



Department  
for Transport

# Bid Pack

## Attachment 3 – Specification

## Annex A – Standards and Processes

Department for Transport

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

## Introduction

This Annex sets out the characteristics of the Deliverables that the supplier will be required to make available to the buyer under this contract.

WORK PACKAGE A – CONTRACT MANAGEMENT		
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Service Reference	Service Description	Service Standard
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Service E6	Security, access and intruder systems maintenance	SE6
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Service E11	Standby power system maintenance	SE11
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Service F10	Display energy certificates (“DECs”)	SF10
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Service G5	Reactive gritting, snow and ice clearance	SG5
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Service G7	Internal planting	SG7
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WORK PACKAGE H – CATERING SERVICES		
Service Reference	Service Description	Service Standard
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Service H2	Deli / Coffee bar	SH2
Service H3	Events and functions	SH3
Service H4	Full service restaurant	SH4
Service H5	Hospitality and meetings	SH5
Service H6	Outside catering	SH6

Service Reference	Service Description	Service Standard
Service H7	Trolley service	SH7
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WORK PACKAGE I – CLEANING SERVICES		
Service Reference	Service Description	Service Standard
Service I	Generic cleaning requirements	
Service I1	Routine cleaning services	SI1
Service I2	Infection control / Touchpoint cleaning services	SI2
Service I3	Cleaning of integral barrier mats	SI3
Service I4	Mobile cleaning services	SI4
Service I5	Deep cleaning (periodic) services	SI5
Service I6	Cleaning of external areas	SI6
Service I7	Window cleaning (internal)	SI7
Service I8	Window cleaning (external)	SI8
Service I9	Cleaning of communications and equipment rooms	SI9
Service I10	Reactive cleaning (outside cleaning operational hours)	SI10
Service I11	Housekeeping services	SI11
Service I12	IT equipment cleaning	SI12

Service Reference	Service Description	Service Standard
Service I13	Specialist cleaning	SI13
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Service I15	Laboratory, medical and clinical cleaning	SI15
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Service J2	Internal messenger service	SJ2
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Service J4	Minor repairs service	SJ4
Service J5	Move and space management (internal moves)	SJ5
Service J6	Porterage	SJ6
Service J7	Clocks	SJ7
Service J8	Signage	SJ8
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Service J10	Furniture management	SJ10
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Service Reference	Service Description	Service Standard
Service J12	Cable management	SJ12
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Service K3	Car park management and booking service	SK3
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Service Reference	Service Description	Service Standard
Service L	Generic security requirements	
Service L1	Static guarding service	SL1
Service L2	CCTV / alarm monitoring	SL2
Service L3	Control of access - staff and visitors	SL3
Service L4	Control of access - vehicles	SL4

Service Reference	Service Description	Service Standard
Service L5	Emergency response	SL5
Service L6	Patrols (fixed or static guarding)	SL6
Service L7	Management of visitors and passes	SL7
Service L8	Reactive guarding	SL8
Service L9	Additional security services	SL9
Service L10	Enhanced security requirements	SL10
Service L11	Key holding	SL11
Service L12	Lock Up / open up of buyer premises	SL12
Service L13	Patrols (mobile via a specific visiting vehicle)	SL13
Service L14	Remote CCTV / alarm monitoring	SL14
Service L15	Blended static guarding service	SL15
<b>WORK PACKAGE M – WASTE SERVICES</b>		
Service Reference	Service Description	Service Standard
Service M1	On-Site / Mobile classified waste shredding service	SM1
Service M2	Off-Site / Mobile classified waste shredding service	SM2
Service M3	General waste	SM3
Service M4	Recycled waste and waste for re-use	SM4
Service M5	Hazardous waste	SM5

Service Reference	Service Description	Service Standard
Service M6	Specialist waste destruction services	SM6
Service M7	Clinical waste	SM7
Service M8	Feminine hygiene waste	SM8
WORK PACKAGE N – MISCELLANEOUS FM SERVICES		
Service Reference	Service Description	Service Standard
Service N1	Childcare facility	SN1
Service N2	Sports and leisure	SN2
Service N3	Transport, driver and vehicle service	SN3
Service N4	First aid and medical service	SN4
Service N5	Flag flying service	SN5
Service N6	Journal, magazine and newspaper supply	SN6
Service N7	Housing and residential accommodation management	SN7
Service N8	Energy and utilities management bureau services	SN8
Service N9	Janitor services	SN9
WORK PACKAGE O – OCCUPANCY AND PROPERTY MANAGEMENT SERVICES		
Service Reference	Service Description	Service Standard
Service O1	Applications and Allocations Services	SO1
Service O2	Occupancy Management	SO2

Service Reference	Service Description	Service Standard
Service O3	Rental Services	SO3
Service O4	Emergency Accommodation	SO4
Service O5	Occupation Management	SO5
Service O6	Housing Stock Management	SO6
Service O7	Accommodation Stores Service	SO7
Service O8	Special Need or Disability Adaptions	SO8
Service O9	Third Party Claims	SO9
Service O10	Customer Service Centre	SO10
Service O11	Future Accommodation Model (FAM)	SO11
Service O12	Property Maintenance Support Desk Services	SO12
Service O13	Accommodation Compliance Services	SO13
Service O14	Accommodation Maintenance Services	SO14
<b>WORK PACKAGE P – CAFM SERVICES</b>		
Service Reference	Service Description	Service Standard
Service P1	Soft FM CAFM Services	SP1
Service P2	Hard FM / TFM CAFM Services	SP2

WORK PACKAGE Q – HELPDESK SERVICES		
Service Reference	Service Description	Service Standard
Service Q1	Helpdesk Services	SQ1
WORK PACKAGE R – SERVICE ORDERS AND PROJECT ORDERS (X27)		
Service Reference	Service Description	Service Standard
Service R1	Management of Service Orders and Project Orders (including Small Works, Projects, Installation Works and Reactive Maintenance Works)	SR1

**ANNEX A: FM SERVICE STANDARDS**

<ul style="list-style-type: none"> <li>• <b>WORK PACKAGE A – CONTRACT MANAGEMENT</b></li> </ul>	
<b>Service A1</b>	<b>SA1: INTEGRATION</b>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall provide an innovative and professional FM Service that recognises advances in technology, operational efficiencies, workforce synergies and operational improvements that will deliver improved performance and value for money for the <i>Client</i>.</li> </ul>
<b>Service A2</b>	<b>SA2: HEALTH AND SAFETY</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall be compliant with Annex B including:               <ul style="list-style-type: none"> <li>○ Legislative Standards;</li> <li>○ UK Legislation;</li> <li>○ BS / ISO / EN Standards;</li> <li>○ Guidance Notes / Codes of Practice; and</li> <li>○ Building Regulations.</li> </ul> </li> <li>• As a minimum, the <i>Service Provider</i> shall produce and comply with the following documents:               <ul style="list-style-type: none"> <li>○ A forward maintenance register;</li> <li>○ Planned and preventative maintenance schedule;</li> <li>○ Accident/Incident reports (RIDDOR);</li> <li>○ Fire evacuation drill reports;</li> <li>○ Statutory inspection reports, assessments and reviews;</li> <li>○ Risk assessment reports and reviews;</li> </ul> </li> </ul>

Standard	<ul style="list-style-type: none"> <li>○ Compliance certificates;</li> <li>○ Security incident reports;</li> <li>○ Disability discrimination assessments and reports;</li> <li>○ Method statements for meeting the <i>Client's</i> requirements;</li> <li>○ Health and safety policies and procedures; and</li> <li>○ Scope and Services objectives.</li> </ul> <ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall at all times ensure that:           <ul style="list-style-type: none"> <li>○ The operation of the <i>Affected Property</i> and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements;</li> <li>○ It provides any training required by the procedures and statutory provisions in respect of all staff (whether <i>Client</i> or <i>Service Provider</i> Staff) at the <i>Affected Property</i> as well as in emergency response and security procedures;</li> <li>○ It produces detailed procedures for a variety of emergency situations in conjunction with <i>Client</i>. These procedures shall be continually updated and reviewed as circumstances demand and at least annually;</li> <li>○ It develops and maintains fire and emergency procedures, systems, equipment and staff training in order to produce a safe environment for the designated site and its users. Systems will be unobtrusive where possible to assist in creating a positive building atmosphere for all users;</li> <li>○ It shall carry out actions associated with implementation of the procedures routinely as well as in the event of any fire or other emergencies on-site;</li> <li>○ It programmes and implements Health and Safety inspections of the <i>Affected Property</i> and Service delivery annually, and provides evidence to the <i>Client</i> on request;</li> <li>○ It conducts and reviews all risk assessments relevant to the operation of the <i>Affected Property</i> and the delivery of Services in accordance with current statutory health and safety legislation;</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>○ It undertakes a Monthly review of all accidents occurring at the <i>Affected Property</i> whether relating to the <i>Service Provider's</i> or <i>Client's</i> staff using the <i>Affected Property</i> or to the <i>Service Provider's</i> delivery of Services. The report will detail the cause of each incident and any remedial actions required to prevent reoccurrence, together with timescales for implementation;</li> <li>○ It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the <i>Client</i>;</li> <li>○ It complies with all health and safety obligations including at all the <i>Client's</i> Properties which are occupied under leasehold arrangements;</li> <li>○ It shall at all times provide and maintain the first aid kits and other safety equipment and all related consumables issued to and used by <i>Service Provider</i> staff on the <i>Client</i> Properties; and</li> <li>○ It provides the required numbers of staff with an appropriate first aid responder qualification and training for emergency responses in accordance with health and safety legislation, as required by legislation and risk assessment (as a minimum) and any <i>Client's</i> specific requirements.</li> </ul>
<b>Service A3</b>	<b>SA3: MANAGEMENT SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall have ISO 9001:2015 Quality Management accreditation.</li> <li>● Call-Off Schedule 7 - Key Staff.</li> <li>● Call-Off Schedule 15 - Contract Management.</li> <li>● Attachment 3 (Specification) – Annex F – Shared Savings and Continuous Improvement</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall manage the Contract in accordance with the personnel and processes as detailed in the Service Delivery Plan as agreed with the <i>Client</i>.</li> <li>● The <i>Service Provider</i> shall manage the customer satisfaction, complaint and key performance indicator measurement processes to ensure agreed performance standards are fully met.</li> </ul>

	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall produce and issue the agreed management reports and attend meetings as requested by the <i>Client</i> to maintain the agreed contractual performance standards.</li> </ul>
<b>Service A4</b>	<b>SA4: SERVICE DELIVERY PLANS</b>
Standard	<ul style="list-style-type: none"> <li>Attachment 3 (Specification) - Annex E - Mobilisation Plan and Testing.</li> <li>As a minimum, the buildings and Asset maintenance management Service Delivery Plan shall contain:           <ul style="list-style-type: none"> <li>Scope and Services objectives;</li> <li>Approach and methodology;</li> <li>Asset management method statement for meeting the <i>Client's</i> requirements, including treatment of any lifecycle / sinking funds (if applicable) and details regarding where such funds will reside, safeguards on early draw down and control of such funds;</li> <li>Variation procedures and additional work requests;</li> <li>Operational structure including resource proposals;</li> <li>Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;</li> <li>Quality statement;</li> <li>Procurement of Services;</li> <li>Procurement of materials taking account of embodied carbon and recycled content;</li> <li>Management of energy use including lighting;</li> <li>Scope of Service;</li> <li>Planned preventative maintenance methodology/schedule;</li> <li>Computerised Asset management system;</li> <li>Building management system;</li> <li>Routine maintenance;</li> <li>Formulation of the planned preventative maintenance programme;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Maintenance management, recording and reporting;</li> <li>○ Critical spares management;</li> <li>○ Inspections;</li> <li>○ Conservation and sustainability;</li> <li>○ Maintenance and renewal;</li> <li>○ Management arrangements;</li> <li>○ Quality management;</li> <li>○ Operational liaison;</li> <li>○ Reactive Maintenance Works; and</li> <li>○ Reactive vandalism maintenance Service.</li> </ul> <ul style="list-style-type: none"> <li>● In use and occupied space shall be maintained to appropriate Standards which are deemed ‘fit for function’ by type (i.e., office).</li> <li>● Vacant space shall be maintained to appropriate Standards (e.g., mothballing &amp; re-commissioning, as BESA SFG 30).</li> </ul>
<b>Service A5</b>	<b>SA5: FIRE SAFETY</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</li> <li>● BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</li> <li>● BS 5306/3:2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</li> <li>● BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall provide professional and technical fire related advice to the <i>Client</i> upon request.</li> </ul>

Service A6	SA6: ACCESSIBILITY SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The Equality Act 2010.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall provide professional advice on accessibility, occupational health, disability and safety advice to meet the requirements of the <i>Client</i>.</li> <li>The <i>Service Provider</i> shall provide specialist furniture to meet the requirements of the <i>Client</i>. Cost for the provision of these furniture items will be managed via the Service Orders and Project Orders process.</li> </ul>
Service A7	SA7: RISK MANAGEMENT
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>ISO 31000: Risk Management where requested by the <i>Client</i>.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall produce and maintain a contact risk register to include contract, maintenance operational service, service continuity, supplier management and staffing risks.</li> <li>The <i>Service Provider</i> shall produce and comply with all risk assessments pertaining to all Services undertaken at the designated <i>Affected Property</i>. This includes risk assessments and statutory compliance required by or produced by third parties such as Landlords.</li> </ul>

<b>Service A8</b>	<b>SA8: CUSTOMER SATISFACTION</b>
Standard	<ul style="list-style-type: none"> <li>Attachment 3 (Specification) - Annex F – Shared Savings and Continuous Improvement.</li> <li>The <i>Service Provider</i> shall develop the customer satisfaction process with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements as defined in line with the agreed Service Delivery Plan.</li> <li>The <i>Service Provider</i> shall deliver a complaints management process, which manage and maintain the <i>Client's</i> customer satisfaction targets.</li> <li>The <i>Service Provider</i> shall participate and respond where appropriate to <i>Client</i> or third-party customer satisfaction outputs (e.g. net promoter score) upon request from the <i>Client</i>.</li> </ul>
<b>Service A9</b>	<b>SA9: REPORTING</b>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider's</i> CAFM system will be configured to capture all elements of service provision to facilitate the production of the Management Information reporting requirements as requested by the <i>Client</i>.</li> <li>The <i>Service Provider</i> shall be responsible for the provision of all interfaces between their own and third-party CAFM systems to facilitate the real-time transfer of data.</li> <li>The <i>Client's</i> data contained within the <i>Service Provider's</i> CAFM system shall be able to be uploaded to third-party CAFM systems where required by the <i>Client</i>.</li> <li>The <i>Service Provider</i> shall develop the format standard and frequency of reporting with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements in line with the agreed Service Delivery Plan.</li> </ul>
<b>Service A10</b>	<b>SA10: PERFORMANCE SELF-MONITORING</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>ISO 9001:2015 Quality Management System.</li> </ul>

Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> will deliver services and manage performance in line with the agreed key performance indicator (KPI) model.</li> <li>• The <i>Service Provider</i> will manage performance using their own internal performance management systems and processes which shall align with the <i>Client's</i> internal performance monitoring and auditing regimes as agreed within the Service Delivery Plan (SDP).</li> <li>• The <i>Service Provider</i> shall provide a system to manage, control and record and report on the delivery of all Services provided as part of any Call-Off Contract.</li> <li>• The <i>Service Provider</i> shall also provide a support service available twenty-four (24) hours per day for the <i>Client</i> to request the deployment of the <i>Service Provider</i> to rectify any non-provision of accommodation or Service(s) embraced by the scope of the FM Framework Contract and within specified response times.</li> <li>• The <i>Service Provider</i> will develop and agree with the <i>Client</i> the management reporting regimes for recording statutory compliance, performance against social value targets and balanced scorecard returns.</li> </ul>
<b>Service A11</b>	<b>SA11: BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• Attachment 3 (Specification) - Annex J - Business Continuity and Disaster Recovery.</li> <li>• Centre for the Protection of the National Infrastructure (CPNI).</li> <li>• BS 25999: Business Continuity Management.</li> <li>• ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</li> <li>• ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</li> <li>• ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</li> <li>• ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</li> </ul>

	<ul style="list-style-type: none"> <li>• ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</li> <li>• ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall conform to the <i>Client’s</i> Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the <i>Client’s</i> Business Continuity and Disaster Recovery planning for each business unit and as described in the relevant BCDR Plan.</li> <li>• The <i>Service Provider’s</i> CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance.</li> <li>• The <i>Service Provider</i> will have its own Business Continuity and Disaster Recovery (BCDR) contingency plan in place to enable continuity of their Services without degradation.</li> <li>• The <i>Service Provider’s</i> CAFM System facilities will have its own Business Continuity and Disaster Recovery contingency plan in place to enable continuity of the Services without degradation.</li> </ul>
<b>Service A12</b>	<b>SA12: QUALITY MANAGEMENT SYSTEM</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall hold and maintain valid ISO 9001, ISO 14001, ISO 27001 (lots 1c, 2c &amp; 3c only) and Cyber Essentials accreditation or equivalent at all times for the duration of the Call-Off Contract.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall create a quality management plan in accordance with the ISO 9001 Quality Accreditation, which shall include a proposed methodology for maintaining ISO 9001 accreditation, and its related systems. The plan shall be in place within sixty (60) days of the Call-Off Start Date.</li> </ul>

<b>Service A13</b>	<b>SA13: STAFF MANAGEMENT, RECRUITMENT AND TRAINING</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>Public Procurement Note (PPN) 14/15: supporting apprenticeships and skills through public procurement.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall manage and deliver the Services in line with the staffing profiles agreed with the <i>Client</i> within the Service Delivery Plan.</li> <li>Where the <i>Client</i> has nominated management roles and/or positions as key roles on the Contract, the <i>Service Provider</i> shall ensure their recruitment and business continuity processes comply with <i>Client</i> requirements as defined within the Service Delivery Plan.</li> <li>The <i>Service Provider</i> shall provide any training required by the procedures and statutory provisions in respect of all staff (whether <i>Client</i> or <i>Service Provider</i> Staff) at the <i>Affected Property</i> as well as in emergency response and security procedures.</li> </ul>
<b>Service A14</b>	<b>SA14: SELECTION AND MANAGEMENT OF SUB-SERVICE PROVIDERS</b>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> is responsible for ensuring that all appointed Subcontractors are eligible to work in the UK.</li> <li>The <i>Service Provider</i> is responsible for ensuring that all appointed Subcontractors possess the appropriate accreditations, qualifications, and skills.</li> <li>The <i>Service Provider</i> is responsible for ensuring that all appointed Subcontractors comply with all contractual requirements on quality, health and safety and environmental and legislative requirements.</li> <li>The <i>Service Provider</i> is responsible for ensuring that all appointed Subcontractors possess the appropriate levels of security clearances to enable access into the <i>Client</i> Properties.</li> <li>The <i>Service Provider</i> is responsible for ensuring that all Subcontractor performance is managed via use of the KPI, customer satisfaction and complaints management processes.</li> </ul>

Service A15	SA15: COMPLIANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● ISO9001 Quality Management System;</li> <li>● BS ISO 37301:2021;</li> <li>● CIBSE Guide M;</li> <li>● SFG20; and</li> <li>● The Health and Safety at Work etc. Act 1974.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> is responsible for ensuring that statutory compliance to ensure a safe working environment across all <i>Affected Property</i>.</li> <li>● The <i>Service Provider</i> shall ensure:             <ul style="list-style-type: none"> <li>○ They operate, manage and maintain a robust and effective Compliance Management System;</li> <li>○ That a Compliance Management Plan is developed and implemented covering all in-scope Services; and</li> <li>○ That statutory compliance is maintained at all times as it applies to all in-scope Services across all <i>Affected Property</i>; and</li> <li>○ That a programme of planned and random internal and external inspections and audits are delivered across <i>Affected Property</i> and that these are recorded within the CAFM system;</li> <li>○ That all compliance performance data is available in “real-time” to the <i>Client</i>; and</li> <li>○ That compliance performance processes are in place, effective at all times, and that <i>Client</i> Staff have full awareness of their responsibilities to maintain the required levels of compliance across <i>Affected Property</i>.</li> </ul> </li> <li>● The <i>Service Provider</i> is responsible for ensuring all <i>Client</i> requirements are captured as required within their Compliance Management Plan and Service Delivery Plan.</li> </ul>

Service A16	SA16: SUSTAINABILITY
<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> <li>● Compliance with Government Buying Standards for Cleaning Products and Services</li> <li>● All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:           <ul style="list-style-type: none"> <li>○ Government is to:               <ul style="list-style-type: none"> <li>▪ Reduce the amount of waste it generates by 15% from the 2017 / 18 baseline;</li> <li>▪ Reduce the amount of waste to landfill to less than 5% of overall waste; and</li> <li>▪ Increase the proportion of waste which is recycled to at least 70% of overall waste.</li> </ul> </li> <li>○ Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and</li> <li>○ Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.</li> </ul> </li> <li>● Compliance with           <ul style="list-style-type: none"> <li>○ The Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list.</li> <li>○ Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:               <ul style="list-style-type: none"> <li>▪ Sustainable food production; meeting high standards of farming and food processing;</li> <li>▪ Nutrition, including food procurement, menu development and provision, food preparation and food service;</li> <li>▪ Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;</li> <li>▪ Social and economic value – achieving wider social benefits for the community; and</li> <li>▪ Quality of service provision.</li> </ul> </li> </ul> </li> </ul>

- Government hospitality policies (this is essential at all times).
  - The zero waste events guide produced by Waste and Resources Action Programme (WRAP).
- All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:
  - A legal source; and
  - A sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.
- In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. *Service Provider* shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.
- Compliance with:
  - Government Buying Standards for sustainability as they apply to scanners.
  - The Government Buying Standards for the sustainable procurement of furniture.
  - The requirements of the Government’s Timber Procurement Policy
  - The Government Buying Standard for transport (vehicles) for the provision and maintenance of vehicles
  - The current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance as well as all the above policies for all space planning/management advice
  - Government carbon management strategy; and
  - The Waste and Resources Action Programme’s (WRAP) Resource Management and Mobile Asset Management Planning tools.
- Government Buying Standards for the public procurement of sustainable goods and services are mandatory at the minimum level for the central Government estate and related agencies.

	<ul style="list-style-type: none"> <li>For all major refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g. CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</li> <li>Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals</li> <li>Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.</li> <li>In addition, there are Government Buying Standards for a range of electrical goods.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> will develop and agree a Sustainability Plan incorporating all the requirements outlined above with the <i>Client</i>.</li> </ul>
<b>Service A17</b>	<b>SA17: SOCIAL VALUE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The Public Services (Social Value) Act 2012.</li> <li>The Well-being of Future Generations (Wales) Act 2015;</li> <li>The Equality Act 2010;</li> <li>The Outsourcing Playbook;</li> <li>Procurement Policy Note (PPN) 06/20;</li> <li>Procurement Policy Note (PPN) 01/21 (NI); and</li> <li>Procurement Reform (Scotland) Act 2014.</li> </ul>

Standard	<ul style="list-style-type: none"> <li>As a minimum, the <i>Service Provider</i> shall ensure full compliance with their own policies, procedures and principles, as published within their Corporate Social Responsibility policy where appropriate, and be responsible for ensuring they embed these within the management plans of all Call-Off contracts let via this Framework.</li> </ul>
<b>Service A18</b>	<b>SA18: CARBON NET ZERO</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>Streamlined Energy &amp; Carbon Reporting (SECR) Regulations;</li> <li>PPN 06/21 – Taking account of carbon reduction plans in the procurement of major government contracts;</li> <li>The Climate Change Act (as amended): 2019;</li> <li>Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);</li> <li>Environmental Reporting Guidelines: Industry Streamlined Energy &amp; Carbon Reporting and greenhouse gas reporting (last update: March 2019);</li> <li>Ten Point Plan for a Green Industrial Revolution;</li> <li>The Industrial Decarbonisation Strategy;</li> <li>Greening Government Commitments (“GGC”) framework; and</li> <li>The Energy White Paper.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>As a minimum, the <i>Service Provider</i> shall ensure full compliance with their own policies, procedures and principles, as published within their Corporate Social Responsibility policy where appropriate, and be responsible for ensuring they embed these within the management plans of all Call-Off contracts let via this Framework.</li> </ul>
<b>WORK PACKAGE B – CONTRACT MOBILISATION</b>	
<b>GENERIC REQUIREMENTS</b>	

Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> will manage Mobilisation of the Contract in line with Attachment 3 (Specification) - Annex E - Mobilisation Plan and Testing.</li> </ul>
<b>WORK PACKAGE C – SOCIAL VALUE</b>	
<b>GENERIC REQUIREMENTS</b>	
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The Public Services (Social Value) Act 2012.</li> <li>The Well-being of Future Generations (Wales) Act 2015;</li> <li>The Equality Act 2010;</li> <li>The Outsourcing Playbook;</li> <li>Procurement Policy Note (PPN) 06/20;</li> <li>Procurement Policy Note (PPN) 02/23;</li> <li>Procurement Policy Note (PPN) 01/21 (NI); and</li> <li>Procurement Reform (Scotland) Act 2014.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> will develop and agree Social Value objectives and will produce a Social Value Plan and report on performance in accordance with the requirements set out within the Call-Off Tender.</li> </ul>
<b>WORK PACKAGE D – CARBON NET ZERO</b>	
<b>GENERIC REQUIREMENTS</b>	
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>Streamlined Energy &amp; Carbon Reporting (SECR) Regulations;</li> <li>PPN 06/21 – Taking account of carbon reduction plans in the procurement of major government contracts;</li> <li>The Climate Change Act (as amended): 2019;</li> <li>Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019);</li> </ul>

	<ul style="list-style-type: none"> <li>● Environmental Reporting Guidelines: Industry Streamlined Energy &amp; Carbon Reporting and greenhouse gas reporting (last update: March 2019);</li> <li>● Ten Point Plan for a Green Industrial Revolution;</li> <li>● The Industrial Decarbonisation Strategy;</li> <li>● Greening Government Commitments (“GGC”) framework; and</li> <li>● The Energy White Paper.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall work with the <i>Client</i> to develop a Carbon Reduction Plan for all <i>Affected Property</i>.</li> <li>● The <i>Service Provider</i> shall ensure all data related to CNZ is accurate, provided on time and in the format requested by the <i>Client</i> at all times.</li> <li>● The <i>Service Provider</i> shall ensure they reduce their own greenhouse gas emissions as part of their commitment to carbon net zero as agreed with the <i>Client</i> at Call-Off.</li> </ul>
<b>WORK PACKAGE E - MAINTENANCE SERVICES</b>	
<b>GENERIC REQUIREMENTS</b>	
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● BS8544 2013 Life Cycle Costing;</li> <li>● RICS New Rules for Measurement Part 3 for Maintenance (NRM3);</li> <li>● Government Functional Standard for Property (GovS 004) Facilities Management;</li> <li>● HVCA Standard Maintenance Specification, Vol’s I – V;</li> <li>● C.I.B.S.E guidelines;</li> <li>● SFG20 Maintenance Schedules (published with the consent and support of B&amp;ES Publications);</li> <li>● Building Research Establishment Conservation Support Unit guidance;</li> <li>● BSRIA guidance;</li> <li>● BS 7671.2008 (2011);</li> </ul>

- Fire Safety Order 2005 as amended by the Fire Safety Act 2005;
- S.I. 1989 No 635, the Electricity at Work Regulations;
- Environmental Cleaning Specification (1063);
- PAS 5274 – The Specification for the Planning, Application & Measurement of Cleanliness Services in Hospitals / The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual;
- FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene;
- Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100);
- Mechanical and Electrical Specification (1027);
- PD5454:2012;
- Asbestos ACOP L143;
- Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning;
- PAS 2050-1:2012;
- Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3);
- Government Functional Standard for Property (GovS 004) Facilities Management;
- Heating and Ventilation *Service Providers' Association* Standard Maintenance Specification, Volumes I – V;
- Chartered Institution of Building Services Engineers' guidelines;
- Building Services Research and Information Association guidance;
- Government's Timber Procurement Policy;
- Institute of Baths and Recreation Management (IBRM);
- Pool Water Treatment Advisory Group (PWTAG);
- Swimming Pool and Allied Trades Association (SPATA);
- Institute of Swimming Pool Engineers;

	<ul style="list-style-type: none"> <li>● The Health and Safety (Safety Signs and Signals) Regulations 1996;</li> <li>● PAS;</li> <li>● BS5499-1:1990;</li> <li>● BS5499-4:2000; and</li> <li>● The Traffic Signs Regulations and General Directions (TSRGD) 2002.</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>● The Generic Requirements for Sustainability shall apply.</li> <li>● Compliance with policy under the Greening Government Commitments and any successor policy shall be maintained at all times, including in relation to Waste and Water Management.</li> <li>● In addition, use of pesticides and artificial fertilisers shall be minimised, by for example switching to natural methods of controlling weeds, insects and fungi wherever possible and maintaining soil fertility. <i>Service Provider</i> shall comply with the horticulture and park services Government Buying Standards which requires that soil improvers shall not contain peat or sewage sludge and that from 2015 plants shall not be supplied in or with growing media containing peat.</li> <li>● Additionally, the <i>Service Provider</i> shall maintain the grounds of the <i>Affected Property</i> by using good husbandry and encouraging native flora and fauna.</li> <li>● All debris arising from the performance of the Works shall promptly be removed from the <i>Affected Property</i> and disposed of in an environmentally preferable manner.</li> <li>● All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:             <ul style="list-style-type: none"> <li>○ a legal source; and</li> <li>○ a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source.</li> </ul> </li> <li>● The <i>Client</i> may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the Call-Off Contract meets this requirement.</li> </ul>

<p>Standard</p>	<ul style="list-style-type: none"> <li>● The Generic Requirements for Maintenance Services shall apply.</li> <li>● There are many regulations that apply to the work within the maintenance and service industry and which may be detailed in this section. It should be noted that no piece of legislation stands alone as they all interact with each other. They stipulate the <i>minimum</i> Standards for safe working but also have absolute requirements in respect of particular areas of the legislation. All <i>Service Provider</i> Staff involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to.</li> <li>● The <i>Service Provider</i> shall be responsible for:       <ul style="list-style-type: none"> <li>○ The provision of a safe and comfortable environment for all <i>Client</i> users through the provision of a complete building and Asset maintenance management Service for the <i>Affected Property</i>;</li> <li>○ The provision of preventative, cyclical and Reactive Maintenance to the <i>Client</i> Properties to ensure that the Assets provide full operational functionality at all times;</li> <li>○ Provision and maintaining of a Full Asset list of all plant and equipment, kept regularly updated – to a level applicable for performing Planned Preventative Maintenance (PPM) and for also undertaking full condition/ remaining life surveys on all built Assets (in scope);</li> <li>○ Ensuring that buildings and associated engineering services and external works shall be sound and operationally safe;</li> <li>○ Ensuring that the Asset’s condition remains commensurate with age and life cycle replacement date;</li> <li>○ Ensuring that maintainable Assets, including non-fixed plant and equipment, within the <i>Client</i> properties and identified from the Asset list and Condition Survey, are maintained to the required ‘<i>fit for function</i>’ performance level, and compliant with all statutory/legal and mandatory obligations;</li> <li>○ Ensuring that the maintenance regime is required to suit the built environment (for in use and also mothballing of vacated facilities) taking due regard for the manufacturers and installers recommendations;</li> </ul> </li> </ul>
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- Meeting Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section;
  - Provision of Asset listing and Condition Surveys to include plant and equipment. This is to be regularly updated to allow for any additions and /or forward maintenance plans - identifying short, medium and long term maintenance proactive maintenance shall include periodic management inspections of *Client* Properties (e.g. plant tours, inspections/monitoring);
  - Ensuring the management and administration levels to be appropriate to the specific Service Requirements; and
  - Tailoring the Service to appropriately maintain the relevant Assets to suit the defined functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).
- All statutory requirements and safety practices shall be adhered to in respect to the method of completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable.
  - Prior to carrying out tasks within this section, site specific risk assessments shall be produced and where it is identified from them, method statements will also be required. Some tasks due to their nature will require permits and a method statement as a matter of course. This will ensure a safe system of working has been adopted before work commences. Always ensure that the correct Personal Protective Equipment (PPE) is made available and worn and that an asbestos register is checked before Works are carried out. *Service Provider* should also be made aware of the *Affected Property* hazard and emergency procedures.

**Buildings and Asset Maintenance:**

- The *Service Provider* shall deliver a buildings and Asset maintenance management Service that meets the requirements in Section 5 – Service delivery response times of this document:
- The *Service Provider* shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:

- Produce a schedule of programmed maintenance in the form of an annual five (5) Year rolling plan or forward maintenance register with respect to planned maintenance. The schedule of programmed maintenance will be updated annually and on a regular basis as maintenance is undertaken, and as lifecycle maintenance items are brought forward or delayed due to worse or better than expected performance. A general review will be undertaken prior to the end of each Year of the Call-Off Contract and a revised plan presented to the *Client* in accordance with the Call-Off Contract.
- Provision of a thirty (30) year lifecycle replacement profile for the *Affected Property*;
- Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;
- Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;
- Submit a Monthly report of all works and testing undertaken, whether these be planned or reactive in nature, at the same time as the annual service plan;
- State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call-Off Contract;
- Specify minimum redecoration cycles for internal and external elements. The minimum cycles may be split into various areas around the buildings with front of house and all public areas taking precedence. The aim is to ensure that the facilities are maintained in a reasonable decorative standard through the whole *Affected Property* during the Call-Off Contract;
- When carrying out Services the *Service Provider* shall:
  - Discuss the proposed works with the *Client* and *Client* Representative and seek agreement in relation to timescales;
  - Ensure that any reasonable requirements of the *Client* are taken into account in the proposed works;
  - Ensure that the operations of *Client* can continue but the extent of maintenance is at the discretion of the *Service Provider* unless governed by statutory requirements;

- Confirm the start and completion dates and hours of working;
- Protect all *Client* users and their belongings during such works;
- Provide advice and instructions on the use of any new equipment and/or installations;
- Liaise with the *Client* at the *Affected Property* or the *Client* Representative on access issues, including restrictions to areas that may be out of use;
- Maintain and make good any incidental damage caused;
- Remove all rubbish and clean up after completing tasks at the end of each Working Day;
- Carry out all works in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice.
- Undertake all Portable Appliance Testing for both the *Service Provider's* and the *Client's* portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory *Client* guidance and all legislative requirements;
- Test and service all plant and equipment within the responsibility of the *Service Provider*, as required by legislation;
- Provide competent *Service Provider* Staff on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the *Client*;
- Survey the *Affected Property* in accordance with the *Client's* Service Level Requirements to establish condition, hazards, remaining elemental life etc. of the fabric and building services and record the information which will be provided to the *Client* on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and
- Record and periodically update all building development, replacement works and maintenance work undertaken in each in the form of a shared electronic database or any other format agreed with *Client*.

**Planned Maintenance:**

- The *Service Provider* shall take cognisance of the *Client's* Planned Preventative Maintenance schedules. The *Service Provider* shall include all building fabric maintenance tasks currently indicated within these documents in addition to any additional *Client* requirements;
- The *Service Provider* shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The *Service Provider* shall agree an annual plan of works with the *Client* that complies with the following requirements;
- The forward maintenance register will be developed and submitted for agreement to the *Client* on an annual basis as part of the Service Delivery Plan at least two (2) months prior to the start of each Year of the Call-Off Contract. Any such agreement will not constitute a limitation on the extent of the maintenance requirement;
- Modifications to the schedule of programmed maintenance will also be submitted to the *Client* for approval, providing at least four (4) weeks term time notice;
- The *Service Provider* must comply with the schedule of programmed maintenance which shall be designed to meet SFG20 requirements and ensure compliance with the performance standards;
- Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the *Client* (see also Security). The *Service Provider* must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the *Client*, its staff, Building Users, and the overall *Affected Property*;
- A programme of inspection reports shall be submitted to the *Client* one (1) month post the Call-Off Contract Commencement Date;
- The *Service Provider* shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the *Client* prior to the Call-Off Contract Commencement Date;
- The report shall be submitted electronically to the *Client* within five (5) Working Days of undertaking the inspection;

- The *Service Provider* shall report via email within twenty-four (24) hours of the inspection any defects of a Health and Safety nature it finds during the course of its inspection together with a recommendation for remedial action if defects cannot be fixed during the inspection;
- The *Service Provider* shall submit by the end of the Mobilisation Period, its Planned Preventative Maintenance (PPM) Programme, which should include (and clearly identify) all statutory and routine tasks;
- All maintenance routines with a frequency:
- Statutory tasks shall be performed on the date required to maintain statutory compliance in accordance with all appropriate legislation;
- of 2 weeks or less shall be performed +/- 1 Working Day of the due date;
- of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date; and
- of greater than 13 weeks shall be performed +/- 2 weeks of the due date.
- Replacement Materials:
- The *Service Provider* shall ensure that the programmed replacement of materials and components comply with the requirements of the *Client's* requirements;
- Replacement materials used shall be of the same quality and specification for existing building facilities with an equivalent life span (as detailed elsewhere) and meet Government Buying Standards where applicable, taking into account advancements in materials development and Good Industry Practice and embodied carbon and recycled content at the time of replacement, unless the *Client* agrees otherwise. External materials will maintain the vernacular of the building;
- Reused or reconditioned parts or replacements will only be used where the *Service Provider* can clearly show that the lifecycle and performance of the item is at least equivalent to a new replacement item and performance will not be affected; and

	<ul style="list-style-type: none"> <li>• Maintenance and replacement will be affected in accordance with Good Industry Practice, such that at the end of the Call-Off Contract, the remaining life of each element is in line with its anticipated life from new, running from the date of actual replacement.</li> </ul>
<b>Service E1</b>	<b>SE1: MECHANICAL AND ELECTRICAL ENGINEERING MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>• SFG20.</li> <li>• The Generic Requirements for maintenance management shall apply.</li> <li>• The <i>Service Provider</i> shall ensure the successful operation and optimum condition of all of the <i>Client's</i> mechanical, electrical, plumbing and drainage systems. The <i>Service Provider</i> shall ensure they are maintained at optimum performance in accordance with manufacturers and installers' recommendations and statutory obligations. The <i>Service Provider</i> shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard.</li> <li>• The <i>Service Provider</i> shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the <i>Client</i> at the Call-Off Contract Commencement Date) outlining the maintenance requirements for each <i>Affected Property</i>.</li> <li>• The <i>Service Provider</i> is to be responsible for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production as required by the <i>Client</i>.</li> <li>• In line with manufacturers recommendations and common Good Industry Practices.</li> </ul>
<b>Service E2</b>	<b>SE2: VENTILATION AND AIR CONDITIONING SYSTEMS MAINTENANCE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ COSHH Regulations 2002;</li> <li>○ COSHH Regulations 7, 8 &amp; 9;</li> <li>○ COSHH Regulations EH40;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ NHS Estates HTM2025;</li> <li>○ CIBSE TM26 Hygiene Maintenance of Office ventilation Systems; and</li> <li>○ TR19 Guide to Good Practice – Internal cleanliness of ventilation systems.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for maintenance management shall apply.</li> <li>● The <i>Service Provider</i> shall ensure that the insides of ventilation and air conditioning ductwork are kept clean in accordance the relevant and applicable Standards.</li> <li>● In line with manufacturers recommendations and common Good Industry Practices.</li> </ul>
<b>Service E3</b>	<b>SE3: ENVIRONMENTAL CLEANING SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>● Environmental cleaning to be undertaken in accordance with current best practice such as:           <ul style="list-style-type: none"> <li>○ CIBSE Technical Memorandum TM26;</li> <li>○ Hygienic Maintenance of Office Ventilation Ductwork;</li> <li>○ HVCA Guide to Good Practise;</li> <li>○ Internal Cleanliness of Ventilation Systems TR19 in order to minimise the build-up of dust, dirt, grease and scale.</li> </ul> </li> <li>● The <i>Service Provider</i> shall preserve a satisfactory standard of hygiene within air distribution and extract systems.</li> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● In line with common Good Industry Practices, guidance should also be sought from the various trade and governing bodies for the sector.</li> <li>● Where treatment for guano and like materials is undertaken the appropriate Health and Safety precautions should be used.</li> </ul>

Service E4	SE4: FIRE DETECTION AND FIREFIGHTING SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</li> <li>● BS 5839-1:2017 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises.</li> <li>● BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</li> <li>● BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</li> <li>● BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● All Fire Fighting equipment and systems shall be tested in accordance with the manufacturer's recommendations, the relevant applicable British Standards, Approved Codes of Practice and industry best practice.</li> <li>● Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including certification; fire risk assessment, test register and zone charts/device listing.</li> </ul>
Service E5	SE5: LIFTS, HOISTS AND CONVEYANCE SYSTEMS MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ Lifting Operations and Lifting Equipment Regulations 1998.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for maintenance management shall apply.</li> <li>● <i>Service Provider</i> shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers' recommendations and common Good Industry Practices.</li> </ul>

	<ul style="list-style-type: none"> <li>In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems.</li> </ul>
<b>Service E6</b>	<b>SE6: SECURITY, ACCESS AND INTRUDER SYSTEM MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for maintenance management shall apply.</li> <li>Operate and maintain systems in line with manufacturers' recommendations and common Good Industry Practices, in accordance with statutory/legal compliance and maintenance requirements. This includes Fireman Lifts and Lift evacuation systems.</li> </ul>
<b>Service E7</b>	<b>SE7: INTERNAL AND EXTERNAL BUILDING FABRIC MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall work alongside the <i>Client</i> in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so in line with condition surveys provided under other services as part of this contract or in any condition surveys provided by the <i>Client</i>.</li> <li>The <i>Client</i> may require BREEAM in-use or similar assessment of the <i>Affected Property</i> performance to be carried out at agreed intervals.</li> <li>The <i>Service Provider</i> shall apply the use of BS8544 2013 in relation to Life Cycle Costing, RICS New Rules for Measurement Part 3 for Maintenance (NRM3) and Government Functional Standard for Property (GovS 004) Facilities Management.</li> <li>The <i>Service Provider</i> shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the <i>Client's</i> requirements.</li> <li>Where response times are appropriate these shall be adhered to.</li> </ul>

Service E8	SE8: REACTIVE MAINTENANCE SERVICES
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall be responsible for meeting minimum response times as set out in Section 4 – Helpdesk response times of this document and Section 5 – Service delivery response times of this document, or as defined by the <i>Client</i>, to ensure that all Reactive Maintenance activities are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the <i>Client</i>.</li> <li>● The <i>Service Provider</i> shall inform the <i>Client</i> of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat.</li> <li>● The <i>Service Provider</i> shall inform the local <i>Client</i> Representative (in line with the <i>Client</i>'s policies e.g. Fire Safety Order 2005) at a <i>Affected Property</i> where the <i>Service Provider</i> is proposing to undertake maintenance work to the fire safety systems.</li> <li>● The <i>Service Provider</i> shall be responsible for meeting minimum response times as required by the <i>Client</i> for each <i>Affected Property</i> to ensure that all reactive tasks are carried out as outlined, so that any reactive repairs are completed with the least inconvenience or disruption to the workings of the <i>Client</i>. Service Requests may fall into three main categories:             <ul style="list-style-type: none"> <li>○ Those which involve a Business Critical Event;</li> <li>○ Those requests of an emergency nature where the health and safety of any person is threatened or where the incident or activity has an impact on the physical security of the premises or its Building Users; and</li> <li>○ Those repair activities required on a daily basis to ensure the functionality of each <i>Affected Property</i>, which have not been catered for by the programmed element.</li> </ul> </li> <li>● The <i>Service Provider</i> shall at all times ensure that sufficient, competent, appropriately trained and skilled <i>Service Provider</i> Staff are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The <i>Service Provider</i> shall ensure that only appropriately trained <i>Service Provider</i> Staff are dispatched to Reactive Maintenance activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• <i>Service Provider</i> Staff attending calls, particularly in relation to an emergency call, shall attend with suitable and sufficient equipment and suitable training to respond to the Reactive Maintenance repair in a competent, safe and efficient manner.</li> <li>• Where Reactive Maintenance requires replacement of any plant, equipment or consumable it shall be carried out, so far as is practicable, on a like-for-like or equal-and-approved basis, taking into consideration energy efficiency, aesthetics and reliability; where this may not be practicable, an equivalent or better standard and 9specification basis shall be substituted.</li> <li>• If an out of hours engineer system is to be implemented, the <i>Service Provider</i> shall ensure that the rotas do not comprise the core team numbers the following Working Day.</li> </ul>
<b>Service E9</b>	<b>SE9: AUTOMATED BARRIER CONTROL SYSTEMS MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for maintenance management shall apply, in line with manufacturer’s recommendations, instructions and common Good Industry Practices.</li> </ul>
<b>Service E10</b>	<b>SE10: BUILDING MANAGEMENT SYSTEM (BMS) MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall ensure that maintenance is performed in accordance with the current version of SFG20 and / or manufacturers recommendations and the <i>Client’s</i> requirements.</li> <li>• Planned maintenance is to include for the periodic upgrade of software as new versions are issued.</li> <li>• The Building Management System (BMS) shall be configured to operate building systems at optimum energy efficiency.</li> <li>• Where possible the BMS shall be integrated or be able to exchange data with the CAFM System.</li> <li>• The BMS shall be to be periodically upgraded as software (and hardware) versions are issued.</li> </ul>

<b>Service E11</b>	<b>SE11: STANDBY POWER SYSTEM MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for maintenance management shall apply.</li> <li>● Operate and maintain systems In line with manufacturers’ recommendations and common Good Industry Practices.</li> </ul>
<b>Service E12</b>	<b>SE12: HIGH VOLTAGE (HV) AND SWITCHGEAR MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>● All electrical equipment shall be capable of local isolation in accordance with the current regulations, manufacturer’s recommendations and SFG20.</li> <li>● Due consideration shall be given to the elevated Health and Safety risk when maintaining HV equipment and all electrical equipment shall be provided with means of isolation, which disconnects the respective item of equipment and any associated control devices and circuits.</li> <li>● No person except an Authorised Person HV or a Competent Person HV acting under his immediate supervision shall undertake any repair, alteration, extension, cleaning or such work where technical knowledge or experience is required in order to avoid danger. No person shall do such work unaccompanied.</li> <li>● The <i>Service Provider</i> shall ensure that only HV Approved Persons (HVAP) are allowed to instigate isolations and re-instatements of any HV service.</li> <li>● The <i>Service Provider</i> shall ensure there is a qualified named HV AP (High Voltage Approved Person) engineer for the <i>Affected Property</i> and that the appropriate Competent Person (CP) is in place.</li> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff operating in an HV environment are an authorised person, suitably qualified and competent and shall at the very least:             <ul style="list-style-type: none"> <li>○ Be an electrical craftsman; and</li> <li>○ Possess sufficient knowledge and experience to avoid danger.</li> </ul> </li> <li>● The Permit to Work system shall be used for this Service.</li> </ul>

<b>Service E13</b>	<b>SE13: CATERING EQUIPMENT MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for maintenance management shall apply, in line with manufacturers' recommendations and common Good Industry Practices.</li> <li>• The <i>Client</i> may state that Catering Equipment Maintenance shall be provided as part of the Catering Services provision.</li> </ul>
<b>Service E14</b>	<b>SE15: AUDIO VISUAL (AV) EQUIPMENT MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for maintenance management shall apply.</li> <li>• The <i>Service Provider</i> shall ensure that the required multimedia connectivity is maintained for connection by relevant IT systems and broadcasting services, in line with manufacturers' recommendations and common Good Industry Practices.</li> </ul>
<b>Service E15</b>	<b>SE15: TELEVISION CABLING MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for maintenance management shall apply.</li> <li>• In line with manufacturers recommendations and common Good Industry Practices.</li> <li>• The <i>Service Provider</i> may deliver TV Services over the IT data network. Domestic areas or parts of the building may be by conventional cable distribution.</li> <li>• The <i>Service Provider</i> shall provide power to mobile phone masts and liaise with mobile phone company staff.</li> </ul>
<b>Service E16</b>	<b>SE16: MAIL ROOM EQUIPMENT MAINTENANCE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• Guidance shall be sought from the various trade and governing bodies for the sector.</li> <li>• In line with manufacturers recommendations and common Good Industry Practices.</li> </ul>

Standard	<ul style="list-style-type: none"> <li>● The Service must include the operation and maintenance of equipment including:           <ul style="list-style-type: none"> <li>○ Franking machines;</li> <li>○ Sorters;</li> <li>○ Postal scales; and</li> <li>○ X-Ray scanners.</li> <li>○ The Generic Requirements for maintenance management shall apply.</li> <li>○ Access for specialist maintenance technicians, including accompanying them to individual machines as necessary and all Reactive Maintenance requests for Mail Room equipment shall be dealt with through the Helpdesk.</li> <li>○ All materials and consumables normally associated with the provision of a professional postal service, including ink, special labels, courier bags, packaging materials and trolleys shall be provided.</li> </ul> </li> <li>● Please note that Government Buying Standards for sustainability apply to scanners.</li> </ul>
<b>Service E17</b>	<b>SE17: OFFICE MACHINERY SERVICING AND MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for maintenance management shall apply.</li> <li>● In line with manufacturers recommendations and common Good Industry Practices.</li> </ul>
<b>Service E18</b>	<b>SE18: VOICE ANNOUNCEMENT SYSTEM MAINTENANCE</b>
Standard	<ul style="list-style-type: none"> <li>● There is no recognised Standard for this service.</li> <li>● The Generic Requirements for Maintenance Services shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service E19</b>	<b>SE19: LOCKSMITH SERVICES</b>

Standard	<ul style="list-style-type: none"> <li>The Service shall be provided in conjunction with any Minor Repairs Service requests and comply with local security requirements.</li> <li>In areas of doubt the Departmental Security Officer (DSO) shall be contacted for clarification.</li> </ul>
<b>Service E20</b>	<b>SE20: SPECIALIST MAINTENANCE SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall comply with all Legislative Standards, Legislation, Statutory Requirements, Guidance Notes / Approved Codes of Practice, BS / ISO / EN Standards and Building Regulations at <i>Client</i> Properties.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for maintenance management shall apply.</li> <li>The <i>Service Provider</i> is responsible for delivering all in-scope Services in accordance with manufacturer's recommendations, common Good Industry practices and with the requirements specified by the <i>Client</i> at Call-Off.</li> </ul>
<b>WORK PACKAGE F – STATUTORY OBLIGATIONS</b>	
<b>GENERIC REQUIREMENTS</b>	
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall comply with all Legislative Standards, Legislation, Guidance Notes / Codes of Practice, BS / ISO / EN Standards and Building Regulations at <i>Client</i> Properties.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall manage compliance through their CAFM system using SFG20.</li> <li>The <i>Service Provider</i> shall recognise <i>Client</i> requirements as they affect compliance at <i>Client</i> Properties and implement processes that maintain compliance across all <i>Client</i> Properties.</li> </ul>

Service F1	SF1: ASBESTOS MANAGEMENT
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>● Control of Asbestos Regulations 2012.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall maintain, update and review the <i>Affected Property</i> asbestos register in accordance with statutory legislation.</li> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff are appointed and appropriately trained to carry out inspections.</li> <li>● The <i>Service Provider</i> shall operate the appropriate Permit to Work scheme.</li> </ul>
Service F2	SF2: WATER HYGIENE MAINTENANCE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ Water Act 2003;</li> <li>○ Water Industry Act 1991; and</li> <li>○ The Private Water Supplies Regulations 2009.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time.</li> <li>● The <i>Service Provider</i> shall provide a water hygiene log book and it shall be the responsibility of the <i>Service Provider</i> to ensure this is maintained as current.</li> <li>● The <i>Service Provider</i> is responsible for ensuring the appointment of trained and competent <i>Service Provider</i> Staff specific to the <i>Affected Property</i>.</li> </ul>

Service F3	SF3: STATUTORY INSPECTIONS
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall meet the requirements in respect of Statutory Tests and Inspections. For the avoidance of doubt, the Statutory Tests are to include all of those tasks that are not explicitly mentioned in the relevant Legislation but are recognised within the industry as having complied with duty of care obligations (e.g., The Electricity at Work Act does not specifically require periodic electrical testing of fixed circuits, however carrying these out at five (5) Yearly intervals is generally accepted as having made reasonable endeavours to comply. Similarly, complying with HSE Approved Codes of Practice on water testing and treatment demonstrates exercising a duty of care in terms of preventing the risk of legionella).</li> <li>● The Service shall include:             <ul style="list-style-type: none"> <li>○ Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);</li> <li>○ Health and Safety inspections (where not required by the <i>Client</i> under specified statutory test and inspections);</li> <li>○ Pollution audits;</li> <li>○ Deleterious materials;</li> <li>○ Environmental audits i.e., kitchens, water, ventilation;</li> <li>○ Insurance inspections (where not required by the <i>Client</i> under specified statutory test and inspections);</li> <li>○ Fire Risk Assessments (where not required by the <i>Client</i> under specified Health and Safety and Fire Safety); and</li> <li>○ Fire Safety Plans (where not required by the <i>Client</i> under Specified Health and Safety and Fire Safety).</li> </ul> </li> <li>● The <i>Service Provider</i> shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place, and shall be the sole point of contact for any of the <i>Client's</i> concerns with that aspect of performance.</li> </ul>

	<ul style="list-style-type: none"> <li>Electrical testing shall be undertaken in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.</li> <li>Fixed wiring installations shall be subject to testing at intervals not exceeding five years. Reference to all appropriate Statutory Instruments (S.I.) will be made, e.g., S.I. 1989 No 635, the Electricity at Work Regulations or equivalent and other relevant Standards or legislation.</li> </ul>
<b>Service F4</b>	<b>SF4: PORTABLE APPLIANCE TESTING</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>Health &amp; Safety at Work Act of 1974;</li> <li>The Electricity at Work Regulations;</li> <li>The Provision and Use of Work Equipment Regulations 1998 (PUWER 1998); and</li> <li>The Management of Health and Safety at Work Regulations of 1999.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Maintenance Services shall apply.</li> <li>As a minimum, testing shall be implemented to meet the requirements of the <i>Service Provider's</i> Risk Assessments, to meet <i>Client</i> requirements and to align with industry requirements and any relevant legislation.</li> <li>All works shall be carried out in accordance with statutory requirements, insurance requirements, Health and Safety requirements, British Standards, manufacturer's instructions and otherwise in compliance with Good Industry Practice.</li> <li>All Portable Appliance Testing for both the <i>Service Provider's</i> and the <i>Client's</i> portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE, <i>Client</i> guidance and all statutory and legislative requirements.</li> </ul>

Service F5	SF5: MISCELLANEOUS SURVEYS, AUDITS AND TESTING SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● ISO 9001: 2015 Quality Management Plan</li> <li>● ISO 14001 Environmental Management.</li> <li>● Equality Act 2010.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Service shall include:           <ul style="list-style-type: none"> <li>○ Equality Act 2010 audits (note that in terms of this act, the requirement is to provide disabled people with an equivalent service, so altering the way a Service is delivered may be an alternative option to building works);</li> <li>○ Health and Safety inspections (where not required by the <i>Client</i> under specified statutory test and inspections);</li> <li>○ Pollution audits;</li> <li>○ Air quality audits</li> <li>○ Deleterious materials;</li> <li>○ Environmental audits i.e., kitchens, water, ventilation;</li> <li>○ Insurance inspections (where not required by the <i>Client</i> under specified statutory test and inspections);</li> <li>○ Fire Risk Assessments (where not required by the <i>Client</i> under specified Health and Safety and Fire Safety);</li> <li>○ Fire Safety Plans (where not required by the <i>Client</i> under Specified Health and Safety and Fire Safety); and</li> <li>○ Modern slavery assessment using the MSAT (Modern Slavery Assessment Tool)</li> </ul> </li> </ul>

Service F6	SF6: CONDITION SURVEYS
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ Royal Institute of Chartered Surveyors’ Condition and Building Surveys;                   <ul style="list-style-type: none"> <li>▪ The main types of surveys fall into three broad sectors:                       <ul style="list-style-type: none"> <li>- Land;</li> <li>- Property; and</li> <li>- Construction.</li> </ul> </li> </ul> </li> <li>○ Chartered Institution of Building Services Engineers’ Guidance for Condition surveys on mechanical and electrical plant.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● Condition surveys shall be carried out by competent and qualified <i>Service Provider</i> Staff on a frequency to be agreed with the <i>Client</i>; the <i>Service Provider</i> shall update the Condition Surveys where this is required within five (5) Working Days following upgrade or replacement of Assets. The Condition Surveys to be available in hard and electronic format. The Condition Surveys shall form the basis of the forward maintenance register where required.</li> <li>● Results from Condition Surveys shall be connected to the relevant Asset and shall have a link to (or be stored in) the CAFM System and any other relevant <i>Client</i> databases.</li> <li>● The <i>Service Provider</i> shall also provide the Condition Survey service on an ad hoc basis as requested by the <i>Client</i> and this shall be additional to the Lump Sum Price.</li> </ul>

Service F7	SF7: ELCECTRICAL TESTING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• Electricity at Work Regulations 1989 and BS 7671 (as amended).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall undertake electrical testing in accordance with the latest edition of the Wiring Regulations as published by the Institution of Electrical Engineers and any other relevant legislation.</li> <li>• Fixed wiring installations shall be subject to testing at intervals not exceeding five (5) years.</li> </ul>
Service F8	SF8: FIRE RISK ASSESSMENTS
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005.</li> <li>• BS 7989:2001 Specification for re-circulatory filtration fume cupboards. Maintenance, testing and examination of local exhaust ventilation.</li> <li>• BS 5306/3: 2017 Fire Extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers.</li> <li>• BS/EN 16750:2017 Fixed firefighting systems. Oxygen reduction systems. Design, installation, planning and maintenance.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall manage and deliver fire risk assessments and fire safety plans on behalf of the <i>Client</i>.</li> <li>• The <i>Service Provider</i> manage compliance with all fire regulations and standards.</li> </ul>

<b>Service F9</b>	<b>SF9: BUILDING INFORMATION MODELLING AND GOVERNMENT SOFT LANDINGS</b>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall have regard to the explanation of BIM and GSL requirements across the industry.</li> <li>• The supplier should be aware that for the purposes of this framework PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset r shall have re is no standard for this service.</li> </ul>
<b>Service F10</b>	<b>SF10: DISPLAY ENERGY CERTIFICATES (DECs)</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• Energy Performance of Buildings (Certificates and Inspections) Regulation in 2007;</li> <li>• European Directives 2002/91/EC and 2010/31/EU on the energy performance of buildings;</li> <li>• Article 27 of the Energy Performance of Buildings EU Directive; and</li> <li>• DCLG publication 2016 - Improving the energy efficiency of our buildings.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall undertake the audit at <i>Affected Property</i> in accordance with the latest Energy Directives and any other relevant legislation.</li> </ul>
<b>Service F11</b>	<b>SF11: ENERGY PERFORMANCE CERTIFICATES (EPCs)</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015;</li> <li>• Energy Performance of Buildings (England and Wales) (Amendment) (No. 2) Regulations 2015;</li> <li>• DCLG publication 2017 - A guide to energy performance certificates for the construction, sale and let of non-dwellings; and</li> <li>• DCLG publication 2016 - Improving the energy efficiency of our buildings.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall undertake the audit at <i>Affected Property</i> in accordance with the latest Directives and any other relevant legislation.</li> </ul>

Service F12	SF12: RADON GAS MANAGEMENT SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● Health and Safety at Work Act 1974;</li> <li>● Management of Health and Safety at Work Regulations 1999;</li> <li>● The Ionising Radiations Regulations 2017;</li> <li>● The Ionising Radiations Regulations (Northern Ireland) 2017;</li> <li>● The Building Regulations 2004 (England, includes 2010 and 2013 amendments);</li> <li>● The Building Regulations 2010 (Wales, includes 2017 amendments);</li> <li>● The Building (Scotland) Regulations 2004;</li> <li>● The UKradon and HSE guidance;</li> <li>● The Building Regulations (Northern Ireland) 2012 (includes 2022 amendments);</li> <li>● Public Health England (PFE) guidance; and</li> <li>● BRE report BR211</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall undertake the necessary inspections and reporting requirements to ensure compliance with all current legislation and future re-enactments; and</li> <li>● The <i>Service Provider</i> shall deliver the Services in accordance with the <i>Client's</i> Radon Risk Assessments and specified requirements.</li> </ul>
Service F13	SF13: PERMIT TO WORK
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall deliver the Permit to Work systems on behalf of the <i>Client</i>.</li> <li>● The <i>Service Provider</i> be responsible for managing compliance of Permit to Work systems on behalf of the <i>Client</i> for all works being undertaken or managed by the <i>Service Provider</i>, including hot works, confined spaces, live electrical working, working on or near high voltage, excavations, temporary disconnection of safety systems and working at height.</li> </ul>

	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall be responsible for the provision of all suitably qualified, skilled and accredited Staff to successfully deliver the Permit to Work system for the <i>Client</i>.</li> </ul>
<b>WORK PACKAGE G: LANDSCAPING SERVICES</b>	
<b>Service G1</b>	<b>SG1: HARD LANDSCAPING SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>Health and Safety at Work Act 1974;</li> <li>Construction (Design and Management) Regulations 2015;</li> <li>Work at Height Regulations 2005;</li> <li>Control of Substances Hazardous to Health Regulations 2002;</li> <li>Management of Health and Safety at Work Regulations 1999;</li> <li>Lifting Operations and Lifting Equipment Regulations 1998;</li> <li>Electrical Equipment (Safety) Regulations 1994;</li> <li>Manual Handling Operations Regulations 1992;</li> <li>Personal Protective Equipment at Work Regulations 1992; and where required:               <ul style="list-style-type: none"> <li>When required BS5837:2012.</li> <li>Party Wall, etc Act 1996.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.</li> <li>All plants in beds and containers shall be maintained to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs, which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement.</li> </ul>

Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.

- Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the *Affected Property* and recycled or taken off-site and recycled.
- It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.
- The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs.
- All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- A maintenance schedule shall be implemented to ensure:
  - All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;
  - All pots / containers are cleaned and replaced where necessary;
  - All external soft landscaped areas are kept safe, clean and tidy;
  - Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the *Client*, its staff and Building Users;
  - All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
  - The *Service Provider* is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;
  - All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;
  - All trees are maintained to ensure the safety of the *Client*, its staff and Building Users; and

	<ul style="list-style-type: none"> <li>○ In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the <i>Client</i>, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys.</li> </ul>
<b>Service G2</b>	<b>SG2: SOFT LANDSCAPING SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● Health and Safety at Work Act 1974;</li> <li>● Construction (Design and Management) Regulations 2015;</li> <li>● Work at Height Regulations 2005;</li> <li>● Control of Substances Hazardous to Health Regulations 2002;</li> <li>● Management of Health and Safety at Work Regulations 1999;</li> <li>● Lifting Operations and Lifting Equipment Regulations 1998;</li> <li>● Electrical Equipment (Safety) Regulations 1994;</li> <li>● Manual Handling Operations Regulations 1992;</li> <li>● Personal Protective Equipment at Work Regulations 1992; and where required:           <ul style="list-style-type: none"> <li>○ When required BS5837:2012.</li> <li>○ Party Wall, etc Act 1996.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as cleaning and hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.</li> <li>● All plants in beds and containers shall be maintained to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs, which have died or appear</li> </ul>

to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.

- Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at the *Affected Property* and recycled or taken off-site and recycled.
- It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.
- The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs.
- All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- A maintenance schedule shall be implemented to ensure:
  - All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;
  - All pots/ containers are cleaned and replaced where necessary;
  - All external soft landscaped areas are kept safe, clean and tidy;
  - Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the *Client*, its staff and Building Users;
  - All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
  - The *Service Provider* is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;
  - All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;
  - All trees are maintained to ensure the safety of the *Client*, its staff and Building Users; and

	<ul style="list-style-type: none"> <li>○ In the first twelve (12) Months from the Call-Off Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Call-Off Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the <i>Client</i>, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys.</li> </ul>
<b>Service G3</b>	<b>SG3: TREE SURGERY (ARBORICULTURE)</b>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall ensure that staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to the requirements of the relevant British Standard.</li> <li>● Any <i>Sub-Service Provider</i> used by the <i>Service Provider</i> for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</li> <li>● The supplier is required to seek both <i>Client</i> and local Authority approval before trimming or felling any trees.</li> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998. Any <i>Sub-Service Provider</i> used by the <i>Service Provider</i> for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</li> </ul>
<b>Service G4</b>	<b>SG4: PLANNED SNOW AND ICE CLEARANCE SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</li> </ul>
<b>Service G5</b>	<b>SG5: REACTIVE SNOW AND ICE CLEARANCE SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</li> </ul>

Service G6	SG6: RESERVOIRS, PONDS, RIVER WALLS AND WATER FEATURE MAINTENANCE
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments.</li> <li>● The <i>Service Provider</i> shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.</li> <li>● The <i>Service Provider</i> shall ensure that the discharge of pollutants into waterways is managed in accordance with the energy management and Environmental Management requirements as required by the <i>Client</i>.</li> <li>● The <i>Service Provider</i> shall ensure that water quality testing and reporting is in-line with environment agency best practise, including L8 (The control of legionella bacteria in water systems) testing of water features.</li> </ul>
Service G7	SG7: INTERNAL PLANTING
Standard	<ul style="list-style-type: none"> <li>● Internal planting shall only be provided in high traffic areas that are deemed absolutely necessary to decorate. This shall be agreed on an individual basis with the <i>Client</i>.</li> <li>● It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The use of chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs may be allowed.</li> <li>● All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</li> <li>● The <i>Service Provider</i> shall ensure that all plant specimens are kept to a height and form which is safe, appropriate for an indoor plant, takes cognisance of its position within the premises and accords with good horticultural practice.</li> <li>● Soil improvers shall not contain peat or sewage sludge.</li> </ul>

- All products and services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants.
- Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol.
- From 2015 plants shall not be supplied in or with growing media containing peat. It is accepted that a residual amount of peat may remain from its use in the original propagation of a plant.
- The *Service Provider* shall consider in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application. The *Service Provider* shall only use chemicals specifically approved for the purpose for which it is intended as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice issued by the Department for the Environment, Food and Rural Affairs. The *Service Provider* shall ensure compliance with the *Client's* policy on Greening Government Commitments at all times.
- All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- All *Service Provider* Staff delivering the Services must have clean working methods and must remove all debris around the displays prior to leaving site.
- The Government Buying Standard for horticulture services shall be used.
- Compliance with wider policy on Greening Government Commitments must also be ensured, including in relation to Waste and Water Management.

Service G8	SG8: CUT FLOWERS AND CHRISTMAS TREES
Standard	<ul style="list-style-type: none"> <li>• There is no specific Service Standard for this Service. However, guidance shall be sought from the various trade and governing bodies for the sector including:               <ul style="list-style-type: none"> <li>○ Fair Flowers Fair Plants</li> <li>○ All <i>Service Provider</i> Staff delivering this Service shall be fully trained, verified with certificates, within their horticultural speciality and shall have appropriate and approved attire. All <i>Service Provider</i> Staff delivering this Service shall have clean working methods and must remove all debris around the displays prior to leaving the <i>Affected Property</i>. <i>Service Provider</i> Staff shall liaise as required with the Helpdesk both during and outside Operational Working Hours (as and when required).</li> <li>○ The <i>Service Provider</i> shall keep a full record of each visit to the <i>Affected Property</i>.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <b>WORK PACKAGE H – CATERING SERVICES</b></li> </ul>	
GENERIC REQUIREMENTS	
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ Waste and Resources Action Programme’s (WRAP) Hospitality and Food Service Voluntary Agreement;</li> <li>○ Government Buying Standards;</li> <li>○ Food Safety legislation;</li> <li>○ Food labelling legislation;</li> <li>○ Responsibility Deal;</li> <li>○ Greening Government Commitments;</li> <li>○ Food for Life – Catering Mark;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Hazard Analysis and Critical Control Point (HACCP);</li> <li>○ Control of Substances Hazardous to Health (CoSHH);</li> <li>○ Waste Scotland Regulations (2012) (for all sites within Scotland);</li> <li>○ Food Safety (Temperature Control) Regulations 1995;</li> <li>○ Food Safety Act 1990;</li> <li>○ Manual Handling at Work; and</li> <li>○ Health and Safety at Work Act.</li> </ul>
<p>Sustainability, Nutrition and Procurement</p>	<ul style="list-style-type: none"> <li>● Appendix 1 - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:           <ul style="list-style-type: none"> <li>○ Sustainable food production; meeting high standards of farming and food processing;</li> <li>○ Nutrition, including food procurement, menu development and provision, food preparation and food service;</li> <li>○ Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention and good management;</li> <li>○ Social and economic value – achieving wider social benefits for the community; and</li> <li>○ Quality of service provision.</li> </ul> </li> <li>● Under the Greening Government Commitments, <i>Client's</i> will be open and transparent on the steps they are taking to address procurement of food and Catering Services: including action taken within the context of overarching priorities of value for money and streamlining procurement, to encourage the procurement of food that meets British or equivalent production Standards insofar as possible and to reduce the environmental impacts of food and Catering Services and support a healthy balanced diet.</li> <li>● Catering Procurement will be treated as a separate Project for identifying a standard procedure and aggregating requirements where possible. Where existing catering operations are in place the Government</li> </ul>

	Buying Standard for food and catering shall be applied. The catering Standards will be incorporated into the FM Service Standards once they have been developed.
<b>Service H1</b>	<b>SH1: CHILLED POTABLE WATER</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>Drinking Water Directive 1998.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>It is Government policy not to provide bottled water as a method of supplying chilled water at <i>Client</i> Properties, and therefore should only be considered by the <i>Service Provider</i> where no other system is possible. Where bottled water is to be provided, the <i>Service Provider</i> shall provide a cost per bottle prior to order and an indication of expected usage.</li> </ul>
<b>Service H2</b>	<b>SH2: DELI/COFFEE BAR</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Catering Management shall apply.</li> </ul>
<b>Service H3</b>	<b>SH3: EVENTS AND FUNCTIONS</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Catering Management shall apply.</li> <li>Compliance with Government hospitality policies is essential at all times.</li> <li>The <i>Service Provider</i> shall be responsible for the provision of all equipment to perform the Service.</li> <li>The <i>Service Provider</i> shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP).</li> </ul>

<b>Service H4</b>	<b>SH5: FULL SERVICE RESTAURANT</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Catering Management shall apply.</li> <li>● The <i>Service Provider</i> shall ensure that, as a minimum, a member of the management/supervisory team and/or senior chef is physically present in the serving and dining areas during main meal service periods and at other key times as appropriate.</li> <li>● <i>Service Provider</i> Staff shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the <i>Client</i>, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner.</li> <li>● Re-cycle bins shall be regularly checked by the <i>Service Provider</i> and refuse shall be removed to the refuse area when full.</li> <li>● The <i>Service Provider</i> shall ensure that the restaurant is to be open, operational and ready to provide Catering Services between the hours specified in the Service Requirements on each Working Day.</li> </ul>
<b>Service H5</b>	<b>SH5: HOSPITALITY AND MEETINGS</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Catering Management shall apply.</li> <li>● Compliance with Government hospitality policies shall be adhered to at all times.</li> <li>● Pricing shall be via a pass-through arrangement (food, labour &amp; overhead).</li> <li>● The <i>Service Provider</i> shall be responsible for the provision of all equipment to perform the Service.</li> </ul>
<b>Service H6</b>	<b>SH6: OUTSIDE CATERING</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:             <ul style="list-style-type: none"> <li>○ Food Safety (Temperature Control) Regulations 1995; and</li> <li>○ Food Safety Act 1990.</li> </ul> </li> </ul>

Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Catering Management shall apply.</li> <li>• Compliance with Government hospitality policies is essential at all times.</li> <li>• The <i>Service Provider</i> shall be responsible for the provision of all equipment to perform the Service.</li> <li>• If the food is produced offsite then this shall be undertaken from premises that have been fully vetted, registered and approved by the relevant <i>Client</i> prior to commencing the Service.</li> <li>• Pricing shall be via a pass-through arrangement (food, labour &amp; overhead).</li> </ul>
<b>Service H7</b>	<b>SH7: TROLLEY SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Catering Management shall apply.</li> <li>• The <i>Service Provider</i> shall be responsible for the provision of all equipment to perform the Service.</li> <li>• <i>Service Provider</i> Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</li> </ul>
<b>Service H8</b>	<b>SH8: VENDING SERVICES (FOOD AND BEVERAGES)</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:             <ul style="list-style-type: none"> <li>○ Regulation (EC) 852/200</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Catering Management shall apply.</li> <li>• Guidance should be sought from the various trade and governing bodies for the sector including:             <ul style="list-style-type: none"> <li>○ The Automatic Vending Association (AVA).</li> </ul> </li> <li>• The <i>Service Provider</i> shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance.</li> </ul>

	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall be responsible for all maintenance of vending machines located at <i>Client</i> Properties.</li> <li>Cash &amp; card options to be available (as appropriate).</li> </ul>
<b>Service H9</b>	<b>SH10: RESIDENTIAL CATERING SERVICES</b>
	<ul style="list-style-type: none"> <li>The Generic Requirements for Catering Management shall apply.</li> <li>The <i>Service Provider</i> shall be responsible for the provision of all equipment to perform the Service.</li> <li><i>Service Provider</i> Staff undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</li> </ul>
<b>WORK PACKAGE I – CLEANING SERVICES</b>	
<b>GENERIC REQUIREMENTS</b>	
Legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>British Institute of Cleaning Science (BICS) Edition 6;</li> <li>National Standards of Health Care Cleanliness 2021 (where applicable);</li> <li>Control of Substances Hazardous to Health (CoSHH);</li> <li>Health and Safety at Work Act 1974;</li> <li>The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</li> <li>The Environmental Protection Act 1990 (the "EPA");</li> <li>Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations);</li> <li>NLRS – 0473 - national spec - c~iness-NHS-2007-04-v1;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ PAS 5274 – The Specification for the Planning, Application &amp; Measurement of Cleanliness Services in Hospitals; and</li> <li>○ The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>● Compliance with Government Buying Standards for Cleaning Products and Services.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● Cleaning is to be carried out using cleaning methods which will achieve a good standard of cleaning, leaving the Asset free from dirt, marks and smears, and preserving the original condition and appearance of the Asset, given due consideration of its age and condition.</li> <li>● <i>Service Provider</i> is to evidence that <i>Service Provider</i> Staff are trained and accredited to deliver to BICS Standards and/or National Standards of Health Care Cleanliness 2021 (where applicable) and are competent in their duties.</li> <li>● The standard of cleaning as specified for each area is to be evident at the start of each Working Day or as specified by the <i>Client</i>. To enable the requirements of the <i>Client</i> to be met, as well as introducing an opportunity for the <i>Service Provider</i> to use their skills and judgement to achieve cost effective and efficient Services in line with the four standards of cleaning outlined within Section 6 – Other standards of this document.</li> <li>● To ensure that the <i>Service Provider</i> can deliver the required level and quality of Service, a clear desk policy should be considered (where appropriate) and where it can be enforced without undue impact on the daily operation(s) by the <i>Client</i>.</li> <li>● The <i>Service Provider</i> shall develop and implement a resource management plan that will set targets and responsibilities for meeting or exceeding operational resource efficiency targets including energy and water consumption and waste production. The structure and format of the resource management plan shall be agreed by the <i>Client</i> at Call-Off Commencement Date.</li> <li>● These Standards will be applied across the <i>Affected Property</i> which is included in Framework Schedule 6 (Call-Off Contract) as the Standard to be applied to all cleaning activity.</li> </ul>

	<ul style="list-style-type: none"> <li>• Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</li> <li>• Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</li> </ul>
<b>Service I1</b>	<b>S11: ROUTINE CLEANING SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for cleaning shall apply.</li> <li>• The <i>Service Provider</i> shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services:             <ul style="list-style-type: none"> <li>○ Paper products;</li> <li>○ Cleaning products;</li> <li>○ Liquid Soap;</li> <li>○ Air Fresh products;</li> <li>○ Bin Liners; and</li> <li>○ Sanitary vending consumables.</li> </ul> </li> <li>• Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including:             <ul style="list-style-type: none"> <li>○ The Cleaning and Support Services Association (CSSA).</li> </ul> </li> <li>• Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</li> <li>• First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Section 6 - Other standards of this document or as otherwise detailed by the <i>Client</i>.</li> </ul>
<b>Service I2</b>	<b>S12: INFECTION CONTROL / TOUCHPOINT CLEANING SERVICES</b>

Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● All cleaning Services will be fully compliant with the appropriate Risk Assessment/s.</li> <li>● All cleaning Services will be delivered in compliance with all current guidance published by HM Government (and all Devolved Parliaments), to include but not be limited to:             <ul style="list-style-type: none"> <li>○ UK Health Security Agency 2021 – COVID19: Cleaning in non-healthcare settings outside the home;</li> <li>○ UK Health Security Agency 2021 – COVID19 guidance;</li> <li>○ HSE 2021 – Cleaning, hygiene and hand-washing to reduce the coronavirus (COVID-19) transmission; and</li> <li>○ BEIS and DCMS 2021 – Working safely during coronavirus (COVID-19).</li> </ul> </li> <li>● All personnel shall be fully trained in COVID-19 cleaning techniques to safely deliver the Services.</li> </ul>
<b>Service I3</b>	<b>SI3: CLEANING OF INTEGRAL BARRIER MATS</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● Maintenance and cleaning will be in line with Good Industry Practice.</li> <li>● Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</li> <li>● Current BICS (Edition 6) cleaning Standards for soft flooring are to be applied.</li> <li>● National Standards of Health Care Cleanliness 2021 (where applicable)</li> </ul>
<b>Service I4</b>	<b>SI4: MOBILE CLEANING SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● The <i>Service Provider</i> shall ensure that environmentally preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services:             <ul style="list-style-type: none"> <li>○ Paper products;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Cleaning products;</li> <li>○ Liquid Soap;</li> <li>○ Air Fresh products;</li> <li>○ Bin Liners; and</li> <li>○ Sanitary vending consumables.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector associated with telephone sanitisation services including:           <ul style="list-style-type: none"> <li>○ The Cleaning and Support Services Association (CSSA).</li> </ul> </li> <li>● Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation.</li> <li>● First aid rooms and medical facilities are to be cleaned to the Hygiene Standard as described within Section 6 - Other standards of this document or as otherwise detailed by the <i>Client</i>.</li> </ul>
<b>Service I5</b>	<b>S15: DEEP CLEANING (PERIODIC) SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● These Standards below will be carried out using the same principles to the Generic Requirements and for regular cleaning tasks but with a greater level of effort and application with the intention of re-generating the appearance of the item or product being cleaned whether a wall or floor finish or piece of equipment including a baking tray or oven.</li> <li>● Current BICS (Edition 6) cleaning Standards are to be applied.</li> <li>● National Standards of Health Care Cleanliness 2021 (where applicable)</li> <li>● Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</li> <li>● A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:           <ul style="list-style-type: none"> <li>○ Deep cleaning of hygiene areas (including First Aid rooms, laboratories etc.) and to include fridges, kettles (including water boilers) microwave ovens and soap dispensers;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>○ Hard floors (including tiled, cast, wooden, laminate);</li><li>○ Carpets (including entry matting, barrier matting);</li><li>○ Soft Furnishings (including curtains, cushions);</li><li>○ Blinds/window dressings;</li><li>○ Desks;</li><li>○ Telephones and IT equipment; and</li><li>○ External areas such as bin sheds/compounds and publicly visible/used areas.</li></ul> <ul style="list-style-type: none"><li>● High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call-Off Contract with the <i>Client</i>) including edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the <i>Client</i> in the Call-Off Contract to prevent the build-up of dust and debris using appropriate access equipment as necessary. The process shall render them free from ingrained dirt and dust, void of all stains and markings.</li><li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.</li><li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</li><li>● Guidance should also be sought from the various trade and governing bodies for the sector including the following:</li><li>● The Association of Approved Oven Cleaners.</li></ul>
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Service I6	SI6: CLEANING OF EXTERNAL AREAS
Standard	<ul style="list-style-type: none"> <li>● <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff are trained to undertake the tasks demanded of them.</li> <li>● The cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric.</li> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff are trained in the use of industrial cleaning equipment including scrubber driers, rotary buffers, steam cleaners and pressure washers.</li> </ul>
Service I7	SI7: WINDOW CLEANING (INTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ The Environmental Protection Act 1990 (the “<b>EPA</b>”); and</li> <li>○ Pollution Prevention and Control Regulations 2000 (the “<b>PPC</b>” Regulations).</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including:               <ul style="list-style-type: none"> <li>● The British Window Cleaning Academy.</li> </ul> </li> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff are trained in the use of industrial cleaning equipment including high level clean and reach systems, steam cleaners and pressure washers.</li> <li>● Where appropriate, the <i>Service Provider</i> shall ensure that all <i>Service Provider</i> Staff are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</li> <li>● Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice.</li> </ul>

Service I8	S18: WINDOW CLEANING (EXTERNAL)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ The Environmental Protection Act 1990 (the “EPA”); and</li> <li>○ Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● All windows to be left free of any dirt, streaks, smears or runs, and window frames are to be clear of any dirty water marks resulting from the cleaning task.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including the following:               <ul style="list-style-type: none"> <li>○ The British Window Cleaning Academy.</li> </ul> </li> <li>● <i>Service Provider</i> Staff should be trained in the use of industrial cleaning equipment such as, including high level clean and reach systems, steam cleaners and pressure washers.</li> <li>● Where appropriate <i>Service Provider</i> Staff should be trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</li> <li>● Maintenance procedures will be appropriate to the finish of the fixture or windowpane and will comply with manufacturer’s requirements, in line with Good Industry Practice.</li> </ul>
Service I9	S19: CLEANING OF COMMUNICATION AND EQUIPMENT ROOMS
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for cleaning shall apply.</li> <li>● The scope shall include ‘Comms’ rooms, data centres and any other space related to or supporting IT equipment</li> </ul>

<b>Service I10</b>	<b>S110: REACTIVE CLEANING (OUTSIDE CLEANING OPERATIONAL HOURS)</b>
Standard	<ul style="list-style-type: none"> <li>● A Reactive Cleaning Service (outside of cleaning operational hours) shall be provided in order to maintain the full and safe use of the <i>Affected Property</i>.</li> <li>● The General standards for cleaning shall apply.</li> </ul>
<b>Service I11</b>	<b>S111: HOUSEKEEPING SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:           <ul style="list-style-type: none"> <li>○ The Guild of Cleaners &amp; Launderers;</li> <li>○ The National Association of the Launderette Industry (NALI); and</li> <li>○ The Textile Services Association (TSA).</li> <li>○ The linen used or required to carry out the Service shall, as a minimum, comply with the mandatory level of the Government Buying Standard for textiles.</li> <li>○ <i>Service Provider</i> shall ensure that the Dry Cleaning Service shall be delivered in line with the following:</li> <li>○ The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</li> <li>○ The Environmental Protection Act 1990 (the "EPA"); and</li> <li>○ Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).</li> </ul> </li> </ul>
<b>Service I12</b>	<b>S112: IT EQUIPMENT CLEANING</b>
Standard	<ul style="list-style-type: none"> <li>● There is no specific Service Standard for this Service. However, guidance should be sought from the various trade and governing bodies for the sector including:</li> <li>● The Cleaning and Support Services Association (CSSA).</li> </ul>

	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall ensure that none of the cleaning operations shall have any detrimental effect on the performance of the <i>Client's</i> IT systems or damage any of the equipment to be cleaned.</li> </ul>
<b>Service I13</b>	<b>SI13: SPECIALIST CLEANING</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for cleaning shall apply.</li> <li>Guidance should be sought from the various trade and governing bodies for the sector including the following:           <ul style="list-style-type: none"> <li>The British Antique Furniture Restorers' Association.</li> </ul> </li> <li>Under no circumstances is the <i>Service Provider</i> to authorise the cleaning of antique furniture, display items, mirrors or artefacts, unless the method of cleaning method has been agreed in writing and underwritten by the <i>Client</i>.</li> </ul>
<b>Service I14</b>	<b>SI14: CLEANING OF CURTAINS AND WINDOW BLINDS</b>
Standard	<ul style="list-style-type: none"> <li>Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned.</li> <li>The frequency of cleaning shall be agreed with the <i>Client</i>.</li> </ul>
<b>Mobile I15</b>	<b>SI15: LABORATORY, MEDICAL AND CLINICAL CLEANING</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for cleaning shall apply.</li> <li>PAS 5274 – The Specification for the Planning, Application &amp; Measurement of Cleanliness Services in Hospitals.</li> <li>The National Specification for Cleanliness in NHS / The Revised Healthcare Cleaning Manual.</li> </ul>
<b>Service I16</b>	<b>SI16: PEST CONTROL SERVICES</b>
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> <li>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> </ul>

or Government guidelines	<ul style="list-style-type: none"> <li>○ Prevention of Damage by Pests Act 1949;</li> <li>○ The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and</li> <li>○ Protection of Animals (as amended).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:           <ul style="list-style-type: none"> <li>● British Pest Control Association (BPCA); and</li> <li>● The Royal Society for Public Health (RSPH).</li> </ul> </li> <li>● A risk assessment shall be carried out to determine what pest control methods are to be used.</li> <li>● A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function.</li> </ul>
<b>Service I17</b>	<b>SI17: LINEN AND LAUNDRY SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including the following:           <ul style="list-style-type: none"> <li>○ The Guild of Cleaners &amp; Launderers;</li> <li>○ The National Association of the Launderette Industry (NALI); and</li> <li>○ The Textile Services Association (TSA).</li> </ul> </li> <li>● The linen used or required to carry out the Service shall, as a minimum, comply with the mandatory level of the Government Buying Standard for textiles</li> <li>● <i>Service Provider</i> shall ensure that the Dry Cleaning Service shall be delivered in line with the following:           <ul style="list-style-type: none"> <li>○ The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</li> <li>○ The Environmental Protection Act 1990 (the "EPA"); and</li> <li>○ Pollution Prevention and Control Regulations 2000 (the "PPC" Regulations).</li> </ul> </li> </ul>

WORKPACKAGE J: WORKPLACE FM SERVICES	
<b>Service J1</b>	<b>SJ1: MAIL SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>• See Internal Messenger Service.</li> </ul>
<b>Service J2</b>	<b>SJ2: INTERNAL MESSENGER SERVICE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>• HMG Infosec Standard 5 (IS5);</li> <li>• General Data Protection Regulation (GDPR);</li> <li>• Centre for Protection of National Infrastructure (CPNI);</li> <li>• Communications Electronic Security Group (CESG) – Good Practice Guide No. 53;</li> <li>• The Government Security Classifications Policy (2014); and</li> <li>• The <i>Service Provider</i> shall ensure that the paper and paper products such as envelopes used in the delivery of the Service shall be compliant with the requirements of the Government Buying Standard on paper and paper products.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall arrange for the <i>Service Provider's</i> messenger staff to collect messages and other items from the main point of delivery and distribute this to the designated drop off points within each <i>Affected Property</i>.</li> <li>• The <i>Service Provider</i> shall ensure that the collections and deliveries from collection and drop-off points shall take place at the relevant times determined by the <i>Client</i> during Operational Working Hours at all times.</li> </ul>

<b>Service J3</b>	<b>SJ3: COURIER BOOKING AND DISTRIBUTION SERVICE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>• HMG Infosec Standard 5 (IS5);</li> <li>• Centre for Protection of National Infrastructure (CPNI);</li> <li>• Communications Electronic Security Group (CESG)</li> <li>• Security Policy Framework; and</li> <li>• The Government Security Classifications Policy (2014).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• A national and international courier service shall be provided.</li> <li>• Couriers and parcel companies sub-contracted by the <i>Service Provider</i> for delivering goods and services shall comply with the Government Buying Standard for transport in performance of the contract.</li> <li>• The <i>Service Provider</i> shall support the <i>Client's</i> policy on Greening Government Commitments by using environmentally preferable forms of transport such as bicycle couriers and Liquid Petroleum Gas (LPG) cars in preference to those which use motor cycles or petrol powered cars.</li> </ul>
<b>Service J4</b>	<b>SJ4: MINOR REPAIRS SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>• A Service shall be provided on a site based or mobile basis and be delivered via a planned or ad hoc basis as defined and shall cover a range of duties to be agreed with the <i>Client</i>.</li> </ul>
<b>Service J5</b>	<b>SJ5: MOVE AND SPACE MANAGEMENT (INTERNAL MOVES)</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Current legislation, Government Guidance and best practice (including High Performing Properties, Achieving Excellence, Revitalising Health and Safety, Sustainable Development, Design Quality, and Gateway reviews) shall be adhered to at all times; and</li> <li>○ All space planning/management advice must comply with the above policies and with the current version of Appraisal and Evaluation in central Government and “The Green Book” Treasury Guidance.</li> </ul>
<p style="text-align: center;">Standard</p>	<ul style="list-style-type: none"> <li>● Where possible, space redesign must provide a working space of no more than eight (8) m<sup>2</sup> per workstation.</li> <li>● The following areas shall be included in all move management exercises:           <ul style="list-style-type: none"> <li>○ Planning – documented preparation of move plans;</li> <li>○ Updating CAD drawings and Asset registers;</li> <li>○ Providing full CAD drawings where only paper versions are currently available;</li> <li>○ Stakeholder management;</li> <li>○ Movement of furniture, equipment and personal effects;</li> <li>○ Management of <i>Service Provider</i> and <i>Service Provider</i> Staff;</li> <li>○ Liaison with other relevant suppliers (e.g., IT and telecommunications, other specialist advisors; and</li> <li>○ Post occupancy evaluation.</li> </ul> </li> <li>● With regard to disposal of furniture, the relevant Government Buying Standard includes the statement that all Government departments and their agencies are encouraged to meet at least (five) 5% of the office furniture and (ten) 10% of the domestic/residential items through reuse/refurbish/re-upholster of their current furniture stock.</li> <li>● This shall be embedded in the Authority’s and the Government Property Unit’s separate centralised commercial vehicle on office furniture.</li> <li>● As ministerial office and residential accommodation may be involved, the <i>Service Provider</i> shall recognize the special security implications affecting any alterations. The <i>Client</i> shall work with the <i>Service Provider</i> as required in those eventualities to assist in space planning exercises/negotiations.</li> </ul>

Service J6	SJ6: PORTERAGE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>● Manual Handling Operations Regulations 1992 (as amended);</li> <li>● The Management of Health and Safety at Work Regulations 1999;</li> <li>● Provision and Use of Work Equipment Regulations 1998; and</li> <li>● Operations and Lifting Equipment Regulations 1998 (LOLER).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● In delivering the Porterage Service, the <i>Service Provider</i> shall at all times, seek to optimise staffing arrangements of <i>Service Provider</i> Staff, to take advantage of any synergies between other Services delivered at each <i>Affected Property</i> for example: Repairperson Services and Flag Flying, therefore demonstrating value for money to the <i>Client</i>.</li> <li>● The Porterage Service shall be controlled entirely by the Helpdesk and shall be subject to the relevant performance measures.</li> <li>● All <i>Service Provider</i> Staff shall have undertaken appropriate training including manual handling course and <i>Client</i> service skills and be otherwise appropriately professionally trained for their duties.</li> </ul>
Service J7	SJ7: CLOCKS
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall ensure that clocks are in working order and display the correct time (taking into account British Summer Time (BST) and Greenwich Mean Time (GMT) variations).             <ul style="list-style-type: none"> <li>○ Clocks shall be maintained in line with manufacturer’s recommendations and common Good Industry Practices.</li> </ul> </li> </ul>

Service J8	SJ8: SIGNAGE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ The Health and Safety (Safety Signs and Signals) Regulations 1996;</li> <li>○ BS5499-1:1990;</li> <li>○ BS5499-4:2000; and</li> <li>○ The Traffic Signs Regulations and General Directions (TSRGD) 2002.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● Guidance shall be sought from the various trade and governing bodies for the sector including:               <ul style="list-style-type: none"> <li>○ British Approvals for Fire Equipment (BAFE);</li> <li>○ Driving Standards Agency (DSA);</li> <li>○ British Parking Association;</li> <li>○ All timber signage shall comply with the requirements of the Government’s Timber Procurement Policy (see: <a href="http://www.cpet.org.uk">www.cpet.org.uk</a>); and</li> <li>○ All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:                   <ul style="list-style-type: none"> <li>○ a legal source; and</li> <li>○ a sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source.</li> </ul> </li> </ul> </li> <li>● The <i>Client</i> may reject any Tender that cannot offer to provide independent verification that all timber and wood-derived products used in the contract meets this requirement.</li> <li>● All signage shall be clean and clearly readable up to an acceptable distance.</li> <li>● External signage should not show signs of discolouration due to mould or verdi gris or like deposits.</li> </ul>

Service J9	SJ9: ARCHIVING (ON SITE)
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ HMG Infosec Standard 5 (IS5);</li> <li>○ Centre for Protection of National Infrastructure (CPNI);</li> <li>○ Communications Electronic Security Group (CESG)</li> <li>○ Security Policy Framework; and</li> <li>○ The Government Security Classifications Policy (2014).</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● Guidance shall be sought from the various trade and governing bodies for the sector including:               <ul style="list-style-type: none"> <li>○ The National Archives;</li> <li>○ The Archives and Records Association (ARA);</li> <li>○ Association of Records Managers and Administrators (ARMA International); and</li> <li>○ The International Council on Archives.</li> </ul> </li> </ul>
Service J10	SJ10: FURNITURE MANAGEMENT
Standard	<ul style="list-style-type: none"> <li>● The Government Buying Standards for the sustainable procurement of furniture.</li> <li>● With regard to disposal of furniture, the Government Buying Standard to be published in 2014 requires that furniture is advertised to other Government Authorities for reuse in the first instance</li> <li>● Where furniture cannot be reused or refurbished, general Waste Hierarchy principles should apply to its disposal.</li> <li>● Furniture can be disposed of through the Disposal Services Authority</li> <li>● <i>Client</i> Mobile Asset Management Planning for Furniture items.</li> </ul>

	<ul style="list-style-type: none"> <li>● Maintenance shall be in line with manufacturers’ recommendations and common Good Industry Practices. Furniture shall be recycled where possible.</li> <li>● With regard to disposal of furniture, the Government Buying Standard published in 2013 requires that furniture is advertised to other Central Government Bodies for reuse in the first instance.</li> <li>● Maintenance is to be in line with manufacturers’ recommendations and common Good Industry Practices.</li> </ul>
<b>Service J11</b>	<b>SJ11: SPACE MANAGEMENT</b>
Standard	<ul style="list-style-type: none"> <li>● See Move and Space Management.</li> </ul>
<b>Service J12</b>	<b>SJ12: CABLE MANAGEMENT</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● Install and maintain in line with manufacturers recommendations and common Good Industry Practices.</li> </ul>
<b>Service J13</b>	<b>SJ13: REPROGRAPHICS SERVICE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ The <i>Service Provider</i> shall ensure that the paper and paper products such as envelopes used in the delivery of the Reprographics Services shall be compliant with the requirements of the Government Buying Standard on paper and paper products.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● A central Reprographics Service shall be provided which meets all operational requirements and optimises the potential for synergies with other Services, takes full cognisance of environmental strategies as set out in sustainability policies. The Service shall be regularly reviewed, with proposals made for the introduction of relevant developing technology.</li> <li>● The following services shall be provided:           <ul style="list-style-type: none"> <li>○ Bulk copying; and</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Finishing and binding of documents.</li> <li>● Service requirements are detailed in Annex E – Service Delivery and Rectification Times (tables A &amp; B).</li> </ul>
<b>Service J14</b>	<b>SJ14: STORES AND GOODS MANAGEMENT SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service J15</b>	<b>SJ15: PORTABLE WASHROOM SOLUTIONS</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service J16</b>	<b>SJ16: ADDITIONAL SUPPORT SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>WORK PACKAGE K – VISITOR SUPPORT SERVICES</b>	
<b>Service K1</b>	<b>SK1: RECEPTION SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>● The reception area shall be fully staffed by designated and fully competent <i>Service Provider</i> Staff at all times during the agreed Operational Working Hours.</li> <li>● The <i>Service Provider</i> shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage <i>Service Provider</i> Staff, <i>Client</i> staff and visitors efficiently and in a</li> </ul>

	<p>professional and friendly manner. The <i>Service Provider</i> shall ensure that all enquiries to the <i>Client</i> are dealt with professionally and promptly.</p> <ul style="list-style-type: none"> <li>• Have a good comprehension and understanding of the English language.</li> </ul>
<b>Service K2</b>	<b>SK2: TAXI BOOKING SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>• Guidance shall be sought from the various trade and governing bodies for the sector including:           <ul style="list-style-type: none"> <li>○ The National Taxi Association.</li> </ul> </li> </ul>
<b>Service K3</b>	<b>SK3: CAR PARK MANAGEMENT AND BOOKING SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>• All designated <i>Client</i> and visitor car parking spaces shall be managed and booked entirely by a central system. This includes the facility to accept electronic bookings and confirmations. This Service could be incorporated into either the reception or security regime at the <i>Affected Property</i>.</li> </ul>
<b>Service K4</b>	<b>SK4: VOICE ANNOUNCEMENT SYSTEM OPERATION</b>
Standard	<ul style="list-style-type: none"> <li>• The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff providing this Service have received training and are suitably skilled to operate the voice alarm systems at the <i>Affected Property</i>.</li> <li>• <i>Service Provider</i> Staff shall operate the voice alarm systems effectively and in accordance with <i>Client</i> requirements during emergency and security events.</li> <li>• <i>Service Provider</i> staff shall have good comprehension and understanding of the English Language.</li> </ul>

## WORK PACKAGE L: SECURITY SERVICES

### GENERIC REQUIREMENTS

Legislation, ACoP  
 or similar industry  
 or Government  
 guidelines

- The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:
  - BS EN ISO 9001;
  - BS 7799 - Information Security Management;
  - Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security;
  - ISO 22301:2013 – Business Continuity Management Systems (BCMS);
  - BS 7984-3:2020 – Key-holding and Response services. Provision of mobile security services. Code of practice;
  - BS 10800:2020 – Provision of security services – Code of practice;
  - BS 7499:2020 – Provision of static guarding security services;
  - HMG Infosec Standard 5 (IS5);
  - Centre for Protection of National Infrastructure (CPNI);
  - Communications Electronic Security Group (CESG)
  - Security Policy Framework;
  - The Government Security Classifications Policy (2014);
  - General Data Protection Regulation (GDPR);
  - Data Protection Act 1998 (DPA);
  - BS 7958:2015 - CCTV Management and Operation; and
  - BS 7858:2019 -Security Screening.

<p>Standard</p>	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Services shall apply.</li> <li>● The <i>Service Provider</i> shall provide a professionally managed, high-quality Security and Guarding Services using Security Industry <i>Client</i> (SIA) or equivalent licensed staff.</li> <li>● The recommendations from the policy development initiatives being carried out by the Government Security Secretariat, led by the Cabinet Office, will be adopted as the Standard for the delivery of Security Services across the Government and public estate. This will include a common pass system for the Civil Services, opportunities for sharing guarding contracts and other shared security services.</li> <li>● Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the throughout the Call-Off Contract.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including:       <ul style="list-style-type: none"> <li>○ Security Systems and Alarms Inspection Board (SSAIB);</li> </ul> </li> <li>● All <i>Service Provider</i> Staff delivering Security Services must have SIA or equivalent accreditation.</li> <li>● All <i>Service Provider</i> Staff delivering Security Services shall have a good comprehension of the English language and be able to follow direction and orders as necessary. Adequate written abilities shall also be expected (important when making reports in the daily occurrence book).</li> <li>● Screening measures should reflect the risks the <i>Client</i> faces and consistent with other security measures in place.</li> <li>● In relation to vehicle screening, similar principles to screening <i>Service Provider</i> Staff should be applied when deciding whether, and at what level, to screen vehicles at entrances to <i>Client</i> Properties, though processes and equipment will differ from those used for personnel screening.</li> <li>● In relation to screening mail, screening measures should be proportionate to the risks the <i>Client</i> faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening.</li> <li>● Clear procedures and processes shall be in place for responding to incidents.</li> </ul>
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	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall agree the Standards (7.1.15 &amp; 7.1.16) with the <i>Client</i> and/or the Departmental Security Officer as there will be specific requirements for each <i>Affected Property</i>.</li> <li>● The <i>Service Provider</i> shall ensure that the Services are delivered in line with BS 25999 – Business Continuity Management. This is as an integral part of any Service offering and will need to be considered and fully scoped by each <i>Client</i> Representative.</li> <li>● The <i>Service Provider</i> shall conform to the <i>Client's</i> Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the <i>Client's</i> Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan.</li> <li>● The <i>Service Provider</i> shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the <i>Client</i> Security Representative within 24 hours or as soon as practicable. The daily occurrence book is to be available for inspection at any time by the <i>Client</i>.</li> <li>● The <i>Client</i> shall agree the form of dress to be worn by <i>Service Provider</i> Staff in each situation.</li> <li>● <i>Service Provider</i> may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g., winter patrols as agreed with the <i>Client</i>. Other styles will be by agreement with the <i>Client</i>.</li> <li>● Purchase of uniforms for staff shall comply with relevant Government Buying Standards.</li> </ul>
<p>Health and Safety (<i>Client</i> Properties that have static guarding )</p>	<ul style="list-style-type: none"> <li>● All <i>Service Provider</i> Staff delivering Security Services shall have successfully attended and possession of a first aid responder qualification. All and any relief staff must carry current certification in this first aid qualification.</li> <li>● All <i>Service Provider</i> Staff delivering Security Services shall be competent and trained in the response to and use of the fire alarm system and the procedures to be followed in the event of an alarm sounding.</li> </ul>
<p><b>Service L1</b></p>	<p><b>SL1: STATIC GUARDING SERVICES</b></p>
<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:             <ul style="list-style-type: none"> <li>○ BS 7499-Static Guarding and Mobile Patrols</li> </ul> </li> </ul>

Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Services shall apply.</li> <li>● The <i>Service Provider</i> shall provide a professionally managed, high-quality Security and Guarding Service that has BS EN ISO 9001 or equivalent accreditation and complies with all legislation governing the security industry (BS 7799 - Information Security Management).</li> <li>● The <i>Service Provider</i> shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of <i>Service Provider</i> Staff delivering Guarding Services prior to deployment within each <i>Affected Property</i>.</li> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each <i>Affected Property</i>.</li> <li>● The <i>Service Provider</i> shall keep a record on all areas of the <i>Affected Property</i> covered by this Service, showing times of inspections, any incidents noted by the <i>Service Provider</i> security staff, thefts and any faults to the premises requiring further attention by the <i>Service Provider</i>. Problems or faults shall be reported to the Helpdesk on identification.</li> </ul>
<b>Service L2</b>	<b>SL2: CCTV / ALARM MONITORING</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ BS 7958-CCTV Management and Operation;</li> <li>○ HMG Infosec Standard 5 (IS5);</li> <li>○ Centre for Protection of National Infrastructure (CPNI);</li> <li>○ Communications Electronic Security Group (CESG);</li> <li>○ Security Policy Framework;</li> <li>○ The Government Security Classifications Policy (2014).</li> </ul> </li> </ul>

Standard	<ul style="list-style-type: none"> <li>● Compliance with the Data Protection Act and other relevant legislation shall be maintained throughout the duration of any Call-Off Contract.</li> <li>● The <i>Service Provider</i> shall operate the <i>Client's</i> Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems.</li> <li>● This Service shall be exclusively used at each <i>Affected Property</i> where Guarding Services are provided. Where no such Service is specified, the <i>Service Provider</i> shall ensure that any panic alarm system remains in operation at all times and should a failure of one of these systems occur, this shall be rectified as an emergency repair item.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including:           <ul style="list-style-type: none"> <li>○ Security Systems and Alarms Inspection Board (SSAIB).</li> </ul> </li> </ul>
<b>Service L3</b>	<b>SL3: CONTROL OF ACCESS – STAFF AND VISITORS</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ BS 7958:2015 – Closed circuit television (CCTV). Management and operation. Code of practice.</li> <li>○ BS 10800:2020 – Provision of security services. Code of practice.</li> <li>○ Data Protection Act 1998 (DPA);</li> <li>○ Surveillance Camera Code of Practice 2013;</li> <li>○ General Data Protection Regulation (GDPR);</li> <li>○ HMG Infosec Standard 5 (IS5);</li> <li>○ Centre for Protection of National Infrastructure (CPNI);</li> <li>○ Communications Electronic Security Group (CESG)</li> <li>○ Security Policy Framework; and</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ The Government Security Classifications Policy (2014).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> </ul>

Service L4	SL4: CONTROL OF ACCESS – VEHICLES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ BS 7958:2015 – Closed circuit television (CCTV). Management and operation. Code of practice.</li> <li>○ BS 10800:2020 – Provision of security services. Code of practice.</li> <li>○ Data Protection Act 1998 (DPA);</li> <li>○ Surveillance Camera Code of Practice 2013;</li> <li>○ General Data Protection Regulation (GDPR);</li> <li>○ HMG Infosec Standard 5 (IS5);</li> <li>○ Centre for Protection of National Infrastructure (CPNI) – Screening Vehicles Guidance (2021)</li> <li>○ Communications Electronic Security Group (CESG)</li> <li>○ Security Policy Framework; and</li> <li>○ The Government Security Classifications Policy (2014).</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> </ul>
Service L5	SL5: EMERGENCY RESPONSE
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● Management and supervision of the Security Guarding Service shall form an essential component of the <i>Client's</i> emergency procedures and Service Provider Staff delivering Security Services shall familiarise</li> </ul>

	themselves fully with all the <i>Client's</i> emergency procedures and related equipment and participate fully in their testing.
<b>Service L6</b>	<b>SL6: PATROLS (FIXED OR STATIC GUARDING)</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ BS 7984-3:2020 - Key Holding and Response Services; and</li> <li>○ BS 7499:2020 - Static Guarding and Mobile Patrols.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● The <i>Service Provider</i> shall provide and utilise an auditable patrol monitoring system, which shall monitor frequency and location of patrolling. The <i>Service Provider</i> shall report as required in relation to patrolling frequency and patterns.</li> <li>● Patrols shall be recorded in the individual record for each <i>Affected Property</i>, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant / equipment and potential breaches of security. The <i>Service Provider</i> shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the <i>Affected Property</i>.</li> </ul>
<b>Service L7</b>	<b>SL7: MANAGEMENT OF VISITORS AND PASSES</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● See Standard SL3: "Control of Access – Staff and Visitors".</li> </ul>
<b>Service L8</b>	<b>SL8: REACTIVE GUARDING</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> </ul>

	<ul style="list-style-type: none"> <li>The <i>Service Provider</i> shall ensure the appropriate rotation of Service Provider Staff to deliver this Service, as required by the length of the reactive guarding requirements.</li> </ul>
<b>Service L9</b>	<b>SL9: ADDITIONAL SECURITY SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Security Services shall apply.</li> <li>The <i>Service Provider</i> will provide Specialist Security Officer requirements, to be defined by the <i>Client</i> at Call Off, these will include:           <ul style="list-style-type: none"> <li>Court Security Officers as defined in the Courts Act 2003 Section 1 (1); and</li> <li>Prisoner Custody Officers as defined in The Criminal Justice Act 1991.</li> </ul> </li> </ul>
<b>Service L10</b>	<b>SL10: ENHANCED SECURITY REQUIREMENTS</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Security Management shall apply.</li> <li>The <i>Service Provider</i> shall comply with all of the <i>Client's</i> policies and procedures on security and act upon the instructions of the <i>Client</i> Security Representative, should there be a change in the Response Level.</li> <li>There are currently 5 levels of threat (Response Levels):           <ul style="list-style-type: none"> <li>low - an attack is unlikely;</li> <li>moderate - an attack is possible but not likely;</li> <li>substantial - an attack is a strong possibility;</li> <li>severe - an attack is highly likely; and</li> <li>critical - an attack is expected imminently.</li> </ul> </li> <li>The <i>Service Provider</i> shall be required to implement and enforce all extra security measures that may be required during a major security alert including following a strict procedure as designated by the <i>Client</i> on receipt of bomb warning calls, or to search baggage and vehicles on arrival.</li> </ul>

Service L11	SL11: KEY HOLDING
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ BS 7984-3:2020 - Key Holding and Response Services; and</li> <li>○ BS 7499:2020 - Static Guarding and Mobile Patrols.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● Keys to general and secure areas, managed by the <i>Service Provider</i> Personal delivering Security Services, shall be in accordance with the <i>Client's</i> key management policy. This shall include:               <ul style="list-style-type: none"> <li>○ Key numbering;</li> <li>○ Key audits; and</li> <li>○ Key logs maintained.</li> </ul> </li> </ul>
Service L12	SL12: LOCK UP / OPEN UP OF <i>AFFECTED PROPERTY</i>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ BS 7984-Key Holding and Response Services; and</li> <li>○ BS 7499-Static Guarding and Mobile Patrols.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● Security installations and measures recommended by the Service Provider shall generally need to be CPNI accredited (Security Equipment Assessment Panel) unless otherwise advised by the <i>Client</i> Security Representative.</li> </ul>

	<ul style="list-style-type: none"> <li>The Service Provider shall ensure that staff attending the <i>Client</i> Property as a key holder are aware of the location of alarm control panels and sensors, the operation of alarm systems, the alarm codes and entry and exit routes once the alarm is set.</li> </ul>
<b>Service L13</b>	<b>SL13: PATROLS (MOBILE VIA A SPECIFIC VISITING VEHICLE)</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>BS 7984-3:2020 - Key Holding and Response Services; and</li> <li>BS 7499:2020 - Static Guarding and Mobile Patrols.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Security Management shall apply.</li> <li>The requirement and frequency will be determined by the <i>Client</i> and will be building specific and risk based. Mobile patrols could be required out of hours.</li> <li>Prior to commencement of the Mobile Security Patrol Service, the Service Provider shall ensure that each <i>Client</i> Property is fitted with electronic tagging systems adjacent to the identified weak points identified in the security assessment to ensure that these are checked and the Service Provider can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods.</li> </ul>
<b>Service L14</b>	<b>SL14: REMOTE CCTV / ALARM MONITORING</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>BS 8591:2014 - Remote centres receiving signals from alarm systems - Code of practice (Superseded but remains current until July 2022);</li> <li>BS 9518:2021 - Processing of alarm signals by an alarm receiving centre. Code of practice;</li> <li>BS EN 50518:2019 - Monitoring and Alarm Receiving Centre;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ BS 4737-3.30:2015 - Intruder alarm systems - Specifications for components - Specification for PVC insulated cables for interconnecting wiring;</li> <li>○ BS EN 50131-1:2018+A3:2020 - Alarm systems – Intrusion and hold-up systems – System requirements;</li> <li>○ EN 50131 - Intruder and Hold-up Alarm Systems;</li> <li>○ EN 50136 - Alarm Transmission Systems (ATS) also known as 'Notification' or 'Signalling';</li> <li>○ BS 7984-3:2020 - Key Holding and Response Services; and</li> <li>○ BS 7499:2020 - Static Guarding and Mobile Patrols.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply.</li> <li>● The <i>Service Provider</i> shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The <i>Service Provider</i> shall report as required in relation to patrolling frequency and patterns.</li> <li>● Patrols shall be recorded in the individual record for each <i>Affected Property</i>, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The <i>Service Provider</i> shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the <i>Affected Property</i>.</li> </ul>
<b>Service L15</b>	<b>SL15: BLENDED STATIC GUARDING SERVICE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ BS 7984-3:2020 - Key Holding and Response Services; and</li> <li>○ BS 7499:2020 - Static Guarding and Mobile Patrols.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Security Management shall apply plus standards SL1 to SL7.</li> </ul>

	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall provide and utilise an auditable patrol monitoring system, which shall monitor frequency and location of patrolling. The <i>Service Provider</i> shall report as required in relation to patrolling frequency and patterns.</li> <li>● Patrols shall be recorded in the individual record for each <i>Affected Property</i>, including details of areas inspected (time/date) any weaknesses/hazards identified and actions taken to address, as shall identification of any malfunctioning of plant/equipment and potential breaches of security. The <i>Service Provider</i> shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the <i>Affected Property</i>.</li> </ul>
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**WORK PACKAGE M - WASTE SERVICE**

**GENERIC REQUIREMENTS**

<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>● Waste (England and Wales) Regulations 2011;</li> <li>● The Controlled Waste (England and Wales) Regulations 2012;</li> <li>● The Waste (Miscellaneous Provisions) (Wales) Regulations 2011;</li> <li>● The Waste (Scotland) Regulations 2011;</li> <li>● The Special Waste Regulations 1996;</li> <li>● Hazardous Waste Regulations (Northern Ireland) 2005;</li> <li>● The Hazardous Waste (England and Wales) Regulations 2005;</li> <li>● The Environmental Protection Act 1990 (the “<b>EPA</b>”);</li> <li>● Pollution Prevention and Control Regulations 2000 (the “<b>PPC</b>” Regulations);</li> <li>● 2007 Standard Industrial Classification (SIC);</li> <li>● Waste Electrical and Electronic Equipment (WEEE) Regulations 2006;</li> </ul>
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	<ul style="list-style-type: none"> <li>● The Government Security Classifications Policy (2014).</li> <li>● Data Protection Act 2018;</li> <li>● UK GDPR;</li> <li>● Health Technical Memorandum 07/01 (Management and disposal of healthcare waste); and</li> <li>● The Environmental Permitting (England and Wales) Regulations 2010 and Landfill Allowance Scheme (Wales)</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>● Dangerous Goods Regulations on labelling, containment and security for transport shall be adhered to.</li> <li>● Control of Substances Hazardous to Health Regulations shall be adhered to.</li> </ul>
Sustainability	<ul style="list-style-type: none"> <li>● In fulfilment of its statutory duty of care, the <i>Service Provider</i> and the <i>Client</i> shall prevent the escape of waste and provide an accurate description of the waste being stored. The <i>Client</i> will require the <i>Service Provider</i> to provide full information on the methods of treatment and disposal of waste, showing clear evidence of where the waste is being taken and that consideration has been given to applying the Waste Hierarchy. As much of the waste as possible will be prepared for re-use (especially IT equipment and furniture), recycled or used for energy recovery, rather than sent to landfill.</li> <li>● All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework and including the edict that:             <ul style="list-style-type: none"> <li>○ Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline;</li> <li>○ Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and</li> <li>○ Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services.</li> </ul> </li> <li>● The <i>Service Provider</i> shall develop and implement a waste prevention and management plan to commence at handover, which will outline how the waste management service will be provided in accordance with the Waste Hierarchy to reduce the quantity and hazardousness of waste produced, increase re-use and recycling, minimising the amount of waste going to landfill and robustly capture data on waste creation and disposal.</li> </ul>

	<ul style="list-style-type: none"> <li>● Regular reporting of waste and waste disposal will be captured as part of the Monthly Report.</li> <li>● Waste transfer information stored in the electronic duty of care (edoc) online system is available for inspection at any time by the <i>Client</i>. (The electronic duty of care (edoc) online system is an online system to record waste transfers; the use of edoc eliminates the requirement for paper waste transfer notes).</li> </ul>
<b>Service M1</b>	<b>SM1: ON-SITE / MOBILE CLASSIFIED WASTE SHREDDING SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ BS EN 15713:2009;</li> <li>○ Data Protection Act 2018;</li> <li>○ UK GDPR;</li> <li>○ HMG Infosec Standard 5 (IS5);</li> <li>○ Centre for Protection of National Infrastructure (CPNI);</li> <li>○ Communications Electronic Security Group (CESG);</li> <li>○ Security Policy Framework; and</li> <li>○ The Government Security Classifications Policy (2014).</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● All Classified waste shall be disposed of as per the HMG Security Policy Framework.</li> <li>● The secure collection, storage, removal and disposal of all classified materials shall be done so that at no time are these materials out of the possession of the <i>Service Provider</i> or the <i>Client</i> and capable of being deciphered once disposed of.</li> <li>● The <i>Service Provider</i> shall provide a confidential waste service in line with the requirements of the Closed Loop requirements as set out by the <i>Client</i> where practical and appropriate.</li> </ul>

	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall ensure that all personnel involved in the delivery of the Services possess the appropriate level of security clearance and wear photographic ID passes at all times whilst in attendance at <i>Affected Property</i>.</li> <li>● All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014.</li> <li>● Reactive waste services will comply with the response times as detailed within the Call-Off contract.</li> <li>● The <i>Service Provider</i> shall respond with a Reactive Waste Disposal Service as per the requirements defined by the <i>Client</i>. This will be an ad hoc service rather than regular or routine and will therefore be treated as such by the <i>Client</i>.</li> <li>● Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</li> </ul>
<b>Service M2</b>	<b>SM2: OFF-SITE / MOBILE CLASSIFIED WASTE SHREDDING SERVICES</b>
<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ BS EN 15713:2009;</li> <li>○ Data Protection Act 2018;</li> <li>○ UK GDPR;</li> <li>○ HMG Infosec Standard 5 (IS5);</li> <li>○ Centre for Protection of National Infrastructure (CPNI);</li> <li>○ Communications Electronic Security Group (CESG);</li> <li>○ Security Policy Framework; and</li> <li>○ The Government Security Classifications Policy (2014).</li> </ul> </li> </ul>

Standard	<ul style="list-style-type: none"> <li>● All Classified waste shall be disposed of as per the HMG Security Policy Framework.</li> <li>● The secure collection, storage, removal and disposal of all classified materials shall be done so that at no time are these materials out of the possession of the <i>Service Provider</i> or the <i>Client</i> and capable of being deciphered once disposed of.</li> <li>● The <i>Service Provider</i> shall provide a confidential waste service in line with the requirements of the Closed Loop requirements as set out by the <i>Client</i> where practical and appropriate.</li> <li>● The <i>Service Provider</i> shall ensure that all personnel involved in the delivery of the Services possess the appropriate level of security clearance and wear photographic ID passes at all times whilst in attendance at <i>Affected Property</i>.</li> <li>● All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014.</li> <li>● Reactive waste services will comply with the response times as detailed within the Call-Off contract.</li> <li>● The <i>Service Provider</i> shall respond with a Reactive Waste Disposal Service as per the requirements defined by the <i>Client</i>. This will be an ad hoc service rather than regular or routine and will therefore be treated as such by the <i>Client</i>.</li> <li>● Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</li> </ul>
<b>Service M3</b>	<b>SM3: GENERAL WASTE</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for waste management shall apply.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including the following:</li> <li>● Chartered Institution of Wastes Management (CIWM).</li> <li>● This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including foodstuffs and cooking oil.</li> </ul>

	<ul style="list-style-type: none"> <li>● Government targets on waste shall be adhered to with performance reports against these targets included in all Monthly reporting. The Service may be integrated with the general Cleaning Services so that by agreed times all areas are clear of all waste.</li> <li>● Waste reduction strategies shall be included through a waste minimisation plan to include monitoring of the reduction of waste and to reuse products and materials where possible.</li> </ul>
<b>Service M4</b>	<b>SM4: RECYCLED WASTE AND WASTE FOR RE-USE</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for waste management shall apply.</li> <li>● Items that shall be recycled include:             <ul style="list-style-type: none"> <li>○ Paper;</li> <li>○ Cardboard;</li> <li>○ Glass;</li> <li>○ Plastic;</li> <li>○ Metals;</li> <li>○ Furniture;</li> <li>○ Wood;</li> <li>○ Textiles;</li> <li>○ Toner Cartridges;</li> <li>○ Organic materials/food waste; and</li> <li>○ Inert materials and timber (if applicable).</li> </ul> </li> <li>● Weights of all materials recycled on a Monthly basis shall be recorded and made available during normal reporting sessions or upon request and meet current diversion from landfill initiatives.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including the following:             <ul style="list-style-type: none"> <li>○ The Recycling Association;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ British Metals Recycling Association (BMRA);</li> <li>○ Textile Recycling Association; and</li> <li>○ UK Cartridge Remanufacturers Association.</li> </ul>
<b>Service M5</b>	<b>SM5: HAZARDOUS WASTE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>● Dangerous Goods Regulations; and</li> <li>● Hazardous Waste (England and Wales) Regulations 2005.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for waste management shall apply.</li> <li>● All hazardous waste(s) shall be handled, transported, treated and/or disposed of in order to protect human health and the environment and taken to suitably authorised sites acting in compliance with the and taking account of labelling containment and security for transport.</li> <li>● The <i>Service Provider</i> shall provide a discrete, practical and hygienic disposal service that meets with the expected and demonstrated demand at each site.</li> <li>● Guidance should be sought from the various trade and governing bodies for the sector including:           <ul style="list-style-type: none"> <li>○ The Oil Recycling Association; and</li> <li>○ The Motor Vehicle Dismantlers Association.</li> </ul> </li> </ul>
<b>Service M6</b>	<b>SM6: SPECIALIST WASTE DESTRUCTION SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>● Dangerous Goods Regulations;</li> </ul>

	<ul style="list-style-type: none"> <li>• Hazardous Waste (England and Wales) Regulations 2005; and</li> <li>• Data Protection Act 2018.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for waste management shall apply.</li> <li>• Guidance should be sought from the various trade and governing bodies for the sector including the following:               <ul style="list-style-type: none"> <li>○ Chartered Institution of Wastes Management (CIWM).</li> </ul> </li> <li>• This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including pharmaceuticals, organic produce, vehicles, clothing, paper, currency, weapons, foodstuffs, plastics and liquid waste.</li> <li>• Government targets on waste shall be adhered to with performance reports against these targets included in all Monthly reporting.</li> </ul>
<b>Service M7</b>	<b>SM7: CLINICAL WASTE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• Health Technical Memorandum 07/01 (Management and disposal of healthcare waste);</li> <li>• Hazardous Waste (England and Wales) Regulations 2005;</li> <li>• The Environmental Protection Act 1990 (the “EPA”); and</li> <li>• Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Waste Services and Contract Management shall apply.</li> <li>• The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service M8</b>	<b>SM8: FEMININE HYGIENE WASTE</b>
Legislation, ACoP or similar industry	<ul style="list-style-type: none"> <li>• The Workplace (Health, Safety and Welfare) Regulations 1992;</li> <li>• The Water Industries Act 1991; and</li> </ul>

or Government guidelines	<ul style="list-style-type: none"> <li>• The Environmental Protection Act 1990.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Waste Services and Contract Management shall apply.</li> <li>• The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>WORK PACKAGE N – MISCELLANEOUS FM SERVICES</b>	
<b>Service N1</b>	<b>SN1: CHILDCARE FACILITY</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>• The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ The Children Act 1989;</li> <li>○ The Education Act 2002;</li> <li>○ Protection of Children Act 1999;</li> <li>○ Sexual Offences Act 2003;</li> <li>○ United Nations Convention on the Rights of the Child (UNCRC);</li> <li>○ Other Laws that Affect Children;</li> <li>○ Data Protection Act 1984;</li> <li>○ Equality Act 2010;</li> <li>○ Health and Safety at Work Act 1974;</li> <li>○ Human Rights Act 1989;</li> <li>○ Mental Health Act 1983;</li> <li>○ Race Relations Act 1976;</li> <li>○ Special Educational Needs and Disability Act 2001;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ OfSTED operate a registration and inspection system for the following services:</li> <li>○ Childminders;</li> <li>○ Crèches;</li> <li>○ Day Nurseries;</li> <li>○ Out of School Clubs / Holiday Play schemes;</li> <li>○ Playgroups;</li> <li>○ Private Nursery Schools; and</li> <li>○ Nutritional guidelines commissioned by DfE and available via the Children’s Food Trust website.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall provide a Child Care Nursery Service to care for children aged between three (3) months and an age suitable for first entry to school. With the express permission of the <i>Client</i> the <i>Service Provider</i> may care for children aged between six (6) weeks and three (3) months.</li> <li>● As a minimum, Standard 2 of the National Standards apply in the recruitment of <i>Service Provider</i> Staff delivering this Service.</li> <li>● The <i>Service Provider</i> must ensure that the different areas of the nursery are appropriately staffed to meet the needs of the relevant age groups and to comply with all OfSTED National Standards.</li> <li>● The <i>Service Provider</i> must ensure that all refreshments will be prepared on the nursery premises, in accordance with Food Hygiene Regulations.</li> <li>● The <i>Service Provider</i> shall:             <ul style="list-style-type: none"> <li>○ Undertake to supply information and attain OfSTED registration of the nursery prior to the NEC3 Call-Off Commencement Date and each Year thereafter for the Call-Off Contract (NEC3 Contract used with the consent of Thomas Telford Ltd);</li> <li>○ Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the <i>Client</i> Representative for fault reporting where appropriate. Ground maintenance, grass cutting and plant upkeep, is the responsibility of the landlord; and</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ All <i>Service Provider</i> Staff with direct contact with children (or vulnerable adults) must pass a Disclosure Barring Service DBS check before commencing duty.</li> </ul>
<b>Service N2</b>	<b>SN2: SPORTS AND LEISURE</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:           <ul style="list-style-type: none"> <li>○ The Provision and Use of Work Equipment Regulations 1998;</li> <li>○ British Standard 1892 Part 1 &amp; 2:1986;</li> <li>○ British Standard 5696 Part 3:1979;</li> <li>○ British Standards 7188 and 7044; and</li> <li>○ Guidance shall be sought from the various trade and governing bodies for the sector including; and British Association of Advisors and Lecturers in Physical Education (BAALPE).</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall ensure that the care and maintenance of all gym, keep fit equipment and floor surfaces will be in line with manufacturer’s recommendations and common Good Industry Practices.</li> </ul>
<b>Service N3</b>	<b>SN3: TRANSPORT, DRIVER AND VEHICLE SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall provide this Service in line with the <i>Client’s</i> policy on sustainable development.</li> <li>● The <i>Service Provider</i> shall provide and maintenance vehicles in line with the Government Buying Standards:           <ul style="list-style-type: none"> <li>○ See: The GBS for Transport (vehicles).</li> </ul> </li> </ul>

Service N4	SN4: FIRST AID AND MEDICAL SERVICES
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:               <ul style="list-style-type: none"> <li>○ First Aid Regulations 2013;</li> <li>○ The Health and Safety (First-Aid) Regulations 1981; and</li> <li>○ Diving at Work Regulations 1997.</li> </ul> </li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff providing this Service are suitably qualified in order to deliver basic First Aid (First Response) and competent to refer casualties to a doctor or dentist if the injury / condition is more serious.</li> </ul>
Service N5	SN5: FLAG FLYING SERVICE
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions:</li> <li>● Health and Safety at Work Act 1974.</li> <li>● The Work at Height Regulations 2005.</li> <li>● Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF).</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The DCMS website indicates the times, dates and types of flags that need to be flown for specific occasions. Certain sensitive sites will raise and lower flags at alternative times due to the presence of media.</li> <li>● The <i>Service Provider</i> may explore the synergies between all other services when considering resourcing this Service i.e., Security.</li> <li>● The <i>Service Provider</i> shall ensure that the appropriate Personal Protective Equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of <i>Service Provider</i> Staff, <i>Client</i> staff and Building Users and members of the public at all times.</li> </ul>

<b>Service N6</b>	<b>SN6: JOURNAL, MAGAZINE AND NEWSPAPER SUPPLY</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Contract Management shall apply.</li> <li>• Compliance with Government hospitality policies shall be adhered to at all times.</li> <li>• Payment shall be via a pass-through basis (unit cost, labour &amp; overhead).</li> <li>• The <i>Service Provider</i> shall be responsible for the provision of all equipment to perform the Service.</li> </ul>
<b>Service N7</b>	<b>SN7: HOUSING AND RESIDENTIAL ACCOMMODATION MANAGEMENT</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Contract Management shall apply.</li> <li>• The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service N8</b>	<b>SN8: ENERGY AND UTILITIES MANAGEMENT BUREAU SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Contract Management shall apply.</li> <li>• The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service N9</b>	<b>SN9: - JANITOR SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>• The Generic Requirements for Contract Management shall apply.</li> <li>• The specific requirements for all in-scope Services listed elsewhere within this Annex shall apply as appropriate.</li> <li>• The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>

<b>WORK PACKAGE O - OCCUPANCY AND PROPERTY MANAGEMENT SERVICES</b>	
<b>Service O1</b>	<b>SO1: APPLICATIONS AND ALLOCATIONS SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O2</b>	<b>SO2: OCCUPANCY MANAGEMENT</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O3</b>	<b>SO3: RENTAL SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O4</b>	<b>SO4: EMERGENCY ACCOMMODATION</b>
Standard	<ul style="list-style-type: none"> <li>● The Generic Requirements for Contract Management shall apply.</li> <li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>

<b>Service O5</b>	<b>SO5: OCCUPATION MANAGEMENT</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O6</b>	<b>SO6: HOUSING STOCK MANAGEMENT</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O7</b>	<b>SO7: ACCOMMODATION STORES SERVICE</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O8</b>	<b>SO8: SPECIAL NEED OR DISABILITY ADAPTIONS</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O9</b>	<b>SO9: THIRD PARTY CLAIMS</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>

<b>Service O10</b>	<b>SO10: CUSTOMER SERVICE CENTRE</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O11</b>	<b>SO11: FUTURE ACCOMMODATION MODEL (FAM)</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O12</b>	<b>SO12: PROPERTY MAINTENANCE SUPPORT DESK SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O13</b>	<b>SO13: ACCOMMODATION COMPLIANCE SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>
<b>Service O14</b>	<b>SO14: ACCOMMODATION MAINTENANCE SERVICES</b>
Standard	<ul style="list-style-type: none"> <li>The Generic Requirements for Contract Management shall apply.</li> <li>The <i>Service Provider</i> shall develop the Service with the <i>Client</i> incorporating the <i>Client</i> Specific standards and operating procedures and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> </ul>

WORK PACKAGE P – CAFM	
Service P1	SP1: SOFT FM CAFM SERVICES
<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> <li>● Centre for the Protection of the National Infrastructure (CPNI).</li> <li>● BS 25999: Business Continuity Management.</li> <li>● ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</li> <li>● ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</li> <li>● ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</li> <li>● ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</li> <li>● ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</li> <li>● ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</li> <li>● PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.</li> <li>● National Rules of Measurement (NRM3).</li> <li>● Government Functional Standard for Property (GovS 004) Facilities Management.</li> <li>● Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning</li> <li>● The UK Government Functional Standard GovS004</li> </ul>

<p>Standard</p>	<ul style="list-style-type: none"> <li>● The CAFM System will be bespoke by the very nature in relation to the <i>Client</i> activity. The <i>Service Provider</i> shall automate the collection of Data and thereby manage the Services delivered at <i>Affected Property</i>. Typically, they track and maintain the following core facilities activities:           <ul style="list-style-type: none"> <li>○ Strategic planning - real estate, business operations, headcount requirements, forecasting future space;</li> <li>○ Space planning &amp; management - allocations, inventory, churn;</li> <li>○ Planned works programme;</li> <li>○ People management – occupancy rates, staff;</li> <li>○ Emergency management – business continuity;</li> <li>○ Disaster planning – business recovery;</li> <li>○ Health and safety information – CDM, asbestos;</li> <li>○ Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets;</li> <li>○ Building information management – integration and interaction with other programs;</li> <li>○ Sustainability – energy, water and waste performance, building certifications; and</li> </ul> </li> <li>● Building information.           <ul style="list-style-type: none"> <li>○ While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.</li> <li>○ The <i>Client</i> should have real time live access to the <i>Service Provider’s</i> CAFM System.</li> <li>○ Business Continuity and Disaster Recovery:</li> <li>○ The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;</li> <li>○ In line with common industry practice the CAFM System facilities will have its own Business Continuity contingency plan in place to enable continuity of the Services without degradation;</li> </ul> </li> </ul>
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- The *Service Provider* shall ensure that the CAFM System can support the *Client* during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and
- The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the *Client*:
  - Helpdesk including:
  - Room Booking;
  - Car Parking;
  - Catering;
  - IT Support; and
  - Other services as required and defined by the *Client*.
- The Helpdesk shall also:
  - Record and report by each *Client* Property or region;
  - Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests;
  - automated status updates to the *Client*;
  - easily search and ensure visibility of calls/activities;
  - automate associated hazard warnings, including asbestos alerts;
  - allow cost allocation;
  - Ensure clear and proactive management of Service Level Agreements;
  - Log all Calls via intranet/internet; and
  - Automate prioritisation of work and job escalation when appropriate.
- Asset Management:
  - Asset labelling is required either as a bar code or unique number linked into CAFM System;

- Integration with other facilities Data provides detailed financial and ownership details;
- Movement and tracking of Assets within existing or external systems;
- Association of Assets to personnel departments or locations;
- Asset contract association for automatic issue of related Service Requests to maintaining *Service Provider*;
- Easy export of Asset Data to third party applications or generation of an Asset register;
- Full Asset reporting available for automatic distribution to interested parties;
- Ability for two-way communication, import data from third party financial software or export to a data file; and
- Identify Assets that are replaced or retired so that the *Client* can track against its financial records.
- Costs:
  - Costs tracked through multi-level hierarchy of budgets, contracts and projects;
  - Transparent views of full facilities spend and generation of single or multi-line purchase orders;
  - Ability to discount purchase orders or individual line items;
  - Purchase order receipt acknowledgement;
  - Easy to navigate, search and view all budget information;
  - Projects functionality enables tracking of project spend, key dates and stakeholders;
  - Easy distribution of information to stakeholders;
  - Financial reports available for ad hoc reporting or scheduled generation;
  - Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;
  - Management of Health and Safety equipment and Service Requests; and
  - Consider applying a purchase threshold over which the *Client* needs to authorise.
- Property Management:

- Dynamic link to property related planned maintenance activities;
- Storage and maintenance of hazardous element Data such as asbestos;
- Ability to track condition of building elements including structure, fabric and mechanical;
- Monitoring of building lifecycle costs and energy efficiency;
- Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;
- Easy to navigate storage of all company and building contact information;
- Generation of property management reports; and
- Easy movement and tracking of Assets.
- Management Information:
  - Helpdesk performance management;
  - Automatic generation of reports;
  - Direct email distribution to stakeholders;
  - Specific corporate reporting requirements easily created;
  - Analyse the Data using reporting functionality;
  - Extensive reports provided as standard;
  - Measured performance benchmarking;
  - Cost Control and monitoring;
  - Ensure there is the capability to link 'parent' & 'child' Service Requests and track Service Requests through the various stages to completion; and
  - Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.
- Reporting:

	<ul style="list-style-type: none"> <li>○ The <i>Service Provider</i> shall develop the format standard and frequency of reporting with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li> <li>○ Room Booking / Workplace Allocation:</li> <li>○ All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;</li> <li>○ The Service shall include the facility to accept electronic online bookings and confirmations;</li> <li>○ The system shall ensure no double bookings;</li> <li>○ The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and</li> <li>○ Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.</li> </ul>
<b>Service P2</b>	<b>SP2: HARD FM / TFM CAFM SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● Centre for the Protection of the National Infrastructure (CPNI).</li> <li>● BS 25999: Business Continuity Management.</li> <li>● ISO/IEC 27000:2016 Information technology–Security techniques-Information security management systems-Overarching vocabulary (fourth edition).</li> <li>● ISO/IEC 27001:2013 Information technology–Security techniques-Information security management systems-Requirements (second edition).</li> <li>● ISO/IEC 27002:2013 Information technology–Security techniques-Information security management systems-Security controls (second edition).</li> <li>● ISO/IEC 27003:2017 Information technology–Security techniques-Information security management systems-Guidance.</li> </ul>

	<ul style="list-style-type: none"> <li>● ISO/IEC 27005:2011 Information technology–Security techniques-Information security Risk Management (second edition).</li> <li>● ISO/IEC 27014:2013 Information technology-Security techniques-Governance for Information security.</li> <li>● The CAFM system shall have the capability to meet the requirements of Government Soft Landings (GSL).</li> <li>● The CAFM system shall have the capability to meet the requirements of Business Information Modelling (BIM) mandated requirements across Central Government (currently BIM Level 2).</li> <li>● PAS 1192:2 relates to project delivery within the suite of BIM standards and PAS 1192:3 relates to the management of information in operation of the Asset and aligns to ISO 55001.</li> <li>● The CAFM system shall have the capability to codify Asset to Uniclass 2015, NRM3 and SFG20 coding.</li> <li>● Uniclass Classification Tables.</li> <li>● National Rules of Measurement (NRM3).</li> <li>● Government Functional Standard for Property (GovS 004) Facilities Management;</li> <li>● Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning</li> <li>● The UK Government Functional Standard GovS004</li> </ul>
<p style="text-align: center;">Standard</p>	<ul style="list-style-type: none"> <li>● The CAFM System will be bespoke by the very nature in relation to the <i>Client</i> activity. The <i>Service Provider</i> shall automate the collection of Data and thereby influence the maintenance of the built environment and the delivery of facilities management Services. Typically, they track and maintain the following core facilities activities:           <ul style="list-style-type: none"> <li>○ Strategic planning - real estate, business operations, headcount requirements, forecasting future space;</li> <li>○ Space planning &amp; management - allocations, inventory, churn;</li> <li>○ Planned Preventative Maintenance Programme;</li> <li>○ Asset data hierarchy data storage;</li> <li>○ Forward maintenance register;</li> <li>○ People management – occupancy rates, staff;</li> </ul> </li> </ul>

- Maintenance management - demand (reactive) and scheduled (preventive maintenance);
- Emergency management – business continuity;
- Disaster planning – business recovery;
- Health and safety information – CDM, asbestos;
- Capital project management - construction/renovation, large scale move management;
- Lease management - property financial data (rentals and insurances);
- Asset management – equipment holdings, furniture, telecommunications, cabling management, depreciation of Assets;
- Building information management – integration and interaction with other programs;
- Sustainability – energy, water and waste performance, building certifications; and
- Building information.
  - While CAFM Systems have delivered real benefits and their use has grown, their value has been limited by their ability to distribute information to those beyond facility management. As a result, many CAFM System solutions are relegated to personal productivity or at best, a departmental tool.
  - The *Client* should have real time live access to the *Service Provider's* CAFM System.
  - Business Continuity and Disaster Recovery:
    - The CAFM System shall be able to provide and support any Business Continuity scenario without any degradation in performance;
    - The *Service Provider* shall ensure that the CAFM System can support the *Client* during any disaster or emergency situation and be able to assist in the resumption of a business as usual (BAU) service as soon as practicable; and
    - In line with common industry practice the CAFM System will have its own Business Continuity and Disaster Recovery Plan in place to enable continuity of Service without degradation.

- The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the *Client*:
  - Helpdesk including:
  - Room Booking;
  - Car Parking;
  - Catering;
  - IT Support; and
  - Other services as required and defined by the *Client*.
- The Helpdesk shall also:
  - Record and report by each *Client* Property or region;
  - Review work assignment to both maintenance staff and Subcontractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests;
  - automated status updates to the *Client*;
  - easily search and ensure visibility of calls/activities;
  - automate associated hazard warnings, including asbestos alerts;
  - allow cost allocation;
  - Ensure clear and proactive management of Service Level Agreements;
  - Log all Calls via intranet/internet; and
  - Automate prioritisation of work and job escalation when appropriate.
- Asset Management:
  - Asset labelling is required either as a bar code or unique number linked into CAFM System;
  - Relevant Assets shall be included in the forward maintenance register, which must then be updated during the life of the contract as Assets are added or deleted;

- Numerous elements of data storage against Assets including location, warranty, parts and maintenance records;
- Asset data to be coded to be compliant with the requirements of SFG20, Uniclass:2015 and NRM3 and Government Functional Standard for Property (GovS 004) Facilities Management;
- Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset's service history;
- Future actions and maintenance requirements will generate alerts at the appropriate time;
- Integration with other facilities Data provides detailed financial and ownership details;
- Movement and tracking of Assets within existing or external systems;
- Association of Assets to personnel departments or locations;
- Asset contract association for automatic issue of related Service Requests to maintaining *Service Provider*;
- Easy export of Asset Data to third party applications or generation of an Asset register;
- Full Asset reporting available for automatic distribution to interested parties;
- Ability for two-way communication, import data from third party financial software or export to a data file;
- Asset lifecycle reporting including repair details and costs per Asset;
- Update of Assets with Condition Survey details to feed into an annual life cycle report for the *Client* consideration; and
- Identify Assets that are replaced or retired so that the *Client* can track against its financial records.
- Costs:
  - Costs tracked through multi-level hierarchy of budgets, contracts and projects;
  - Transparent views of full facilities spend and generation of single or multi-line purchase orders;
  - Ability to discount purchase orders or individual line items;

- Purchase order receipt acknowledgement;
- Easy to navigate, search and view all budget information;
- Projects functionality enables tracking of project spend, key dates and stakeholders;
- Easy distribution of information to stakeholders;
- Financial reports available for ad hoc reporting or scheduled generation;
- Easy to navigate Data tree to ensure simple management and retrieval of all facilities information;
- Management of Health and Safety equipment and Service Requests; and
- Consider applying a purchase threshold over which the *Client* needs to authorise.
- Property Management:
  - Dynamic link to property related planned maintenance activities;
  - Storage and maintenance of hazardous element Data such as asbestos;
  - Ability to track condition of building elements including structure, fabric and mechanical;
  - Monitoring of building lifecycle costs and energy efficiency;
  - Storage of all property related documents such as contracts, lease agreements and Health and Safety documents;
  - Easy to navigate storage of all company and building contact information;
  - Generation of property management reports;
  - Use of familiar AutoCAD tools to detail and manage space allocation;
  - Map spaces, Assets and assign attributes;
  - Two-way communication between facilities drawings and the Database; and
  - Easy movement and tracking of Assets.
- Management Information:
  - Helpdesk performance management;

- Automatic generation of reports;
- Direct email distribution to stakeholders;
- Specific corporate reporting requirements easily created;
- Analyse the Data using reporting functionality;
- Extensive reports provided as standard;
- Measured performance benchmarking;
- Cost Control and monitoring;
- Ensure there is the capability to link ‘parent’ & ‘child’ Service Requests and track Service Requests through the various stages to completion; and
- Have the capability to produce alerts as reactive or planned works are about to breach their Service Level Agreement, rather than waiting for Service Requests to fail, this will enable proactive management of Service Requests.
- Reporting:
  - The *Service Provider* shall develop the format standard and frequency of reporting with the *Client* and shall deliver it in accordance with the specific *Client* requirements.
  - Room Booking / Workplace Allocation:
    - All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces and workplace hubs shall be booked and managed by a room booking system to optimise as far as is practicable the use of space;
    - The Service shall include the facility to accept electronic online bookings and confirmations;
    - The system shall ensure no double bookings;
    - The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support; and

	<ul style="list-style-type: none"> <li>○ Provide reporting on trends on meeting room utilisation and lettings usage and any income shall be managed through the system hospitality, room set-up and audio visual (AV) support.</li> </ul>
<b>WORK PACKAGE Q – HELPDESK SERVICES</b>	
<b>Service Q1</b>	<b>SQ1: HELPDESK SERVICES</b>
Legislation, ACoP or similar industry or Government guidelines	<ul style="list-style-type: none"> <li>● The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</li> <li>● Waste and Resources Action Programme’s (WRAP) Mobile Asset Management Planning.</li> </ul>
Standard	<ul style="list-style-type: none"> <li>● The <i>Service Provider</i> shall ensure that <i>Service Provider</i> Staff operating the Helpdesk, irrespective of the time of day, are capable of handling all Service Requests across all Services likely to be required under the Framework Agreement.</li> <li>● The <i>Service Provider</i> shall ensure that all <i>Service Provider</i> Staff operating the Helpdesk are provided with documented training, to including:           <ul style="list-style-type: none"> <li>○ Extensive training on the CAFM System package;</li> <li>○ <i>Client</i> service skills;</li> <li>○ Service call management;</li> <li>○ Listening skills;</li> <li>○ Escalation Procedures;</li> <li>○ <i>Service Provider</i> site inductions;</li> <li>○ Knowledge of Access and Permit to Work procedures;</li> <li>○ <i>Client</i> BCDR and Emergency procedures;</li> <li>○ Training in respect of all operational areas of the <i>Client’s</i> premises; and</li> <li>○ Helpdesk Response Times are detailed in Annex D – Helpdesk Response Times.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● The Helpdesk shall also:           <ul style="list-style-type: none"> <li>○ Provide a Freephone number from UK landlines to the <i>Client</i>;</li> <li>○ Record and report by each <i>Client</i> Property or region across all Service lines;</li> <li>○ Review work assignment to both maintenance staff and Subcontractors;</li> <li>○ Track all logged work orders, provide status updates and the provision of on-screen alerts automate email notifications of work requests and provide status updates to the <i>Client</i>; and</li> <li>○ Record and manage customer satisfaction processes and complaints.</li> </ul> </li> </ul>
<b>WORK PACKAGE R – SERVICE ORDERS AND PROJECT ORDERS (X27)</b>	
<b>Service R1</b>	<b>SR1: Management of Service Orders and Project Orders (including Small Works, Projects, Installation Works and Reactive Maintenance Works)</b>
<p>Legislation, ACoP or similar industry or Government guidelines</p>	<ul style="list-style-type: none"> <li>● Service Orders and Project Orders (X27).</li> <li>● For all minor refurbishments (as defined in BREEAM guidelines, and typically those over £500k) an appropriate environmental assessment process such as BREEAM or an equivalent (e.g., CEEQUAL, DREAM etc.) appropriate to the size, nature and impact of the project shall be carried out on all projects. Where BREEAM is used, all refurbishment projects are to achieve at least “very good” rating, unless site constraints or project objectives mean that this requirement conflicts with the obligation to achieve value for money. Where an alternative environmental assessment methodology is used, projects must seek to achieve equivalent ratings.</li> <li>● RIBA Plan of Work 2013.</li> <li>● Further Government Buying Standards also apply to the design and installation of equipment including air conditioning units, boilers, central heating systems, condensing units, lighting, paints and varnishes, showers, taps, toilets, urinal controls, and windows.</li> <li>● In addition, there are Government Buying Standards for a range of electrical goods.</li> <li>● All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable:</li> </ul>

Standard	<ul style="list-style-type: none"><li>● The Generic Requirements for Management Services shall apply.</li><li>● The <i>Service Provider</i> shall develop the Service with the <i>Client</i> and shall deliver it in accordance with the specific <i>Client</i> requirements.</li><li>● Compliance with external pricing metrics, for example the National Schedule of Rates (NSR) and RICs BCIS (Building Maintenance Pricing Data) where requested by the <i>Client</i> at Call Off.</li></ul>
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**ANNEX B: LEGISLATIVE STANDARDS**

- 1.1. This list of legislative requirements and any codes of practice listed is not exhaustive. All legislative standards that apply to the in-scope Services delivered must be complied with (under the “comply with applicable laws” Framework Agreement provision) in any event and nothing in the Service Requirement or Standards absolve the *Service Provider* from doing so.
- 1.2. From the current issue of maintenance procedures, the Authority has identified the Mechanical and Electrical Maintenance procedures and also the Building Fabric Maintenance procedures that have a mandatory, statutory and legislative requirement to undertake. The legislation, Codes of Practice, Standards etc. used as the basis of this identification are identified below:

**Table 1: UK Legislation Standards**

No.	Title
1	Workplace (Health, Safety and Welfare) Regulations 1992 (WHSWR)
2	Health and Safety at Work Act 1974 (HSW)
3	Management of Health and Safety at Work Regulations 1999 (MHSWR)
4	Reporting of Injuries, Diseases and Dangerous Occurrences 2013 (RIDDOR)
5	Provision and Use of Work Equipment Regulations 1998 (PUWER)
6	Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
7	Work at Height Regulations 2005 (WAHR)
8	Waste Electrical and Electronic Equipment Regulations 2013 (WEEE)

No.	Title
9	Construction (Design and Management) Regulations 2015 (CDM)
10	Personal Protective Equipment Regulations 2002 (PPE)
11	Control of Substances Hazardous to Health Regulations 2002 (COSHH)
12	Pollution Prevention and Control (England and Wales) Regulations 2000
13	Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017
14	Modern Slavery Act 2015
15	Energy Act 1983
16	The Regulatory Reform (Fire Safety) Order 2005
17	The Wildlife and Countryside Act 1981
18	Boiler (Efficiency) Regulations 1993
19	Clean Air Act 1993
20	The Air Quality Standards Regulations 2010
21	The Air Quality Standards (Amendment) Regulations 2016
22	The Air Quality Standards (Wales) Regulations 2010

No.	Title
23	The Air Quality Standards (Scotland) Regulations 2010
24	The Air Quality Standards (Northern Ireland) Regulations 2010
25	The Air Quality Standards (Amendment) Regulations (Scotland) 2016
26	The Air Quality Standards (Amendment) Regulations (Northern Ireland) 2017
27	Construction (Design and Management) Regulations (CDM) 2015
28	Control of Asbestos at Work 2012
29	Confined Spaces Regulations 1997 (Including L101 (Third edition) Safe Work in Confined Spaces ACOP
30	L8 Approved Code of Practice: The Control of Legionella Bacteria in Water Systems.
31	HSG 274: Legionella Technical Guidance
32	Water Supply (Water Fittings) Regulations 1999
33	Control of Noise at Work Regulations 2005
34	Control of Pollution (Oil Storage) Regulations 2001
35	Electricity at Work Regulations 1989

No.	Title
36	EU product regulation - guidelines on the appointment of UK notified bodies: 2016
37	Electrical Equipment (Safety) Regulations 2016
38	Electromagnetic Compatibility Regulations 2016
39	Energy Performance of Buildings (Certificates and Inspections) Regulations 2007
40	Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2012
41	Pollution Prevention and Control Act 1999
42	The Energy Performance of Buildings (Certificates and Inspection) (Amendment) Regulations 2014
43	The Environment Act 1995
44	The Environment (Wales) Act 2016
45	The Environmental Protection Act 1990
46	European F-Gas Regulation
47	F Gas Regulations 2015
48	Factories Act 1961
49	Food Safety Act 1990

No.	Title
50	The Food Safety and Hygiene (England) Regulations 2013
51	Fuel and Electrical (Heating) (Control) (Amendment) Order 1980
52	The Food Information (Amendment) (England) Regulations 2020
53	Gas Safety (Management) Regulations 1996 (as amended)
54	Gas Appliances (Safety) Regulations 1995
55	Gas Safety (Installation and Use) Regulations 1998 (GSIUR)
56	Pipelines Safety Regulations 1996 (PSR)
57	Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended:2018 - Approved Code of Practice and guidance
58	Pressure Systems Safety Regulations 2000 (PSSR)
59	Pressure Equipment Regulations 1999
60	Pressure Equipment (Safety) Regulations 2016
61	Health and Safety (Safety Signs and Signals) Regulations 1996 (SSR)
62	Dangerous Substances Explosive Atmospheres Regulations 2002 (DSEAR)
63	Sustainable and Secure Buildings Act 2004

No.	Title
66	Lift Regulations 1997
67	Notification of Cooling Towers and Evaporative Condensers Regulations 1992
68	Ozone Depleting Substances Regulations 2015
69	Energy Performance of Buildings (England and Wales) Regulations 2012 (plus future re-enactments)
70	Private Security Industry Act 2001
71	Courts Act 2003 Section 1 (1)
72	The Criminal Justice Act 1991
73	Waste (England and Wales) Regulations 2011
74	Controlled Waste (England & Wales) Regulations 2012
75	The Carriage of Dangerous Goods Regulations 2009
76	The Safe Management of Healthcare Waste Memorandum (HTM 07-01) 2023
77	Directive 2008/98/EC on Waste (Waste Framework Directive 2008)
78	Waste list Decision 2000/532/EC
79	The Hazardous Waste (England & Wales) Regulations 2005

No.	Title
80	The List of Wastes (England) Regulations 2005
81	The List of Wastes (Wales) Regulations 2005
82	The Hazardous Waste (Wales) (Amendment) Regulations 2009 SI 2861
83	The Hazardous Waste (England & Wales) (Amendment) Regulations 2009 SI 507
84	The Waste (England & Wales) (Amendment) Regulations 2012
85	Health & Safety Guideline (HSG) – HSG 33 (4 <sup>th</sup> Edition 2012) – Health & Safety in Roof Work
86	The Waste (Scotland) Regulations 2011
87	The Waste (Miscellaneous Provisions) (Wales) Regulations 2011
88	The Special Waste Regulations 1996
89	Hazardous Waste Regulations (Northern Ireland) 2005
90	The Environmental Protection Act 1990 (the “EPA”)
91	Pollution Prevention and Control Regulations 2000 (the “PPC” Regulations)
92	The Environmental Permitting (England and Wales) Regulations 2010 and Landfill Allowance Scheme (Wales)
93	Health & Safety Guideline (HSG) – HSG 258 (3 <sup>rd</sup> Edition 2017) – Controlling airborne contaminants at work. A guide to LEV.

No.	Title
94	Data Protection Act 2018

**Table 2: Guidance Notes and Codes of Practice:**

No.	Title
1	HSE INDG 436 “Safe Management of Industrial Steam and Hot Water Boilers”
2	BG01 “Guidance on Safe Operation of Boilers”
3	Legionnaires' disease. The control of legionella bacteria in water systems. HSE Approved Code of Practice and guidance 2013.
4	HSG274 - Legionnaires’ Disease – Technical Guidance (HSE)
5	L9 - Safe Use of Pesticides for Non-Agricultural Purposes: Control of Substances Hazardous to Health Regulations 1994, Approved Code of Practice, Revised
6	ACOP L22 (Fourth Edition) & L33 - Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998
7	ACOP L122 (Second edition) Published 2014
8	Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002
9	NFPA25 (2020 Edition) – Standard for the Inspection, Testing and Maintenance of water-based fire protection systems
10	The Food Safety and Hygiene (England) Regulations 2013 (As Amended)
11	HSG 250 Guidance on Permit to Work Systems

No.	Title
12	Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property
13	HVCA Internal Cleanliness of Ventilation Systems TR/19 (2002 Edition)
14	HSG 253 The Safe Isolation of Plant and Equipment (2 <sup>nd</sup> Edition)
15	ACOP L101 Confined Space Regulations 2014
16	ACOP L122 Pressure System Safety Systems (PSSR) 2000
17	ACOP L8 The Control of Legionella Bacteria in Water Systems 2013
18	ACOP L56 Safety in the installation and use of gas systems and appliances – 5 <sup>th</sup> Edition: 2018
19	UKPLG Code of Practice No. 7 (2004)
20	The Horticulture Code of Practice 2011 / Horticultural Code for Scotland
21	Wildlife and Natural Environment Act (Scotland) 2011
22	Wildlife and Countryside Act (1981)

**Table 3: Health Technical Memorandums (HTMs):**

The following list of health related standards and any introduced during the Framework period shall apply where requested at Call-Off:

No.	Title	Description
1	HTM 00	Policy and principles of healthcare engineering
2	HTM 01-01: A	Decontamination of reusable medical devices, Part A - Management and environment (English edition)
3	HTM 01-05	Decontamination in primary care dental practices
4	HTM 02-01 A	Medical gas pipeline systems, Part A - Design, installation, validation and verification
5	HTM 02-01 B	Medical gas pipeline systems, Part B - Operational management
6	HTM 03-01 A	Specialised ventilation for healthcare premises: Design and validation
7	HTM 03-01 B	Specialised ventilation for healthcare premises: Operational management and performance verification
8	HTM 04-01 A	Safe water in healthcare premises - Design, installation and commissioning
		The control of Legionella, hygiene, "safe" hot water, cold water and drinking water systems - Design, installation and testing

No.	Title	Description
9	HTM 04-01 B	Safe water in healthcare premises - operational management
		The control of Legionella, hygiene, "safe" hot water, cold water and drinking water systems - Operational management
10	HTM 04-01 C	Safe water in healthcare premises - Pseudomonas aeruginosa - advice for augmented care units (formerly an addendum)
11	HTM 05-01	Managing healthcare fire safety
12	HTM 05-02	Guidance in support of functional provisions (Fire safety in the design of healthcare premises)
		Guidance in support of functional provisions for healthcare premises
13	HTM 05-03: A	Operational provisions, Part A - General fire safety
14	HTM 05-03: B	Operational provisions, Part B - Fire detection and alarm systems
15	HTM 05-03: C	Operational provisions, Part C - Textiles and furnishings
16	HTM 05-03: D	Operational provisions, Part D - Commercial enterprises on hospital premises
		Operational provisions, Part D - Commercial enterprises on healthcare premises (2006 edition)
17	HTM 05-03: E	Operational provisions, Part E - Escape lifts in healthcare premises
18	HTM 05-03: F	Operational provisions, Part F - Arson prevention in NHS premises

No.	Title	Description
19	HTM 05-03: G	Operational provisions, Part G - Laboratories on healthcare premises
20	HTM 05-03: H	Operational provisions, Part H - Reducing false alarms in hospital premises
21	HTM 05-03: J	Operational provisions, Part J - Guidance on fire engineering of healthcare premises
22	HTM 05-03: K	Operational provisions, Part K - Guidance on fire risk assessments in complex healthcare premises
		Operational provisions, Part K - Guidance on fire risk assessments in complex healthcare premises – Template
23	HTM 05-03: L	Operational provisions, Part L - NHS fire statistics 1994/95 & 2004/05
24	HTM 05-03: M	Operational provisions, Part M - Fire Safety in Atria
25	HTM 06-01	Electrical services supply and distribution, Part A - Design considerations
		Electrical services supply and distribution, Part B - Operational management
26	HTM 06-02	Electrical safety guidance for low voltage systems
		Electrical safety handbook

No.	Title	Description
27	HTM 06-03	Electrical safety guidance for high voltage systems
		Electrical safety guidance for high voltage systems - Authorised person's logbook
		Electrical safety guidance for high voltage systems - Safety guidance poster
28	HTM 07-01	Safe management of healthcare waste
29	HTM 07-02	Encode 2015 - making energy work in healthcare
30	HTM 07-03	NHS car-parking management: environment and sustainability
		NHS car-parking management: environment and sustainability
		Transport management and car-parking
		Transport management and car-parking - Car Parking Assessment Tool
31	HTM 07-04	Water management and water efficiency - best practice advice for the healthcare sector
32	HTM 07-05	The treatment, recovery, recycling and safe disposal of waste electrical and electronic equipment
33	HTM 07-06	Disposal of pharmaceutical waste in community pharmacies
34	HTM 07-07	Sustainable health and social care buildings
35	HTM 08-01	Acoustics

No.	Title	Description
36	HTM 08-02	Lifts
37	HTM 08-03	Bedhead services
38	HTM 08-06	Pathology laboratory gas systems
39	HTM 54	User Manual
40	HTM 55	Windows
41	HTM 56	Partitions
42	HTM 57	Internal glazing
43	HTM 58	Internal door sets
44	HTM 59	Ironmongery
45	HTM 60	Ceilings
46	HTM 61	Flooring
47	HTM 62	Demountable storage system
48	HTM 63	Fitted storage system
49	HTM 64	Sanitary assemblies

No.	Title	Description
50	HTM 66	Cubicle curtain track
51	HTM 67	Laboratory fitting out system
52	HTM 68	Duct and panel assemblies
53	HTM 69	Protection
54	HTM 70	Fixings
55	HTM 71	Materials management modular storage
56	HTM 81	Fire precautions in new hospitals
57	HTM 82	Alarm and detection systems
58	HTM 83	Fire safety in healthcare premises - General fire precautions
59	HTM 85	Fire precautions in existing hospitals
60	HTM 86	Fire risk assessment in hospitals
61	HTM 87	Textiles and furniture
62	HTM 88	Fire precautions in housing providing NHS-supported living in the community

No.	Title	Description
63	HTM 2005	Building management systems - Design considerations
		Building management systems - Management policy
		Building management systems - Operational management
		Building management systems - Validation and verification
64	HTM 2007	Electrical services supply and distribution - Design considerations
		Electrical services supply and distribution - Management policy
		Electrical services supply and distribution - Operational management
		Electrical services supply and distribution - Validation and verification
65	HTM 2009	Pneumatic air tube transport systems - Design considerations and Good practice guide
		Pneumatic air tube transport systems - Management policy

No.	Title	Description
66	HTM 2010	Sterilization, Part 1 - Management policy
		Sterilization, Part 2 - Design considerations
		Sterilization, Part 3 - Validation and verification
		Sterilization, Part 4 - Operational management and Part 6, Testing and validation protocols
		Sterilization, Part 5 - Good Practice Guide
67	HTM 2011	Emergency electrical services - Design considerations
		Emergency electrical services - Management policy
		Emergency electrical services - Operational management
		Emergency electrical services - Validation and verification
68	HTM 2014	Abatement of electrical interference - Design considerations
		Abatement of electrical interference - Management policy
		Abatement of electrical interference - Operational management
		Abatement of electrical interference - Validation and verification

No.	Title	Description
69	HTM 2015	Bedhead services - Design considerations
		Bedhead services - Management Policy
		Bedhead services - Validation and verification and Operational management
70	HTM 2020	Electrical safety code for low voltage systems (Escode - LV), Vol 1 - Operational management
		Electrical safety code for low voltage systems (Escode - LV), Vol 2 - Electrical safety rulebook
71	HTM 2021	Electrical safety code for high voltage systems (Escode - HV) - Management policy
		Electrical safety code for high voltage systems (Escode - HV) - Operational management
72	HTM 2022	Medical gas pipeline systems - Operational management
		Medical gas pipeline systems, Supplement 1 update - Dental compressed air and vacuum systems
		Medical gas pipeline systems, Supplement 2 - Piped medical gases in ambulance vehicles
		Medical gas pipeline systems: Design, installation, validation and verification
		Supplement 1, Dental compressed air and vacuum systems

No.	Title	Description
73	HTM 2023	Access and accommodation for engineering services - Good practice guide
		Access and accommodation for engineering services - Management Policy
74	HTM 2024	Lifts - Design considerations
		Lifts - Management policy
		Lifts - Operational management
		Lifts - Validation and verification
75	HTM 2025	Ventilation in healthcare premises - Design considerations
		Ventilation in healthcare premises - Management policy
		Ventilation in healthcare premises - Operational management
		Ventilation in healthcare premises - Validation and verification
76	HTM 2027	Hot and cold water supply, storage and mains services - Design considerations
		Hot and cold water supply, storage and mains services - Management policy
		Hot and cold water supply, storage and mains services - Operational management
		Hot and cold water supply, storage and mains services - Validation and verification

No.	Title	Description
77	HTM 2030	Washer-disinfectors - Design considerations
		Washer-disinfectors - Operational management
		Washer-disinfectors - Validation and verification
78	HTM 2031	Clean steam for sterilization
79	HTM 2035	Mains signalling - Management policy
		Mains signalling - Design considerations
		Mains signalling - Validation and verification/Operational management
80`	HTM 2040	The control of legionellae in healthcare premises - A code of practice - Design considerations
		The control of legionellae in healthcare premises - A code of practice - Good practice guide
		The control of legionellae in healthcare premises - A code of practice - Management policy
		The control of legionellae in healthcare premises - A code of practice - Operational management
		The control of legionellae in healthcare premises - A code of practice - Validation and verification

No.	Title	Description
81	HTM 2045	Acoustics – Audiology
		Acoustics - Design considerations
		Acoustics - Management policy
		Acoustics - Validation and verification/Operational management
82	HTM 2050	Risk management in the NHS estate - Design considerations
		Risk management in the NHS estate - Management policy
		Risk management in the NHS estate - Operational management
		Risk management in the NHS estate - Validation and verification
83	HTM 2055	Telecommunications (telephone exchanges) Design considerations
		Telecommunications (telephone exchanges) Management policy
		Telecommunications (telephone exchanges) Operational management
		Telecommunications (telephone exchanges) Validation and verification
84	HTM 2065	Healthcare waste management - segregation of waste streams in clinical areas
85	HTM 2070	Estates emergency and contingency planning

No.	Title	Description
86	HTM 2075	Clinical waste disposal: treatment technologies (alternatives to incineration)

**Table 4: Framework Mandatory BS / ISO / EN / Standards:**

All Framework suppliers across all Lots must be fully accredited to the following Standards to be awarded a place on the Framework:

No.	Title
1	ISO 9001 - Quality Management
2	ISO 14001 - Environmental Management
3	ISO 27001 - Information Security Management
4	Cyber Essentials Accreditation

**Table 5: Framework Non-Mandatory BS / ISO / EN / Standards:**

The Standards listed below are not mandatory but may be required by the *Client* at Call-Off and where applicable, will be specified within the Call-Off Procedure as appropriate.

No.	Title
1	ISO 27000:2018 - Information Security Management Systems (ISMS)
2	ISO 27001:2013 - Information Security Management
3	ISO 27002:2013 - Information Technology. Security techniques – Code of practice for IT security controls.
4	ISO 22301:2019 - Security and resilience — Business continuity management systems — Requirements
5	ISO 22000 – Food safety management systems
6	ISO 31000:2018 – Risk management systems
7	ISO26000 – Guidance on Social Responsibility
8	ISO 44001 - Collaborative business relationship management systems – Requirements and framework
9	ISO 31000:2018 – Risk Management
10	ISO 45001:2018 - Occupational health and safety management
11	ISO 5001:2011 – Energy management systems (EMS)
12	Cyber Essentials “Plus” Accreditation

**Table 6: BS / EN Standards:**

The Standards listed below shall apply to all procurements where they apply to the in-scope Services:

No.	Title
1	BS 5266 Part 1:2016 Emergency Lighting. Code of Practice for the Emergency Lighting of Premises Other than Cinemas and Certain Other Specified Premises used for Entertainment 2005
2	BS 5839-1:2013 Fire detection and fire alarm systems for buildings. Code of practice for design, installation, commissioning and maintenance of systems in non-domestic premises
3	BS 9999:2017 - Code of practice for fire safety in the design, management and use of buildings
4	BS 9991:2015 Fire safety in the design, management and use of residential buildings. Code of practice
5	BS EN ISO 9999:2016 – Assistive products for persons with disability. Classification and Terminology.
6	BS 7974:2019 – Fire Safety
7	BS 6173:2020 - Installation and maintenance of gas fired catering appliances for use in all types of catering establishments (2nd and 3rd family gases). Specification
8	BS 8558:2015 Guide to the design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages - complementary guidance to BS EN 806
9	BS 7671:2018 - Requirements For Electrical Installations. IET Wiring Regulations (British Standard) – 18 <sup>th</sup> Edition
10	BS 7430:2011+A1:2015 - Code of practice for protective earthing of electrical installations

No.	Title
11	BS EN 62305 (parts 1-5) Protection against lightning
12	BS EN 15004-1:2019 - Fixed firefighting systems. Gas extinguishing systems - Design, installation and maintenance
13	BS 5306 Part 3: Fire extinguishing installations and equipment on premises. Commissioning and maintenance of portable fire extinguishers 2009
14	BS EN 3-7 - Portable Extinguishers
15	BS 5839 Part 1: Fire Detection and Alarm Systems for Buildings 2017
16	BS EN 15004-1:2019 - Fixed firefighting systems. Gas extinguishing systems - Design, installation and maintenance
17	BS EN 131 / BS 2037 / BS 1129 / BS EN 14183 / BS EN 1004 / PAS 250 Ladder and Access Equipment
18	BS 476 Fire Tests
19	BS EN 795:2012 - Personal Fall Protection Equipment
20	BS 7883:2019 - Personal fall protection equipment. Anchor systems. System design, installation and inspection. Code of practice.
21	BS 12094: Fixed Fire Fighting Systems 2003-2006
22	BS 9251:2021 Fire sprinkler systems for domestic and residential occupancies.
23	BS 750, 12 <sup>th</sup> Edition, August 9, 2017 – Specification for underground fire hydrants and surface box frames and covers

No.	Title
24	BS EN ISO/IEC 17020: 2012 - General criteria for the operation of various types of bodies performing inspections
25	BS EN 16005 - Power operated pedestrian door-sets – Safety in use – Requirements and test methods
26	BS 5871: parts 1-4 2005-2007 Specification for the installation and maintenance of gas fires, convector heaters, fire/back boilers and decorative fuel effect gas appliances. Inset live fuel effect gas fires of heat input not exceeding 15 kW, and fire/back boilers (2nd and 3rd family gases)
27	BS 6891:2015+A1:2019 - Specification for the installation and maintenance of low pressure gas installation pipework of up to 35 mm on premises
28	BS 5837: 2012 Trees in relation to design, demolition and construction – Recommendations
29	BS 6571 Part 4: Vehicle Parking Control Equipment 1989
30	BS 5925: 1991 Code of Practice – Ventilation Principles and Designs for Natural Ventilation
31	BS EN 14175-2: 2003 – Fume Cupboards
32	BS 5726:2005 Microbiological safety cabinets. Information to be supplied by the purchaser to the vendor and to the installer, and siting and use of cabinets. Recommendations and guidance
33	BS 5726: 2005 & BS EN 12469: 2000 – Microbiological Safety Cabinets.
34	HVCA - TR19: Internal Cleanliness of Ventilation Systems - Guide to Good Practice
35	TM46:2008 – CIBSE Energy Benchmarks

No.	Title
36	TM44 – Air Conditioning Inspections
37	BS7858:2019 Security Vetting
38	BS 7499:2020 - Code of Practice for Static Site Guarding and Mobile Patrol Services
39	BS 7984-3:2020 - Code of Practice for Key-holding and Response Services
40	BS 7958:2015 - Code of Practice for CCTV Management and Operation
41	BS 7960:2016 Door supervision. Code of practice
42	BS 8406:2020 - Event stewarding. Code of practice
43	BS 7872 - Code of Practice for Operation of Cash-in-Transit Services (collection & delivery)
44	BS EN 16636:2015 – Pest management Services

**Table 7: Building Regulations (England & Wales Only):**

No.	Title
1	Building Act 1984
2	Building Regulations Act 1991 2000 Part B, Approved Document B (2006)
3	Building Regulations Act 2000 Approved Document F (2010)
4	Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments
5	Building Regulations Act 2000 Approved Document H (2002)
6	Building Regulations Act 1991 2000 Approved Document J (2010)
7	Building Regulations Act 1991, 2000 Approved Part M (2004)
8	Building Regulations Act 2000 Approved Part L (2010)
9	Building Regulations Act 2000 Approved Document P (2006)

**Table 8: Miscellaneous Standards:**

No.	Title
1	At request of Fire Officer
2	Local Act
3	SFG 20 Guidelines
4	<i>Client</i> specific work practices and standards
5	RIBA (Royal Institute of British Architects) Plan of Work: 2013
6	Government Functional Standard GovS004

**Note:**

Regulations are continually being updated and amended and as such can only be considered valid prior to the day of issue.

**ANNEX C: CLASSIFICATION OF WASTE DISPOSAL**

Classified Waste Classifications for on and off-site shredding services.

The following table provides for the destruction baseline for protectively marked documents.

Level	Information Assets	Physical Assets
<b>OFFICIAL</b>	<ul style="list-style-type: none"> <li>• Make retrieval and reconstitution unlikely.</li> <li>• Make actual or attempted compromise likely to be detected.</li> </ul>	<ul style="list-style-type: none"> <li>• Dispose of with care or destroy to make reconstitution unlikely.</li> <li>• Make actual or attempted compromise likely to be detected.</li> </ul>
<b>SECRET</b>	<ul style="list-style-type: none"> <li>• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.</li> <li>• Detect actual or attempted compromise and help identify those responsible.</li> </ul>	<ul style="list-style-type: none"> <li>• Destroy / sanitise to make reconstitution and / or identification of constituent parts highly unlikely.</li> <li>• Prevent identification of constituent parts.</li> <li>• Detect actual or attempted compromise and help identify those responsible.</li> </ul>
<b>TOP SECRET</b>	<ul style="list-style-type: none"> <li>• Do everything necessary to prevent retrieval or reconstitution.</li> <li>• Ensure that there are robust measures in place to prevent compromise from sustained attack.</li> <li>• Detect actual or attempted compromise and make it likely that those responsible will be identified.</li> </ul>	<ul style="list-style-type: none"> <li>• Do everything necessary to: prevent retrieval.</li> <li>• Prevent identification of constituent parts.</li> <li>• Ensure that there are robust measures in place to prevent compromise from sustained attack.</li> <li>• Detect actual or attempted compromise and make it likely that those responsible will be identified.</li> </ul>

## **ANNEX D: HELPDESK RESPONSE TIMES**

### **Helpdesk response times**

1. Service requests of any nature shall be acknowledged within fifteen (15) minutes and the caller informed of the action to be taken. The response times for activities managed through the central helpdesk for all Services shall be as follows:
  - a. Each Category 'A' work request to be available to both the appropriate *Service Provider* and *Client* Authorised Representative within five (5) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
  - b. Oral escalation to the *Client* Authorised Representative (within twenty (20) minutes of allocation to the *Service Provider*) of those Category 'A' work requests unacknowledged by the *Service Provider* ten (10) minutes after such allocation.
  - c. All Category B reactive work requests and any elective work requests to be available on the Systems to the appropriate *Client* Authorised Representative within fifteen (15) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.
  - d. All Category C reactive work requests and any elective work requests to be available on the Systems to the appropriate *Client* Authorised Representative within thirty (30) minutes of receiving the inbound Service request. Receiving is defined as the end of a call, or receipt of electronic format Service request.

## **ANNEX E: SERVICE DELIVERY RESPONSE AND RECTIFICATION TIMES**

### **1. Over-arching response requirements**

- a. It is required when sending a person/engineer to attend a reactive event, at the time of despatch, the person/engineer despatched is suitably qualified and has the appropriate spares and materials required to ensure a first-time fix of the repair is achieved.
- b. For activities detailed in Tables 1 and 2 below, the activity is defined to be closed or concluded when the helpdesk/CAFM System receives confirmation from the person/engineer that the event is completed, thereby creating an electronic record of the completion.
- c. When the activity in 5.1.2 above is closed or concluded, within fifteen (15) minutes, an email/text/electronic communication is sent to the originator of the event advising that the job be closed and asking via a simple graphical user interface whether the person agrees. Challenges need to be investigated in a timely fashion and appropriate action taken.
- d. Staffed means: where there is a dedicated presence and/or where an on-site engineer is present at specified times to respond within short timescales such as 15 minutes.
- e. Unstaffed means: where there is a no dedicated presence and/or no permanent presence of an on-site engineer. Therefore, response times will be longer.
- f. All sites means that a single response time applies to all sites whether staffed or unstaffed.
- g. In-hours and out of hours service - this is defined by the customer in the data pack/service matrix for each *Affected Property*. For example, In hours might be 9am - 5pm so anything outside of these times is classed as out of hours. Conversely, in-hours might be a 24-hour service which would mean there is no out of hours requirement.
- h. Initial Response means: arrival to the relevant *Affected Property* of an appropriately trained and qualified member of *Service Provider* staff who is equipped to undertake the required task attends site within SLA. For the avoidance of doubt the *Service Provider* will be expected to complete the required task as part of the initial attendance where possible. Where this is not possible the *Service Provider* shall at minimum make safe the affected area as part of the initial attendance.

- i. Completion Due means: the time within which the *Service Provider* is required to complete the required task to the appropriate standard unless an alternative date is agreed with the *Service Manager*.

**2. FM service delivery response times**

- a. The following Table A describes the reactive response time(s) for Service calls raised or made to the helpdesk where the Service required is supported and Delivered by the *Service Provider* from an on-site facility at the *Affected Property*.
- b. The *Service Provider* shall meet these reactive response times in relation to the *Client* requirements.

**Table A – Response and Rectification Times**

All times are unless alternative response times are specifically agreed with the *Service Manager*

Category	Locations	Call Type	Description	Initial Attendance (Respond and Make Safe)	Completion Due
A	All Sites	Critical	Matters giving rise to an immediate health and safety, business critical or security risk and that prevent or severely restrict the Authority from conducting normal operations	1 hour	4 hours
B	All Sites	Emergency	Matters that impinge upon site availability and legal compliance	2 hours	24 hours
C	All Sites	Urgent	Matters that impinge upon the proper working of the facilities in relation to all users.	4 hours	48 hours

Category	Locations	Call Type	Description	Initial Attendance (Respond and Make Safe)	Completion Due
D	Staffed Site	Routine	Matters of a routine nature.	24 hours	5 working days
	Unstaffed Site	Routine	Matters of a routine nature.	n/a	5 working days
E	All Sites	Service Orders and Project Orders (Quotes)	Works that are not included in the Lump Sum Price and become billable due to falling into exemption or exceeding IRT	n/a	10 Working Days to provide quotation
F	Staffed Sites	Consumables	Requests for restocking of toilet or other consumables.	30 minutes	30 minutes
	Unstaffed Sites	Consumables	Requests for restocking of toilet or other consumables.	1 hour	1 hour
G	Staffed Sites	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	30 minutes	30 minutes
	Unstaffed Sites	Equipment	All requests for assistance with equipment which is in-scope or problems at conferences, meetings etc.	1 hour	1 hour

Category	Locations	Call Type	Description	Initial Attendance (Respond and Make Safe)	Completion Due
H	Staffed Sites	Small Moves	Requests for the booking of porters or drivers.	30 minutes	30 minutes
	Unstaffed Sites	Small Moves	Requests for the booking of porters or drivers.	1 hour	1 hour
I	All sites	Messengers & Incoming Post	Requests for Messengers or Couriers to provide a Service.	2 hours	2 hours
J	All sites	Complaint	A failure in delivery of any Service, at any time.	Acknowledgment within 2 hours	Written Report (findings & recommendations within 3 working days)
K	All Sites	Ad hoc	Matters of an Ad hoc or unplanned nature; by the virtue of its category <b>DO NOT</b> require an enhanced response above that of Routine.	5 working days	As agreed with the <i>Service Manager</i>
L	All Sites	Uncompleted task	A Scheduled task not completed as announced / described requiring a higher than Routine response.	4 hours	4 hours

Category	Locations	Call Type	Description	Initial Attendance (Respond and Make Safe)	Completion Due
M	All Sites	Call Back	A failure in delivery of any Service, at any time, which requires a re-attendance of the technician / operative to complete the task satisfactorily.	2 hours	2 hours
N	Staffed Sites	Reprographics request	A request for Service; allocated a Call Category dependent on the time frame requested (between 2 & 72 hours).	1 hour acknowledgement	1 hour acknowledgement

**ANNEX F: MAINTENANCE AND CLEANING STANDARDS**

Table 1 - Planned Preventative Maintenance (PPM) Services			
Standard	Synergy with SFG20	Description	
A	<b>Red</b> (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	The general or normal Service Level.	This Standard includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory, mandatory or regulatory requirements together with sector / organisation compliance needs and will include business critical maintenance activities.
	<b>Pink</b> (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		
	<b>Amber</b> (Function critical tasks which must be carried out to maintain business critical assets. By carrying them out at the recommended level of frequency, it will avoid the over or under-maintenance of functional / critical assets).		
B	<b>Red</b> (Statutory tasks which must be carried out at the recommended frequency to ensure legal / statutory compliance).	This is the minimum level of services required.	This includes a fully planned preventative maintenance regime ensuring compliance with all associated statutory and mandatory requirements.
	<b>Pink</b> (Mandatory tasks which must be carried out to ensure regulatory and sector/organisation compliance, mandatory, regulatory and sector compliance).		

Standard	Synergy with SFG20	Description	
C	<p><b>Green</b> (Discretionary tasks which must be carried out in order to maintain non-critical assets).</p>	<p>A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g., mothballed buildings, garages warehouses, etc.). To include elements of Red (statutory), Pink (mandatory, regulatory, sector and organisational compliance) and Amber (discretionary) as defined by the <i>Client</i>.</p>	<p>Whilst maintaining the core requirements of Standard B, this Standard provides for a bespoke maintenance regime which may include discretionary or non-critical maintenance for specialised properties or circumstances as detailed in the Service Requirements by the <i>Client</i> at Call Off. Consequently, it will reflect either an enhanced or reduced planned maintenance requirement.</p>

Table 2 - Internal and External Building Fabric Maintenance Services		
Standard	Description	
A	<p>The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.</p>	<p>This level of maintenance Service this includes a regularly planned maintenance regime which aims to keep all elements of the structure, fabric and finishes and overall appearance of the Property at an acceptable performance level. This includes both internal and external elements. This would include any statutory requirements including any health and safety activities not already captured as part of the planned maintenance regime.</p>

Standard	Synergy with SFG20	Description
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	This level of Service, which is discretionary, will provide for an enhanced maintenance approach whereby certain elements of fabric require a higher level of attention due to the environment or circumstances in which it is situated.
C	A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area (e.g., mothballed buildings, garages warehouses, etc.).	This level of Service will be bespoke and site or area specific. It is likely to offer unique challenges to the <i>Service Provider</i> and require a deviation from the normal or expected approach or regime. This deviation will reflect either an enhanced or reduced fabric maintenance requirement (an example could be the maintenance of the front door for No 10, Downing Street which is constantly in the public eye).

Table 3 - Cleaning Services		
Standard	Description	
A	The general or normal Service Level. Typical for all occupied or generally accessed areas including public access spaces and general office areas.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free.
B	The highest Service Level. Typical for prestige and high visibility areas. This is classed as exceptional and should only be required in very rare circumstances.	All areas subject to regular routine cleaning activities should be free from loose debris, dust, fluff and lint on completion of the cleaning task for that area. There should be an overall even appearance and be odour free. This standard would be above and beyond the norm expected for general office spaces and public accessible areas.

Standard	Description	
C	<p>A bespoke or very specific or demanding Service Level. Typical for highly sensitive or specialist areas such as production or laboratory facilities, data centres etc. Alternatively, this can also be applied to areas or properties or buildings that require a lesser Service Level than the standard Service Level due to the nature of the environment of activity undertaken within the area e.g. mothballed buildings, garages warehouses, etc.</p>	<p>Areas subject to this standard will be specified as requiring a bespoke or unique approach to cleanliness. This deviation from the normal or expected approach or regime will reflect either an enhanced or reduced cleaning requirement. The standard will be specified as will frequency of Service. This standard could apply to, for example, a laboratory or healthcare environment where specialist procedures are required to limit infection and cross contamination. The standard could also be used to describe activities to be undertaken in buildings or areas that are mothballed or not in use and requiring a very limited Service. Likewise, areas such as warehouses, storage areas and garages may also require a very limited Service and these would also be specifically described.</p>

**ANNEX G: SERVICE FAILURE (FORMER DEFECTS) RECTIFICATION CATEGORIES AND TIMESCALES**

Service Failure (Former defects) Rectification Categories and Timescales		
Category 1	<b>Business Critical</b> - Matters giving rise to an immediate health and safety, business critical or security risk and/or; Matters that prevent or severely restrict the <i>Client</i> from conducting normal operations.	Within 1-working day
Category 2	<b>Urgent</b> - Matters that impinge upon the proper working of the facilities in relation to all users.	Within 2-working days
Category 3	<b>Routine</b> - Matters of a routine nature.	Within 5-working days
Category 4	<b>Other</b>	To be defined by the <i>Service Manager</i>

# Appendix 1 – Government Buying Standards ("GBS") for Food and Catering

Department for Environment, Food and Rural Affairs

<b>THE GOVERNMENT BUYING STANDARD FOR FOOD AND CATERING SERVICES<sup>1</sup></b>	
<sup>1</sup> Updated March 2015 to clarify wording regarding sweetened beverages	
<p>Central government procurers directly or through their catering contractors are required to apply this GBS. Others are encouraged to follow it. It includes a set of minimum mandatory standards for inclusion in tender specifications and contract performance conditions. It also includes some best practice standards which are recommended but not required.</p> <p>The Balanced Scorecard is a supporting tool to use in order to procure food and catering services. It goes beyond production standards, resource efficiency and nutrition helping provide a comprehensive tool for setting technical specifications and evaluating bids. It includes award criteria to reward good practice, and to further stimulate investment and innovation.</p>	
<b>IMPACT AREA</b>	<b>MANDATORY STANDARDS</b>
<b>A. Production, Processing and Distribution</b>	
1. Production Standards	<p>All food served must be produced in a way that meets UK legislative standards for food production, or equivalent standards. Please refer to Section 2 - Legislative standards of this document for a list of relevant legislation.</p> <p>If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body.</p> <p>Procurers or catering contractors must ensure that food is verifiable as meeting these standards by either checking that farm inspection systems meet UK standards of inspection or their equivalent, or if not, that they are subject to an independent assurance system.</p>

2. Traceability of fresh, chilled and frozen produce	Catering contractors or food suppliers shall ensure the traceability of fresh, chilled and frozen produce in accordance with current UK legislation or equivalent. <sup>2</sup> <sup>2</sup> Traceability and labelling of beef ,eggs, fish, shellfish, most fruit and vegetables, honey, olive oil, wine and imported poultry is covered by EU regulations. Regulations covering sheep meat, goat meat, swine meat and poultry will come into force in 2015. See <a href="#">here</a> for details.
3. Authenticity	The catering contractor or supplier must have systems in place to enable it to check and ensure authenticity of products.
4. Origin of meat and dairy	In line with the industry principles on country of origin information <sup>3</sup> , food and catering service suppliers shall indicate the origin of the meat, meat products and dairy products either on the menu or accompanying literature. If this is not practicable, then at minimum the information must be available and be provided on request to the procuring authority or end consumer. <sup>3</sup> <a href="http://www.fdf.org.uk/publicgeneral/principles_on_country_of_orig_in_information.pdf">http://www.fdf.org.uk/publicgeneral/principles_on_country_of_orig_in_information.pdf</a>
<b>Animal Welfare</b>	
5. Animal welfare	All food served must be produced in a way that meets UK legislative standards for animal welfare, or equivalent standards. Please refer to: <a href="https://www.gov.uk/animal-welfare">https://www.gov.uk/animal-welfare</a> UK standards are generally similar to EU standards for food production. There are, however, differences in animal welfare standards for some aspects of pig meat and broiler chicken production. Broiler chicken, pork and pork products must be compliant with UK standards, as set out in the Welfare of Farmed Animals Regulations 2007 (as amended). If in any particular circumstances, this leads to a significant increase in costs which cannot reasonably be compensated for by savings elsewhere, the procuring authority shall agree with the catering contractor or supplier to depart from this requirement and the reasons for doing so shall be noted and recorded. This decision shall be signed off by the Head of Procurement or equivalent senior official of the government department or other public body. In such an eventuality, EU standards shall be met at minimum.
6. Eggs	All eggs, including fresh in-shell, liquid and powdered eggs, are sourced from systems that do not use conventional cages. If from a caged system, enriched cages must be used.

Environment	
7. Higher environmental Production standards	<p>At least 10% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to:</p> <p>i) Publicly available Integrated Production (IP) or Integrated Farm Management (IFM) standards that require the systematic and integrated management, at farm level, of:</p> <ul style="list-style-type: none"> <li>- natural habitats &amp; biodiversity;</li> <li>- prevention and control of pollution;</li> <li>- energy, water and waste;</li> <li>- management of soils, landscape and watercourses;</li> </ul> <p>and contain within their scope requirements that are consistent with the definition of Integrated Pest Management (IPM) contained in European Council Directive 2009/128/EC</p> <p>OR</p> <p>ii) Publicly available organic standards compliant with European Council Regulation 834/2007 on organic production and labelling of organic products.</p> <p><b>NOTE:</b> The 10% is of the total monetary value and can be made up of any combination of commodities allowing the procurer flexibility to find the best solutions for their circumstances.</p>
8. Palm oil	<p>From the end of 2015 all palm oil (including palm kernel oil and products derived from palm oil) used for cooking and as an ingredient in food must be sustainably produced.<sup>4</sup></p> <p><sup>4</sup> Support and advice on procuring sustainable palm oil is available from <a href="http://www.cpet.org.uk/">http://www.cpet.org.uk/</a> (e-mail <a href="mailto:cpet@efeca.com">cpet@efeca.com</a>, telephone 01305 236 100).</p>
9. Fish	<p>All fish<sup>5</sup> are demonstrably sustainable with all wild-caught fish meeting the FAO Code of Conduct for Responsible Fisheries (includes Marine Stewardship Council certification and Marine Conservation Society 'fish to eat', or equivalent).</p> <p>No 'red list' or endangered species of farmed or wild fish shall be used (Marine Conservation Society 'fish to avoid').</p> <p><sup>5</sup> Fish includes all fish including where it is an ingredient in a composite product.</p>
Variety and seasonality	
10. Seasonal produce	<p>In respect of the use of fresh produce, menus shall be designed to reflect the natural growing or production period for the UK, and in-season produce shall be highlighted on menus.</p>

<b>B. Nutrition</b>	
11. Reducing Salt	Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.
	Salt is not available on tables.
	At least 50% of meat and meat products, breads, breakfast cereals, soups and cooking sauces, ready meals and pre-packed sandwiches (procured by volume) meet Responsibility Deal salt targets and all stock preparations are lower salt varieties (i.e. below 0.6g/100mls).
12. Increasing Fruit and Vegetable Consumption	At least 50% of the volume of desserts available is based on fruit – which can be fresh, canned in fruit juice, dried or frozen.
	A portion of fruit is cheaper than a portion of hot or cold dessert.
	Meal deals include a starchy carbohydrate, vegetables and 1 portion of fruit.
13. Reducing Saturated Fat	Meat and meat products, biscuits, cakes and pastries (procured by volume) are lower in saturated fat where available. At least 50% of hard yellow cheese has a maximum total fat content of 25g/100g; at least 75% of ready meals contain less than 6g saturated fat per portion; at least 75% of milk is reduced fat; and at least 75% of oils and spreads are based on unsaturated fats.
14. Cereals	At least 50% of breakfast cereals (procured by volume) are higher in fibre (i.e. more than 6g/100g) and do not exceed 22.5g/100g total sugars.
15. Fish	If caterers serve lunch and an evening meal, fish is provided twice a week, one of which is oily. If caterers only serve lunch or an evening meal, an oily fish is available at least once every 3 weeks.
<b>C. Resource Efficiency</b>	
16. Water	Tap water is visible and freely available and such provision is promoted.
	Pre-bottled water (mineral or spring) is not included in the hospitality menu.
17. Reducing Landfill	Where waste management is included in the contract, facilities shall be available to staff and customers for recycling cans, bottles, cardboard and plastics.

<p>18. Food waste</p>	<p>Food and catering supplier with <b>off-site</b> meal preparation operations shall provide evidence of a systematic approach to managing and minimising the impacts of waste throughout their direct operations i.e. those operations over which they have direct financial and/or operational control. This shall include evidence of a continual improvement cycle of objective setting, measurement, analysis, review and the implementation of improvements actions.</p> <p>Catering service suppliers which will supply <b>on-site</b> catering services shall:</p> <ul style="list-style-type: none"> <li>• Take steps to minimise food waste in their on- site operations by creating a food waste minimisation plan, describing what actions they will undertake<sup>6</sup></li> <li>• Review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and</li> <li>• Feed back to clients on progress and results with suitable regularity.</li> </ul> <p><sup>6</sup> A list of potential aspects and actions is provided in the guidance for implementing the Government Buying Standard for Food &amp; Catering. See the 'indicative checklist' in section 19:  <a href="http://sd.defra.gov.uk/documents/GBS-guidance-food.pdf">http://sd.defra.gov.uk/documents/GBS-guidance-food.pdf</a></p>
	<p>The contracting authority shall check whether a separate food waste collection service can be provided. If the service can be provided, while achieving value for money, then it shall meet the best practice standard.</p>
<p>19. Energy Management</p>	<p><b>Energy management policy (off-site catering operations)</b></p> <p>Catering service contractors with off-site preparation kitchen operations shall have in place an energy management policy appropriate to the nature and scale of their energy use and consumption. Their policy shall commit the organisation to the continual improvement of its energy performance</p> <p><b>Energy management policy (on-site catering operations)</b></p> <p>On-site catering operations shall be run in accordance with the host building's overall energy management policy.</p>
<p>20. Catering equipment</p>	<p>The minimum mandatory Government Buying Standards for catering equipment apply as well as the duty under Article 6 of the Energy Efficiency Directive.</p> <p>Kitchen taps shall have flow rates of not less than 5l/min delivered through either automatic shut off, screw down/lever, or spray taps; and non-flow rate elements shall meet the Enhanced Capital Allowance Scheme (ECA) Water Technology List criteria.</p>

21. Paper products	The minimum mandatory Government Buying Standards for paper products shall apply where relevant: e.g. kitchen paper, napkins and cardboard cups.
<b>D. Social-economic</b>	
22. Ethical trading	At least 50% of tea and coffee is fairly traded
23. Inclusion of SMEs	Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.
24. Equality and diversity	The catering contractor or food supplier shall have a written equality and diversity policy to help ensure it and its sub-contractors are compliant with employment law provisions in the UK Equality Act (2010). In addition, to ensure the procuring authority meets its public sector equality duty, the contractor or food supplier shall have a policy in place as to carrying out its business, such as in terms of awarding sub-contracts or procuring goods, in a way that is fair, open and transparent.

IMPACT AREA	BEST PRACTICE
<b>A. Production, Processing and Distribution</b>	
25. Environmental production standards	At least 40% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be inspected and certified to: <ul style="list-style-type: none"> <li>● Publicly available Integrated Production standards or Integrated Farm Management standards; or</li> <li>● Publicly available organic standards compliant with European Council Regulation (EC) No 834/2007 on organic production and labelling of organic products.</li> </ul>
<b>B. Nutrition</b>	
26. Snacks	Savoury snacks are only available in packet sizes of 30g or less.
27. Confectionery	Confectionery and packet sweet snacks are in the smallest standard single serve portion size available within the market and not to exceed 250kcal.
28. Sugar Sweetened Beverages	All sugar sweetened beverages to be no more than 330ml pack size and no more than 20% of beverages (procured by volume) may be sugar sweetened. No less than 80% of beverages (procured by volume) may be low calorie/no added sugar beverages (including fruit juice and water)
29. Menu analysis	Menu cycles are analysed to meet stated nutrient based standards relevant to the major population subgroup of the catering provision.
30. Calorie and allergen labelling	Menus (for food and beverages) include calorie and allergen labelling.
<b>C. Resource Efficiency</b>	
31. Environmental Management Systems	The contractor must prove its technical and professional capability to perform the environmental aspects of the contract through: an environmental management system (EMS) for catering services (such as EMAS, ISO 14001 or equivalent).

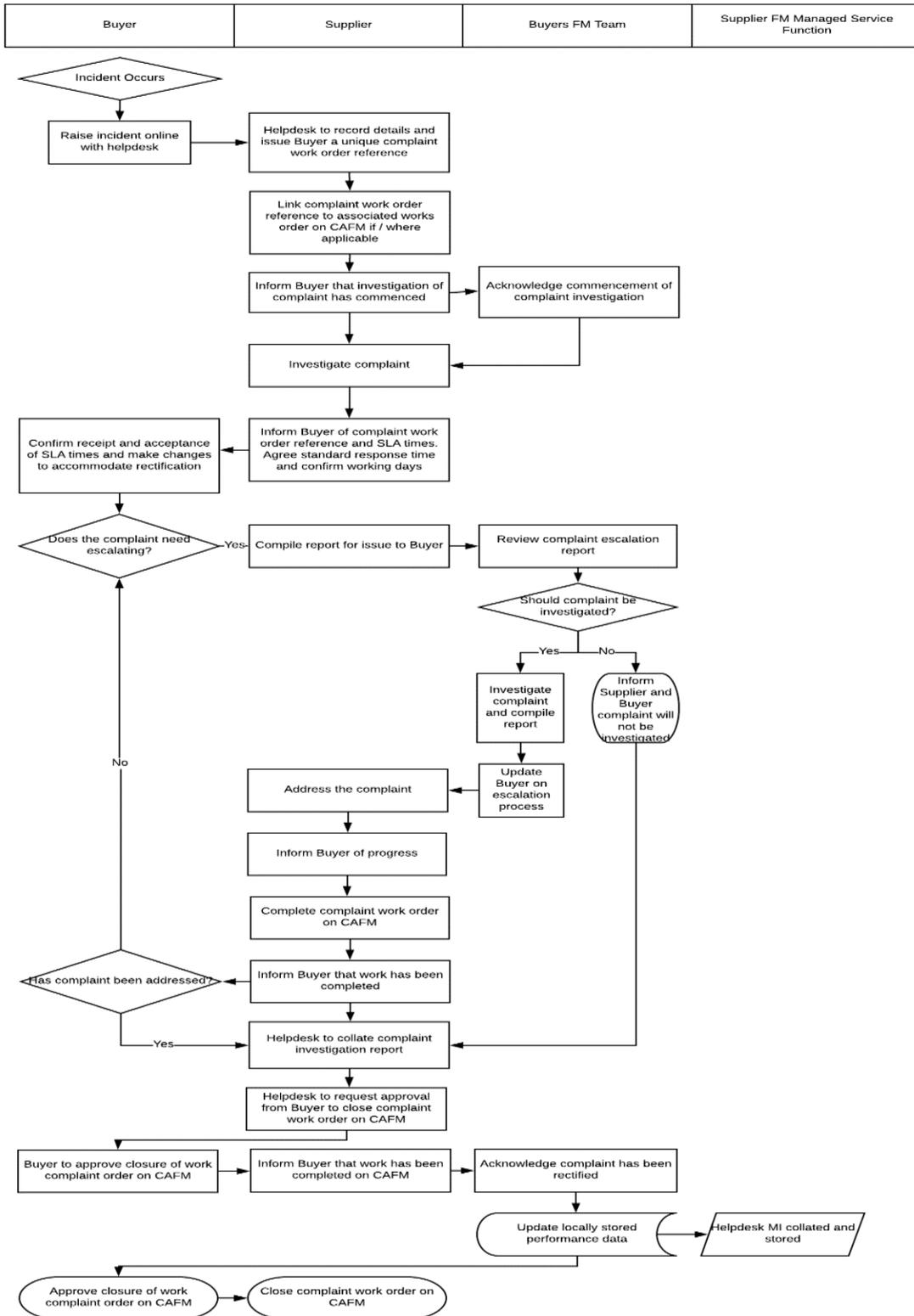
32. Packaging waste	Packaging waste in delivering food for the catering service is minimised. i. tertiary and secondary packaging consists of at least 70% recycled cardboard; and ii. where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.
33. Food waste	The food waste minimisation plan includes actions and estimated quantifiable reductions. The supplier ensures that appropriate training is given to staff to ensure best practice in terms of food waste minimisation. Surplus food that is fit for consumption is distributed for consumption rather than sent for disposal as waste E.g., gifted to charities / food banks.
34. Energy efficiency	The on-site catering operation is run in accordance with the Carbon Trust food preparation and sector guide (CTV035).
35. Waste minimisation	Food and drink to be consumed in restaurants and canteens must be served using cutlery, glassware, and crockery which are reusable and washable.
36. Catering equipment	The best practice Government Buying Standards for catering equipment apply where relevant: <ul style="list-style-type: none"> <li>● Domestic Dishwashers</li> <li>● Commercial cooking equipment, including ovens, fryers and steam cookers</li> <li>● Domestic fridge freezers</li> </ul>
37. Paper products	Disposable paper products (e.g. napkins, kitchen tissue, and take-away food containers) meet the requirements of the EU Ecolabel, or equivalent.
<b>D. Social-economic</b>	
38. Ethical trading	All tea, coffee, cocoa and bananas are certified as fairly traded.

	<p>Where food is sourced from states that have not ratified the International Labour Organization Declaration on Fundamental Principles and Rights at Work (1998), or are not covered by the OECD Guidelines for Multinational Enterprise, the supplier of catering and food services shall carry out due diligence against ILO Declaration on Fundamental Principles and Rights at Work (1998).</p> <p>Risk based audits have been conducted against social / ethical supply chain standards e.g. SA8000 compliance, audit evidence for Ethical Trade Initiative (ETI) Base Code compliance, or equivalent.</p> <p>Working with suppliers to improve conditions through pro-active, direct engagement programmes.</p>
	<p>Dairy products meet the Voluntary Code of Practice on Best Practice on Contractual Relationships: <a href="http://www.dairyuk.org/2014-04-23-11-00-42/vcop-home">http://www.dairyuk.org/2014-04-23-11-00-42/vcop-home</a>.</p> <p>Measures are taken to ensure fair dealing with farmers through, for example, the guidance contained in the Groceries Supply Code of Practice: <a href="https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice">https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice</a></p>
<p>39. Inclusion of SMEs</p>	<ul style="list-style-type: none"> <li>i) Contracts are broken into “lots” to facilitate bids from small producers;</li> <li>ii) Contract documents are simplified, with a degree of standardisation. Requirements are clearly stated, up front;</li> <li>iii) Contract lengths are geared to achieve the best combination of price and product;</li> <li>iv) Longer-term contracts are offered to provide stability;</li> <li>v) Tenders are widely advertised;</li> <li>vi) Potential bidders are advised on how to tender for contracts;</li> <li>vii) Projects to help small producers do business are undertaken;</li> <li>viii) Social enterprises are encouraged to compete for contracts;</li> </ul>
	<ul style="list-style-type: none"> <li>ix) Small producers and suppliers are made aware of sub-contractors/suppliers, so that they know who to do business with;</li> <li>x) Competition on quality rather than brand</li> </ul>

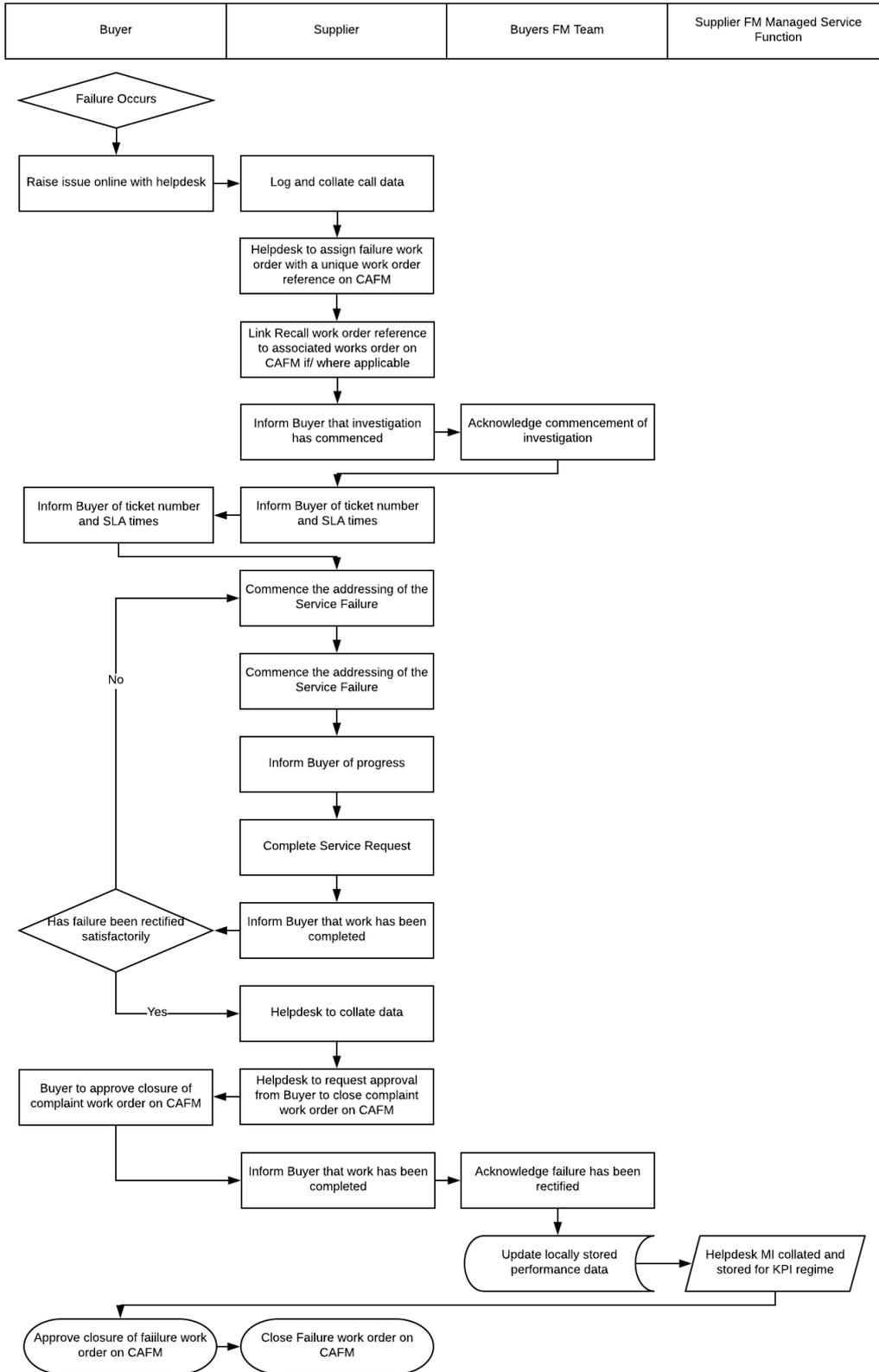
	<p><b>Fair treatment of suppliers</b></p> <p>xi) <i>Service Providers</i> of food and catering services provide fair and prompt payment terms for their supply chain E.g., 30 days maximum.</p> <p>xii) Length of contracts and notice period are agreed fairly with suppliers.</p>
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# Appendix 2 – Complaints, Failure and Recall Process

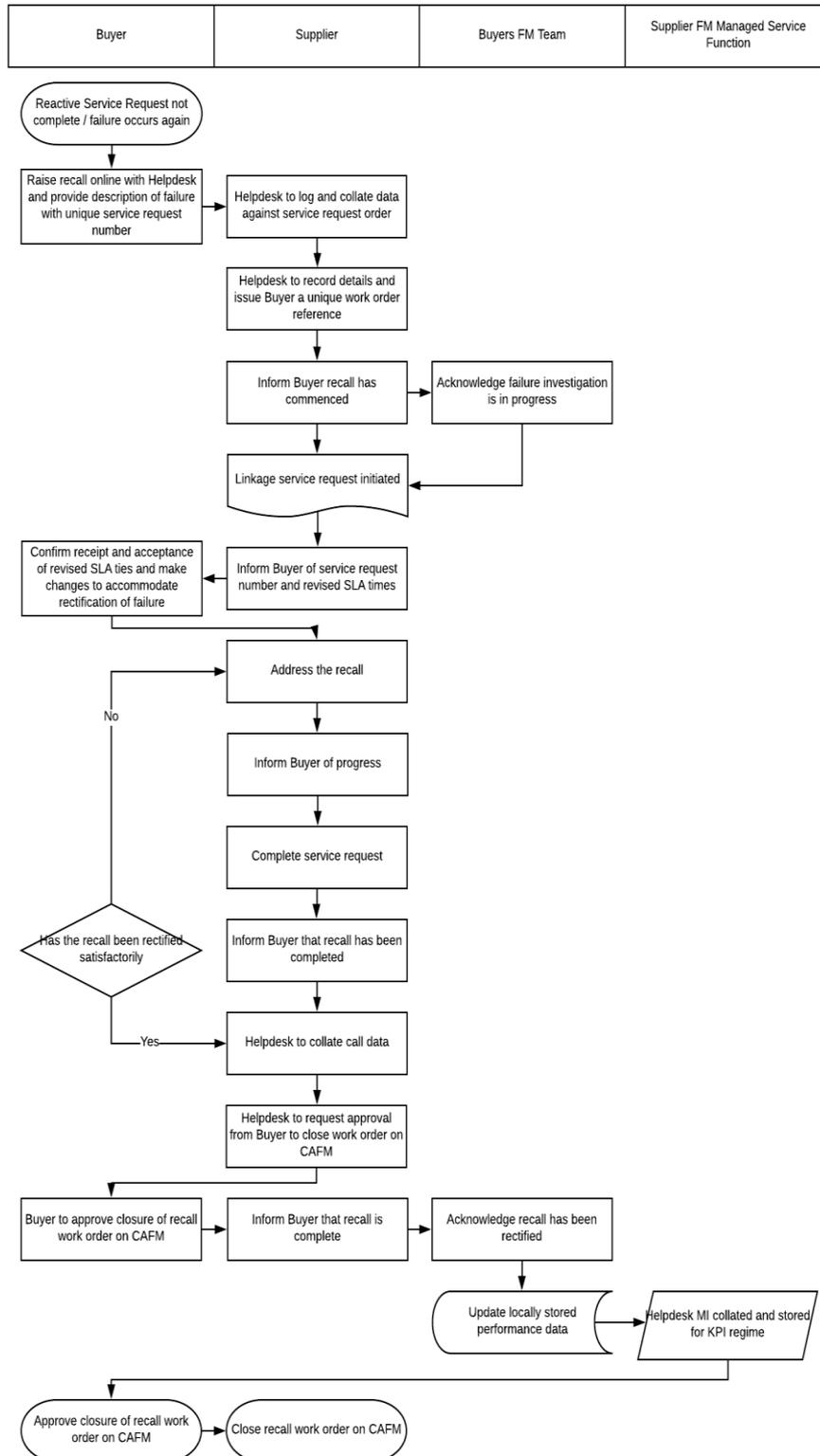
## Appendix 2.1 – Process Map 1: Complaints



Appendix 2.2 – Process Map 2: Failure

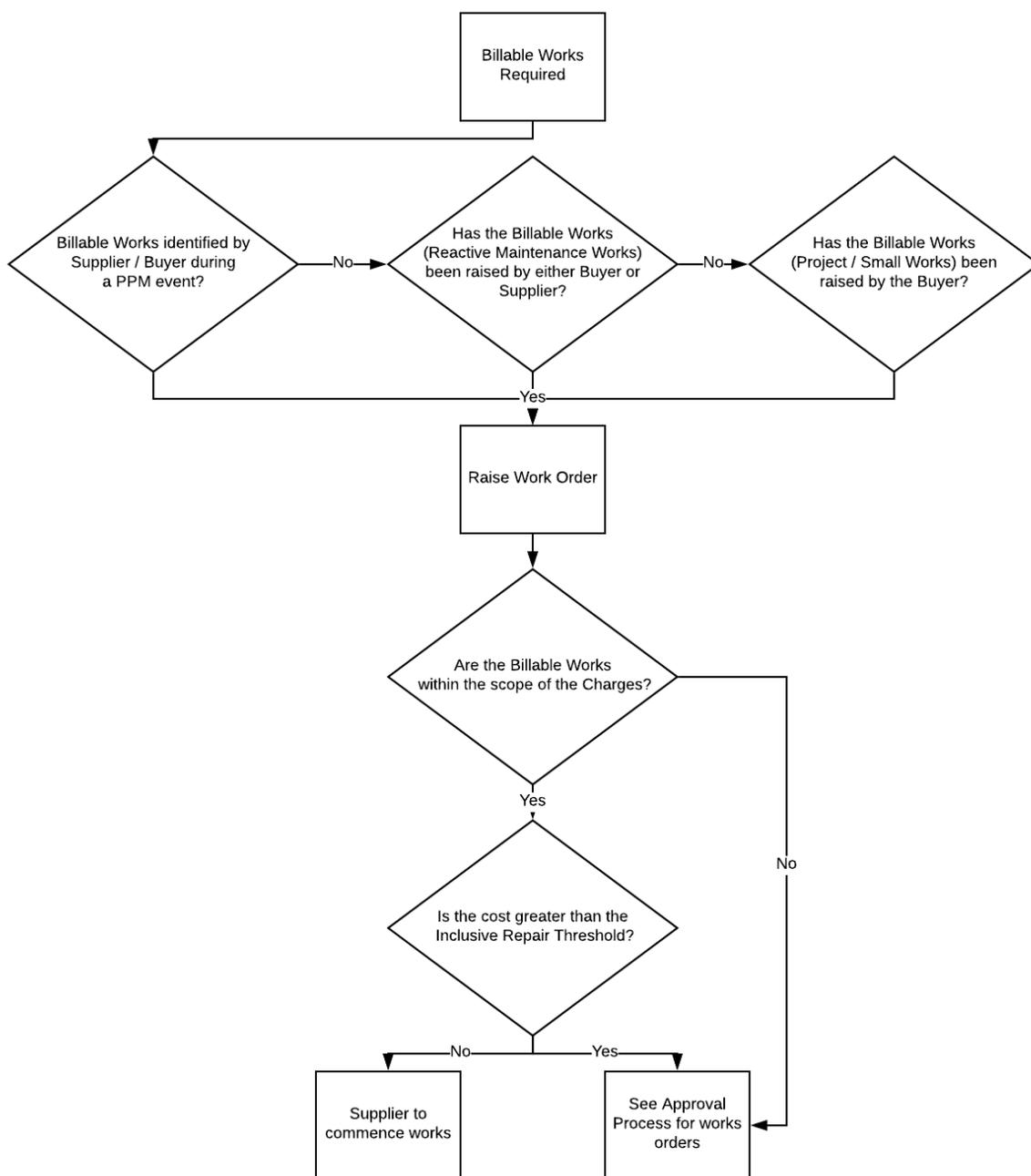


Appendix 2.3 – Process Map 3: Recall

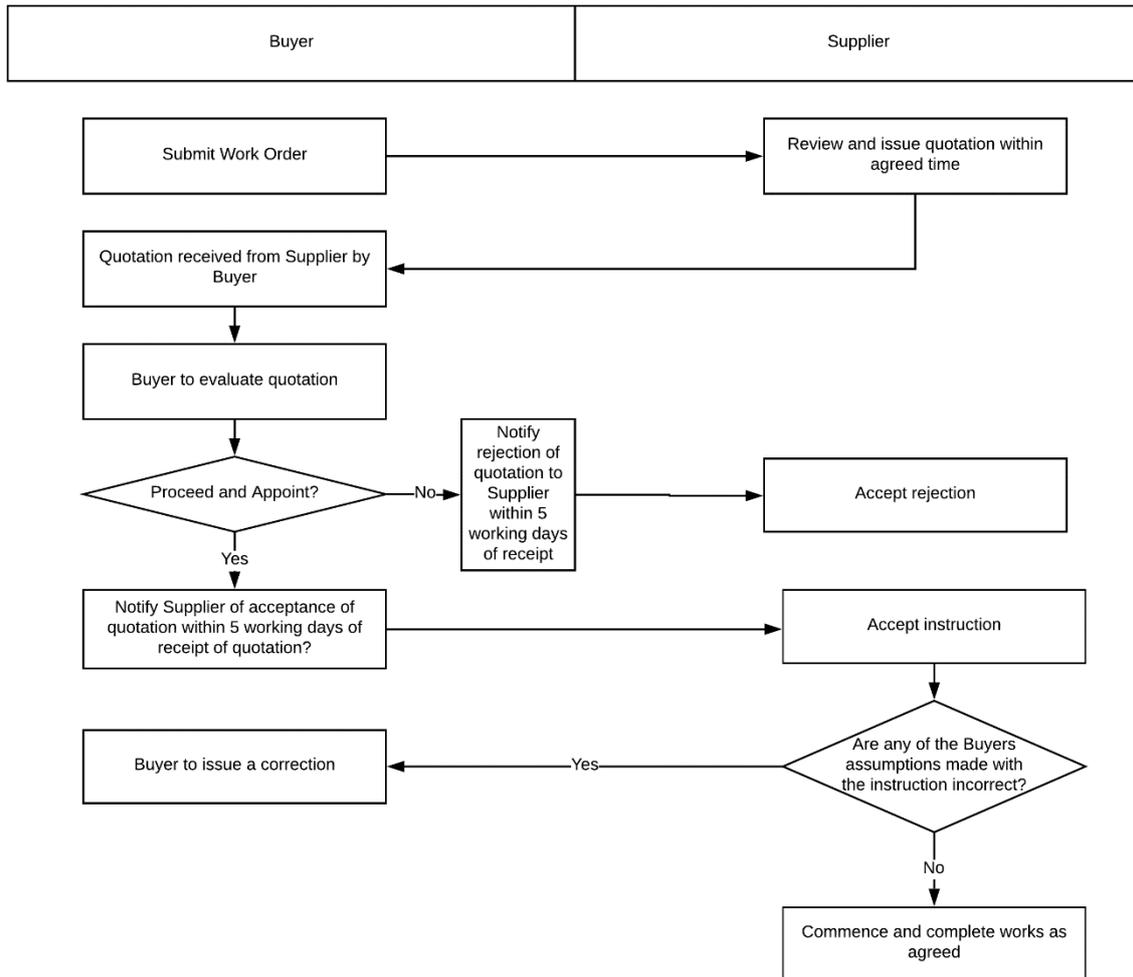


## Appendix 3 – Service Orders and Project Orders and Approval Process

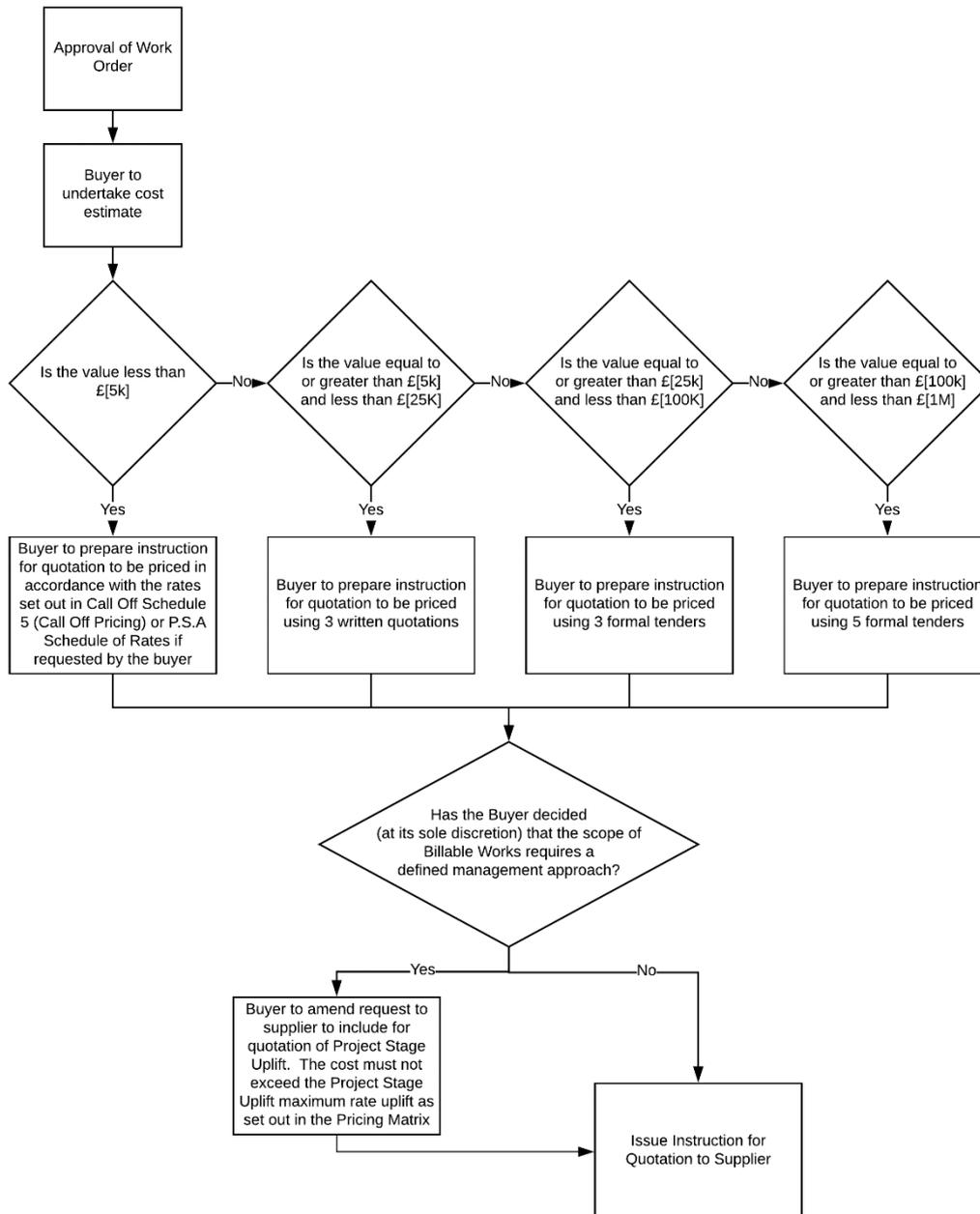
### Appendix 3.1 – Process Map 1: Service Orders and Project Orders and Approval Process



**Appendix 3.2 – Process Map 2: Issuing Quotation by Service Provider Process**



**Appendix 3.3 – Process Map 3: Issuing Instruction for Quotation for Approved Work Order Process**



## Appendix 3 – Background Checks

### 1. Application of this appendix

This Appendix should be used where *Service Provider* Staff must be vetted before working on Contract. This will be directed by the *Service Manager*.

### 2. Definitions

“Relevant Conviction” means any conviction listed in Annex 1 to this Appendix.

### 3. Relevant Convictions

3.1 The *Service Provider* must ensure that no person who discloses that they have a Relevant Conviction, or a person who is found to have any Relevant Convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Deliverables without Approval.

3.2 Notwithstanding Paragraph 3.1 for each member of *Service Provider* Staff who, in providing the Deliverables, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the *Client* owes a special duty of care, the *Service Provider* must (and shall procure that the relevant Sub-*Service Provider* must):

- (a) carry out a check with the records held by the Department for Education (DfE);
- (b) conduct thorough questioning regarding any Relevant Convictions; and
- (c) ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service (DBS),

and the *Service Provider* shall not (and shall ensure that any Sub-*Service Provider* shall not) engage or continue to employ in the provision of the Deliverables any person who has a Relevant Conviction or an inappropriate record.

### Annex 1 – Relevant Convictions

The Authorised Professional Practice (APP) does not dictate a specific list of convictions and cautions that would lead to vetting refusal. Each case must be considered further to understand the vulnerability of the victim, the motivation of the offences and the outcome of any investigation.