal approval processes.
	4. As stated at paragraph 19, the Contractor will be required to 3D scan and create .stl files or industry standard file of any new awards and make available to the Authority.
2. The Contractor will be required to produce new ribbons not included in the current requirement that are subsequently introduced throughout the contract term.
	1. The Authority will discuss new ribbons with the Contractor when the requirement is identified.
	2. The Authority will provide a written Technical Specification when the requirement is identified at which time the Contractor must provide a price for the requirement that is in accordance with other ribbons of the same material, number of colours and size.
	3. The Authority may ask the Contractor for advice regarding designs for medal ribbon and/or for the provision of samples.
3. The Authority may request assistance from the Contractor in developing new awards, designs and Technical Specifications.
4. The Authority may ask the Contractor for advice or specialist services in addition to the normal requirements.

**Sustainability**

1. The Contractor is invited to present proposals, for where the use of plastic has been stated above, to replace with cost effective more sustainable material that achieves the same end. Notable examples are shown below.
	1. A cost-effective sustainable material replacement to the plastic Medal Box B.
	2. A cost-effective sustainable material replacement to the plastic bags to hold clasps.

**Quality Assurance**

1. The Contractor must have a quality management system in place to ensure that all products are consistently produced to the Technical Specifications.
2. The Quality Management system should include checks against the Technical Specifications at key manufacturing points and a 100% check to ensure all finished items meet the Technical Specifications.

a. Appropriate quality checking is to be ensured across any subcontractors if used.

1. The Authority will conduct sample checks of delivered items as detailed at Appendix

F.

1. The Authority may conduct checks on the dimensions of any item ordered.
	1. The Authority will use Vernier Callipers to measure dimensions and the contractor should use the same method to conduct their batch dimension checks.
2. The Authority may randomly carry out Assay testing to ensure the metal alloys comply with those set in the Technical Specifications.
3. In the event that the Authority identifies any items that do not meet the Technical Specifications, the Authority may reject individual items or the whole of any consignment in accordance with SC2 Condition 29 – Rejection.
4. The Authority will prepare the return item(s) for collection and contact the Contractor to arrange immediate collection.
5. The Contractor must replace items that do not meet the Technical Specification within 10 working days of the Authority’s initial notification.

**The Social Value Model**

1. To comply with the Social Value element of the Evaluation, the Contractor is to provide the following half-yearly reports:

1. MAC2.2:Tackling Economic Inequality – Employment:

a. The number of full-time equivalent (FTE) employment opportunities created under the contract, by UK region.

b. The number of apprenticeship opportunities (Level 2, 3, and 4+) created or retained under the contract, by UK region.

c. The number of training opportunities (Level 2, 3, and 4+) created or retained under the contract, other than apprentices, by UK region.

1. MAC4.1: Fighting Climate Change – Additional Environmental Benefits

a. The number of people-hours spent protecting and improving the environment under the contract, by UK region.

b. The number of green spaces created under the contract, by UK region.

c. The reduction in waste to landfill arising from the performance of the contract, measured in single use plastic items.

1. MAC7.2: Wellbeing – Influencing Support for Health and Wellbeing

a. Percentage of all companies in the supply chain under the contract to have implemented measures to improve the physical and mental health and wellbeing of employees.

b. Percentage of all companies in the supply chain under the contract to have implemented the 6 standards in the [Mental Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/).

c. Number of companies in the supply chain under the contract to have implemented the 6 standards in the [Mental Health at Work commitment](https://www.mentalhealthatwork.org.uk/commitment/).

d. Percentage of all companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in [Thriving at Work](https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers).

e. Number of companies in the supply chain under the contract to have implemented the mental health enhanced standards, for companies with more than 500 employees, in [Thriving at Work](https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers).

**Security**

1. The Authority will issue a Personal Data Aspects Letter which will define the matter that is furnished, or which is to be developed.

**Access to Authority Information/Personally Identifiable Information (PII)**

1. Access must be confined to those individuals who have a “need-to-know” and whose access is essential for the purpose of his or her duties.
2. The Contractor must ensure that all staff having access to Authority information/PII and assets undergo a Baseline Personnel Security Standard (BPSS) [Government baseline personnel security standard - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard) [Nationality rules - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/nationality-rules)
3. The Contractor must ensure all that staff having access to Authority information/PII have completed Defence Information Management Passport training. Completing this training is a mandatory requirement for all MOD Civilian, Contractors or Military personnel who have routine access to personal information as defined under Data Protection Legislation.
4. The Contractor must have processes in place to prevent access to Authority information/ PII once a staff member has left the employ of the company.

**Protection of Authority Information/PII**

1. Authority information/PII must be protected in a manner to promote discretion in order to avoid unauthorised access. The Contractor must take every effort to prevent the loss or compromise of the information or deliberate or opportunist attack.
2. Disclosure of Authority information/PII must be strictly in accordance with the "need to know" principle. Except with the written consent of the Authority, the Contractor must not disclose the Contract or any provision thereof to any person other than a person directly employed by the Contractor.
3. The Contractor must mark all documents which they originate or copy during the Contract with the appropriate Protective Marking and Descriptor as requested by the Authority and in line with the Cabinet Office Government Security Classifications (GSC) policy.
4. The Contractor must complete a Data Protection Impact Assessment (DPIA), a mandatory requirement when processing personal data, in line with Data Protection Legislation.
5. When not in use any Authority information/PII in hardcopy form must be stored in an appropriate lockable cabinet commensurate with its Protective Marking.

**Processing of Authority Information/PII**

1. The Contractor must process all Authority information/PII in relation to this contract in the United Kingdom.

**Transmission of Authority Information/PII**

1. Protectively Marked documents shall be transmitted where possible via secure electronic means, both within and outside the company premises in such a way as to make sure that no unauthorised person has access. Where secure electronic transfer is not available documents must be sent by trackable mail service in a single envelope.
2. The Protective Marking must NOT appear on the envelope.
3. The envelope should bear a company stamp / return address that clearly indicates the full address of the office from which it was sent.
4. The envelope should bear a company stamp / return address that clearly indicates the full address of the office from which it was sent.
5. Advice on the transmission of Protectively Marked documents abroad shall be sought from the Authority.

**Destruction and Disposal of Authority Data**

1. Authority information/PII must be destroyed in such a way as to make reconstruction unlikely or impossible, for example, by incinerating or shredding in accordance with the Centre for the Protection of National Infrastructure (Secure Destruction) [Secure Destruction | CPNI](https://www.cpni.gov.uk/secure-destruction-0) and in consultation with the Authority. Unwanted Authority information/PII which cannot be destroyed in such a way shall be returned to the Authority in an agreed manner.
2. Contractor Communications and Information Systems (CIS) used to process, store or transmit Authority PMI must be disposed of in accordance with the Centre for the Protection of National Infrastructure (Secure Destruction) [Secure Destruction | CPNI](https://www.cpni.gov.uk/secure-destruction-0) and in consultation with the Authority.

**Communications and Information Systems**

1. The Contractor’s Communications and Information Systems (CIS) that handles, stores and processes Authority PII must comply with the mandatory requirements of the HMG Government Functional Standard GoVS007: Security and Protecting Bulk Personal Data.

[Government Functional Standard GovS 007: Security - GOV.UK (www.gov.uk)](http://Government Functional Standard GovS 007: Security - GOV.UK (www.gov.uk))

[Protecting bulk personal data - NCSC.GOV.UK](https://www.ncsc.gov.uk/collection/protecting-bulk-personal-data)

1. Where the Contractor’s Communication and Information Systems (CIS) is hosted in the Cloud, the Contractor should follow the NCSC Cloud Security Principles. [https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.ncsc.gov.uk%2Fguidance%2Fimplementing-cloud-security-principles&data=04%7C01%7CCarolyn.Clarke993%40mod.gov.uk%7C829487776ca44fe82c5008d97f574e96%7Cbe7760ed5953484bae95d0a16dfa09e5%7C0%7C0%7C637680835211383368%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=9suJVF1VcTAO3dHp2SWvtQn7oCOalgNWFWy9i6mL7x4%3D&reserved=0)
2. The Authority will accept documented independent certification of the Contractor’s Information Security Management System (SMS) i.e. a current ISO/EC 27001 certificate, as confirmation of compliance with the mandatory requirements of the HMG Government Functional Standard GoVS007: Security and Protecting Bulk Personal Data.

Government Functional Standard GovS 007: Security - GOV.UK (www.gov.uk)

[Protecting bulk personal data - NCSC.GOV.UK](https://www.ncsc.gov.uk/collection/protecting-bulk-personal-data)

1. Authority information/PII must not be downloaded to personal IT devices.
2. Portable CIS holding Authority supplied information must, as a minimum, have a FIPS 140-2 approved full disk encryption solution installed.
3. Any token, touch memory device or password(s) associated with the encryption package must be kept separate from the machine whenever the machine is not in use, left unattended or in transit.
4. Portable CIS devices are not to be left unattended in any public location. They are not to be left unattended in any motor vehicles either in view or in the boot or luggage compartment at any time.

**Removable Media**

1. The Contractor is not permitted to process, store or transfer Authority information/PII on removable media. For the avoidance of doubt the term Removable Media covers: memory sticks, compact flash drives, recordable optical media (e.g. CDs and DVDs), floppy discs and external hard drives, memory cards.

**Incident Reporting**

1. Any suspected or actual security incident involving any Authority owned, processed or generated information must be immediately reported to the Authority Integrated Assurance Team.
2. The Contractor must have appropriate procedures in place for dealing with security incident management.

**Information Security**

1. All documents must be transmitted both within and outside the Contractor’s premises, in such a way as to ensure that no unauthorised person has access to them.

**Audits**

1. The Authority shall be entitled to carry out audits as it deems necessary to ensure that the Contractor continues to meet its security obligations.
2. Upon request, the Contractor shall provide documentation or evidence to the Authority in support of the scope of the audit.
3. The Authority shall endeavour (but is not obliged to) provide 10 days’ notice of its intention to conduct an audit.

**Appendix A - List of Awards**

Current Operational & Non Operational Gallantry Awards

Conspicuous Gallantry Cross

Distinguished Service Cross GRI (GV)

Distinguished Service Cross GRI (GVI First Type)

Distinguished Service Cross GVIR (GVI Second Type)

Distinguished Service Cross EIIR

Military Cross GRI (GV)

Military Cross GRI (GVI First Type)

Military Cross GVIR (GVI Second Type)

Military Cross EIIR

Distinguished Flying Cross GRI (GV)

Distinguished Flying Cross GRI (GVI First Type)

Distinguished Flying Cross GVIR (GVI second Type)

Distinguished Flying Cross EIIR

Air Force Cross GRI (GV)

Air Force Cross GRI (GVI First Type)

Air Force Cross GVIR (GVI Second Type)

Air Force Cross EIIR

Meritorious Service Awards

Royal Red Cross GRI (GV)

Royal Red Cross GRI (GVI First Type)

Royal Red Cross GVIR (GVI Second Type)

Royal Red Cross EIIR

Associate Royal Red Cross GRI (GV)

Associate Royal Red Cross GRI (GVI First Type)

Associate Royal Red Cross GVIR (GVI Second Type)

Associate Royal Red Cross EIIR

Queen’s Volunteer Reserves Medal

Discontinued Operational & Non Operational Decorations Gallantry Awards (Replacements only)

Distinguished Conduct Medal GRI (GV First Type)

Distinguished Conduct Medal GRI (GVI First Type)

Distinguished Conduct Medal GVIR (GVI Second Type)

Distinguished Conduct Medal EIIR BR OMN (EIIR First Type)

Distinguished Conduct Medal EIIR DEI GRATIA (EIIR Second Type)

Conspicuous Gallantry Medal GRI (GV)

Conspicuous Gallantry Medal GRI (GVI)

Conspicuous Gallantry Medal EIIR

Distinguished Service Medal GRI (GV First Type)

Distinguished Service Medal GRI (GVI First Type)

Distinguished Service Medal GVIR (GVI Second Type)

Distinguished Service Medal EIIR BR OMN (EIIR First Type)

Distinguished Service Medal EIIR DEI GRATIA (EIIR Second Type)

Military Medal GRI (GV First Type)

Military Medal GRI (GVI First Type)

Military Medal GVIR (GVI Second Type)

Military Medal al EIIR BR OMN (EIIR First Type)

Military Medal EIIR DEI GRATIA (EIIR Second Type)

Distinguished Flying Medal GRI (GV First Type)

Distinguished Flying Medal GRI (GVI First Type)

Distinguished Flying Medal GVIR (GVI Second Type)

Distinguished Flying Medal (EIIR)

Air Force Medal GRI (GV First Type)

Air Force Medal GRI (GVI First Type)

Air Force Medal GVIR (GVI Second Type)

Air Force Medal (EIIR)

Memorial Medals

The Elizabeth Cross

The Elizabeth Cross Miniature

World War I Medals

1914 Star

1914-15 Star

British War Medal 1914-20

Victory Medal 1914-19

Territorial Force War Medal 1914-1919

Inter War Campaign Medals

Africa General Service Medal 1899-1956 (GV Un-crowned Head FM’s Uniform IND IMP) *(Second Type)*

India General Service Medal 1908-1935 (GV Crowned Head KAISSAR-I-HIND) *(Second Type)*

India General Service Medal 1908-1935 (GV Crowned Head INDIӔ IMP) *(Third Type)*

Naval General Service Medal 1915-1962 (GV Crowned Head IND IMP) *(First Type)*

General Service Medal 1918-1962 (GV Un-crowned Coinage Head IND IMP) *(First Type)*

General Service Medal 1918-1962 (GV Crowned Head INDIӔ IMP) *(Second Type)*

India General Service Medal 1936-1939 (GVI Crowned Head INDIAE IMP)

World War II Medals

1939-45 Star

Atlantic Star

Air Crew Europe Star

Arctic Star

Africa Star

Pacific Star

Burma Star

Italy Star

France and Germany Star

Defence Medal

War Medal 1939-45

Post World War II Campaign Medals

Africa General Service Medal 1899-1956 (EIIR Laurelled Head DEI GRATIA) *(Third Type)*

Naval General Service Medal (GVI Crowned Head INDEA IMP) *(Second Type)*

Naval General Service Medal (GVI Crowned Head FID DEF) *(Third Type)*

Naval General Service Medal (EIIR Tudor Crown BRITT OMN) *(Fourth Type)*

Naval General Service Medal (EIIR Tudor Crown DEI GRATIA) *(Fifth Type)*

General Service Medal 1918-1962 (GVI Crowned Head INDEA IMP) *(Third Type)*

General Service Medal 1918-1962 (GVI Crowned Head FID DEF) *(Fourth Type)*

General Service Medal 1918-1962 (EIIR Tudor Crown BRITT OMN) *(Fifth Type)*

General Service Medal 1918-1962 (EIIR Tudor Crown DEI GRATIA) *(Sixth Type)*

Korea Medal 1950-53 (EIIR Laurelled Head BRITT OMN)

Korea Medal 1950-53 (EIIR Laurelled Head DEI GRATIA)

General Service Medal 1962-2007

South Atlantic Medal

Gulf Medal 1990-91

Iraq Medal

Operation Service Medal

General Service Medal 2008

Coronation/Jubilee Medals

HM The Queen’s Golden Jubilee Medal

HM The Queen’s Diamond Jubilee Medal

HM The Queen’s Platinum Jubilee Medal

Current Meritorious and Long Service Medals

Meritorious Service Medal (EIIR Laurelled Head DEI GRATIA)

Accumulated Campaign Service Medal (Hallmarked)

Accumulated Campaign Service Medal (Non-Hallmarked)

Medal for Long Service & Good Conduct (Military) (EIIR Tudor Crown DEI GRATIA)

Royal Naval Long Service and Good Conduct Medal (EIIR Laurelled Head DEI GRATIA

Royal Air Force Long Service & Good Conduct Medal (EIIR Laurelled Head DEI GRATIA)

Police Long Service & Good Conduct Medal

Fire Brigade Long Service & Good Conduct Medal

Volunteer Reserves Service Medal

Northern Ireland Home Service Medal

Queen’s Medal (for Champion Shots in the Royal Navy and Royal Marines)

Queen’s Medal (for Champion Shots in the Military Forces)

Queen’s Medal (for Champion Shots in the Royal Air Force)

Cadet Forces Medal

Royal Fleet Auxiliary Service Medal

Other, Meritorious, Efficiency and Long Service Decorations and Medals

Meritorious Service Medal (GV Un-crowned Head FM’s Uniform IND IMP)

Meritorious Service Medal (GV Un-crowned Head Admiral’s Uniform IND IMP)

Meritorious Service Medal (GV Un-crowned Coinage Head IND IMP)

Meritorious Service Medal (GVI Crowned Head INDEA IMP)

Meritorious Service Medal (GVI Un-crowned Head IND IMP)

Meritorious Service Medal (GVI Un-crowned Head FID DEF)

Meritorious Service Medal (EIIR Laurelled Head BRITT OMN)

Army Long Service and Good Conduct Medal (GV Un-crowned Head FM’s Uniform IND IMP)

Medal for Long Service & Good Conduct (Military) (GV Crowned Head INDIӔ IMP)

Medal for Long Service & Good Conduct (Military) (GVI Crowned Head INDEA IMP)

Medal for Long Service & Good Conduct (Military) (GVI Crowned Head FID DEF)

Medal for Long Service & Good Conduct (Military) (EIIR Tudor Crown BRITT OMN)

Royal Naval Long Service and Good Conduct Medal (GV Un-crowned Head Admiral’s Uniform IND IMP)

Royal Naval Long Service and Good Conduct Medal (GV Un-crowned Coinage Head IND IMP)

Royal Naval Long Service and Good Conduct Medal (GVI Un-crowned Head IND IMP)

Royal Naval Long Service and Good Conduct Medal (GVI Un-crowned Head FID DEF)

Royal Naval Long Service and Good Conduct Medal (EIIR Laurelled Head BRITT OMN)

Royal Air Force Long Service & Good Conduct Medal (GV Un-crowned Coinage Head IND IMP)

Royal Air Force Long Service & Good Conduct Medal (GVI Un-crowned Head IND IMP)

Royal Air Force Long Service & Good Conduct Medal (GVI Un-crowned Head FID DEF)

Royal Air Force Long Service & Good Conduct Medal (EIIR Laurelled Head BRITT OMN)

Army Emergency Reserve Decoration (ER) (1952-1967)

Efficiency Decoration (GRI) (1936-1948)

Efficiency Decoration (GR) (1948-1952)

Efficiency Decoration (ER) (1952- )

Efficiency Medal (GVI Crowned Head INDEA IMP)

Efficiency Medal (GVI Crowned Head FID DEF)

Efficiency Medal (EIIR)

Royal Naval Reserve Decoration (GRI) (1936-1948)

Royal Naval Reserve Decoration (GVIR) (1948-1952)

Royal Naval Reserve Decoration (EIIR) (1952-1999)

Royal Naval Volunteer Reserve Decoration (GRI) (1936-1948)

Royal Naval Volunteer Reserve Decoration (GVIR) (1948-1952)

Royal Naval Volunteer Reserve Decoration (EIIR) (1952-1999)

Royal Naval Reserve/Volunteer Reserve Long Service and Good Conduct Medal (GRI) (1936-1948)

Royal Naval Reserve/Volunteer Reserve Long Service and Good Conduct Medal (GVIR) (1948-1952)

Royal Naval Reserve/Volunteer Reserve Long Service and Good Conduct Medal (EIIR)

Royal Naval Fleet Reserve Long Service and Good Conduct Medal (GRI) (1936-1948)

Royal Naval Fleet Reserve Long Service and Good Conduct Medal (GVIR) (1948-1952)

Royal Fleet Reserve Long Service and Good Conduct Medal (EIIR)

Air Efficiency Award (EIIR)

Ulster Defence Regiment Medal

Royal Observer Corps Medal

Rhodesia Medal

Polar Medal

Current Gallantry and Meritorious Service Award Bars

Bar to Royal Red Cross

Bar to Distinguished Service Cross

Bar to Military Cross

Bar to Distinguished Flying Cross, Air Force Cross, Distinguished Flying Medal & Air Force Medal

World War I Clasp

Clasp to 1914 Star

* 5TH. AUG.-22ND.NOV.1914

World War II Clasps

Battle of Britain

Bomber Command

Air Crew Europe

France and Germany

8th Army

1st Army

North Africa 1942-43

Burma

Pacific

Atlantic

Campaign Medal Clasps

Clasps to the Africa General Service Medal 1899-1956

* Shimber Beris 1914-15
* Nyasaland 1915
* East Africa 1915
* Jubaland 1917-18
* East Africa 1918
* Nigeria 1918
* Somaliland 1918
* Kenya

Clasps to the India General Service Medal 1908-1935

* Afghanistan N.W.F. 1919
* Waziristan 1919-21
* Mahsud 1919-20
* Mahsud 1921-22
* Waziristan 1921-24
* Waziristan 1925
* North West Frontier 1930-31
* Burma 1930-32
* Momand 1933
* North West Frontier 1935

Clasps for the Naval General Service Medal 1915-1962

* Iraq 1919-20
* N. W. Persia 1919-20
* N. W. Persia 1920
* Palestine 1936-1939
* S.E. Asia 1945-46
* Minesweeping 1945-51
* Palestine 1945-48
* Bomb & Mine Clearance 1945-49
* Bomb & Mine Clearance 1945-53
* Malaya
* Berlin Airlift
* Yangtze 1949
* Canal Zone
* B.&M. Clearance Mediterranean
* Cyprus
* Near East
* Arabian Peninsular
* Brunei

Clasps for the General Service Medal 1918-62

* S. Persia
* Kurdistan
* Iraq
* N. W. Persia
* Southern Desert, Iraq
* Northern Kurdistan
* Palestine
* Bomb & Mine Clearance 1945-49
* Bomb & Mine Clearance 1945-56
* S.E. Asia 1945-46
* Palestine 1945-48
* Malaya
* Berlin Airlift
* Canal Zone
* Cyprus
* Near East
* Arabian Peninsular
* Brunei

Clasps for the India General Service Medal 1936-1936

* North West Frontier 1936-37
* North West Frontier 1937-39

Clasps for the General Service Medal 1962-2007

* Borneo
* Cyprus 1963-64
* Radfan
* South Arabia
* Malay Peninsula
* Northern Ireland
* Dhofar
* Lebanon
* Mine Clearance - Gulf of Suez
* Gulf
* Kuwait
* N. Iraq & S. Turkey
* Air Operations Iraq

Clasps to the Gulf Medal 1990-91

* 2 August 1990
* 16 Jan to 28 Feb 1991

Clasp to the Iraq Medal

* 19 Mar to 28 Apr 2003

Clasps for the Operation Service Medal

* Afghanistan
* DROC (Congo)
* Iraq & Syria

Clasps for the General Service Medal 2008

* Arabian Peninsular
* Southern Asia
* Eastern Africa
* Western Africa
* Northern Africa
* Gulf of Aden

Meritorious and Long Service Medal Bars

Bar Conventional Laurel (Bar for Accumulated Campaign Service Medal & Royal Naval LS&GC Medal)

Bar to Medal for Long Service and Good Conduct (Military) (EIIR)

Bar to Royal Air Force Long Service and Good Conduct Medal

Bar Universal (Bar for Volunteer Reserve Service Medal, Royal Fleet Auxiliary Service Medal)

Bar to Queen’s Medal for Champion Shot

Bar to Cadet Forces Medal

Other Bars to Meritorious, Efficiency and Long Service Decorations and Medals

Bar to Efficiency Decoration GVI

Bar to Efficiency Decoration EIIR

Bar to Efficiency Medal GVI

Bar to Efficiency Medal EIIR

Bar to Royal Observer Corps Medal

Bar to the Polar Medal

Ribbon Emblems for Commendations

Mentioned in Despatches (Post 1994)

Queen’s Commendation for Bravery (Post 1994)

Queen’s Commendation for Bravery in the Air (Post 1994)

Queen’s Commendation for Valuable Service (Post 1994)

Ribbon Emblems

Gold Rosette

Silver Rosette

Silver Rosette (for South Atlantic Medal)

Defence Commendations

Outstanding Contribution to UK Defence

**Appendix B – Order of Wear**

Where numbers are displayed see corresponding Notes on page 19.

**London Gazette Guidance on the Order of Wear1**

The full Order of Precedence can be found in the London Gazette dated 11 January 2019. <https://www.thegazette.co.uk/London/issue/62529/supplement/326>

An abbreviated version which covers most military purposes is:

a. **The Victoria Cross and the George Cross**

(1) Victoria Cross (VC)

(2) George Cross (GC)

b. **United Kingdom Orders2**

(1) Knight of the Garter (KG)

(2) Knight of the Thistle (KT)

(3) Knight/Dame Grand Cross of the Order of the Bath (GCB)

(4) Member of the Order of Merit (OM)

(5) Knight/Dame Grand Cross of the Order of St Michael and St George (GCMG)

(6) Knight/Dame Grand Cross of the Royal Victorian Order (GCVO)

(7) Knight/Dame Grand Cross of the Order of the British Empire (GBE)

(8) Companion of Honour (CH)

(9) Knight/Dame Commander of the Order of the Bath (KCB/DCB)

(10) Knight/Dame Commander of the Order of St Michael and St George (KCMG/DCMG)

(11) Knight/Dame Commander of the Royal Victorian Order (KCVO/DCVO)

(12) Knight/Dame Commander of the Order of the British Empire (KBE/DBE)

(13) Companion of the Order of the Bath (CB)

(14) Companion of the Order of St Michael and St George (CMG)

(15) Commander of the Royal Victorian Order (CVO)

(16) Commander of the Order of the British Empire (CBE)

(17) Companion of the Distinguished Service Order (DSO)

(18) Lieutenant of the Royal Victorian Order (LVO)

(19) Officer of the Order of the British Empire (OBE)

(20) Member of the Royal Victorian Order (MVO)

(21) Member of the Order of the British Empire (MBE)

c. **United Kingdom Decorations**

(1) Conspicuous Gallantry Cross (CGC)

(2) Royal Red Cross, First Class (Member) (RRC)

(3) Distinguished Service Cross (DSC)

(4) Military Cross (MC)

(5) Distinguished Flying Cross (DFC)

(6) Air Force Cross (AFC)

(7) Royal Red Cross, Second Class (Associate) (ARRC)

d. **Order of St John (all classes)1**

e. **United Kingdom Medals for Gallantry and for Distinguished Service**

(1) Distinguished Conduct Medal (DCM)3

(2) Conspicuous Gallantry Medal (CGM)3

(3) Conspicuous Gallantry Medal (Flying) (CGM)3

(4) George Medal (GM)

(5) Distinguished Service Medal (DSM)3

(6) Military Medal (MM)3

(7) Air Force Medal (AFM)3

(8) Queen’s Gallantry Medal (QGM)

(9) Royal Victorian Medal (RVM)

(10) British Empire Medal (BEM)4

(11) Queen’s Volunteer Reserves Medal (QVRM)

f. **United Kingdom Operational Service Medals, United Nations Medals and Medals of other recognised International Organisations.** Worn in order of date of award.

g. **Coronation and Jubilee Medals.** Worn in order of date of award.

h. **Long Service and Efficiency Awards**

(1) Meritorious Service Medal

(2) Accumulated Campaign Service Medal

(2a) Accumulated Campaign Service Medal 2011

(3) Regular Forces Long Service and Good Conduct Medals:

(4) Medal for Long Service and Good Conduct (Military)

(5) Naval Long Service and Good Conduct Medal

(6) Royal Air Force Long Service and Good Conduct Medal

(7) Long Service and Good Conduct (Ulster Defence Regiment) [discontinued]

(8) Volunteer Reserves Long and Efficient Service Awards:

(9) Army Emergency Reserve Decoration (ERD)5

(10) Efficiency Decoration (Territorial) (TD)6 7

(11) Efficiency Medal (Territorial)7

(12) Royal Naval Reserve Officers’ Decoration (RD)6 7

(13) Royal Naval Reserve Long Service and Good Conduct Medal7

(14) Royal Fleet Reserve Long Service and Good Conduct Medal8

(15) Royal Naval Auxiliary Service Medal9

(16) Air Efficiency Award (AE)7 10

(17) Volunteer Reserves Service Medal

(18) Ulster Defence Regiment Medal (UD)10 11

(19) Northern Ireland Home Service Medal

(20) Queen’s Medals for Champion Shots

(21) Cadet Forces Medal

(22) Ebola Medal

(23) Rhodesia Medal

i. **Commonwealth Orders, Decorations and Medals Instituted by The Sovereign.** Worn in order of date of award.

j. **Commonwealth Orders, Decorations and Medals instituted since 1949 otherwise than by the Sovereign (including those of the States of Malaysia and the State of Brunei).** Worn in order of date of award.

k. **Foreign Orders.** If approved for wear, worn in order of date of award.

l. **Foreign Decorations.** If approved for wear, worn in order of date of award.

m. **Foreign Medals.** If approved for wear, worn in order of date of award.

Notes:

1. The abbreviations listed are the authorised post-nominal letters, which are placed after recipients’ names in the same order. Membership of the Order of St John carries no right to post-nominal letters. Level 4 Awards (MiD, QCB, QCBA and QCVS) do not attract post-nominals.
2. Persons subsequently appointed to a higher class of the same division (Military or Civil) of a British order wear the badge and ribbon and use the post-nominal letters of the higher class (eg GBE subsumes KBE, likewise KBE subsumes CBE, etc). If a holder of a lower class is promoted to a higher class in the other division of the same order, he may continue to wear the badge and ribbon of the honour first received but may only use the post-nominal letters relating to the higher class.
3. No further awards made after September 1993.
4. No further awards made after New Year Honours List 1993.
5. No further awards made after April 1967.
6. Authorised post-nominal letters.
7. Discontinued from April 1999 and replaced by VRSM; transitional arrangements may apply.
8. Discontinued from 1 April 2000.
9. Discontinued on disbandment of the Royal Navy Auxiliary Service on 31 March 1994.
10. Authorised post-nominal letters for officer recipients only.
11. Discontinued from June 1992 and replaced by Northern Ireland Home Service Medal.

**Appendix C**

**OTHER GOVERNMENT DEPARTMENT ORDER FORM – HOCS4/00003**

**Unique Order Number (or Purchase Order Number) : Government Department/nn**

|  |  |
| --- | --- |
| **Government Department**Please state the name of your Department(orders will only be accepted from GDs listed at Appendix D) |  |
| **Name of Authorised Demander** (orders will only be accepted from Authorised Demanders listed at Appendix D)  |  |
| **Name of Financial Point of Contact** |  |
| **Payment Mechanism** (provide payment mechanism details in the box, noting that MOD make payment of correctly approved bills within a 30 day period). |  |
| **Invoice to be sent to – Name/Appointment** |  |
| **Invoice to be sent to – Address** |  |
| **Date of Order** |  |
| **Item Description (as described in Appendix A)** |  |
| **Quantity Required** |  |
| **Date Delivery Required****- (This will be in accordance with the MODMO Delivery Plan)** |  |
| **To be Delivered to – Name/Appointment** |  |
| **To be Delivered to – Address**  |  |

**Appendix D**

**List of Authorised Departments/Demanders**

|  |  |
| --- | --- |
| **Government Department** | **Authorised Demander** |
| Department for Communities and Local Government | TBA |
| Department for Health | TBA |
| Department for Transport | TBA |
| Foreign and Commonwealth Office | TBA |
| Home Office | TBA |
| Ministry of Justice | TBA |
| Northern Ireland Executive | TBA |
| Scottish Executive | TBA |
| The Royal Household | TBA |
| Welsh Assembly Government | TBA |
| Department for Energy and Climate Change | TBA |
| Department for Environment Food and Rural Affairs | TBA |
| National Offenders Management Service | TBA |
| Other Government Departments as advised by the Commercial Officer stated on the DEFFORM 111 |  |

**Appendix E**

**Example Box Label for Delivery Box**

1. The Contractor must securely attach a white label to the outside of the delivery box to identify the contents of delivery. The label should be attached on either short length end of the box.

2. The Contractor must ensure that the label is attached securely so that it is not dislodged or removed accidentally in transit.

3. The size of the label should be approximately 100mm x 65mm.

4. Below is an example/template for the label, that the Authority requires:

|  |
| --- |
| FULL MEDAL NAMEDELIVERY DATEQUANTITYBOX X OF XDELIVERY NOTE***(RETURNS/REPAIRS)*** |

5. The Contractor must include the quantity of items placed in the delivery box.

6. If there is more than one case for each item, i.e. 250 Medals need to be delivered in two cases of 125; each case must be labelled as either 1 of 2, or 2 of 2.

7. If the box contains replacements or repairs, the label that the Contractor attaches to the box when the order is returned to the Authority must indicate that the box contains returns or repaired stock, as the label above shows.

**BATCH QUALITY CHECKING PROCEDURES**

1. The Authority will complete the below batch quality procedure checklist for each finished batch of medals, stars and clasps it receives from the Contractor.

# Medals with Swivelling Suspensions

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.

 1. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
2. Confirm that the delivery note matches up with the content of the delivery.
3. Put on approved gloves before inspecting the product.
 |  |
| **Suspension** | 1. Twist check.
2. Turn the suspension slowly 90 degrees clockwise and then anti-clockwise to ensure there is a full range of movement.
 |  |
| **Title bar** | 1. Check that the title bar is secure through visual inspection of the soldiering and then softly probe for any undesirable movement.
 |  |
| **Ribbon pin** | 1. Check that the ribbon pin is secure and the correct length.
 |  |
| **Mounting** | 1. Check the mounting of medal for any adverse movement.
2. Ensure that there is a central alignment from the medal to the mount.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
2. Particular attention needs to be paid on the engraving area to ensure that there has not been a reduction in thickness.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**

# Medals with non-swivelling suspensions

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.

 1. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
2. Confirm that the delivery note matches up with the content of the delivery.
3. Put on approved gloves before inspecting the product.
 |  |
| **Rivet** | 1. Carefully check that there is no rocking movement on the rivet.
2. Check that the rivet is centrally aligned and properly formed.
 |  |
| **Title bar** | 1. Check that the title bar is secure through visual inspection of the soldiering and then softly probe for any undesirable movement.
2. With LS&GC medals ensure that the title bar is aligned centrally with the medal.
 |  |
| **Mounting**  | 1. Check the mounting of medal for any adverse movement.
2. Ensure that there is a central alignment from the medal to the mount.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
2. Particular attention needs to be paid on the engraving area to ensure that there has not been a reduction in thickness.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch
 |  |

**INITIALS: DATE:**

# Oval medal with title bar mount (e.g. Efficiency Medal)

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.

 1. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
2. Confirm that the delivery note matches up with the content of the delivery.
3. Put on approved gloves before inspecting the product.
 |  |
| **Rivet** | 1. Carefully check that there is no rocking movement on the rivet.
2. Check that the rivet is centrally aligned and properly formed.
 |  |
| **Mounting**  | 1. Check the mounting of medal for any adverse movement.
2. Ensure that there is a central alignment from the medal to the mount.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
2. Particular attention needs to be paid on the engraving area to ensure that there has not been a reduction in thickness.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**

# Oval medal with ring mount

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.
2. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
3. Confirm that the delivery note matches up with the content of the delivery.
4. Put on approved gloves before inspecting the product.
 |  |
| **Ring** | 1. Check that the ring is securely attached to the medal and circular.
 |  |
| **Mounting**  | 1. Check the mounting of medal for any adverse movement.
2. Ensure that there is a central alignment from the medal to the mount.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
2. Particular attention needs to be paid on the engraving area to ensure that there has not been a reduction in thickness.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**

# Stars

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.

 1. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
2. Confirm that the delivery note matches up with the content of the delivery.
3. Put on approved gloves before inspecting the product
 |  |
| **Ring** | 1. Check that the ring is securely attached to the medal and circular.
 |  |
| **Edging** | 1. Check for stamping failure during production by examining the edges.
 |  |
| **Mounting**  | 1. Check the mounting of medal for any adverse movement.
2. Ensure that there is a central alignment from the medal to the mount.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
2. Check the medal for any discolouration.
 |  |
| **Ribbon** | 1. Check that the correct ribbon is attached to the medal.
2. Check that the ribbon is not frayed, and it is 150 mm in length.
 |   |
| **Medal Box** | 1. Check that the box not damaged and the foam inserts are in place.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**

# Efficiency Decoration

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.

 1. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
2. Confirm that the delivery note matches up with the content of the delivery.
3. Put on approved gloves before inspecting the product.
 |  |
| **Ring** | 1. Check that the ring is securely attached to the medal and circular.
 |  |
| **Title bar** | 1. Check that the title bar is securely sewn to the ribbon with no fraying cotton and pin on reverse is in working order.
 |  |
| **Oval skeletal badge** | 1. Confirm that the outer surround of the medal is to a high standard; there is no excess surface metal and constant thickness throughout oak wreath.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
 |  |
| **Ribbon** | 1. Check that the correct ribbon is attached to the medal.
2. Check that the ribbon is at a length to allow it to sit in the indentation of the case.
 |  |
| **Case** | 1. Check rexine is covering the case with no blemishes or tears.
2. Indentation is correct size to securely hold the medal in place.
3. Check push button clasp is secure and working with a smooth motion.
4. Check hinges are in position and fixed correctly.
5. Check protective card sleeve for any unwanted marks and that there are no rips, tears or buckles.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**

# Clasps

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.
2. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
3. Confirm that the delivery note matches up with the content of the delivery.
4. Put on approved gloves before inspecting the product.
 |  |
| **Soldering** | 1. Check that all soldering has been completed to a high standard.
 |  |
| **Back bar** | 1. Ensure that the back bar of the clasp is aligned with the front.
2. Check that the back bar is not distorted in any way.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
2. Make sure that the clasp is clear and sharp.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**

# Gallantry and Meritorious Service Awards (crosses)

|  |  |  |
| --- | --- | --- |
| STEP | CHECK | DONE |
| **Initial steps**  | 1. Receive product from carrier.
2. Check the packaging label to ensure that the type of product, the quantity of goods, the box number and the date match the order record.
3. Confirm that the delivery note matches up with the content of the delivery.
4. Put on approved gloves before inspecting the product.
 |  |
| **Suspension** | 1. Check finish for any scratches.
2. Ensure suspension is attached to medal.
3. For ribbon mounts that are not rings the ribbon should fit with no buckling.
 |  |
| **Surface checks** | 1. Visual examination of the entire medal surface looking for any blemishes or imperfections.
 |  |
| **Ribbon** | 1. Check that the correct ribbon is attached to the medal.
2. Check that the ribbon is at a length to allow it to sit in the indentation of the case.
 |  |
| **Brooch pin** | 1. Check that the brooch pin is securely sewn to the ribbon with no fraying cotton and the pin is in working order.
 |  |
| **Case** | 1. Check rexine is covering the case with no blemishes or tears and that correct lettering/image is printed on box lid.
2. Indentation is correct size to securely hold the medal in place.
3. Check interior padding and covering for no blemishes and if a manufacturer logo is used that the print is clear.
4. Check push button clasp is secure and working with a smooth motion.
5. Check hinges are in position and fixed correctly.
6. Check protective card sleeve for any unwanted marks and that there are no rips, tears or buckles.
 |  |
| **Final steps** | 1. If any faults are identified during this process they need to be verified by another team member.
2. If they come to the same conclusion the medal needs to be set aside for replacing.
3. The medals that pass this criterion are placed back inside the box to await despatch.
 |  |

**INITIALS: DATE:**