



Department
of Health &
Social Care

FM STANDARDS

CONTENTS

| | |
|--|------------|
| FM STANDARDS | 1 |
| 1. EXECUTIVE SUMMARY | 3 |
| 2. SERVICES | 3 |
| 3. CONTRACTING AUTHORITY STANDARDS | 9 |
| 4. A:01 – GENERAL STANDARDS | 10 |
| 5. B:01 – CLEANING MANAGEMENT SERVICE | 16 |
| 6. C:01 - WASTE MANAGEMENT SERVICE..... | 26 |
| 7. D:01 SECURITY MANAGEMENT SERVICE..... | 31 |
| 8. E:01 – CATERING MANAGEMENT SERVICE | 40 |
| 9. F:01 – CAFM SYSTEM AND HELPDESK | 45 |
| 10. G:01 – MAINTENANCE MANAGEMENT SERVICE | 52 |
| 11. H:01 – HARD SERVICES (REPAIR AND MAINTENANCE) | 66 |
| 12. I:01 – HARD SERVICES (MISCELLANEOUS) | 73 |
| 13. J:01 – SOFT SERVICES - MISCELLANEOUS | 78 |
| 14. K:01 - SUSTAINABILTY | 90 |
| APPENDIX A – LEGISLATIVE STANDARDS..... | 93 |
| 1. LEGISLATIVE STANDARDS..... | 93 |
| 2. LEGISLATION | 93 |
| 3. GUIDANCE NOTES/CODES OF PRACTICE..... | 95 |
| 4. BS/ISO/EN STANDARDS | 95 |
| 5. BUILDING REGULATIONS (ENGLAND & WALES ONLY)..... | 96 |
| 6. MISCELLANEOUS..... | 97 |
| APPENDIX B - CLASSIFICATION OF WASTE DISPOSAL..... | 98 |
| APPENDIX C - PROPERTY CLASSIFICATION..... | 99 |
| APPENDIX D - GOVERNMENT BUYING STANDARD (GBS) FOR FOOD AND CATERING | 102 |
| UK STANDARDS OF PRODUCTION..... | 119 |
| APPENDIX E – NOT USED..... | 121 |

1. Executive Summary

- 1.1 The main purpose of FM Service Standards document is to provide Government Bodies with a template and guide as to how Facilities Management (FM) services will be delivered for and across the Central and Local Government office estate. Arms Length Bodies (ALBs), charities and other non-governmental bodies may also benefit from referring to this document when sourcing or procuring any FM related services
- 1.2 Crown Commercial Service has been working closely with the British Standards Institution (BSI) on the development of a set of common European FM Service Standards for use in the procurement and management of FM Services. Work with the BSI will continue and further updates and amendments will be made accordingly when and where appropriate. Previous work in the FM area has recommended that the BS EN 15221 Standards are to be used when formulating procurement and management strategies for FM services, as well as BS 8572: Procurement of Facility Related Services.
- 1.3 Crown Commercial Service has also been working to align these Standards with the RICS New Rules for Measurement Part 3 for Maintenance (NRM3) and the BS 8544: Guide for Life Cycle Costing of Maintenance and have ensured that these Standards reflect the minimum requirements contained within these guides and documents. Finally, much of these Standards have been created with the use of SFG 20, a document prepared by the Building and Engineering Association and they are reproduced by kind permission.
- 1.4 The FM standards may be amended by Crown Commercial Service from time to time. Any amendments shall be in line with best practice, government policy and/or applicable law and shall be implemented via the FM Services Framework Agreement's variation procedure.
- 1.5 The information contained within the tables of this FM Service Standards document is divided into separate and distinct parts according to type of service provision. Where possible, services have been divided between 'Hard' services (predominantly maintenance related) and 'Soft' services, such as cleaning or catering. Each part contains information that is intended to give a complete picture for each type of Service.

2. Services

- 2.1 The FM Service Standards have been developed by Crown Commercial Service specifically in relation to the requirements of the Facilities Management Services Framework Agreement (RM1056).
- 2.2 Please note that this Annex D is a generic document. Therefore Potential Providers should note that only standards that are applicable to the required Services for this Call Off Contract apply. The required Services can be found within Attachment 3 – Service Information and relevant Annexes.
- 2.3 Customers should utilise and adhere to each required standard when procuring their own facilities management services via the Facilities Management Framework Agreement (RM1056).
- 2.4 Below provides a table containing the services related to facilities management:

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|------------------------------|-----------------------|----------|
|------------------------------|-----------------------|----------|

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|--|-----------------------|----------|
| General Standards | A:01 | |
| Cleaning Management Service | B:01 | |
| General Requirements | B:02 | CC10j |
| Cleaning of Communication and Equipment Rooms | B:03 | CC10c |
| Barrier Matting | B:04 | CC10ac |
| Carpet Cleaning | B:05 | CC10w |
| Cleaning of Exterior of Building Fabric (including Gutters and Gullies) | B:06 | CC10e |
| Cleaning of External Areas | B:07 | CC10e |
| Deep Cleaning (Catering, IT and welfare areas specific) | B:08 | CC10f |
| Deep Cleaning | B:09 | CC10g |
| Dry Cleaning Service | B:10 | |
| Environmental Cleaning | B:11 | |
| First Aid Rooms | B:12 | CE2w |
| General Consumables – Cleaning | B:13 | |
| Graffiti & Stain Removal | B:14 | |
| Housekeeping | B:15 | CC10x |
| IT Equipment Cleaning | B:16 | CC10z |
| Laboratories | B:17 | CC10l |
| Pest Control | B:18 | CC10n |
| Reactive Cleaning | B:19 | CC10o |
| Reactive Maintenance | B:20 | |
| Routine Cleaning (including secondary areas, not general office spaces or circulation areas) | B:21 | CC10q |
| Routine Cleaning (floors and walls) | B:22 | CC10q |
| Sanitary Consumables | B:23 | |
| Specialist Antique Cleaning | B:24 | CC10ab |
| Telephone Sanitisation | B:25 | CC10ad |
| Vending Areas | B:26 | |
| Window Cleaning (External) | B:27 | CC10u |
| Window Cleaning (Internal) | B:28 | CC10v |
| C - Waste Management Service | C:01 | |
| General Requirements | C:02 | |
| Classified Waste | C:03 | CC11c |

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|--|-----------------------|----------|
| Classified Waste – Destruction Baseline, Objectives, Control and Methods | C:04 | |
| General Waste | C:05 | CC11a |
| Reactive Waste Services | C:06 | |
| Recycled Waste | C:07 | C11e |
| Reporting of Waste Management Service | C:08 | |
| Special or Hazardous Waste | C:09 | CC11b |
| D - Security Management Service | D:01 | |
| General Requirements | D:02 | |
| Screening Personnel, Vehicles and Mail | D:03 | |
| Disaster Recovery and Business Continuity | D:04 | |
| Additional Security Services | D:05 | CC9a |
| CCTV / Alarm Monitoring | D:06 | CC9b |
| Contractor Personnel | D:07 | |
| Control of Access and Security Passes | D:08 | CC9d |
| Emergency Response | D:09 | CC9e |
| Enhanced Security Requirements | D:10 | CC9f |
| Manned Guarding Service | D:11 | CC9g |
| Key Holding | D:12 | CC9h |
| Lock Up / Open Up of Affected Property | D:13 | CC9i |
| Patrols (Fixed or Static Guarding) | D:14 | CC9j |
| Patrols (Mobile via a Specific Visit Using a Vehicle) | D:15 | CC9k |
| Reactive Guarding | D:16 | CC9l |
| Reactive Maintenance | D:17 | |
| Reporting of Security Management Activities | D:18 | |
| Uniforms and Equipment | D:19 | |
| E - Catering Management Service | E:01 | |
| Catering General Requirements | E:02 | CD2n |
| Catering Services | E:03 | CD2a |
| Catering Procurement | E:04 | |
| Convenience Store | E:05 | CD2d |
| Chilled Potable Water | E:06 | CD2l |
| Deli/Coffee Bar | E:07 | CD2e |
| Events and Functions | E:08 | CD2f |
| Full Service Restaurant | E:09 | CD2g |

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|--|-----------------------|----------|
| Hospitality and Meetings | E:10 | CD2m |
| Outside Catering | E:11 | CD2h |
| Residential Catering Services | | |
| Trolley Service | E:12 | CD2l |
| Vending (Food and Beverages) | E:13 | CD2b |
| F - CAFM System / Helpdesk | F:01 | |
| General Requirements | F:02 | |
| CAFM System | F:03 | |
| Helpdesk | F:04 | |
| Business Continuity of CAFM System | F:05 | |
| Car Park Management and Booking | F:06 | CE2e |
| Disaster Recovery of CAFM System | F:07 | |
| ICT Requirements of CAFM System | F:08 | |
| Asset Tracking | F:09 | |
| Cost Control | F:10 | |
| Property Management | F:11 | |
| Management Information | F:12 | |
| Reporting | F:13 | |
| Room Booking | F:14 | CE2d |
| System Constraints | F:15 | |
| G - Maintenance Management Service | G:01 | |
| Maintenance General Requirements | G:02 | CC41m |
| Maintenance Management Service | G:03 | |
| Audio Visual Equipment Maintenance | G:04 | CC41h |
| Barrier Control Maintenance | G:05 | CC9p |
| Building Fabric Maintenance | G:06 | CC31 |
| Building Management Systems Maintenance | G:07 | CC41k |
| Catering Equipment Maintenance | G:08 | CD2j |
| Control of Asbestos Maintenance | G:09 | CE2m |
| External Fabric Maintenance | G:10 | CB12 |
| Fire Detection and Fire Fighting Systems Maintenance | G:11 | CC41e |
| Handyman Service | G:12 | CC122 |
| Hard Landscaping Maintenance | G:13 | CC131 |
| High Voltage (HV) and Switchgear Maintenance | G:14 | CC41g |

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|---|-----------------------|----------|
| Lifts, Hoists and Conveyance Systems | G:15 | CC42 |
| Mechanical and Electrical Maintenance (M&E) | G:16 | CC41b |
| Planned Maintenance | G:17 | CC34 |
| Portable Appliance Testing (PAT) | G:18 | CC35 |
| Reactive Maintenance | G:19 | CC121 |
| Re-lamping | G:20 | CC41d |
| Reservoirs, Ponds, River Walls and Water Features Maintenance | G:21 | CC135 |
| Security, Access and Intruder Systems Maintenance | G:22 | CC9r |
| Soft Landscaping Maintenance | G:23 | CC132 |
| Spares and Consumables | G:24 | CC41a |
| Standby Power Systems Maintenance | G:25 | CC41f |
| Statutory Inspections | G:26 | CC41j |
| Television Cabling Maintenance | G:27 | CC41i |
| Tree Surgery (Arboriculture) | G:28 | CC134 |
| Ventilation and Air Conditioning Systems Maintenance | G:29 | CC41c |
| Water Hygiene Maintenance | G:30 | CC41n |
| H – Hard Services (Repair and Maintenance) | H:01 | |
| General Requirements | H:02 | |
| Buildings and Asset Maintenance | H:03 | |
| Minor Improvements and Refurbishments | H:04 | |
| I - Hard Services (Miscellaneous) | I:01 | |
| General Requirements | I:02 | |
| Cable Management | I:03 | CF13 |
| Clocks | I:04 | CC36 |
| Cut Flowers and Christmas Trees | I:05 | CC124 |
| New Works | I:06 | CB14 |
| Furniture Management | I:07 | CC37 |
| Internal Planting | I:08 | CC123 |
| Locksmith Services | I:09 | CC52b |
| Signage | I:10 | CB13 |
| J - Soft Services | J:01 | |
| General Requirements | J:02 | |
| Archiving (off-site) | J:03 | CD92 |

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|---|-----------------------|----------|
| Archiving (on-site) | J:04 | CD91 |
| Condition Surveys | J:05 | CC41q |
| Courier Booking and External Distribution | J:06 | CD4 |
| Childcare Facility | J:07 | CE2u |
| Driver Service | J:08 | CE2v |
| First Aid and Medical Services | J:09 | CE2w |
| Flag Flying Service | J:10 | CE2p |
| Internal Messenger Service | J:11 | CD521 |
| Journal, Magazine and Newspaper Supply | J:12 | CD522 |
| Linen and Laundry | J:13 | CC10m |
| Mail Room Equipment Maintenance | J:14 | CC41r |
| Mail Services | J:15 | CD524 |
| Management of Visitors and Passes | J:16 | CD525 |
| Move and Space Management - Internal Moves | J:17 | CC7a |
| Office Machinery Servicing and Maintenance | J:18 | CC41s |
| Pool Attendant | J:19 | |
| Porterage | J:20 | CD523 |
| Reception Service | J:21 | CD3 |
| Reprographics Service | J:22 | CD61 |
| Space Management | J:23 | CE2q |
| Sports and Leisure | J:24 | CE2r |
| Stationery Supply | J:25 | CE2s |
| Statutory Inspections and Compliance Plans, Audits and Risk Assessments | J:26 | CE2x |
| Switchboard Service | J:27 | |
| Taxi Booking Service | J:28 | CD81 |
| Voice Announcement System Operation and Maintenance | J:29 | CE2o |
| K – Sustainability | K:01 | |
| General Requirements | K:02 | |
| Resource Management (including energy, waste and water) | K:03 | |
| Catering | K:04 | |
| Cleaning | K:05 | |
| Security | K:06 | |
| Hard Services | K:07 | |

| Service Category/Subcategory | Subcategory Reference | IPD Code |
|------------------------------|-----------------------|----------|
| Soft Services | K:08 | |
| Miscellaneous | K:09 | |

3. CONTRACTING AUTHORITY STANDARDS

- 3.1 The Contractor shall comply with all applicable legislation and codes of practice as set out in Appendix A Legislative Standards.
- 3.2 The Contractor shall continuously keep up to date with changes in legislation and appropriate codes of practices.
- 3.3 The Contractor shall keep up to date with and comply with any local application of statutory or legal requirements.
- 3.4 The standards in tables **4 - 14** shall apply to facilities management contracts as and when directed by an Employer.

| 4. A:01 – GENERAL STANDARDS | | |
|---|----------|---|
| 4.1 Health, Safety and Environmental Management | | |
| Health and Safety Management | 4.1.1 | As a minimum, the Contractor shall produce and comply with the following documents: |
| | 4.1.1.1 | A Forward Maintenance Register; |
| | 4.1.1.2 | Planned and Preventative Maintenance schedule; |
| | 4.1.1.3 | Accident/Incident Reports (RIDDOR); |
| | 4.1.1.4 | Fire Evacuation Drill Reports; |
| | 4.1.1.5 | Statutory Inspection Reports, Assessments and Reviews; |
| | 4.1.1.6 | Risk Assessment Reports and Reviews; |
| | 4.1.1.7 | Compliance Certificates; |
| | 4.1.1.8 | Security Incident Reports; |
| | 4.1.1.9 | Disability Discrimination Assessments and Reports; |
| | 4.1.1.10 | Method statements for meeting the Employer's requirements; |
| | 4.1.1.11 | Health and Safety policies and procedures; and |
| | 4.1.1.12 | Scope and Services objectives. |
| | 4.1.2 | The Contractor shall at all times ensure that: |
| | 4.1.2.1 | The operation of the Affected Property and delivery of the Services are undertaken in compliance with all applicable UK legislation and Good Industry Practice requirements; |
| | 4.1.2.2 | It provides any training required by the procedures and statutory provisions in respect of all staff (whether Employer or Contractor Personnel) at the Affected Property as well as in emergency response and security procedures; |
| | 4.1.2.3 | It produces detailed procedures for a variety of emergency situations in conjunction with Employer. These procedures shall be continually updated and reviewed as circumstances demand and at least annually; |
| | 4.1.2.4 | 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; |
| | 4.1.2.5 | It shall carry out actions associated with implementation of the procedures routinely as |

| | | |
|---------------------------------|--|---|
| | | <p>well as in the event of any fire or other emergencies on-site;</p> <p>4.1.2.6 It programmes and implements Health and Safety inspections of the Affected Property and Service delivery annually, and provides evidence to the Employer on request;</p> <p>4.1.2.7 It conducts and reviews all risk assessments relevant to the operation of the Affected Property and the delivery of Services in accordance with current statutory health and safety legislation;</p> <p>4.1.2.8 It undertakes a Monthly review of all accidents occurring at the Affected Property whether relating to the Contractor's or Employer's staff using the Affected Property or to the Contractor's 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;</p> <p>4.1.2.9 It reviews all policies and associated documentation on a regular basis and at least annually and provide evidence of such on request by the Employer;</p> <p>4.1.2.10 It complies with all health and safety obligations including at all the Employer's Affected Properties which are occupied under leasehold arrangements;</p> <p>4.1.2.11 It shall at all times provide and maintain the following items with the Employer:</p> <p>(a) first aid kits; and</p> <p>(b) other safety equipment and all related consumables on the Affected Property;</p> <p>4.1.2.12 It provides the required numbers of staff with an appropriate first aid 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 Employer's specific requirements.</p> |
| Environmental Management | <p>4.1.3 The Contractor shall produce and comply with the following documents:</p> <p>4.1.3.1 Environmental assessments – water efficiency and waste reduction plans;</p> <p>4.1.3.2 Building Performance Data (Display Energy Certificates DEC);</p> <p>4.1.3.3 Energy consumption figures;</p> <p>4.1.3.4 Water usage;</p> <p>4.1.3.5 Waste data;</p> <p>4.1.3.6 Recycled waste;</p> | |

| | |
|--|--|
| | <p>4.1.3.7 Specialist waste; and</p> <p>4.1.3.8 Landfill.</p> <p>4.1.4 The Contractor shall have ISO 14001 accreditation.</p> <p>4.1.5 Except if 4.1.6 applies, the Contractor shall ensure that products used for providing the required Services meet the requirements set out in the Energy Efficiency Directive 2012/27/EU (Article 6 + Annex 111). These are:</p> <p>4.1.5.1 if a product is the subject of a delegated act adopted under Directive 2010/30/EU (Energy Labelling) or by a related Commission implementing directive, the products that belong to the highest energy efficiency class possible;</p> <p>4.1.5.2 if a product does not comply with the description in paragraph a), but is the subject of an implementing measure made under Directive 2009/125/EC (known as the Ecodesign Directive), adopted after 5th June 2014, products that comply with energy efficiency benchmarks specified in that implementing measure;</p> <p>4.1.5.3 office equipment products covered by Council Decision 2006/1005/EC (Energy Star Standard) that comply with energy efficiency requirements not less demanding than those listed in Annex C to the Agreement attached to Council Decision 2006/1005/EC; and</p> <p>4.1.5.4 tyres that comply with the criterion of having the highest fuel energy efficiency class, as defined by Regulation (EC) No1222/2009, unless this is not consistent with wet grip requirements or public health noise related considerations</p> <p>4.1.6 However, the Contractor is not required to comply with the obligations in 4.1.5 where this would not be consistent with cost-effectiveness, economic feasibility, wider sustainability, technical suitability or there is insufficient competition.</p> <p>Guidance Note: A decision will need to be made in this respect by the Employer.</p> |
| Contract and Performance Management | |
| Operational Key Performance Indicators (KPIs) | <p>4.1.7 A template has been developed within Attachment 5 – Framework Schedule 4 (Call Off Contract), Contract Schedule L, detailing a set of generic KPIs applicable to these Standards and the Affected Property. The Employer and Contractor shall review Part B of Schedule 2 together with the Attachment 5 – Framework Schedule 4 (Call Off Contract), Contract Schedule L when considering the effective delivery of FM Services.</p> |

| | | |
|------------------------------------|-------|--|
| Service Requirements | 4.1.8 | The Contractor shall provide a system to manage, control, record and report on the delivery of all Services provided as part of any Call Off Contract. The Contractor shall also provide a support service available 24 hours per day for the Employer to request the deployment of the Contractor to rectify any non-provision of accommodation or service(s) embraced by the scope of the Facilities Management Framework Agreement and within specified response times. |
| Service Delivery Plan (SDP) | 4.1.9 | <p>The Contractor shall create an SDP as required by the Employer. The SDP shall be produced in conjunction with the Contractor's Mobilisation Plan, and shall contain but not be limited to the following:</p> <ul style="list-style-type: none"> 4.1.9.1 Scope and service objectives; 4.1.9.2 Approach; 4.1.9.3 A Method Statement for meeting the Employer's requirements to include a management structure, both for the Call Off Contract and the local or specific Affected Property. This shall detail management roles, responsibilities and reporting structures (a detailed organogram is expected as a minimum requirement); 4.1.9.4 Job descriptions; 4.1.9.5 Levels of decision making processes at a local site/location level (including financial approval status); 4.1.9.6 Any Employer delegated approvals process; 4.1.9.7 Where budget responsibilities lie within the organogram or hierarchy; 4.1.9.8 Resource profiles by Service and more generally across the Call Off Contract to deliver the Services (with a proactive focus on staff retention and Contractor Personnel training and development); 4.1.9.9 Regular working hours and availability of managers and employees; 4.1.9.10 Training of any Employer to fulfil non contract obligations; 4.1.9.11 Details as to which Services will be carried out in-house and which will be Sub-Contracted with relevant details of the sub service suppliers; 4.1.9.12 Call Off Contract monitoring procedures for all the Services (including details of any back to back agreements); 4.1.9.13 Performance monitoring plan; 4.1.9.14 Helpdesk system capability, performance and overall management procedures, |

| | | |
|---------------------------|---|---|
| | | <p>including interfaces with other systems;</p> <p>4.1.9.15 Management Information systems and report production;</p> <p>4.1.9.16 Agreed Monthly monitoring report format with the Employer;</p> <p>4.1.9.17 Self-monitoring procedures;</p> <p>4.1.9.18 Annual meeting timetable including proposed attendees and sample agendas;</p> <p>4.1.9.19 Monthly meeting details including level of attendees;</p> <p>4.1.9.20 Customer Satisfaction Survey and complaints procedures;</p> <p>4.1.9.21 Quality Assurance procedures;</p> <p>4.1.9.22 Inspections (including any required to achieve statutory compliance), Condition Surveys and records. All to be available upon request;</p> <p>4.1.9.23 Interfaces with the Employer emergency procedures including Business Continuity and Disaster Recovery planning which the Contractor shall contribute to;</p> <p>4.1.9.24 Mobilisation procedures for Service commencement relating to any TUPE transfers and proposals for any in-situ decant requirements involving any and all staff and Employer management orientations;</p> <p>4.1.9.25 Management and supervision outside the Operational Working Hours;</p> <p>4.1.9.26 Process and charging mechanism for requesting additional works by the Employer; and</p> <p>4.1.9.27 Sustainable development and environmental management.</p> <p>4.1.10 The SDP shall be available for comment and review by the Employer before the end of the Mobilisation Period. The agreed plan should be effective on the Service Commencement Date.</p> |
| Quality Management | <p>4.1.11 The Contractor 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 Contract Commencement Date.</p> <p>4.1.12 The Contractor shall hold and maintain valid ISO9001, ISO14001 and OHSAS 18001 accreditation or equivalent at all times for the duration of the Call Off Contract.</p> | |
| Risk Management | 4.1.13 | The Contractor shall produce and comply with any and all risk assessments pertaining to all Services undertaken at the designated Affected Property. This includes risk assessments and statutory compliance required by or produced by third parties such as, but not limited to, |

| | |
|-------------------------------|---|
| | landlords. |
| Management Reports | |
| Management Information | <p>4.1.14 The Contractor shall:</p> <p>4.1.14.1 establish a Management Information structure and system in accordance with the Employer's requirements;</p> <p>4.1.14.2 maintain all records relating to the delivery of the Services in accordance with the Call Off Contract;</p> <p>4.1.14.3 establish and operate Service Delivery Plan (SDP) for all categories of Service to deliver the Employer's requirements;</p> <p>4.1.14.4 inform the Employer of changes to the management structure and/or SDPs in accordance with the Contractor's original proposals no later than the next regular Monthly meeting or as soon as is practicable whichever is sooner; and</p> <p>4.1.14.5 Comply with all relevant statutory legislation recognised Codes of Practice, Good Industry Practice and the Employer's requirements.</p> |
| Building Information | <p>4.1.15 The Contractor shall deliver a Management Information Service that provides the information outlined below:</p> <p>4.1.15.1 Type i.e. office, school, data centre;</p> <p>4.1.15.2 Property category;</p> <p>4.1.15.3 Tenure;</p> <p>4.1.15.4 Size (Net Internal Area//Gross Internal Floor Area/Gross Internal Area) including hard copy drawings/Computer Aided Design drawings of floor plans/building layout;</p> <p>4.1.15.5 Maximum occupancy level; and</p> <p>4.1.15.6 Building operating manuals and warranties.</p> |
| Other | <p>4.1.16 The Contractor shall deliver a Management Information Service that provides the information outlined below:</p> <p>4.1.16.1 Percentage of SMEs in supply chain;</p> <p>4.1.16.2 Spend with SMEs in supply chain; and</p> <p>4.1.16.3 Copy of the contract/s and service schedules with its supply chain.</p> <p>4.1.16.4 Actual payment terms achieved to SMEs</p> |

| 5. B:01 – CLEANING MANAGEMENT SERVICE | | |
|--|-------|--|
| 5.1 B:02 General Requirements | | |
| Legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines | 5.1.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>5.1.1.1 British Institute of Cleaning Science (BICS) Edition 3;</p> <p>5.1.1.2 Control of Substances Hazardous to Health (CoSHH);</p> <p>5.1.1.3 Health and Safety at Work Act1974;</p> <p>5.1.1.4 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>5.1.1.5 The Environmental Protection Act 1990 (the "EPA"); and</p> <p>5.1.1.6 Pollution Prevention and Control Regulations 2000 (the "PPC Regulations).</p> <p>5.1.1.7 NLRS – 0473 - national spec - c~iness-NHS-2007-04-v1</p> |
| Sustainability | 5.1.2 | <p>Compliance with Government Buying Standards for Cleaning Products and Services:</p> <p>http://sd.defra.gov.uk/advice/public/buying/products/cleaning/standards</p> |
| Standard | 5.1.3 | 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. |
| | 5.1.4 | Contractor is to evidence that Contractor Personnel are trained to deliver to BICS Standards and are competent in their duties. |
| | 5.1.5 | 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 Employer. To enable the requirements of the Employer to be met, as well as introducing an opportunity for the Contractor to use their skills and judgement to achieve cost effective and efficient Services in line with the four standards of cleaning outlined within Cleaning Standards (Found within Annex L - Service Level Agreements of Attachment 3 - Service Information). |
| | 5.1.6 | To ensure that the Contractor 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 Employer. |
| | 5.1.7 | The Contractor 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 Employer at Call Off Commencement Date. |
| | 5.1.8 | These Standards will be applied across the Affected Property which is included in Attachment 5 – Framework Schedule 4 (Call Off Contract) as the Standard to be applied to all cleaning activity. |
| | 5.1.9 | The Service shall be delivered in line with Appendix C - Property Classification. |
| Sub Service | 5.2 | B:03 Cleaning of communication and equipment rooms which includes ‘Comms’ rooms, data centres and any other space related to or supporting IT equipments |
| Standard | 5.2.1 | The General Requirements for cleaning shall apply. |
| Sub Service | 5.3 | B:04 Barrier Matting |
| Standard | 5.3.1 | The General Requirements for cleaning shall apply. |
| | 5.3.2 | Maintenance and cleaning will be in line with Good Industry Practice. |
| | 5.3.3 | Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. |
| | 5.3.4 | Current BICS (Edition 3) cleaning Standards for soft flooring are to be applied. |
| Sub Service | 5.4 | B:05 Carpet Cleaning |
| Standard | 5.4.1 | The General Requirements for cleaning shall apply. |
| | 5.4.2 | Maintenance and cleaning will be in line with Good Industry Practice. |
| | 5.4.3 | Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. |
| | 5.4.4 | Current BICS (Edition 3) cleaning Standards for soft flooring are to be applied. |
| Sub Service | 5.5 | B:06 Cleaning of exterior of building fabric (including gutters and gullies) |
| Standard | 5.5.1 | Contractor shall ensure that Contractor Personnel are trained to undertake tasks demanded of them. |
| | 5.5.2 | The cleaning methods will comply with any manufacturer’s recommendation for the cleaning of the external building fabric. |

| | | |
|--------------------|-------|---|
| | 5.5.3 | Contractor Personnel should be trained in the use of industrial cleaning equipment such as but not limited to scrubber driers, rotary buffers, steam cleaners and pressure washers. |
| | 5.5.4 | Where appropriate Contractor Personnel should be trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). |
| Sub Service | 5.6 | B:07 Cleaning of external areas (not covered with any Grounds Maintenance activity) |
| Standard | 5.6.1 | Contractor shall ensure that Contractor Personnel are trained to undertake the tasks demanded of them. |
| | 5.6.2 | The cleaning methods will comply with any manufacturer's recommendation for the cleaning of the external building fabric. |
| | 5.6.3 | The Contractor shall ensure that Contractor Personnel are trained in the use of industrial cleaning equipment such as but not limited to scrubber driers, rotary buffers, steam cleaners and pressure washers. |
| Sub Service | 5.7 | B:08 Deep Cleaning (Catering, IT and welfare areas specific) |
| | 5.7.1 | The Standards below will be carried out using the same principles of the General Requirements for cleaning 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 such as but not limited to a baking tray or oven. |
| Standard | 5.7.2 | Current BICS (Edition 3) cleaning Standards are to be applied. |
| | 5.7.3 | Where appropriate manufacturers guidelines should be followed to preserve the appearance and performance of the item(s) concerned. |
| | 5.7.4 | . |
| Sub Service | 5.8 | B:09 Deep Cleaning (periodic) |
| Standard | 5.8.1 | These Standards below will be carried out using the same principles to the General 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 such as but not limited to a baking tray or oven. |
| | 5.8.2 | Current BICS (Edition 3) cleaning Standards are to be applied. |
| | 5.8.3 | Where appropriate manufacturers guidelines should be followed to preserve the appearance and |

| | |
|--|---|
| | <p>performance of the item(s) concerned.</p> <p>5.8.4 A periodic schedule for the following areas and items shall be drawn up with the agreed Standard applied:</p> <p>5.8.4.1 Deep cleaning of hygiene areas (including First Aid rooms, laboratories etc) and to include fridges, kettles (including water boilers) microwave ovens and soap dispensers;</p> <p>5.8.4.2 Hard floors (such as but not limited to tiled, cast, wooden, laminate);</p> <p>5.8.4.3 Carpets (such as but not limited to entry matting, barrier matting);</p> <p>5.8.4.4 Soft Furnishings (such as but not limited to curtains, cushions);</p> <p>5.8.4.5 Blinds/window dressings;</p> <p>5.8.4.6 Desks;</p> <p>5.8.4.7 Telephones and IT equipment; and</p> <p>5.8.4.8 External areas such as bin sheds/compounds and publicly visible/used areas.</p> <p>5.8.5 High level ledges and surfaces (generally above 1.8 metres – or as agreed in the Call Off Contract with the Employer) including but not limited to edges, corners, folds and crevices will be cleaned a minimum of six times a Year (or as detailed by the Employer 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.</p> <p>5.8.6 The Contractor shall ensure that Contractor Personnel are trained in the use of industrial cleaning equipment such as, but not limited to, scrubber driers, rotary buffers, steam cleaners and pressure washers.</p> <p>5.8.7 The Contractor shall ensure that Contractor Personnel are trained and/or qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>5.8.8 Guidance should also be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <p>5.8.8.1 The Association of Approved Oven Cleaners.</p> |
| Sub Service | 5.9 B:10 Dry Cleaning Service |
| Legislation, ACoP or similar industry or Government | <p>5.9.1 Contractor shall ensure that the Service shall be delivered in line with the following:</p> <p>5.9.1.1 The Solvent Emissions (England and Wales) Regulations 2004 (European Directive 1999/13/EC (the "SED" Regulations));</p> <p>5.9.1.2 The Environmental Protection Act 1990 (the "EPA"); and</p> |

| | | |
|--------------------|--|---|
| guidelines | 5.9.1.3 | Pollution Prevention and Control Regulations 2000 (the “PPC Regulations”). |
| Standard | 5.9.2 | As above. |
| Sub Service | 5.10 | B:11 Environmental Cleaning – Ad hoc |
| Standard | 5.10.1 5.10.2 5.10.2.1 5.10.3 | <p>The General Requirements for cleaning shall apply.</p> <p>In line with common Good Industry Practices, guidance should also be sought from the various trade and governing bodies for the sector including but not limiting to:</p> <p>5.10.2.1 The Institute of Inspection, Cleaning Restoration (IICRC).</p> <p>Where treatment for guano and like materials is undertaken the appropriate Health and Safety precautions should be used.</p> |
| Sub Service | 5.11 | B:12 First Aid Rooms |
| Standard | 5.11.1 5.11.2 5.11.3 5.11.4 | <p>The General Requirements for cleaning shall apply.</p> <p>Current BICS (Edition 3) cleaning Standards are to be applied.</p> <p>To be cleaned to the Hygiene Standard as described within Appendix B - Cleaning Standard or as otherwise detailed by the Employer.</p> <p>The area or room should be visibly clean with no blood and body substances, scum, dust, lime scale, stains, deposit or smears on completion of clean.</p> |
| Sub Service | 5.12 | B:13 General Consumables - Cleaning |
| Standard | 5.12.1 | <p>The Contractor shall ensure that Environmentally Preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services.</p> <p>http://sd.defra.gov.uk/advice/public/buying/products/cleaning/standards</p> |
| Sub Service | 5.13 | B:14 Graffiti & Stain Removal |
| | 5.13.1 5.13.2 5.13.3 | <p>The General Requirements for cleaning shall apply.</p> <p>Current BICS (Edition 3) cleaning Standards are to be applied.</p> <p>Response times will generally apply.</p> |

| | |
|--|---|
| Sub Service | 5.14 B:15 Housekeeping (including Linen & Laundry) |
| Standard | <p>5.14.1 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <p>5.14.1.1 The Guild of Cleaners & Launderers;</p> <p>5.14.1.2 The National Association of the Launderette Industry (NALI); and</p> <p>5.14.1.3 The Textile Services Association (TSA).</p> <p>5.14.2 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. http://sd.defra.gov.uk/advice/public/buying/products/textiles/</p> |
| Sub Service | 5.15 B:16 IT Equipment Cleaning (see also cleaning of communication and equipment rooms) |
| Standard | <p>5.15.1 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 but not limited to:</p> <p>5.15.1.1 The Cleaning and Support Services Association (CSSA).</p> <p>5.15.2 The Contractor shall ensure that none of the cleaning operations shall have any detrimental effect on the performance of the Employer's IT systems or damage any of the equipment to be cleaned.</p> |
| Sub Service | 5.16 B:17 Laboratories |
| Standard | <p>5.16.1 The General Requirements for cleaning shall apply.</p> <p>5.16.2 In addition to the Standard, all floors, walls and work surfaces shall be disinfected and decontaminated as appropriate to the function/work undertaken. Contractor is to ensure that any debris, spillages or stains caused by laboratory works are removed in accordance with the relevant requirements for waste disposal.</p> |
| Sub Service | 5.17 B:18 Pest Control |
| Legislation, ACoP or similar industry or Government | <p>5.17.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>5.17.1.1 Prevention of Damage by Pests Act 1949;</p> <p>5.17.1.2 The Control of Pesticides Regulations (COPR) 1986 (SI 1986/1510); and</p> |

| | |
|--------------------|---|
| guidelines | 5.17.1.3 Protection of Animals (as amended). |
| Standard | <p>5.17.2 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <p>5.17.2.1 British Pest Control Association (BPCA); and</p> <p>5.17.2.2 The Royal Society for Public Health (RSPH).</p> <p>5.17.3 A risk assessment shall be carried out to determine what pest control methods are to be used.</p> <p>5.17.4 A Control of Substances Hazardous to Health (CoSHH) register shall be prepared and maintained for all substances used within the pest control function.</p> |
| Sub Service | 5.18 B:19 Reactive Cleaning |
| Standard | <p>5.18.1 A Reactive Cleaning Service shall be provided in order to maintain the full and safe use of the Affected Property.</p> <p>5.18.2 The General standards for cleaning shall apply.</p> |
| Sub Service | 5.19 B:20 Reactive Maintenance (only applicable for Soft Services contract – i.e. not for TFM) |
| Standard | <p>5.19.1 A Reactive Maintenance Service associated with cleaning activities shall be provided in order to maintain the full and safe use of Affected Property.</p> <p>5.19.2 The General Requirements for cleaning shall apply.</p> <p>5.19.3 Response Times as detailed within the Service Delivery Response Times within Annex L - Service Level Agreements of Attachment 3 - Service Information.</p> |
| Sub Service | 5.20 B:21 Routine Cleaning (including secondary areas (not general office spaces or circulation areas)) |
| Standard | 5.20.1 The General Requirements for cleaning shall apply. |
| Sub Service | 5.21 B:22 Routine Cleaning (Floors and Walls) |
| Standard | 5.21.1 The General Requirements for cleaning shall apply. |
| Sub Service | 5.22 B:23 Sanitary Consumables |
| Standard | 5.22.1 The Contractor shall ensure that Environmentally Preferable cleaning products and processes comply with the mandatory level of the Government Buying Standard for cleaning products and services: |

| | |
|--------------------|--|
| | <p>http://sd.defra.gov.uk/advice/public/buying/products/cleaning/standards</p> <p>5.22.2 Sanitary consumables include, but are not limited to:</p> <p>5.22.2.1 Cleaning products;</p> <p>5.22.2.2 Liquid Soap;</p> <p>5.22.2.3 Bin Liners; and</p> <p>5.22.2.4 Sanitary vending consumables.</p> <p>http://sd.defra.gov.uk/advice/public/buying/products/paper/</p> <p>.</p> |
| Sub Service | 5.23 B:24 Specialist Antique Cleaning |
| Standard | <p>5.23.1 The General Requirements for cleaning shall apply.</p> <p>5.23.2 Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <p>5.23.2.1 The British Antique Furniture Restorers' Association.</p> <p>5.23.3 Under no circumstances is the Contractor 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 Employer.</p> <p>,</p> |
| Sub Service | 5.24 B:25 Telephone Sanitisation |
| Standard | <p>5.24.1 The General Requirements for cleaning shall apply.</p> <p>5.24.2 There is no specific Service Standard for this Service. Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <p>5.24.2.1 The Cleaning and Support Services Association (CSSA).</p> <p>5.24.3 The Contractor may explore the synergies between other cleaning services when considering resourcing this Service i.e. routine cleaning, IT equipment cleaning etc.</p> <p>.</p> |
| Sub Service | 5.25 B:26 Vending Areas (where not covered in Routine Cleaning above) |
| Standard | <p>5.25.1 The General Requirements for cleaning shall apply.</p> <p>5.25.2 Where appropriate the Hazard Analysis and Critical Control Point (HACCP) system should be adopted to</p> |

| | | |
|---|--|--|
| | ensure the areas cleaned appropriately depending on the circumstances of the food/vending operation. | |
| Sub Service | 5.26 | B:27 Window Cleaning (External) |
| Legislation, ACoP or similar industry or Government guideline | 5.26.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 5.26.1.1 The Environmental Protection Act 1990 (the “EPA”); and 5.26.1.2 Pollution Prevention and Control Regulations 2000 (the “PPC Regulations”). |
| Standard | 5.26.2 5.26.3 5.26.4 5.26.4.1 5.26.5 5.26.6 5.26.7 | The General Requirements for cleaning shall apply. 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. Guidance should be sought from the various trade and governing bodies for the sector including the following: The British Window Cleaning Academy. Contractor Personnel should be trained in the use of industrial cleaning equipment such as, but not limited to, high level clean and reach systems, steam cleaners and pressure washers. Where appropriate Contractor Personnel should be trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA). 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. |
| Sub Service | 5.27 | B:28 Window Cleaning (Internal) |
| Legislation, ACoP or similar industry or Government guidelines | 5.27.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 5.27.1.1 The Environmental Protection Act 1990 (the “EPA”) 5.27.1.2 Pollution Prevention and Control Regulations 2000 (the “PPC Regulations”). |
| Standard | 5.27.1 5.27.2 | The General Requirements for cleaning shall apply. 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. |

| | |
|--|--|
| | <p>5.27.3 Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <p>5.27.3.1 The British Window Cleaning Academy.</p> <p>5.27.4 The Contractor shall ensure that Contractor Personnel are trained in the use of industrial cleaning equipment such as, but not limited to, high level clean and reach systems, steam cleaners and pressure washers.</p> <p>5.27.5 Where appropriate, the Contractor shall ensure that all Contractor Personnel are trained and qualified under the International Powered Access Federation (IPAF) and The Industrial Rope Access Trade Association (IRATA).</p> <p>5.27.6 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.</p> |
|--|--|

| 6. C:01 - WASTE MANAGEMENT SERVICE | | |
|---|-------|--|
| 6.1 C:02 General Requirements | | |
| Legislation, ACoP or similar industry or Government guidelines | 6.1.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>6.1.1.1 Waste (England and Wales) Regulations 2011;</p> <p>6.1.1.2 The Controlled Waste (England and Wales) Regulations 2012;</p> <p>6.1.1.3 The Waste (Miscellaneous Provisions) (Wales) Regulations 2011;</p> <p>6.1.1.4 The Waste (Scotland) Regulations 2011;</p> <p>6.1.1.5 The Environmental Protection Act 1990 (the “EPA”);</p> <p>6.1.1.6 Pollution Prevention and Control Regulations 2000 (the “PPC Regulations”);</p> <p>6.1.1.7 2007 Standard Industrial Classification (SIC); and</p> <p>6.1.1.8 Waste Electrical and Electronic Equipment (WEEE) Regulations 2006.</p> <p>6.1.1.9 The Government Security Classifications Policy (2014);</p> |
| Health and Safety | 6.1.2 | Dangerous Goods Regulations on labelling, containment and security for transport shall be adhered to. |
| | 6.1.3 | Control of Substances Hazardous to Health Regulations shall be adhered to. |
| Sustainability | 6.1.4 | In fulfilment of its statutory duty of care, the Contractor and the Employer shall prevent the escape of waste and provide an accurate description of the waste being stored. The Employer will require the Contractor 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. |
| | 6.1.5 | <p>All waste initiatives must at least meet the agreed Greening Government Commitments and any successor framework (see: http://sd.defra.gov.uk/gov/green-government/commitments/) , and including the edict that:</p> <p>6.1.5.1 Government is to reduce the amount of waste it generates by 25% from a 2009/10 baseline;</p> <p>6.1.5.2 Government to ensure that redundant IT equipment is re-used (within Government, the public; sector or wider society) or responsibly recycled; and</p> |

| | |
|---|--|
| | <p>6.1.5.3 Food waste shall be source segregated, separately collected and treated according to the best practice level of the Government Buying Standard for Catering Services. See the following link for more details on what is required: http://sd.defra.gov.uk/2011/06/new-government-buying-standards-for-food-and-catering/</p> <p>6.1.6 The Contractor 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.</p> |
| Sub Service | 6.2 C:03 Classified Waste |
| Legislation, ACoP or similar industry or Government guidelines | <p>6.2.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>6.2.1.1 HMG Infosec Standard 5 (IS5);</p> <p>6.2.1.2 Security Equipment Assessment Panel (SEAP);</p> <p>6.2.1.3 Communications Electronic Security Group (CESG);</p> <p>6.2.1.4 Security Policy Framework; https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299556/HMG_Security_Policy_Framework_v11.0_doc.pdf</p> <p>6.2.1.5 The Government Security Classifications Policy (2014). https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf</p> |
| Standard | <p>6.2.2 All Classified waste shall be disposed of as per the HMG Security Policy Framework: https://www.gov.uk/government/publications/security-policy-framework</p> <p>6.2.3 Contractor shall also take note and conform with the requirements as set out in the revised Government Security Classifications guidance document 2014: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf</p> <p>6.2.4 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 Contractor or the Employer and capable of being deciphered</p> |

| | |
|--------------------|---|
| | once disposed of. |
| | 6.2.5 The Contractor shall provide a confidential waste service in line with the Employer's requirements. |
| | 6.2.6 The Service shall be delivered in line with Appendix C - Property Classification |
| Sub Service | 6.3 C:04 Classified Waste - Destruction Baseline Objectives, Control and Methods |
| Standard | 6.3.1 All waste shall be treated in line with the current guidance as held in the revised Government Security Classifications 2014: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/251480/Government-Security-Classifications-April-2014.pdf |
| Sub Service | 6.4 C:05 General Waste |
| Standard | 6.4.1 The General Requirements for waste management shall apply. 6.4.2 Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following: 6.4.2.1 Chartered Institution of Wastes Management (CIWM). 6.4.3 This Service shall consist of the collection, transport, treatment, recovery and disposal of all non-classified waste materials, including but not limited to foodstuffs and cooking oil. 6.4.4 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. 6.4.5 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. |
| Sub Service | 6.5 C:06 Reactive Waste Services |
| Standard | 6.5.1 The General Requirements for waste management shall apply. 6.5.2 Response times are as detailed within Appendix C – Classification of Waste Management. 6.5.3 The Contractor shall respond with a Reactive Waste Disposal Service as per the requirements defined by the |

| | |
|--------------------|--|
| | <p>Employer. It is expected that this will be an ad hoc service rather than regular or routine and will therefore be treated as such by the Employer.</p> <p>6.5.4 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.</p> |
| Sub Service | 6.6 C:07 Recycled Waste |
| Standard | <p>6.6.1 The General Requirements for waste management shall apply.</p> <p>6.6.2 Items that shall be recycled include but shall not be limited to:</p> <ul style="list-style-type: none"> 6.6.2.1 Paper; 6.6.2.2 Cardboard; 6.6.2.3 Glass; 6.6.2.4 Plastic; 6.6.2.5 Metals; 6.6.2.6 Toner cartridges; 6.6.2.7 Batteries; 6.6.2.8 Organic materials/food waste; 6.6.2.9 Waste Electrical and Electronic Equipment (WEEE); and 6.6.2.10 Inert materials and timber (if applicable). <p>6.6.3 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.</p> <p>6.6.4 Guidance should be sought from the various trade and governing bodies for the sector including but not limited to the following:</p> <ul style="list-style-type: none"> 6.6.4.1 The Recycling Association; 6.6.4.2 British Metals Recycling Association (BMRA); 6.6.4.3 Textile Recycling Association; and 6.6.4.4 UK Cartridge Remanufacturers Association. |
| Sub | 6.7 C:08 Reporting of waste management |

| | |
|---|---|
| Service | |
| Standard | <p>6.7.1 The General Requirements for waste management shall apply.</p> <p>6.7.2 Regular reporting of waste and waste disposal will be captured as part of the Monthly Report. Waste transfer information stored in the electronic duty of care (edoc) online system is available for inspection at any time by the Employer. (The electronic duty of care (edoc) online system is an online system to record waste transfers; (http://www.edoconline.co.uk) The use of edoc eliminates the requirement for paper waste transfer notes.)</p> <p>.</p> |
| Sub Service | 6.8 C:09 Special or Hazardous Waste |
| Legislation, ACoP or similar industry or Government guidelines | <p>6.8.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>6.8.1.1 Dangerous Goods Regulations; and</p> <p>6.8.1.2 Hazardous Waste (England and Wales) Regulations 2005.</p> |
| Standard | <p>6.8.2 The General Requirements for waste management shall apply.</p> <p>6.8.3 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.</p> <p>6.8.4 The Contractor shall provide a discrete, practical and hygienic disposal service that meets with the expected and demonstrated demand at each site.</p> <p>6.8.5 Guidance should be sought from the various trade and governing bodies for the sector including but not limited to:</p> <p>6.8.5.1 The Oil Recycling Association; and</p> <p>6.8.5.2 The Motor Vehicle Dismantlers Association.</p> <p>.</p> |

| 7. D:01 SECURITY MANAGEMENT SERVICE | | |
|---|-------|---|
| 7.1 D:02 General Requirements | | |
| Legislation, ACoP or similar industry guidelines | 7.1.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>7.1.1.1 BS EN ISO 9001;</p> <p>7.1.1.2 BS 7799 - Information Security Management;</p> <p>7.1.1.3 Centre for the Protection of the National Infrastructure (CPNI) PAS 97:2009 A Specification for Mail Screening and Security;</p> <p>7.1.1.4 BS 25999: Business Continuity Management;</p> <p>7.1.1.5 BS 7984;</p> <p>7.1.1.6 HMG Infosec Standard 5 (IS5);</p> <p>7.1.1.7 Security Equipment Assessment Panel (SEAP);</p> <p>7.1.1.8 Communications Electronic Security Group (CESG) - <u>Information Assurance Standard 1 & 2</u>;</p> <p>7.1.1.9 Security Policy Framework;</p> <p>7.1.1.10 The Government Security Classifications Policy (2014);</p> <p>7.1.1.11 BS 7499-Static Guarding and Mobile Patrols;</p> <p>7.1.1.12 BS 7984-Key Holding and Response Services;</p> <p>7.1.1.13 BS 7958-CCTV Management and Operation; and</p> <p>7.1.1.14 BS7858-Security Screening.</p> |
| Standard | 7.1.2 | The General Requirements for Security Management shall apply. |
| | 7.1.3 | The Contractor shall provide a professionally managed, high quality Security and Guarding Services using Security Industry Employer (SIA) or equivalent licensed staff. |
| | 7.1.4 | <p>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. See the following Security Policy Framework for more detailed guidance:</p> <p>https://www.gov.uk/government/publications/security-policy-framework</p> |
| | 7.1.5 | Compliance with Data Protection Legislation and other relevant legislation shall be maintained throughout the |

| | | |
|---|------------|--|
| | 7.1.6 | throughout the Call Off Contract. Guidance should be sought from the various trade and governing bodies for the sector including but not limited to: 7.1.6.1 Security Systems and Alarms Inspection Board (SSAIB). |
| | 7.1.7 | All Contractor Personnel delivering Security Services must have SIA or equivalent accreditation. |
| | 7.1.8 | All Contractor Personnel 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). |
| | 7.1.9 | The Service shall be delivered in line with Appendix C - Property Classification. |
| Health and Safety (Affected Properties that have manned guarding) | 7.1.10 | All Contractor Personnel delivering Security Services shall be trained in first aid. All and any relief staff must carry current certification in this first aid qualification. |
| | 7.1.11 | All Contractor Personnel 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. |
| Sub Service | 7.2 | D:03 Screening Contractor Personnel, vehicles and mail (please note that this particular requirement may only be necessary in high security buildings) |
| Legislation, ACoP or similar industry or Government guidelines | 7.2.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 7.2.1.1 BS7858-Security Screening |
| Standard | 7.2.2 | The General Requirements for Security Management shall apply. |
| | 7.2.3 | Screening measures should reflect the risks the Employer faces and consistent with other security measures in place. |
| | 7.2.4 | In relation to vehicle screening, similar principles to screening Contractor Personnel should be applied when deciding whether, and at what level, to screen vehicles at entrances to Affected Properties, though processes and equipment will differ from those used for personnel screening. |

| | | |
|---|-------|--|
| | 7.2.5 | In relation to screening mail, screening measures should be proportionate to the risks the Employer faces and consistent with other security measures in place. Processes and equipment will likely differ from those used for personnel and vehicle screening. |
| | 7.2.6 | Clear procedures and processes shall be in place for responding to incidents. |
| Sub Service | 7.3 | D:04 Business Continuity and Disaster Recovery |
| Legislation, ACoP or similar industry or Government guidelines | 7.3.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 7.3.1.1 BS 25999: Business Continuity Management. |
| Standard | 7.3.2 | The Contractor shall agree the Standards (7.3.3 & 7.3.4) with the Employer and/or the Departmental Security Officer as there will be specific requirements for each Affected Property. |
| | 7.3.3 | The Contractor 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 Employer Representative. |
| | 7.3.4 | The Contractor shall conform to the Employer's Business Continuity and Disaster Recovery (BCDR) Plan dealing with recovery from accident and emergency situations, and shall participate fully in the Employer's Business Continuity and Disaster Recovery planning for each Business Unit and as described in the relevant BDCR Plan. |
| Sub Service | 7.4 | D:05 Additional Security Services (site specific and not covered elsewhere) |
| Standard | 7.4.1 | The General Requirements for Security Management shall apply. |
| Sub Service | 7.5 | D:06 CCTV / Alarm Monitoring |
| Legislation, ACoP or | 7.5.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: |

| | | |
|--|---|--|
| similar industry or Government guidelines | | 7.5.1.1 BS 7958-CCTV Management and Operation; 7.5.1.2 HMG Infosec Standard 5 (IS5); 7.5.1.3 Security Equipment Assessment Panel (SEAP); 7.5.1.4 Communications Electronic Security Group (CESG); 7.5.1.5 Security Policy Framework; https://www.gov.uk/government/publications/security-policy-framework 7.5.1.6 The Government Security Classifications Policy (2014). |
| Standard | 7.5.2 7.5.3 7.5.4 7.5.5 7.5.5.1 | Compliance with the Data Protection Act and other relevant legislation shall be maintained throughout the duration of any Call Off Contract. The Contractor shall operate the Employer's Closed Circuit Television (CCTV) systems, ensuring a SIA (CCTV Public Space Surveillance) license (or equal approved equivalent) held covering all guards operating CCTV systems. This Service shall be exclusively used at each Affected Property where Guarding Services are provided. Where no such Service is specified the Contractor 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. Guidance should be sought from the various trade and governing bodies for the sector including but not limited to: Security Systems and Alarms Inspection Board (SSAIB). |
| Sub Service | 7.6 | D:07 Contractor Personnel |
| Standard | 7.6.1 7.6.2 | The General Requirements for Security Management shall apply. The Contractor shall ensure that all Contractor Personnel engaged in security operations are licensed by the Security Industry Employer (SIA) who is responsible for regulating the private security industry in the UK. |
| Sub Service | 7.7 | D:08 Control of Access & Security Passes |
| Legislation, ACoP or similar | 7.7.1 7.7.1.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: BS 7958:1999; |

| | | |
|--|---------|--|
| industry or Government guidelines | 7.7.1.2 | HMG Infosec Standard 5 (IS5); |
| | 7.7.1.3 | Security Equipment Assessment Panel (SEAP); |
| | 7.7.1.4 | Communications Electronic Security Group (CESG) - <u>Information Assurance Standard 1 & 2</u> ; |
| | 7.7.1.5 | Security Policy Framework; and |
| | 7.7.1.6 | The Government Security Classifications Policy (2014). |
| Standard | 7.7.2 | The General Requirements for Security Management shall apply. |
| Sub Service | 7.8 | D:09 Emergency Response |
| Standard | 7.8.1 | The General Requirements for Security Management shall apply. |
| | 7.8.2 | Management and supervision of the Security Guarding Service shall form an essential component of the Employer's emergency procedures and Contractor Personnel delivering Security Services shall familiarise themselves fully with all the Employer's emergency procedures and related equipment and participate fully in their testing. |
| Sub Service | 7.9 | D:10 Enhanced Security Requirements |
| Standard | 7.9.1 | The General Requirements for Security Management shall apply. |
| | 7.9.2 | The Contractor shall comply with all of the Employer's policies and procedures on security and act upon the instructions of the Employer Security Representative, should there be a change in the Response Level. |
| | 7.9.3 | There are currently 5 levels of threat (Response Levels): |
| | 7.9.3.1 | low - an attack is unlikely; |
| | 7.9.3.2 | moderate - an attack is possible but not likely; |
| | 7.9.3.3 | substantial - an attack is a strong possibility; |
| | 7.9.3.4 | severe - an attack is highly likely; and |
| | 7.9.3.5 | critical - an attack is expected imminently. |
| | 7.9.4 | Further information on terrorism threat levels in the UK can be found <u>on the MI5 website</u> . |
| | 7.9.5 | The Contractor shall be required to implement and enforce all extra security measures that may be required during a major security alert including but not limited to following a strict procedure as designated by the |

| | | |
|---|--|---|
| | Employer on receipt of bomb warning calls, or to search baggage and vehicles on arrival. | |
| Sub Service | 7.10 | D:11 (Manned) Guarding Service |
| Legislation, ACoP or similar industry or Government guidelines | 7.10.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 7.10.1.1 BS 7499-Static Guarding and Mobile Patrols |
| Standard | 7.10.2 | The General Requirements for Security Management shall apply. |
| | 7.10.3 | The Contractor 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). |
| | 7.10.4 | The Contractor shall carry out and complete a Baseline Standard Check, and National Security Vetting check if appropriate, of Contractor Personnel delivering Guarding Services prior to deployment within each Affected Property. |
| | 7.10.5 | The Contractor shall ensure that Contractor Personnel delivering Guarding Services are SIA licensed (or subsequent approved industry or legal Standard) prior to deployment within each Affected Property. |
| | 7.10.6 | The Contractor shall keep a record on all areas of the Affected Property covered by this Service, showing times of inspections, any incidents noted by the Contractor security staff, thefts and any faults to the premises requiring further attention by the Contractor. Problems or faults shall be reported to the Helpdesk on identification |
| Sub Service | 7.11 | D:12 Key Holding |
| Legislation, ACoP or similar industry or Government guideline | 7.11.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 7.11.1.1 BS 7984-Key Holding and Response Services; and 7.11.1.2 BS 7499-Static Guarding and Mobile Patrols. |

| | |
|---|---|
| Standard | <p>7.11.2 The General Requirements for Security Management shall apply.</p> <p>7.11.3 Keys to general and secure areas, managed by the Contractor Personal delivering Security Services, shall be in accordance with the Employer's key management policy. This shall include but not be limited to:</p> <p>7.11.3.1 Key numbering;</p> <p>7.11.3.2 Key audits; and</p> <p>7.11.3.3 Key logs maintained.</p> |
| Sub Service | 7.12 D:13 Lock up / Open up of premises |
| Legislation, ACoP or similar industry or Government guidelines | <p>7.12.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>7.12.2 BS 7984-Key Holding and Response Services; and</p> <p>7.12.3 BS 7499-Static Guarding and Mobile Patrols</p> |
| Standard | <p>7.12.4 The General Requirements for Security Management shall apply.</p> <p>7.12.5 Security installations and measures recommended by the Contractor shall generally need to be SEAP accredited (Security Equipment Assessment Panel) unless otherwise advised by the Employer Security Representative.</p> <p>7.12.6 The Contractor shall ensure that staff attending the Affected 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.</p> |
| Sub Service | 7.13 D:14 Patrols (fixed or static guarding) |
| Legislation, ACoP or similar industry or Government guidelines | <p>7.13.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>7.13.1.1 BS 7984-Key Holding and Response Services; and</p> <p>7.13.1.2 BS 7499-Static Guarding and Mobile Patrols</p> |

| | |
|---|--|
| Standard | <p>7.13.2 The General Requirements for Security Management shall apply.</p> <p>7.13.3 The Contractor shall provide and utilise an auditable patrol monitoring system which shall monitor frequency and location of patrolling. The Contractor shall report as required in relation to patrolling frequency and patterns.</p> <p>7.13.4 Patrols shall be recorded in the individual record for each Affected Property, 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 Contractor shall regularly check locks and visually scan each area identified to ensure that no unauthorised personnel are on the Affected Property.</p> |
| Sub Service | 7.14 D:15 Patrols (Mobile via a specific visit using a vehicle) |
| Legislation, ACoP or similar industry or Government guidelines | <p>7.14.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>7.14.1.1 BS 7984-Key Holding and Response Services; and</p> <p>7.14.1.2 BS 7499-Static Guarding and Mobile Patrols</p> <p>7.14.2 Transport characteristics are covered in the Government Buying Standards: http://sd.defra.gov.uk/advice/public/buying/products/transport</p> |
| Standard | <p>7.14.3 The General Requirements for Security Management shall apply.</p> <p>7.14.4 The requirement and frequency will be determined by the Employer and will be building specific and risk based. Mobile patrols could be required out of hours.</p> <p>7.14.5 Prior to commencement of the Mobile Security Patrol Service, the Contractor shall ensure that each Affected 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 Contractor can readily demonstrate that the checks have been carried out at the correct frequencies and within the required monitoring periods.</p> |
| Sub Service | 7.15 D:16 Reactive Guarding |
| Standard | <p>7.15.1 The General Requirements for Security Management shall apply.</p> <p>7.15.2 The Contractor shall ensure the appropriate rotation of Contractor Personnel to deliver this Service, as</p> |

| | | |
|--------------------|---|---|
| | required by the length of the reactive guarding requirements. | |
| Sub Service | 7.16 | D:17 Reactive Maintenance |
| Standard | 7.16.1 | The General Requirements for Security Management shall apply. |
| | 7.16.2 | The Contractor shall ensure there is an appropriate number of Contractor Personnel employed and available to deliver this Service. |
| Sub Service | 7.17 | D:18 Reporting of Security Management Activities |
| Standard | 7.17.1 | The General Requirements for Security Management shall apply. |
| | 7.17.2 | The Contractor shall ensure that regular reporting of the Service shall be captured as part of the Monthly reporting requirements. Incidents should be notified to the Employer 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 Employer. |
| Sub Service | 7.18 | D:19 Uniforms and Equipment |
| Standard | 7.18.1 | The Employer shall agree the form of dress to be worn by Contractor Personnel in each situation. |
| | 7.18.2 | Contractor may choose to have its own corporate uniform. Uniforms to cater for all seasons, e.g. winter patrols as agreed with the Employer. Other styles will be by agreement with the Employer. |
| | 7.18.3 | Purchase of uniforms for staff shall comply with relevant Government Buying Standards: http://sd.defra.gov.uk/advice/public/buying/products/textiles |

| 8. E:01 – CATERING MANAGEMENT SERVICE | | |
|---|---|--|
| 8.1 E:02 General Requirements | | |
| Legislation, ACoP or similar industry or Government guidelines | <p>8.1.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <ul style="list-style-type: none"> 8.1.1.1 Waste and Resources Action Programme's (WRAP) Hospitality and Food Service Voluntary Agreement 8.1.1.2 Government Buying Standards (see Appendix D for further information); 8.1.1.3 Food Safety legislation; 8.1.1.4 Food labelling legislation; 8.1.1.5 Responsibility Deal; 8.1.1.6 Greening Government Commitments; 8.1.1.7 Food for Life – Catering Mark; 8.1.1.8 Hazard Analysis and Critical Control Point (HACCP); 8.1.1.9 Control of Substances Hazardous to Health (CoSHH); 8.1.1.10 Waste Scotland Regulations (2012) (for all sites within Scotland); 8.1.1.11 Food Safety (Temperature Control) Regulations 1995; 8.1.1.12 Food Safety Act 1990; 8.1.1.13 Manual Handling at Work; and 8.1.1.14 Health and Safety at Work Act. <p>8.1.2 Further guidance can be found on the Public Health England (PHE) healthier and more sustainable catering guidance and supporting tools to this list. Available at: https://www.gov.uk/government/publications/healthier-and-more-sustainable-catering-a-toolkit-for-serving-food-to-adults</p> | |
| Sustainability and Nutrition | <p>8.1.3 Appendix D - Government Buying Standards for food and catering shall be applied to Catering Services. The five broad areas are:</p> <ul style="list-style-type: none"> 8.1.3.1 Sustainable food production; meeting high standards of farming and food processing; 8.1.3.2 Nutrition, including food procurement, menu development and provision, food preparation and food service; 8.1.3.3 Resource efficiency; ensuring energy efficiency, efficient use of water, waste prevention | |

| | |
|--------------------|---|
| | <p>and good management;</p> <p>8.1.3.4 Social and economic value – achieving wider social benefits for the community; and</p> <p>8.1.3.5 Quality of service provision.</p> <p>8.1.4 Details can be found at: http://sd.defra.gov.uk/advice/public/buying/products/food/</p> <p>8.1.5 PHE healthier and more sustainable catering guidance: https://www.gov.uk/government/publications/healthier-and-more-sustainable-catering-a-toolkit-for-serving-food-to-adults</p> <p>8.1.6 Under the Greening Government Commitments, Contracting Body 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.</p> |
| Sub Service | 8.2 E:03 Catering Services |
| Standard | The General Requirements for Catering Management as detailed in 8.1 shall apply. |
| Sub Service | 8.3 E:04 Catering Procurement |
| Standard | 8.3.1 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 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. |
| Sub Service | 8.4 E:05 Convenience Store |
| Standard | <p>8.4.1 The General Requirements for Catering Management shall apply.</p> <p>8.4.2 The Contractor shall be responsible for the provision of a fully stocked retail outlet located within the building or site as availability of accommodation or space allows. The Contractor shall consider product range to help promote access to products low in energy, fat, saturated fat, salt and sugar. Cash & card options to be available (as appropriate) in line with existing card capable systems.</p> <p>8.4.3 The Contractor shall integrate payment methods with building passes where required to do so by</p> |

| | | |
|---|----------------------------------|---|
| | the Employer. | |
| Sub Service | 8.5 | E:06 Chilled Potable Water |
| Legislation, ACoP or similar industry or Government guidelines | 8.5.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 8.5.1.1 Drinking Water Directive 1998 |
| Standard | 8.5.2 | It is Government policy not to provide bottled water as a method of supplying chilled water at its Affected Properties, and therefore should only be considered by the Contractor where no other system is possible. Where bottled water is to be provided, the Contractor shall provide a cost per bottle prior to order and an indication of expected usage. |
| Sub Service | 8.6 | E:07 Deli/Coffee Bar |
| Standard | 8.6.1 | The General Requirements for Catering Management shall apply. |
| Sub Service | 8.7 | E:08 Events and Functions |
| Standard | 8.7.1 8.7.2 8.7.3 8.7.4 | The General Requirements for Catering Management shall apply. Compliance with Government hospitality policies is essential at all times. See link for further http://archive.defra.gov.uk/sustainable/government/advice/documents/SustainableEventsGuide.pdf The Contractor shall be responsible for the provision of all equipment to perform the Service. The Contractor shall be aware of and adhere to the zero waste events guide produced by Waste and Resources Action Programme (WRAP), inspired by the Olympics, http://www.wrap.org.uk/sites/files/wrap/Zero_Waste_Events_Guide.pdf |
| Sub Service | 8.8 | E:09 Full Service Restaurant |
| Standard | 8.8.1 8.8.2 | The General Requirements for Catering Management shall apply. The Contractor 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 |

| | |
|---|--|
| | <p>periods and at other key times as appropriate.</p> <p>8.8.3 Contractor Personnel shall be well presented, wear clean and ironed uniforms and name badges in a style approved by the Employer, have received appropriate training and undertake their duties in a professional, pleasant and attentive manner.</p> <p>8.8.4 Re-cycle bins shall be regularly checked by the Contractor and refuse shall be removed to the refuse area when full.</p> <p>8.8.5 The Contractor 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.</p> |
| Sub Service | 8.9 E:10 Hospitality and Meetings |
| Standard | <p>8.9.1 The General Requirements for Catering Management shall apply.</p> <p>8.9.2 Compliance with Government hospitality policies shall be adhered to at all times.</p> <p>8.9.3 Pricing shall be via Disbursement (food, labour & overhead).</p> <p>8.9.4 The Contractor shall be responsible for the provision of all equipment to perform the Service.</p> |
| Sub Service | 8.10 E:11 Outside Catering |
| Legislation, ACoP or similar industry or Government guidelines | <p>8.10.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>8.10.1.1 Food Safety (Temperature Control) Regulations 1995</p> <p>8.10.1.2 Food Safety Act 1990</p> |
| Standard | <p>8.10.2 The General Requirements for Catering Management shall apply.</p> <p>8.10.3 Compliance with Government hospitality policies is essential at all times.</p> <p>8.10.4 The Contractor shall be responsible for the provision of all equipment to perform the Service.</p> <p>8.10.5 If the food is produced offsite then this shall be undertaken from premises that have been fully vetted, registered and approved by the relevant Employer prior to commencing the Service.</p> <p>8.10.6 Pricing shall be via Disbursement (food, labour & overhead).</p> |
| Sub Service | 8.11 E:12 Trolley Service |

| | |
|---|--|
| Standard | <p>8.11.1 The General Requirements for Catering Management shall apply.</p> <p>8.11.2 The Contractor shall be responsible for the provision of all equipment to perform the Service.</p> <p>8.11.3 Contractor Personnel undertaking the Service should be trained in Manual Handling at Work and general Health and Safety awareness.</p> |
| Sub Service | 8.12 E:13 Vending (Food and Beverages) |
| Legislation, ACoP or similar industry or Government guidelines | <p>8.12.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>8.12.1.1 Regulation (EC) 852/2004</p> |
| Standard | <p>8.12.2 The General Requirements for Catering Management shall apply.</p> <p>8.12.3 Guidance should be sought from the various trade and governing bodies for the sector including but not limited to:</p> <p>8.12.3.1 The Automatic Vending Association (AVA).</p> <p>8.12.4 The Contractor shall be responsible for ensuring that vending activity complies with Government Buying Solutions guidance.</p> <p>8.12.5 The Contractor shall be responsible for all maintenance of vending machines located at Affected Properties.</p> <p>8.12.6 Cash & card options to be available (as appropriate).</p> |

| 9. F:01 – CAFM SYSTEM AND HELPDESK | | |
|---|-------|--|
| 9.1 F:02 General Requirements | | |
| Legislation, ACoP or similar industry or Government guidelines | 9.1.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>9.1.1.1 Waste and Resources Action Programme's (WRAP) Mobile Asset Management Planning</p> <p>www.wrap.org.uk/fm</p> |
| Sub Service | 9.2 | F:03 CAFM System |
| Standard | 9.2.1 | <p>CAFM System will be bespoke by the very nature in relation to the Employer activity. The Contractor 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:</p> <p>9.2.1.1 Strategic planning - real estate, business operations, headcount requirements, forecasting future space;</p> <p>9.2.1.2 Space planning & management - allocations, inventory, churn;</p> <p>9.2.1.3 Planned Preventative Maintenance Programme;</p> <p>9.2.1.4 Forward Maintenance Register;</p> <p>9.2.1.5 People management – occupancy rates, staff;</p> <p>9.2.1.6 Maintenance management - demand (reactive) and scheduled (preventive maintenance);</p> <p>9.2.1.7 Emergency management – business continuity;</p> <p>9.2.1.8 Disaster planning – business recovery;</p> <p>9.2.1.9 Health and safety information – CDM, asbestos;</p> <p>9.2.1.10 Capital project management - construction/renovation, large scale move management;</p> <p>9.2.1.11 Lease management - property financial data (rentals and insurances);</p> <p>9.2.1.12 Asset management – equipment holdings, furniture, telecommunications, cabling</p> |

| | | |
|--------------------|------------|---|
| | | management, depreciation of Assets; 9.2.1.13 Building information management – integration and interaction with other programs; and 9.2.1.14 Sustainability – energy, water and waste performance, building certifications. |
| | 9.2.2 | 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. |
| | 9.2.3 | The Employer should have real time live access to the Contractor's CAFM System. |
| Sub Service | 9.3 | F:04 Helpdesk |

| | |
|---|---|
| Standard | <p>9.3.1 The Contractor shall ensure that Contractor Personnel manning 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. The Contractor shall ensure that all Contractor Personnel manning the Helpdesk are provided with documented training, to include but not limited to:</p> <p>9.3.2 Extensive training on the CAFM System package;</p> <p>9.3.2.1 Employer service skills;</p> <p>9.3.2.2 Service call management;</p> <p>9.3.2.3 Listening skills;</p> <p>9.3.2.4 Escalation Procedures;</p> <p>9.3.2.5 Contractor site inductions;</p> <p>9.3.2.6 Knowledge of Access and Permit to Work procedures;</p> <p>9.3.2.7 Employer Emergency procedures; and</p> <p>9.3.2.8 Training in respect of all operational areas of the Employer's premises.</p> <p>9.3.3 Helpdesk Response Times are detailed in within Annex L - Service Level Agreements of Attachment 3 - Service Information).</p> |
| Sub Service | 9.4 F:05 Business Continuity of CAFM System |
| Legislation, ACoP or similar industry or Government guidelines | <p>9.4.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>9.4.1.1 Centre for the Protection of the National Infrastructure (CPNI);</p> <p>9.4.1.2 BS 25999: Business Continuity Management; and</p> <p>9.4.1.3 ISO 27002 section 11.</p> |
| Standard | 9.4.2 The CAFM System shall be able to provide and support any Business Continuity scenario |

| | | |
|---|--------------------|---|
| | 9.4.3 | without any degradation in performance. 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. |
| Sub Service | 9.5 | F:06 Car Park Management and Booking |
| Standard | 9.5.1 | All designated Employer 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 Affected Property. |
| Sub Service | 9.6 | F:07 Disaster Recovery of CAFM System |
| Legislation, ACoP or similar industry or Government guidelines | 9.6.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 9.6.1.1 Centre for the Protection of the National Infrastructure (CPNI); 9.6.1.2 BS 25999: Business Continuity Management; and 9.6.1.3 ISO 27002 section 11. |
| Standard | 9.6.2 9.6.3 | The Contractor shall ensure that the CAFM System can support the Employer 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. 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. |
| Sub Service | 9.7 | F:08 ICT Requirements of CAFM System |
| Standard | 9.7.1 | The CAFM System shall have as a minimum the following functional capability to support delivery of the Service provided to the Employer: 9.7.1.1 Helpdesk including but not limited to: (a) Room Booking; |

| | | |
|--------------------|--|---|
| | | <ul style="list-style-type: none"> (b) Car Parking; (c) Catering; (d) IT Support; and (e) Other services as required and defined by the Employer <p>9.7.1.2 The Helpdesk shall also:</p> <ul style="list-style-type: none"> (a) Record and report by each Affected Property or region; (b) Review work assignment to both maintenance staff and Sub-Contractors. Track maintenance activity, status updates and the provision of on-screen alerts automate email notifications of work requests; (c) automated status updates to the Employer; (d) easily search and ensure visibility of calls/activities; (e) automate associated hazard warnings, such as but not limited to asbestos alerts; (f) allow cost allocation; (g) Ensure clear and proactive management of Service Level Agreements; (h) Log all Calls via intranet/internet; and (i) Automate prioritisation of work and job escalation when appropriate. |
| Sub Service | 9.8 | F:09 Asset Tracking |
| Standard | <p>9.8.1 Asset labelling is required either as a bar code or unique number linked into CAFM System.</p> <p>9.8.2 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.</p> <p>9.8.3 Numerous elements of data storage against Assets including but not limited to location, warranty, parts and maintenance records.</p> <p>9.8.4 Logical grouping of Assets for easy storage, retrieval and viewing.</p> <p>9.8.5 Link between facilities Helpdesk and planned maintenance enables full visibility of an Asset's service history.</p> <p>9.8.6 Future actions and maintenance requirements will generate alerts at the appropriate time.</p> <p>9.8.7 Integration with other facilities Data provides detailed financial and ownership details.</p> <p>9.8.8 Movement and tracking of Assets within existing or external systems.</p> | |

| | |
|--------------------|---|
| | <p>9.8.9 Association of Assets to personnel departments or locations.</p> <p>9.8.10 Asset contract association for automatic issue of related Service Requests to maintaining Contractor.</p> <p>9.8.11 Easy export of Asset Data to third party applications or generation of an Asset register.</p> <p>9.8.12 Full Asset reporting available for automatic distribution to interested parties.</p> <p>9.8.13 Ability for two-way communication, import data from third party financial software or export to a data file.</p> <p>9.8.14 Asset lifecycle reporting including repair details and costs per Asset</p> <p>9.8.15 Update of Assets with Condition Survey details to feed into an annual life cycle report for the Employer consideration</p> <p>9.8.16 Identify Assets that are replaced or retired so that the Employer can track against its financial records</p> |
| Sub Service | 9.9 F:10 Cost Control |
| Standard | <p>9.9.1 Costs tracked through multi-level hierarchy of budgets, contracts and projects.</p> <p>9.9.2 Transparent views of full facilities spend and generation of single or multi-line purchase orders.</p> <p>9.9.3 Ability to discount purchase orders or individual line items.</p> <p>9.9.4 Purchase order receipt acknowledgement.</p> <p>9.9.5 Easy to navigate, search and view all budget information.</p> <p>9.9.6 Projects functionality enables tracking of project spend, key dates and stakeholders.</p> <p>9.9.7 Easy distribution of information to stakeholders.</p> <p>9.9.8 Financial reports available for ad hoc reporting or scheduled generation.</p> <p>9.9.9 Easy to navigate Data tree to ensure simple management and retrieval of all facilities information.</p> <p>9.9.10 Management of Health and Safety equipment and Service Requests.</p> <p>9.9.11 Consider applying a purchase threshold over which the Employer needs to authorise</p> |
| Sub Service | 9.10 F:11 Property Management |
| Standard | <p>9.10.1 Dynamic link to property related planned maintenance activities.</p> <p>9.10.2 Storage and maintenance of hazardous element Data such as asbestos.</p> |

| | |
|--------------------|--|
| | <p>9.10.3 Ability to track condition of building elements including structure, fabric and mechanical.</p> <p>9.10.4 Monitoring of building lifecycle costs and energy efficiency.</p> <p>9.10.5 Storage of all property related documents such as contracts, lease agreements and Health and Safety documents.</p> <p>9.10.6 Easy to navigate storage of all company and building contact information.</p> <p>9.10.7 Generation of property management reports.</p> <p>9.10.8 Use of familiar AutoCAD tools to detail and manage space allocation.</p> <p>9.10.9 Map spaces, Assets and assign attributes.</p> <p>9.10.10 Two-way communication between facilities drawings and the Database.</p> <p>9.10.11 Easy movement and tracking of Assets.</p> |
| Sub Service | 9.11 F:12 Management Information |
| Standard | <p>9.11.1 Helpdesk performance management.</p> <p>9.11.2 Automatic generation of reports.</p> <p>9.11.3 Direct email distribution to stakeholders.</p> <p>9.11.4 Specific corporate reporting requirements easily created.</p> <p>9.11.5 Analyse the Data using reporting functionality.</p> <p>9.11.6 Extensive reports provided as standard.</p> <p>9.11.7 Measured performance benchmarking.</p> <p>9.11.8 Cost Control and monitoring.</p> <p>9.11.9 Ensure there is the capability to link 'parent' & 'child' Service Requests and track Service Requests through the various stages to completion.</p> <p>9.11.10 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.</p> |
| Sub Service | 9.12 F:13 Reporting |
| Standard | 9.12.1 The Contractor shall develop the format standard and frequency of reporting with the Employer and shall deliver it in accordance with the specific Employer requirements. |
| Sub Service | 9.13 F:14 Room Booking |

| | |
|-----------------|--|
| Standard | <p>9.13.1 All bookable spaces including meeting rooms, conference rooms, community lettings, event spaces, shall be booked and managed by a room booking system to optimise as far as is practicable the use of space.</p> <p>9.13.2 The Service shall include the facility to accept electronic bookings and confirmations.</p> <p>9.13.3 The system shall ensure no double bookings.</p> <p>9.13.4 The system shall have the capability to provide a holistic range of ancillary Services such as hospitality, room set-up and Audio Visual support.</p> <p>9.13.5 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.</p> |
|-----------------|--|

| 10. G:01 – MAINTENANCE MANAGEMENT SERVICE | |
|---|---|
| 10.1 G:02 General Requirements | |
| Legislation, ACoP or similar industry or Government guidelines | <p>10.1.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>10.1.1.1 BS8544 2013 Life Cycle Costing;</p> <p>10.1.1.2 RICS New Rules for Measurement Part 3 for Maintenance (NRM3);</p> <p>10.1.1.3 HVCA Standard Maintenance Specification, Vol's I – V;</p> <p>10.1.1.4 C.I.B.S.E guidelines,</p> <p>10.1.1.5 SFG 20 Maintenance Schedules (published with the consent and support of B&ES Publications);</p> <p>10.1.1.6 Building Research Establishment Conservation Support Unit guidance;</p> <p>10.1.1.7 BSRIA guidance;</p> <p>10.1.1.8 BS 7671.2008 (2011);</p> <p>10.1.1.9 Fire Safety Order 2005;</p> <p>10.1.1.10 S.I. 1989 No 635, the Electricity at Work Regulations;</p> <p>10.1.1.11 Environmental Cleaning Specification (1063);</p> <p>10.1.1.12 FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene;</p> <p>10.1.1.13 Environment Systems Specification (1005), Statutory Test and Inspections</p> |

| | |
|-----------------------|---|
| | <p>Specification (1100);</p> <p>10.1.1.14 Mechanical and Electrical Specification (1027);</p> <p>10.1.1.15 PD5454:2012;</p> <p>10.1.1.16 Asbestos ACOP L143;</p> <p>10.1.1.17 Waste and Resources Action Programme (WRAP) guidance on Resource Management and Mobile Asset Management Planning; and</p> <p>10.1.1.18 PAS 2050-1:2012.</p> |
| Sustainability | <p>10.1.2 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. See: http://sd.defra.gov.uk/gov/green-government/commitments</p> <p>10.1.3 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. Contractor 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. Further details at: http://sd.defra.gov.uk/advice/public/buying/products/gardening/</p> <p>10.1.4 Additionally, the Contractor shall maintain the grounds of the Affected Property by using good husbandry and encouraging native flora and fauna.</p> <p>10.1.5 All debris arising from the performance of the Works shall promptly be removed from the Affected Property and disposed of in an Environmentally Preferable manner.</p> <p>10.1.6 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from:</p> <p>10.1.6.1 a legal source; and</p> <p>10.1.6.2 a sustainable source, which can include a Forest Law Enforcement Governance Trade (FLEGT) licensed or equivalent source;</p> <p>10.1.7 The Employer 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.</p> |
| Sub Service | 10.2 G:03 Maintenance Management Service |
| Standard | <p>10.2.1 The General Requirements for Maintenance Management as detailed in clause 10.1.1 shall apply.</p> <p>10.2.2 All statutory requirements and safety practices shall be adhered to in respect to the method of</p> |

| | | |
|--|---------|---|
| | | completing the task and the requirements of the specific Acts, Regulations, British Standards and Guidance Notes currently in force and applicable. |
| | 10.2.3 | 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. Contractor should also be made aware of the Affected Property hazard and emergency procedures. |
| | 10.2.4 | 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 Contractor Personnel involved with the Works concerned must always ensure that the associated regulations are fully understood and adhered to. |
| | 10.2.5 | The Contractor shall take cognisance of the Employer's Planned Preventative Maintenance schedules. The Contractor shall include all building fabric maintenance tasks currently indicated within these documents in addition to any additional Employer requirements |
| | 10.2.6 | A programme of inspection reports shall be submitted to the Employer one (1) month post the Call Off Contract Commencement Date. |
| | 10.2.7 | The Contractor shall submit a suggested report format for the reporting of the condition of the Planned Preventative Maintenance activities which shall be agreed with the Employer prior to the Call Off Contract Commencement Date |
| | 10.2.8 | The report shall be submitted electronically to the Employer within five (5) Working Days of undertaking the inspection. |
| | 10.2.9 | The Contractor 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. |
| | 10.2.10 | The Contractor 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 |
| | 10.2.11 | The Service shall be delivered in line with Appendix C - Property Classification. |
| | 10.2.12 | All maintenance routines with a frequency: |

| | |
|--------------------|---|
| | <p>10.2.12.1 of 2 weeks or less shall be performed +/- 1 Working Day of the due date</p> <p>10.2.12.2 of greater than 2 weeks but no greater than 13 weeks shall be performed +/- 4 Working Days of the due date, and</p> <p>10.2.12.3 of greater than 13 weeks shall be performed +/- 2 weeks of the due date</p> |
| Sub Service | 10.3 G:04 Audio Visual Equipment Maintenance |
| Standard | <p>10.3.1 The General Requirements for Maintenance Management as detailed in clause 10.1.1 shall apply.</p> <p>10.3.2 The Contractor 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.</p> |
| Sub Service | 10.4 G:05 Barrier Control Maintenance |
| Standard | <p>10.4.1 The General Requirements for Maintenance Management as detailed in clause 10.1.1 shall apply, in line with manufacturer's recommendations, instructions and common Good Industry Practices.</p> |
| Sub Service | 10.5 G:06 Building Fabric Maintenance |
| Standard | <p>10.5.1 The Contractor shall work alongside the Employer in forward planning and providing cost estimates for financial planning of forward maintenance activities where requested to do so.</p> <p>10.5.2 The Employer may require BREEAM in-use or similar assessment of the Affected Property's performance to be carried out at agreed intervals.</p> <p>10.5.3 The Contractor shall apply the use of BS8544 2013 in relation to Life Cycle Costing and RICS New Rules for Measurement Part 3 for Maintenance (NRM3).</p> |
| Sub Service | 10.6 G:07 Building Management Systems Maintenance |
| Standard | <p>10.6.1 The Contractor shall ensure that maintenance is performed in accordance with the current version of SFG20 and/or manufacturers recommendations and the Employer's requirements.</p> <p>10.6.2 Planned maintenance is to include for the periodic upgrade of software as new versions are issued.</p> <p>10.6.3 The Building Management System (BMS) shall be configured to operate building systems at</p> |

| | | |
|---|---------|--|
| | | optimum energy efficiency. |
| | 10.6.4 | Where possible the BMS shall be integrated or be able to exchange data with the CAFM System. |
| | 10.6.5 | The BMS shall be to be periodically upgraded as software (& hardware) versions are issued. |
| Sub Service | 10.7 | G:08 Catering Equipment Maintenance |
| Standard | 10.7.1 | The General Requirements for Maintenance Management shall apply, in line with manufacturers' recommendations and common Good Industry Practices. |
| | 10.7.2 | The Employer may state that Catering Equipment Maintenance shall be provided as part of the Catering Services provision. |
| Sub Service | 10.8 | G:09 Control of Asbestos |
| Standard | 10.8.1 | The Contractor shall maintain, update and review the Affected Property asbestos register in accordance with statutory legislation. |
| | 10.8.2 | The Contractor shall ensure that Contractor Personnel are appointed and appropriately trained to carry out inspections. |
| | 10.8.3 | The Contractor shall operate the appropriate Permit to Work scheme. |
| Sub Service | 10.9 | G:10 External Fabric Maintenance |
| Standard | 10.9.1 | The Contractor shall ensure that ad hoc repairs to the external fabric are carried out in accordance with the Employer's requirements. |
| | 10.9.2 | Where response times are appropriate these shall be adhered to. |
| Sub Service | 10.10 | G:11 Fire Detection and Fire Fighting Systems |
| Legislation, ACoP or similar industry or Government guidelines | 10.10.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: |
| | 10.10.2 | Fire Safety Regulations, Regulatory Reform (Fire Safety) Order 2005, |

| | |
|--------------------|---|
| Standard | <p>10.10.3 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.</p> <p>10.10.4 Fire systems log book shall be checked to ensure completeness and retention of appropriate records and documents including but not limited to certification; fire risk assessment, test register and zone charts/device listing.</p> |
| Sub Service | 10.11 G:12 Handyman Service |
| Standard | 10.11.1 A Service shall be provided on a local ad hoc basis that covers a range of duties to be agreed with the Employer. |
| Sub Service | 10.12 G:13 Hard Landscaping Maintenance |
| Standard | <p>10.12.1 The Contractor shall ensure that:</p> <p>10.12.1.1 All external hard surfaces are kept safe, clean and tidy;</p> <p>10.12.1.2 Planned and Reactive Maintenance activities maintain areas of hard landscaping safe, free of defects and prevent any dangers or hazards to the Employer, its staff and Building Users;</p> <p>10.12.1.3 Fences, gates and boundaries are maintained and replaced to deter unauthorised access and retain the appearance of well-kept Affected Property; and</p> <p>10.12.1.4 All external wooden furniture, bicycle stores and the like are maintained and kept in good repair.</p> |
| Sub Service | 10.13 G:14 High Voltage (HV) and Switchgear Maintenance |
| Standard | <p>10.13.1 All electrical equipment shall be capable of local isolation in accordance with the current regulations, manufacturer's recommendations and SFG 20.</p> <p>10.13.2 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.</p> <p>10.13.3 The Contractor shall ensure that only HV authorised persons (HVAP) are allowed to instigate isolations and re-instatements of any HV service</p> |

| | |
|---|---|
| | <p>10.13.4 The Contractor shall ensure there is a qualified named HV AP (High Voltage Approved Person) engineer for the Affected Property(s) and that the appropriate Competent Person (CP) is in place</p> <p>10.13.5 The Contractor shall ensure that Contractor Personnel operating in an HV environment are an authorised person, suitably qualified and competent and shall at the very least:</p> <p>10.13.5.1 Be an electrical craftsman;</p> <p>10.13.5.2 Be over the age of 23 years; and</p> <p>10.13.5.3 Possess sufficient knowledge and experience to avoid danger.</p> <p>10.13.6 The Permit to Work system shall be used for this Service.</p> |
| Sub Service | 10.14 G:15 Lifts, Hoists and Conveyance systems |
| Legislation, ACoP or similar industry or Government guidelines | <p>10.14.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>10.14.1.1 Lifting Operations and Lifting Equipment Regulations 1998.</p> |
| Standard | <p>10.14.2 The General Requirements for Maintenance Management shall apply.</p> <p>10.14.3 Contractor shall operate and maintain all lifts, hoists and conveyance systems in line with manufacturers' recommendations and common Good Industry Practices.</p> <p>10.14.4 In accordance with the Statutory/Legal and Mandatory Compliance and Maintenance requirements including Fireman Lifts and Lift evacuation systems.</p> |
| Sub Service | 10.15 G:16 Mechanical and Electrical Maintenance (M&E) |
| Standard | <p>10.15.1 The Contractor shall ensure the successful operation and optimum condition of all of the Employer's mechanical, electrical, plumbing and drainage systems. The Contractor shall ensure they are maintained at optimum performance in accordance with manufacturers' and installers' recommendations and statutory obligations. The Contractor shall ensure that the Asset register is accurate and all Assets are maintained according to this Standard.</p> <p>10.15.2 The Contractor shall develop and implement a fifty-two (52) week maintenance planner and associated resource management plan (format and structure to be agreed with the Employer at the Call Off Contract Commencement Date) outlining the maintenance requirements for each Affected Property.</p> <p>10.15.3 The Contractor is to be responsible for meeting or exceeding operational resource efficiency</p> |

| | |
|---|---|
| | <p>targets including energy and water consumption and waste production as required by the Employer.</p> <p>10.15.4 In line with manufacturers recommendations and common Good Industry Practices.</p> |
| Sub Service | 10.16 G:17 Planned Maintenance (substitute Business Focussed Maintenance if appropriate) |
| Standard | <p>10.16.1 In respect of all of the Services, the Contractor shall provide a comprehensive Planned Preventative Maintenance (PPM) system.</p> <p>10.16.2 The PPM system to identify via a fifty two (52) week planner the Assets to be maintained, frequency of visit and task to be completed during that visit.</p> <p>10.16.3 The Contractor shall on all occasions agree access arrangements for restricted areas in advance with the Helpdesk in order to avoid being denied entry and delaying the execution of the works.</p> <p>10.16.4 In addition, in multi-occupancy buildings, the Contractor shall be required to liaise with landlords, landlord's representatives and other relevant parties to ensure that the method statements are aligned with all of the Building Users' requirements. For the avoidance of doubt the Contractor shall only liaise with landlords, landlord's representatives and other relevant parties in respect of providing the Services.</p> <p>The Service shall be delivered in line with Appendix C - Property Classification.</p> |
| Sub Service | 10.17 G:18 Portable Appliance Testing |
| Legislation, ACoP or similar industry or Government guidelines | <p>10.17.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>10.17.1.1 The Provision and Use of Work Equipment Regulations 1998 (PUWER 1998)</p> |
| Standard | <p>10.17.2 The General Requirements for Maintenance Management shall apply.</p> <p>10.17.3 As a minimum, testing shall be implemented in accordance with client requirements but align with industry requirements and any relevant legislation.</p> |
| Sub Service | 10.18 G:19 Reactive Maintenance |
| Standard | <p>10.18.1 The Contractor shall be responsible for meeting minimum response times as set out in within Annex L - Service Level Agreements of Attachment 3 - Service Information or as defined by the</p> |

| | |
|--|--|
| | <p>Employer, 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 Employer.</p> <p>10.18.2 The Contractor shall inform the Employer of all breaches of Health and Safety regulations together with a programme for rectification and measures to safeguard against a repeat.</p> <p>10.18.3 The Contractor shall inform the local Employer Representative (in line with the Employer's policies e.g. Fire Safety Order 2005) at an Affected Property where the Contractor is proposing to undertake maintenance work to the fire safety systems</p> <p>10.18.4 The Contractor shall be responsible for meeting minimum response times as required by the Employer for each Affected Property 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 Employer. Service Requests may fall into three main categories:</p> <p>10.18.4.1 Those which involve a Business Critical Asset, incident or requirement;</p> <p>10.18.4.2 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</p> <p>10.18.4.3 Those repair activities required on a daily basis to ensure the functionality of each Affected Property, which have not been catered for by the programmed element.</p> <p>10.18.5 The Contractor shall at all times ensure that sufficient, competent, appropriately trained and skilled Contractor Personnel are deployed to cater for the spectrum of planned and unplanned demands on the Maintenance Services. The Contractor shall ensure that only appropriately trained Contractor Personnel are dispatched to Reactive Maintenance activities.</p> <p>10.18.6 Contractor Personnel 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.</p> <p>10.18.7 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 specification basis shall be substituted.</p> <p>10.18.8 If an out of hours engineer system is to be implemented, the Contractor shall ensure that the rotas do not comprise the core team numbers the following Working Day.</p> <p>10.18.9 The Service shall be delivered in line with Appendix C - Property Classification.</p> |
|--|--|

| | |
|-----------------------------|---|
| Sub Service | 10.19 G:20 Re-lamping |
| Standard | 10.19.1 The Contractor shall provide optimum replacement frequencies for lamps within the first six (6) Months of the Call Off Contract Commencement date, whilst maintaining the specified lighting levels in accordance with targets published by the Employer and in accordance with manufacturer's guidance and any relevant legislation. |
| Sub Service | 10.20 G:21 Reservoirs, Ponds, River walls and Water features |
| Standard | <p>10.20.1 The Contractor shall manage the water levels in lakes and reservoirs in compliance with the Reservoir Act 1975 and subsequent amendments.</p> <p>10.20.2 The Contractor shall be required to carry out risk assessments on potential erosion or breaching of the lake or reservoir.</p> <p>10.20.3 The Contractor 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 Employer.</p> <p>10.20.4 The Contractor 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</p> |
| Sub Service | 10.21 G:22 Security, Access and Intruder systems |
| Standard | <p>10.21.1 The General Requirements for Maintenance Management shall apply as detailed in 10.1.1.</p> <p>10.21.2 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.</p> |
| Sub Service | 10.22 G:23 Soft Landscape Maintenance |
| Service Requirements | <p>10.22.1 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.</p> <p>10.22.2 All plants in beds and containers shall be maintained so as 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</p> |

| | | |
|--|-----------|---|
| | | by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive. |
| | 10.22.3 | 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. |
| | 10.22.4 | It shall be considered in every instance whether the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application. |
| | 10.22.5 | 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. |
| | 10.22.6 | All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes. |
| | 10.22.7 | A maintenance schedule shall be implemented to ensure: |
| | 10.22.7.1 | All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice; |
| | 10.22.7.2 | All pots/ containers are cleaned and replaced where necessary; |
| | 10.22.7.3 | All external soft landscaped areas are kept safe, clean and tidy; |
| | 10.22.7.4 | Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to the Employer, its staff and Building Users. |
| | 10.22.7.5 | All areas are kept free of an accumulation of leaves, weeds and any other solid matter; |
| | 10.22.7.6 | The Contractor is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc; |
| | 10.22.7.7 | 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; |
| | 10.22.7.8 | All trees are maintained to ensure the safety of the Employer, its staff and Building Users; |
| | 10.22.7.9 | 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 |

| | |
|--------------------|--|
| | <p>Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with the Employer, only trees requiring regular maintenance or those at risk (location, disease, health etc) will require subsequent annual tree surveys.</p> <p>10.22.8 Snow clearance and gritting responsibilities shall be fully outlined as to determine responsibility and extent of Service.</p> <p>10.22.9 The Service shall be delivered in line with Appendix C - Property Classification.</p> <p>10.22.10 When required BS5837:2012 shall apply.</p> |
| Sub Service | 10.23 G:24 Spares and Consumables |
| Standard | <p>10.23.1 All spare parts and consumable items that are required to be applied as part of the Call Off Contract shall be of the same quality and type as provided for the original installation. Spare components shall be of the same manufacturer as the equipment being serviced wherever possible.</p> <p>10.23.2 The Contractor shall not store large quantities of spares and consumables which become unusable through degradation and/or become superseded through more efficient products being available.</p> |
| Sub Service | 10.24 G:25 Standby Power Systems Maintenance |
| Standard | <p>10.24.1 The General Requirements for Maintenance Management as detailed in clause 10.1.1 shall apply.</p> <p>10.24.2 Operate and maintain systems In line with manufacturers' recommendations and common Good Industry Practices.</p> |
| Sub Service | 10.25 G:26 Statutory Inspections |
| Standard | <p>10.25.1 The Contractor 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 Employer's concerns with that aspect of performance.</p> <p>10.25.2 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.</p> <p>10.25.3 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.</p> |

| | |
|---|--|
| Sub Service | 10.26 G:27 Television Cabling Maintenance |
| Standard | <p>10.26.1 The General Requirements for Maintenance Management as detailed in clause 10.1.1 shall apply.</p> <p>10.26.2 In line with manufacturers recommendations and common Good Industry Practices.</p> <p>10.26.3 The Contractor may deliver TV Services over the IT data network. Domestic areas or parts of the building may be by conventional cable distribution.</p> <p>10.26.4 The Contractor shall provide power to mobile phone masts and liaise with mobile phone company staff.</p> |
| Sub Service | 10.27 G:28 Tree Surgery (Arboriculture) |
| Standard | <p>10.27.1 The Contractor 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.</p> <p>10.27.2 Any Sub-Contractor used by the Contractor for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</p> <p>10.27.3 The supplier is required to seek both Employer and local Authority approval before trimming or felling any trees.</p> <p>10.27.4 The Contractor shall ensure that Contractor Personnel carrying out Tree Surgery Services are National Proficiency Tests Council qualified in arboriculture, and that all work is carried out to BS 3998. Any Sub-Contractor used by the Contractor for performing Tree Surgery Services shall be a full member of the Arboriculture Association.</p> |
| Sub Service | 10.28 G:29 Ventilation and Air Conditioning systems |
| Legislation, ACoP or similar industry or Government guidelines | <p>10.28.1 The following legislation, Approved Codes of Practice (ACoP) or similar industry or Government guidelines shall apply:</p> <p>10.28.1.1 Environmental Cleaning Specification (1063).</p> |
| Standard | <p>10.28.2 The General Requirements for Maintenance Management shall apply.</p> <p>10.28.3 The Contractor shall ensure that the insides of ventilation and air conditioning ductwork are kept clean in accordance the relevant and applicable Standards.</p> <p>10.28.4 In line with manufacturers recommendations and common Good Industry Practices.</p> |

| | |
|---|--|
| | |
| Sub Service | 10.29 G:30 Water Hygiene |
| Legislation, ACoP or similar industry or Government guidelines | <p>10.29.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>10.29.1.1 Water Act 2003;</p> <p>10.29.1.2 Water Industry Act 1991; and</p> <p>10.29.1.3 The Private Water Supplies Regulations 2009.</p> |
| Standard | <p>10.29.2 All water systems shall be subject to a Written Scheme of Examination (WRA) to ensure compliance with the relevant Standards applicable at that time.</p> <p>10.29.3 The Contractor shall provide a water hygiene log book and it shall be the responsibility of the Contractor to ensure this is maintained as current.</p> <p>10.29.4 The Contractor is responsible for ensuring the appointment of trained and competent Contractor Personnel specific to the Affected Property.</p> |

| 11. H:01 – HARD SERVICES (Repair and Maintenance) | | |
|---|----------|--|
| 11.1 H:02 General Requirements | | |
| Standard | 11.1.1 | The Contractor shall provide a safe and comfortable environment for all Employer users through the provision of a complete Building and Asset Maintenance Management Service for the Affected Property. |
| | 11.1.2 | It is also to provide preventative, cyclical and Reactive Maintenance to the Affected Properties to ensure that the Assets provide full operational functionality at all times. |
| | 11.1.3 | The Contractor shall be responsible for: |
| | 11.1.3.1 | 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); |
| | 11.1.3.2 | Buildings and associated engineering services and external works shall be sound and operationally safe; |
| | 11.1.3.3 | Ensuring that the Asset's condition remains commensurate with age and life cycle replacement date; |
| | 11.1.3.4 | The Maintenance Service shall ensure that all maintainable Assets, including non-fixed plant and equipment, within the premises 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; |
| | 11.1.3.5 | 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; |
| | 11.1.3.6 | For Reactive Maintenance responsiveness requirements - see the Helpdesk and CAFM System section; |
| | 11.1.3.7 | Asset listing and Condition Survey 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 Affected Properties (e.g. plant tours, inspections/monitoring); |
| | 11.1.3.8 | Management and administration levels to be appropriate to the specific Service Requirements; and |
| | 11.1.3.9 | Tailor the Service to appropriately maintain the relevant Assets to suit the defined |

| | |
|------------------------------------|---|
| | <p>functional use of the built environment over the required period of interest (to fulfil technical, commercial and environmental agendas).</p> <p>11.1.3.10 The Service shall be delivered in line with Appendix C - Property Classification.</p> |
| Service Delivery Plan (SDP) | <p>11.1.4 As a minimum, the Buildings and Asset Maintenance management Service Delivery Plan shall contain:</p> <p>11.1.4.1 Scope and Services objectives;</p> <p>11.1.4.2 Approach and methodology;</p> <p>11.1.4.3 Asset management method statement for meeting the Employer's requirements, including but not limited to 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;</p> <p>11.1.4.4 Variation procedures and additional work requests;</p> <p>11.1.4.5 Operational Structure including resource proposals;</p> <p>11.1.4.6 Planned maintenance and Asset lifecycle replacement schedule and delivery methodology;</p> <p>11.1.4.7 Quality statement;</p> <p>11.1.4.8 Procurement of Services;</p> <p>11.1.4.9 Procurement of materials taking account of embodied carbon and recycled content</p> <p>11.1.4.10 Management of energy use including but not limited to lighting;</p> <p>11.1.4.11 Scope of Service;</p> <p>11.1.4.12 Planned Preventative Maintenance methodology/schedule;</p> <p>11.1.4.13 Computerised Asset management system;</p> <p>11.1.4.14 Building management system;</p> <p>11.1.4.15 Routine maintenance;</p> <p>11.1.4.16 Formulation of the Planned Preventative Maintenance programme;</p> <p>11.1.4.17 Maintenance Management, recording and reporting;</p> <p>11.1.4.18 Critical spares management;</p> <p>11.1.4.19 Inspections;</p> |

| | |
|--------------------|---|
| | <p>11.1.4.20 Conservation and sustainability;</p> <p>11.1.4.21 Maintenance and renewal;</p> <p>11.1.4.22 Management arrangements;</p> <p>11.1.4.23 Quality management;</p> <p>11.1.4.24 Operational liaison;</p> <p>11.1.4.25 Reactive Maintenance Service; and</p> <p>11.1.4.26 Reactive vandalism maintenance Service.</p> <p>11.1.5 In use and occupied space shall be maintained to appropriate Standards which are deemed 'fit for function' by type (i.e. office)</p> <p>11.1.6 Vacant space shall be maintained to appropriate Standards (e.g. Mothballing & Re-commissioning, as HVCA SFG 30)</p> |
| Sub Service | 11.2 H:03 Buildings and Asset Maintenance |

| | |
|-----------------|--|
| Standard | <p>11.2.1 The Contractor shall deliver a Buildings and Asset Maintenance management Service that meets the requirements of the Employer's Service Level Requirements:</p> <p>11.2.1.1 The Contractor shall deliver a building, installations and Asset maintenance Service that meets, but is not limited, to the following requirements:</p> <p>11.2.1.2 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 Employer in accordance with the Call Off Contract.</p> <p>11.2.1.3 Provision of a thirty (30) year lifecycle replacement profile for the Affected Property;</p> <p>11.2.1.4 Ensure that all statutory tests and inspections are undertaken within the statutory timescales, together within any repair works arising as a result;</p> <p>11.2.1.5 Maintain full records of work to be undertaken in an order of priority, and subsequently full records of completed work;</p> <p>11.2.1.6 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;</p> <p>11.2.1.7 State the expected remaining life (if any) of the key building elements, installations and equipment at the end of the Call Off Contract;</p> <p>11.2.1.8 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;</p> <p>11.2.2 When carrying out Services the Contractor shall:</p> <p>11.2.2.1 Discuss the proposed works with the Employer and Employer Representative and seek agreement in relation to timescales;</p> <p>11.2.2.2 Ensure that any reasonable requirements of the Employer are taken into account in the proposed works;</p> <p>11.2.2.3 Ensure that the operations of Employer can continue but the extent of maintenance is at</p> |
|-----------------|--|

| | | |
|---|--------|---|
| | | <p>the discretion of the Contractor unless governed by statutory requirements;</p> <p>11.2.2.4 Confirm the start and completion dates and hours of working;</p> <p>11.2.2.5 Protect all Employer users and their belongings during such works;</p> <p>11.2.2.6 Provide advice and instructions on the use of any new equipment and/or installations;</p> <p>11.2.2.7 Liaise with the Employer at the Affected Property or the Employer Representative on access issues, such as but not limited to restrictions to areas that may be out of use;</p> <p>11.2.2.8 Maintain and make good any incidental damage caused;</p> <p>11.2.2.9 Remove all rubbish and clean up after completing tasks at the end of each Working Day;</p> <p>11.2.2.10 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.</p> <p>11.2.2.11 Undertake all Portable Appliance Testing for both the Contractor's and the Employer's portable appliances, including all ICT equipment, in accordance with the Electrical Regulations Standards, HSE and Statutory Employer guidance and all legislative requirements;</p> <p>11.2.2.12 Test and service all plant and equipment within the responsibility of the Contractor, as required by legislation;</p> <p>11.2.2.13 Provide competent Contractor Personnel on an ad hoc basis to undertake New Works (not associated with building maintenance) as requested by the Employer;</p> <p>11.2.2.14 Survey the Affected Property / premises in accordance with the Employer'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 Employer on request or by pre-agreed programme. Findings to be incorporated in next annual service plan; and</p> <p>11.2.2.15 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 Employer.</p> <p>11.2.3 The Service shall be delivered in line with Appendix C - Property Classification.</p> |
| Schedule of Programmed Maintenance | 11.2.4 | The Contractor shall adopt a proactive approach to preventative and cyclical maintenance and inspections such that breakdowns and failures are minimised. The Contractor shall agree an annual plan of works with the Employer that complies with the following requirements; |

| | |
|------------------------------|---|
| | <p>11.2.5 The Forward Maintenance Register will be developed and submitted for agreement to the Employer 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;</p> <p>11.2.6 Modifications to the schedule of programmed maintenance will also be submitted to the Employer for approval, providing at least four (4) weeks term time notice;</p> <p>11.2.7 The Contractor must comply with the schedule of programmed maintenance which shall be designed to ensure compliance with the performance standards;</p> <p>11.2.8 Access for performing maintenance functions and all other works will be restricted in accordance with the performance standards of the Employer (see also Security). The Contractor must comply at all times with these access restrictions and ensure that the minimum of disruption is caused to the operations of the Employer, its staff, Building Users, and the overall Affected Property.</p> |
| Replacement Materials | <p>11.2.9 The Contractor shall ensure that the programmed replacement of materials and components comply with the requirements of the Employer's requirements.</p> <p>11.2.10 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 Employer agrees otherwise. External materials will maintain the vernacular of the building.</p> <p>11.2.11 Reused or reconditioned parts or replacements will only be used where the Contractor 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.</p> <p>11.2.12 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.</p> |
| Sustainability | <p>11.2.13 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.</p> <p>11.2.14 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"</p> |

| | |
|--------------------|--|
| | <p>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. (See: http://sd.defra.gov.uk/advice/public/buying/products/buildings/).</p> <p>11.2.15 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 (see: http://sd.defra.gov.uk/advice/public/buying/products/buildings/)</p> <p>11.2.16 In addition, there are Government Buying Standards for a range of electrical goods. See: http://sd.defra.gov.uk/advice/public/buying/products/electrical/</p> <p>11.2.17 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.</p> <p>11.2.18 Waste and Resources Action Programme (WRAP) Guidance for refurbishment and fit-out professionals</p> <p>11.2.19 www.wrap.org.uk/construction</p> |
| Sub Service | 11.3 H:04 Minor Improvements and Refurbishments |
| Standard | <p>11.3.1 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. (See: http://sd.defra.gov.uk/advice/public/buying/products/buildings/).</p> <p>11.3.2 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 (see: http://sd.defra.gov.uk/advice/public/buying/products/buildings/)</p> <p>11.3.3 In addition, there are Government Buying Standards for a range of electrical goods. See: http://sd.defra.gov.uk/advice/public/buying/products/electrical/,</p> <p>11.3.4 All Defra guidelines where mandatory shall be adhered to. Non mandatory requirements shall be adopted where practicable.</p> |

| | |
|--|---|
| | http://sd.defra.gov.uk/advice/public/buying/products/furniture/ 11.3.5 The Service shall be delivered in line with Appendix C - Property Classification. |
|--|---|

| 12. I:01 – HARD SERVICES (MISCELLANEOUS) | | |
|--|-----------|--|
| 12.1 I:02 General Requirements | | |
| Legislation, ACoP or similar industry or Government guidelines | 12.1.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: |
| | 12.1.1.1 | BS8544 2013 Life Cycle Costing; |
| | 12.1.1.2 | Royal Institute of Chartered Surveyors New Rules for Measurement Part 3 for Maintenance (NRM3); |
| | 12.1.1.3 | Heating and Ventilation Contractors' Association Standard Maintenance Specification, Volumes I – V; |
| | 12.1.1.4 | Chartered Institution of Building Services Engineers' guidelines; |
| | 12.1.1.5 | Building Research Establishment Conservation Support Unit guidance; |
| | 12.1.1.6 | Building Services Research and Information Association guidance; |
| | 12.1.1.7 | Fire Safety Order 2005; |
| | 12.1.1.8 | S.I. 1989 No 635, the Electricity at Work Regulations; |
| | 12.1.1.9 | Environmental Cleaning Specification (1063); |
| | 12.1.1.10 | FMS 1/97, Guidance and the Standard Specification for Ventilation Hygiene; |
| | 12.1.1.11 | Environment Systems Specification (1005), Statutory Test and Inspections Specification (1100); |
| | 12.1.1.12 | Mechanical and Electrical Specification (1027); |
| | 12.1.1.13 | PD5454:2012; |
| | 12.1.1.14 | Government's Timber Procurement Policy (see www.cpet.org.uk); |
| | 12.1.1.15 | Institute of Baths and Recreation Management (IBRM); |
| | 12.1.1.16 | Pool Water Treatment Advisory Group (PWTAG); |
| | 12.1.1.17 | Swimming Pool and Allied Trades Association (SPATA); |

| | |
|--------------------|--|
| | 12.1.1.18 Institute of Swimming Pool Engineers; 12.1.1.19 The Health and Safety (Safety Signs and Signals) Regulations 1996; 12.1.1.20 BS5499-1:1990; 12.1.1.21 BS5499-4:2000; and 12.1.1.22 The Traffic Signs Regulations and General Directions (TSRGD) 2002. |
| Sub Service | 12.2 I:03 Cable Management (ICT ad hoc maintenance) |
| Standard | 12.2.1 The General Requirements for Security Management shall apply as detailed in clause 7.1 12.2.2 Install and maintain in line with manufacturers recommendations and common Good Industry Practices. |
| Sub Service | 12.3 I:04 Clocks |
| Standard | 12.3.1 The Contractor 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). 12.3.2 Clocks shall be maintained in line with manufacturers recommendations and common Good Industry Practices |
| Sub Service | 12.4 I:05 Cut Flowers and Christmas Trees |
| Standard | 12.4.1 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 but not limited to: 12.4.1.1 Fair Flowers Fair Plants 12.4.2 All Contractor Personnel delivering this Service shall be fully trained, verified with certificates, within their horticultural speciality and shall have appropriate and approved attire. All Contractor Personnel delivering this Service shall have clean working methods and must remove all debris around the displays prior to leaving the Affected Property. Contractor Personnel shall liaise as required with the Helpdesk both during and outside Operational Working Hours (as and when required). 12.4.3 The Contractor shall keep a full record of each visit to the Affected Property. |
| Sub Service | 12.5 I:06 New Works |
| Standard | 12.5.1 As detailed and agreed with the Employer for each new work or project. |
| Sub Service | 12.6 I:07 Furniture Management |

| | |
|--------------------|---|
| Standard | <p>12.6.1 The Government Buying Standards for the sustainable procurement of furniture http://sd.defra.gov.uk/advice/public/buying/products/furniture/</p> <p>12.6.2 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. CCS website facilitates this: http://ccs.cabinetoffice.gov.uk/i-am-buyer/reuse</p> <p>12.6.3 Where furniture cannot be reused or refurbished, general Waste Hierarchy principles should apply to its disposal.</p> <p>12.6.4 Furniture can be disposed of through: https://www.gov.uk/government/groups/disposal-services-authority</p> <p>12.6.5 Employer Mobile Asset Management Planning for Furniture items (http://www.wrap.org.uk/fm)</p> <p>12.6.6 Maintenance shall be in line with manufacturers' recommendations and common Good Industry Practices. Furniture shall be recycled where possible.</p> <p>12.6.7 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.</p> <p>12.6.8 Mobile Asset Management Planning for Furniture items (http://www.wrap.org.uk/fm)</p> <p>12.6.9 Maintenance is to be in line with manufacturers' recommendations and common Good Industry Practices.</p> |
| Sub Service | 12.7 I:08 Internal Planting |
| Standard | <p>12.7.1 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 Employer.</p> |
| | <p>12.7.2 It shall be considered in every instance whether the use of any form of chemical (for uses including but not limited to 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.</p> <p>12.7.3 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.</p> <p>12.7.4 The Contractor 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.</p> |

| | |
|-------------------------------------|--|
| | <p>12.7.5 Soil improvers shall not contain peat or sewage sludge.</p> <p>12.7.6 All products and services procured shall comply with the latest version of the Horticultural Code of Practice covering invasive non-native plants https://secure.fera.defra.gov.uk/nonnativespecies/index.cfm?pageid=299</p> <p>12.7.7 Growing media should meet quality Standards as set out in PAS100 and the Quality Protocol. See http://www.wrap.org.uk/content/bsi-pas-100-compost-specification</p> <p>12.7.8 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.</p> <p>12.7.9 The Contractor shall consider in every instance whether the use of any form of chemical (for uses including but not limited to fertilizer, pesticide and herbicide) is strictly necessary before application. The Contractor 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 Contractor shall ensure compliance with the Employer's policy on Greening Government Commitments at all times.</p> <p>12.7.10 All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes</p> <p>12.7.11 All Contractor Personnel delivering the Services must have clean working methods and must remove all debris around the displays prior to leaving site.</p> <p>12.7.12 The Government Buying Standard for horticulture services shall be used: http://sd.defra.gov.uk/advice/public/buying/products/gardening/</p> <p>12.7.13 Compliance with wider policy on Greening Government Commitments must also be ensured, including in relation to Waste and Water Management. See: http://sd.defra.gov.uk/documents/Greening-Government-commitments.pdf.</p> |
| Sub Service | 12.8 I:09 Locksmith Services |
| Standard | <p>12.8.1 The Service shall be provided in conjunction with any Handyman Service (as detailed in section 10.11) requests and comply with local security requirements. In areas of doubt the Departmental Security Officer (DSO) shall be contacted for clarification.</p> |
| Sub Service | I:10 Signage |
| Legislation, ACoP or similar | <p>12.8.2 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> |

| | |
|----------------------------|---|
| industry guidelines | 12.8.2.1 The Health and Safety (Safety Signs and Signals) Regulations 1996 12.8.2.2 BS5499-1:1990 12.8.2.3 BS5499-4:2000 12.8.2.4 The Traffic Signs Regulations and General Directions (TSRGD) 2002 |
| Standard | <div data-bbox="584 373 2078 799"> 12.8.3 Guidance shall be sought from the various trade and governing bodies for the sector including: 12.8.3.1 British Approvals for Fire Equipment (BAFE); 12.8.3.2 Driving Standards Agency (DSA); 12.8.3.3 British Parking Association; 12.8.3.4 All timber signage shall comply with the requirements of the Government's Timber Procurement Policy (see: www.cpet.org.uk); 12.8.3.5 All timber and wood-derived products for supply or use in performance of the contract shall be independently verifiable and come from: (a) a legal source; and (b) a sustainable source, which can include a Forest Law Enforcement, Governance and Trade (FLEGT) licensed or equivalent source; </div> <div data-bbox="584 810 2078 879"> 12.8.4 The Employer 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. </div> <div data-bbox="488 890 2078 997"> 12.9 All signage shall be clean and clearly readable up to an acceptable distance. 12.9.1.1 External signage should not show signs of discolouration due to mould or verdi gris or like deposits. </div> |

| 13. J:01 – SOFT SERVICES - MISCELLANEOUS | | |
|--|--------------------------------|--|
| 13.1 J:02 Do not use | | |
| Sub Service | 13.2 J:03 Archiving (off-site) | |
| Legislation, ACoP or similar industry or Government guidelines | 13.2.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.2.1.1 HMG Infosec Standard 5 (IS5);</p> <p>13.2.1.2 Security Equipment Assessment Panel (SEAP);</p> <p>13.2.1.3 Communications Electronic Security Group (CESG) - <u>Information Assurance Standard 1 & 2;</u></p> <p>13.2.1.4 Security Policy Framework; and</p> <p>13.2.1.5 The Government Security Classifications Policy (2014).</p> |
| Standard | 13.2.2 13.2.3 13.2.4 | <p>The Employer shall confirm the Security requirements associated with the storage of documentation.</p> <p>Guidance shall be sought from the various trade and governing bodies for the sector including but not limited to:</p> <p>13.2.3.1 The National Archives;</p> <p>13.2.3.2 The Archives and Records Association (ARA);</p> <p>13.2.3.3 Association of Records Managers and Administrators (ARMA International) and</p> <p>13.2.3.4 The International Council on Archives.</p> |
| Sub Service | 13.3 J:04 Archiving (on-site) | |
| Legislation, ACoP or similar industry or Government guidelines | 13.3.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.3.1.1 HMG Infosec Standard 5 (IS5);</p> <p>13.3.1.2 Security Equipment Assessment Panel (SEAP);</p> <p>13.3.1.3 Communications Electronic Security Group (CESG) - <u>Information Assurance Standard 1 & 2;</u></p> |

| | |
|---|--|
| | 13.3.1.4 Security Policy Framework; and 13.3.1.5 The Government Security Classifications Policy (2014). |
| Standard | <p>13.3.2 Guidance shall be sought from the various trade and governing bodies for the sector including but not limited to:</p> <p>13.3.2.1 The National Archives;</p> <p>13.3.2.2 The Archives and Records Association (ARA);</p> <p>13.3.2.3 Association of Records Managers and Administrators (ARMA International); and</p> <p>13.3.2.4 The International Council on Archives.</p> <p>13.3.3</p> |
| Sub Service | 13.4 J:05 Condition Surveys |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.4.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.4.1.1 Royal Institute of Chartered Surveyors' Condition and Building Surveys</p> <p>13.4.1.2 The main types of surveys fall into three broad sectors:</p> <p>(a) <u>Land</u>;</p> <p>(b) <u>Property</u>; and</p> <p>(c) <u>Construction</u>.</p> <p>13.4.1.3 Chartered Institution of Building Services Engineers' Guidance for Condition surveys on mechanical and electrical plant</p> |
| Standard | <p>13.4.2 Condition surveys shall be carried out by competent and qualified Contractor Personnel on a frequency to be agreed with the Employer; the Contractor 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.</p> <p>13.4.3 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 Employer databases.</p> <p>13.4.4 The Contractor shall also provide the Condition Survey service on an ad hoc basis as requested by the Employer and this shall be additional to the Lump Sum Price.</p> |

| | |
|---|---|
| Sub Service | 13.5 J:06 Courier Booking and External Distribution |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.5.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.5.1.1 HMG Infosec Standard 5 (IS5);</p> <p>13.5.1.2 Security Equipment Assessment Panel (SEAP);</p> <p>13.5.1.3 Communications Electronic Security Group (CESG) - <u>Information Assurance Standard 1 & 2</u>;</p> <p>13.5.1.4 Security Policy Framework; and</p> <p>13.5.1.5 The Government Security Classifications Policy (2014).</p> |
| Standard | <p>13.5.2 A national and international courier service shall be provided.</p> <p>13.5.3 Couriers and parcel companies sub-contracted by the Contractor for delivering goods and services shall comply with the Government Buying Standard for transport in performance of the contract. http://sd.defra.gov.uk/advice/public/buying/products/transport/</p> <p>13.5.4 The Contractor shall support the Employer's 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.</p> |
| Sub Service | 13.6 J:07 Childcare Facility |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.6.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.6.1.1 The Children Act 1989;</p> <p>13.6.1.2 The Education Act 2002;</p> <p>13.6.1.3 Protection of Children Act 1999;</p> <p>13.6.1.4 Sexual Offences Act 2003;</p> <p>13.6.1.5 United Nations Convention on the Rights of the Child (UNCRC);</p> <p>13.6.1.6 Other Laws that Affect Children;</p> <p>13.6.1.7 Data Protection Act 1984;</p> <p>13.6.1.8 Equality Act 2010;</p> <p>13.6.1.9 Health and Safety at Work Act 1974;</p> |

| | |
|-----------------|---|
| | <p>13.6.1.10 Human Rights Act 1989;</p> <p>13.6.1.11 Mental Health Act 1983;</p> <p>13.6.1.12 Race Relations Act 1976;</p> <p>13.6.1.13 Special Educational Needs and Disability Act 2001;</p> <p>13.6.1.14 OfSTED operate a registration and inspection system for the following services:</p> <ul style="list-style-type: none"> (a) Childminders; (b) Crèches; (c) Day Nurseries; (d) Out of School Clubs / Holiday Play schemes; (e) Playgroups; and (f) Private Nursery Schools. <p>13.6.1.15 Nutritional guidelines commissioned by DfE and available via the Children's Food Trust website: http://www.childrensfoodtrust.org.uk/pre-school/resources/guidelines</p> |
| Standard | <p>13.6.2 The Contractor 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 Employer the Contractor may care for children aged between six (6) weeks and three (3) months.</p> <p>13.6.3 As a minimum, Standard 2 of the National Standards apply in the recruitment of Contractor Personnel delivering this Service.</p> <p>13.6.4 The Contractor 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.</p> <p>13.6.5 The Contractor must ensure that all refreshments will be prepared on the nursery premises, in accordance with Food Hygiene Regulations.</p> <p>13.6.6 The Contractor shall:</p> <ul style="list-style-type: none"> 13.6.6.1 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); 13.6.6.2 Ensure that the nursery building, equipment and grounds are kept in good order and liaise with the Employer Representative for fault reporting where appropriate. Ground maintenance, grass cutting and plant upkeep, is the responsibility of the landlord; |

| | | |
|---|--|--|
| | 13.6.6.3 | All Contractor Personnel with direct contact with children (or vulnerable adults) must pass a Disclosure Barring Service DBS check (formerly CRB) before commencing duty. |
| Sub Service | 13.7 | J:08 Driver Service |
| Standard | 13.7.1 13.7.2 | The Contractor shall provide this Service in line with the Employer's policy on sustainable development. Provision and maintenance of vehicles shall be in line with the transport Government Buying Standard (updating underway, 2014) |
| Sub Service | 13.8 | J:09 First Aid and Medical Services |
| Legislation, ACoP or similar industry or Government guidelines | 13.8.1 13.8.1.1 13.8.1.2 13.8.1.3 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: First Aid Regulations 2013; The Health and Safety (First-Aid) Regulations 1981; and Diving at Work Regulations 1997. |
| Standard | 13.8.2 | The Contractor shall ensure that Contractor Personnel providing this Service are suitably qualified in order to deliver basic First Aid (or First Response) and competent to refer casualties to a doctor or dentist if the injury / condition is more serious. |
| Sub Service | 13.9 | J:10 Flag Flying Service |
| Legislation, ACoP or similar industry or Government guidelines | 13.9.1 13.9.1.1 13.9.1.2 13.9.2 | The DCMS website - https://www.gov.uk/government/organisations/department-for-culture-media-sport - indicates the times, dates and types of flags that need to be flown for specific occasions, Health and Safety at Work Act1974; and The Work at Height Regulations 2005 Where appropriate, staff shall be trained and/or qualified under the International Powered Access Federation (IPAF) |
| Standard | 13.9.3 | 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. |

| | |
|---|--|
| | <p>13.9.4 The Contractor may explore the synergies between all other services when considering resourcing this Service i.e. Security.</p> <p>13.9.5 The Contractor shall ensure that the appropriate Personal Protective Equipment (PPE) is utilised in every instance of Flag Flying to ensure the safety of Contractor Personnel, Employer staff and Building Users and members of the public at all times.</p> |
| Sub Service | 13.10 J:11 Internal Messenger service (and mail distribution) |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.10.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.10.1.1 HMG Infosec Standard 5 (IS5)</p> <p>13.10.1.2 Security Equipment Assessment Panel (SEAP)</p> <p>13.10.1.3 Communications Electronic Security Group (CESG) - <u>Information Assurance Standard 1 & 2</u></p> <p>13.10.1.4 Security Policy Framework</p> <p>13.10.1.5 The Government Security Classifications Policy (2014)</p> <p>13.10.1.6 The Contractor 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 http://sd.defra.gov.uk/advice/public/buying/products/paper/</p> |
| Standard | <p>13.10.2 The Contractor shall arrange for the Contractor's 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 Affected Property.</p> <p>13.10.3 The Contractor shall ensure that the collections and deliveries from collection and drop-off points shall take place at the relevant times determined by the Employer during Operational Working Hours at all times.</p> |
| Sub Service | 13.11 J:12 Journal, Magazine and Newspaper supply |
| Standard | <p>13.11.1 The standard is to be agreed with the Employer.</p> |

| | |
|---|--|
| Sub Service | 13.12 J:13 Linen and Laundry (see Cleaning - Housekeeping (Linen & Laundry)) |
| Standard | <p>13.12.1 Guidance shall be sought from the various trade and governing bodies for the sector</p> <p>13.12.2 The linen required to carry out the Service shall as a minimum comply with the mandatory level of the Government Buying Standard for textiles - http://sd.defra.gov.uk/advice/public/buying/products/textiles/</p> |
| Sub Service | 13.13 J:14 Mail Room Equipment Maintenance |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.13.1 Guidance shall be sought from the various trade and governing bodies for the sector.</p> <p>13.13.2 In line with manufacturers recommendations and common Good Industry Practices.</p> |
| Standard | <p>13.13.3 The Service must include the operation and maintenance of equipment including but not limited to:</p> <p>13.13.3.1 Franking machines;</p> <p>13.13.3.2 Sorters;</p> <p>13.13.3.3 Postal scales; and</p> <p>13.13.3.4 X-Ray scanners.</p> <p>13.13.4 The General Requirements for Maintenance Management shall apply, as detailed in clause 10.1.1.</p> <p>13.13.5 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.</p> <p>13.13.6 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.</p> <p>13.13.7 Please note that Government Buying Standards for sustainability apply to scanners. See: http://sd.defra.gov.uk/advice/public/buying/products/office/scanners/standards/</p> |
| Sub Service | 13.14 J:15 Mail Services |
| Standard | 13.14.1 See Internal Messenger Service |
| Sub Service | 13.15 J:16 Management of visitors and passes |

| | | |
|---|--|---|
| Sub Service | 13.15.1 | See Security Services |
| Sub Service | 13.16 | J:17 Move and Space Management - Internal Moves (Space Management and Churn) |
| Legislation, ACoP or similar industry or Government guidelines | 13.16.1 | <p>The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.16.1.1 Current legislation, Government Guidance and best practice (including but not limited to High Performing Properties, Achieving Excellence, Revitalising Health and Safety, Sustainable Development, Design Quality, and Gateway reviews) shall be adhered to at all times; and</p> <p>13.16.1.2 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. http://www.hm-treasury.gov.uk/data_greenbook_index.htm</p> |
| Standard | <p>13.16.2</p> <p>13.16.3</p> <p>13.16.4</p> | <p>Where possible, space redesign must provide a working space of no more than eight (8) m² per workstation.</p> <p>The following areas shall be included in all move management exercises:</p> <p>13.16.3.1 Planning – documented preparation of move plans;</p> <p>13.16.3.2 Updating CAD drawings and Asset registers;</p> <p>13.16.3.3 Providing full CAD drawings where only paper versions are currently available;</p> <p>13.16.3.4 Stakeholder management;</p> <p>13.16.3.5 Movement of furniture, equipment and personal effects;</p> <p>13.16.3.6 Management of Contractor and Contractor Personnel;</p> <p>13.16.3.7 Liaison with other relevant suppliers (e.g. IT and telecommunications, other specialist advisors; and</p> <p>13.16.3.8 Post occupancy evaluation.</p> <p>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. http://sd.defra.gov.uk/advice/public/buying/products/furniture/</p> |

| | |
|---|--|
| | <p>13.16.5 This shall be embedded in the Authority's and the Government Property Unit's separate centralised commercial vehicle on office furniture.</p> <p>13.16.6 As ministerial office and residential accommodation may be involved, the Contractor shall recognize the special security implications affecting any alterations. The Employer shall work with the Contractor as required in those eventualities to assist in space planning exercises/negotiations.</p> <p>13.16.7 The Service shall be delivered in line with Appendix C - Property Classification.</p> |
| Sub Service | 13.17 J:18 Office Machinery servicing and maintenance (other than Mail Room equipment) |
| Standard | <p>13.17.1 The General Requirements for Maintenance Management shall apply as detailed in clause 10.1.1.</p> <p>13.17.2 In line with manufacturers recommendations and common Good Industry Practices.</p> |
| Sub Service | J:19 Pool Attendant |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.17.3 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.17.3.1 The Contractor Personnel delivering the Pool Attendant Services shall be trained to the recommended Standards of the Institute of Baths and Recreation Management (IBRM) and the pool water shall be treated in accordance with the recommendations of Pool Water Treatment Advisory Group (PWTAG).</p> <p>13.17.3.2 The pool shall be maintained in accordance with the procedures advised by the Swimming Pool and Allied Trades Association (SPATA) or on the basis of a regime developed by a qualified engineer who is a member of the Institute of Swimming Pool Engineers.</p> |
| Standard | <p>13.17.4 This Service shall include the maintenance, routine cleaning and disinfection of the swimming pool in accordance with industry best practice.</p> |
| Sub Service | 13.18 J:20 Porterage (ad hoc) |
| Legislation, ACoP or similar industry or Government | <p>13.18.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>13.18.1.1 Manual Handling Operations Regulations 1992 (as amended);</p> <p>13.18.1.2 The Management of Health and Safety at Work Regulations 1999;</p> |

| | | |
|---|---|---|
| guidelines | 13.18.1.3 Provision and Use of Work Equipment Regulations 1998; and 13.18.1.4 Operations and Lifting Equipment Regulations 1998 (LOLER). | |
| Standard | 13.18.2 | In delivering the Porterage Service, the Contractor shall at all times, seek to optimise staffing arrangements of Contractor Personnel, to take advantage of any synergies between other Services delivered at each Affected Property for example but not limited to: Handyman Services and Flag Flying, therefore demonstrating value for money to the Employer. |
| | 13.18.3 | The Porterage Service shall be controlled entirely by the Helpdesk and shall be subject to the relevant performance measures. |
| | 13.18.4 | All Contractor Personnel shall have undertaken appropriate training such as but not limited to a manual handling course and Employer service skills and be otherwise appropriately professionally trained for their duties. |
| Sub Service | 13.19 J:21 Reception Service | |
| Standard | 13.19.1 | The reception area shall be fully staffed by designated and fully competent Contractor Personnel at all times during the agreed Operational Working Hours. |
| | 13.19.2 | The Contractor shall be responsible for providing a seamless and integrated Service within Reception areas in order to receive and manage Contractor Personnel, Employer staff and visitors efficiently and in a Employer friendly manner. The Contractor shall ensure that all enquiries to the Employer are dealt with professionally and promptly. |
| | 13.19.3 | Have a good comprehension and understanding of the English language. |
| Sub Service | 13.20 J:22 Reprographics Service – Response Times | |
| Legislation, ACoP or industry or Government guidelines | 13.20.1 | The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 13.20.1.1 The Contractor 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. http://sd.defra.gov.uk/advice/public/buying/products/paper/ |

| | |
|---|--|
| Standard | <p>13.20.2 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.</p> <p>13.20.3 The following services shall be provided: 13.20.3.1 bulk copying; and 13.20.3.2 Finishing and binding of documents.</p> |
| Sub Service | 13.21 J:23 Space Management |
| Standard | 13.21.1 See Move and Space Management |
| Sub Service | 13.22 J:24 Sports and Leisure (see also Pool Attendant) |
| Legislation, ACoP or similar industry or Government guidelines | <p>13.22.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: 13.22.1.1 The Provision and Use of Work Equipment Regulations 1998; 13.22.1.2 British Standard 1892 Part 1 & 2:1986; 13.22.1.3 British Standard 5696 Part 3:1979; 13.22.1.4 British Standards 7188 and 7044; 13.22.1.5 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).</p> |
| Standard | 13.22.2 The Contractor 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. |
| Sub Service | 13.23 J:25 Stationery Supply |
| Legislation, ACoP or similar | 13.23.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply: |

| | |
|--|---|
| industry or Government guidelines | 13.23.2 The Government Buying Standard on paper and paper products http://sd.defra.gov.uk/advice/public/buying/products/paper/ |
| Standard | 13.24 The Contractor shall act as the sole interface between the Employer and its stationery supplier. |
| Sub Service | J:26 Statutory Inspections and compliance plans, audits and risk assessments (See Statutory Inspections above under Hard Services) |
| Standard | <p>13.25 The Service shall include but not be limited to:</p> <p>13.25.1 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);</p> <p>13.25.2 Health and Safety inspections (where not required by the Employer under specified statutory test and inspections);</p> <p>13.25.3 Pollution audits;</p> <p>13.25.4 Deleterious materials;</p> <p>13.25.5 Environmental audits i.e. kitchens, water, ventilation;</p> <p>13.25.6 Insurance inspections (where not required by the Employer under specified statutory test and inspections);</p> <p>13.25.7 Fire Risk Assessments (where not required by the Employer under specified Health and Safety and Fire Safety); and</p> <p>13.25.8 Fire Safety Plans (where not required by the Employer under Specified Health and Safety and Fire Safety)</p> |
| Sub Service | 13.26 J:27 Switchboard Service |
| Standard | <p>13.26.1 A Switchboard Service which manages incoming telephone calls shall be provided. All incoming calls shall be dealt with promptly, accurately and politely. Incoming calls will be routed to the appropriate Employer staff member and/or department.</p> <p>13.26.2 All incoming calls to the switchboard shall be answered in person within agreed timescales.</p> <p>13.26.3 Contractor Personnel shall have a good comprehension and understanding of the English language.</p> |

| | |
|--------------------|---|
| Sub Service | 13.27 J:28 Taxi Booking Service |
| Standard | <p>13.27.1 Guidance shall be sought from the various trade and governing bodies for the sector including but not limited to:</p> <p>13.27.2 The National Taxi Association</p> |
| Sub Service | 13.28 J:29 Voice announcement system operation and maintenance |
| Standard | 13.28.1 The General Requirements for Maintenance Management shall apply as detailed in clause 10.1.1. |

| 14. K:01 - SUSTAINABILITY | | |
|---|--|--|
| 14.1 K:02 General Requirements | | |
| Legislation, ACoP or similar industry or Government guidelines | <p>14.1.1 The following legislation, Approved Codes of Practise (ACoP) or similar industry or Government guidelines shall apply:</p> <p>14.1.1.1 http://www.carbontrust.com/resources/faqs/services/carbon-management-strategy</p> <p>14.1.1.2 http://www.carbontrust.com/client-services/advice/public-sector-advice/carbon-strategy-organisational-engagement-support</p> <p>14.1.1.3 The Mainstreaming Sustainable Development Package sets out the Government's vision for sustainable development and measures to deliver it through the Green Economy, action to tackle climate change, protecting and enhancing the natural environment, and improved fairness and wellbeing.</p> <p>14.1.1.4 All initiatives must at least meet the agreed Greening Government Commitments and any successor framework (http://sd.defra.gov.uk/gov/green-government/commitments)</p> <p>14.1.1.5 Government Buying Standards: http://sd.defra.gov.uk/advice/public/buying/</p> <p>14.1.1.6 The Waste and Resources Action Programme's (WRAP) Resource Management and Mobile Asset Management Planning tools and information can be found at:</p> | |

| | | |
|--------------------|--|---|
| | www.wrap.org.uk/fm | |
| Sub Service | 14.2 | K:03 Resource Management (energy, water and waste) |
| Standard | 14.2.1 14.2.2 14.2.3 14.2.4 14.2.5 14.2.5.1 14.2.5.2 14.2.5.3 14.2.5.4 14.2.6 14.2.7 | <p>Departments to adopt The http://www.carbontrust.com/resources/faqs/services/carbon-management-strategy – involves the proactive management to the risks and opportunities relating to climate change mitigation. The scope must include the effective management of energy to ensure energy efficiency planning, monitoring, regular reporting and agreement on actions to reduce energy use.</p> <p>The scope must include the effective management of physical resources to ensure efficiency, monitoring, regular reporting and agreement on actions to reduce waste.</p> <p>The scope must include the effective management of water consumption to include water efficiency planning, monitoring, regular reporting and agreement on actions to reduce water use.</p> <p>In line with the Greening Government Commitments all buildings must aim to:</p> <p>Reduce water consumption from a 2009/10 baseline, and report on office water use against best practice benchmarks*:</p> <p>≥6 m³ water consumption per Fixed Term Appointment (FTE) poor practice;</p> <p>4m³ to 6m³ per FTE good practice;</p> <p>≤4m³ per FTE best practice; and</p> <p>% offices meeting best/good/poor practice benchmark.</p> <p>All water-using products shall be at a minimum compliant with the Government Buying Standard including the Enhanced Capital Allowance Scheme (ECA) Water Technology List criteria where these are available - http://www.hmrc.gov.uk/capital-allowances/fya/water.htm</p> <p>The Water Technology List forms the basis for the Enhanced Capital Allowance (ECA) scheme which is a joint Defra/HMRC scheme. This lets businesses write off 100 per cent of the cost of qualifying plant and machinery against taxable profits in the Year of purchase. This can bring significant financial savings and reduce a business' impact on the environment if necessary add: Where it is not possible to source from the Water Technology List the reason shall be documented. See for further details - http://sd.defra.gov.uk/advice/public/buying/products/water-using-products/</p> |
| Sub Service | 14.3 | K:04 Catering |
| Standard | 14.3.1 | Included under Catering |
| Sub Service | 14.4 | K:05 Cleaning |

| | | |
|--------------------|--------|------------------------------|
| Standard | 14.4.1 | Included under Cleaning |
| Sub Service | 14.5 | K:06 Security |
| Standard | 14.5.1 | Included under Security |
| Sub Service | 14.6 | K:07 Hard Services |
| Standard | 14.6.1 | Included under Hard Services |
| Sub Service | 14.7 | K:08 Soft Services |
| Standard | 14.7.1 | Included under Soft Services |

APPENDIX A – LEGISLATIVE STANDARDS

1. LEGISLATIVE STANDARDS

- 1.1 This list of codes of practice is not exhaustive. These legislative standards must be complied with (under the “comply with applicable laws” Framework Agreement provision) in any event and nothing in the service requirement nor the standards absolve the Contractor 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.
- 1.3 The legislation, Codes of Practice, Standards etc. used as the basis of this identification are identified below

2. LEGISLATION

- 2.1 Air Quality (England) Regulations 2000
- 2.2 Air Quality (Wales) Regulations 2000
- 2.3 Boiler (Efficiency) Regulations 1993
- 2.4 Clean Air Act 1993
- 2.5 Confined Spaces Regulations 1997
- 2.6 Construction (Design and Management) Regulations (CDM) 2015 (Note the ACoP – Managing Health and safety in construction – Construction (Design and Management) Regulations 2007 (L144) remains in place until this regulation comes into force in October 2015)
- 2.7 Control of Asbestos Regulations 2006
- 2.8 Control of Noise at Work Regulations 2005
- 2.9 The Control of Pollution (Oil Storage) (England) Regulations 2001
- 2.10 The Control of Substances Hazardous to Health Regulations 2002
- 2.11 The Dangerous Substances and Explosive Atmospheres Regulations 2002 (DSEAR)
- 2.12 Disability Discrimination Act 2005
- 2.13 Electricity at Work Regulations 1989
- 2.14 Electrical Equipment (Safety) Regulations 1994
- 2.15 Electromagnetic Compatibility Regulations 1992
- 2.16 Energy Act 1983

- 2.17 The Energy Performance of Buildings (England and Wales) Regulations 2012
- 2.18 Environment Act 1995
- 2.19 Environmental Protection Act 1990
- 2.20 2014 EU fluorinated greenhouse gas (F gas) regulations
- 2.21 Factories Act 1961
- 2.22 Fire Precautions Act 1971
- 2.23 Fire Safety and Safety of Places of Sport Act 1987
- 2.24 Food and Hygiene Regulations 2005
- 2.25 Food Safety Act 1990
- 2.26 Fuel and Electrical (Heating) (Control) (Amendment) Order 1980
- 2.27 Gas Appliances (Safety) Regulations 1995
- 2.28 Gas Safety (Installation & Use) Regulations 1998
- 2.29 Health and Safety at Work Act 1974
- 2.30 LEV HSG54 1998 (and HSG 37 1993 and HSG 258 2008)
- 2.31 Lifting Operations and Lifting Equipment Regulations 1998
- 2.32 Lifts Regulations 1997
- 2.33 Notification of Cooling Towers and Evaporative Condensers Regulations 1992
- 2.34 Personal Protective Equipment Regulations 2002
- 2.35 Pollution Prevention and Control (England and Wales) Regulations 2000
- 2.36 Pressure Equipment Regulations 1999
- 2.37 Pressure Systems Safety Regulations 2000
- 2.38 Provision and Use of Work Equipment Regulations 1998
- 2.39 Provision and Use of Work Equipment Regulations 1998 (PUWER)
- 2.40 Simple Pressure Vessels (Safety) Regulations 1991
- 2.41 Sustainable and Secure Buildings Act 2004
- 2.42 Water Supply (Water Fittings) Regulations 1999
- 2.43 Workplace (Health, Safety and Welfare) Regulations 1992
- 2.44 Work at Height Regulations 2005

- 2.45 Waste Electrical and Electronic Equipment Regulations 2006
- 2.46 The Waste Incineration (England and Wales) Regulations 2002
- 2.47 Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002

3. **Guidance Notes/Codes of Practice**

- 3.1 BS EN 61508-1:2010 Functional Safety of electrical/electronic/programmable electronic safety-related systems
- 3.2 Prevention and Control of Legionellosis (Including Legionnaires' disease) HSE Approved Code of Practice L8 (ACoP L8) (Employers need to be aware of the document – Legionnaire's disease: A brief guide for dutyholders)
- 3.3 Use of Pesticides for Non-agricultural Purposes. HSE Approved Code of Practice, HSE L9, 1995
- 3.4 ACoP 22 Safe use of work equipment. Provision and Use of Work Equipment Regulations 1998 (L 22) and 33
- 3.5 Safety of Pressure Systems L122 ACoP L122
- 3.6 Statutory Instrument 2002 No. 2980, The Waste Incineration (England and Wales) Regulations 2002
- 3.7 A guide to the Control of Major Accident Hazards Regulations (COMAH) 2015
- 3.8 NFPA25 Standard for the Inspection, Testing, and Maintenance of Water-based Fire Protection Systems
- 3.9 Food and Hygiene Regulations 2005
- 3.10 HVCA Internal Cleanliness of Ventilation Systems TR/19
- 3.11 Crown Premises Inspection Group [and their Scottish equivalent CIFRA (HM Chief Inspector of Fire and Rescue Authorities)] – responsible for fire safety on Crown property

4. **BS/ISO/EN Standards**

- 4.1 BS 5266-1:2011 Emergency lighting – Part 1: Code of practice for the emergency escape lighting of premises
- 4.2 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
- 4.3 BS 5588 Fire Precautions in the Design, Construction and use of Buildings 1990-2004

- 4.4 BS 6173: 2009.(This Standard requires interlocking of mechanical ventilation systems and gas supplies for all types of appliances in commercial kitchens, preventing a gas appliance from being switched on before the ventilation system is operating.)
- 4.5 BS 6700 Specification for Design, Installation, Testing and Maintenance of Services Supplying Water for Domestic Use Within Buildings and their Cartilages 2006 + A1: 2009
- 4.6 BS 7671:2008+A3:2015 Requirements for Electrical Installations. IET Wiring Regulations (Amendment No. 3 To 17th Edition)
- 4.7 BS 7430:2011 Code of practice for protective earthing of electrical installations
- 4.8 BS EN 62305-3:2006 Protection against lightning. Physical damage to structures and life hazard
- 4.9 **BS 5306-4:2001+A1:2012 Fire extinguishing installations and equipment on premises. Specification for carbon dioxide systems**
- 4.10 BS 5306-3:2009 Fire extinguishing installations and equipment on premises
- 4.11 BS EN 3-7:2014+A1:2007 Portable fire extinguishers. Characteristics, performance requirements and test methods
- 4.12 BS 5839-1:2013 Fire detection and fire alarm systems for buildings
- 4.13 BS EN 671-2:2012 Fixed firefighting systems
- 4.14 BS 12094 2003 - 2006
- 4.15 BS 9251:2014 Fire sprinkler systems for domestic and residential occupancies. Code of practice
- 4.16 BS 750:2012 Specification for underground fire hydrants and surface box frames and covers
- 4.17 BS EN ISO-IEC 17020:2012 Conformity assessment. Requirements for the operation of various types of bodies performing inspection ISO
- 4.18 BS 7036-0:2014 Power operated pedestrian doorsets. Safety in use
- 4.19 BS 5871 2005 – 2007
- 4.20 BS 5837:2012 Trees in relation to design, demolition and construction – Recommendations
- 4.21 BS 6571 Pt 4 1989
- 4.22 BS EN 62305-2:2012 Protection against lightning
- 5. **Building Regulations (England & Wales Only)**
 - 5.1 Building Act 1984

- 5.2 Building Regulations Act 1991 2000 Part B, Approved Document B (2006)
- 5.3 Building Regulations Act 2000 Approved Document F (2010)
- 5.4 Building Regulations Act 2000 Approved Document G (1992) incorp 2000 amendments
- 5.5 Building Regulations Act 2000 Approved Document H (2002)
- 5.6 Building Regulations Act 1991 2000 Approved Document J (2010)
- 5.7 Building Regulations Act 1991, 2000 Approved Part M (2004)
- 5.8 Building Regulations Act 2000 Approved Part L (2010)
- 5.9 Building Regulations Act 2000 Approved Document P (2006)
- 5.10 **RIBA (Royal Institute of British Architects)**

6. **Miscellaneous**

- 6.1 At request of Fire Officer
- 6.2 Local Act

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

APPENDIX B - CLASSIFICATION OF WASTE DISPOSAL

Destruction baseline for protectively marked documents

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

APPENDIX C - PROPERTY CLASSIFICATION

Affected Property, buildings and sites are categorised under one of the following 15 classification categories:

| Building Category | Business & Occupational Profile | Description |
|-------------------|--|--|
| 1 | Headquarters Accommodation/Ministerial Areas | Areas used for headquarters or ministerial areas or a mix of these. |
| 2 | Data Centre Operations | Data centre operation. |
| 3 | General office/Customer Facing | General office areas and customer facing areas. |
| 4 | General office/Non Customer Facing/with catering | General office areas and non-customer facing areas. If these areas contain catering facilities they will be included here. |
| 5 | Call Centre Operations | Call centre operations. |
| 6 | List X Property | A commercial site (i.e. non-Government) on UK soil that is approved to hold UK government protectively marked information marked as 'confidential' and above. It is applied to a company's specific site and not a company as a whole. |
| 7 | Vacant/Disposal | Areas which are vacant or awaiting disposal where no services are being undertaken. |
| 8 | Residential | Residential areas. |
| 9 | Warehouses | Large storage facility with limited office space and low density occupation by staff. |
| 10 | External parks and grounds | External car parks and grounds including externally fixed assets - such as fences, gates, fountains etc. |
| 11 | Educational | Areas used exclusively or primarily for educational purpose. |

| | | |
|----|-----------------------|--|
| 12 | Medical | Areas including mainstream medical and healthcare facilities as well as smaller dedicated facilities. |
| 13 | Laboratory | Includes all Government facilities where the standard of cleanliness is high, access is restricted and is not public facing. |
| 14 | Museums/Galleries | Areas are generally open to the public with some restrictions in place from time to time. Some facilities have no public access. |
| 15 | Production Facilities | This is very much a unique environment centred around a fabrication or production facility, typically with restricted access. |

APPENDIX D - GOVERNMENT BUYING STANDARD (GBS) FOR FOOD AND CATERING

There are five broad areas that will feature in the next iteration of the Government Buying Standard (2014): 1. Production (at farm level); 2. Health & Wellbeing; 3. Resource Efficiency; 4. Social & Economic Value; 5. Quality of Service Provision. The associated technical specifications and Call Off Contract performance conditions are as follows. **Please note:** The Contractor will not be assessed for this as part of the tender evaluation for the Facilities Management Framework Agreement.

1. Production

1.2 Animal Welfare

1. All food served shall be produced in a way that meets UK legislative Standards for animal welfare, or equivalent Standards that achieve the same or similar outcome. <https://www.gov.uk/animal-welfare>

Where it is not possible to source the quantities required of supplies that meet UK welfare Standards at a reasonable cost, this shall be alerted to the procurer and alternative arrangements agreed on an individual basis for each product. In such an eventuality, EU Standards shall be met at minimum.

NOTE for stakeholders: UK Standards are generally similar to EU Standards for food production. There are however differences in animal welfare Standards for some aspects of meat, egg and dairy production.

NOTE for stakeholders: The absolute welfare criteria of the GBS (see below) still apply. However, it is proposed that the overarching requirement as to UK production Standards, which is qualified by cost, shall apply in this modified form. A small additional cost should not be regarded as meaning the cost is unreasonable.

Eggs

2. All eggs, including fresh in-shell, liquid and powdered eggs, shall be sourced from systems that do not use conventional cages. If from a caged system, enriched cages shall be used.

Pork and Pork Products

3. Pork and pork products shall be compliant with UK Standards, as set out in the Welfare of Farmed Animals Regulations 2007, or equivalent.

1.3 Biodiversity, Pollution, Water & Land Management

All Food

1. All food served shall be produced in a way that meets UK legislative Standards for food production, or equivalent Standards that achieve the same or similar outcome. *[a list of areas of protection e.g. use of pesticides, will be developed to include at least all the regulatory and Good Agricultural and Environmental Condition requirements of CAP cross-compliance]*

Where it is not possible to source the quantities required of supplies that meet UK production Standards at a reasonable cost, this shall be alerted to the Employer and alternative arrangements agreed on an individual basis for each product. In such an eventuality, EU Standards shall be met at minimum.

2. At least 10% of the total monetary value of primary commodity (i.e. raw ingredient) food and drink procured shall be certified to Integrated Crop Management Standards that require the systematic:

- monitoring, protection and enhancement of biodiversity;
- prevention and control of pollution;
- monitoring and management of energy, water and GHG emissions; and
- management of soil and watercourses.

NOTE: This can be evidenced through using LEAF, Organic Certification or similar Standards for Integrated Crop Management. The 10% is of the total monetary value and can be made up of any combination of commodities allowing the Employer flexibility to find the best solutions for their circumstances.

Fish

3. All fish served shall be 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').

Palm Oil

4. From 2015 all palm oil (including palm kernel oil and products derived from palm oil) used for cooking and as an ingredient in food shall be sustainably produced. Support and advice on procuring sustainable palm oil is available from <http://www.cpet.org.uk/> (e-mail cpet@efeca.com, telephone 01305 236 100).

2. Health & Wellbeing

2.1 Variety & seasonality

In respect of fresh produce, menus shall be designed to reflect the natural growing or production period for the United Kingdom, and in-season produce shall be highlighted on menus. NOTE: Flexibility in menu planning can enable Contractor to take advantage of seasonal gluts, which may result in cost savings and help to reduce waste associated with over production.

2.2 Nutrition

Schools

If the requirements are applied to schools then the requirements the school food Healthy Eating Standards <https://www.gov.uk/school-meals-healthy-eating-standards> shall take precedence.

Hospitals

If the requirements are applied to NHS then the requirements of the NHS or the NHS Trust shall take precedence.

Armed Forces

If food and Catering Services are supplied to the Ministry of Defence then the requirements of the Defence Fuel & Food Services - Food Quality Standards shall take precedence (https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/239931/food_quality_standard.pdf)

Oily Fish

If lunch and an evening meal is served then fish shall be provided twice a week, one of which shall be an oily fish. If only lunch or an evening meal is served then an oily fish shall be available at least once every three (3) weeks.

Reducing Saturated Fat

At least 50% of hard yellow cheese shall have a maximum total fat content of 25g/100g;

At least 75% of ready meals shall contain less than 6g saturated fat per portion;

At least 75% of milk shall be reduced fat; and

At least 75% of oils and spreads shall be based on unsaturated fats.

Meat and meat products, biscuits, cakes and pastries (procured by volume) shall be lower in saturated fat, where available.

Increasing Fruit and Vegetable Consumption

At least 50% of the volume of desserts available shall be based on fruit – which may be fresh, canned in fruit juice, dried or frozen.

A portion of fruit shall be sold at a lower price than a portion of hot or cold dessert.

Meal deals shall include a starchy carbohydrate, vegetables and 1 portion of fruit.

Reducing Salt

Vegetables and boiled starchy foods such as rice, pasta and potatoes, shall be cooked without salt.

Salt shall not be 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 shall be lower salt varieties (i.e. below 0.6g/100mls).

NOTE: The 50% shall apply individually to each food category described in the above specification, and not only the combined volume.

Cereals

At least 50% of breakfast cereals (procured by volume) shall be higher in fibre (i.e. more than 6g/100g) and shall not exceed 12.5g/100g added sugars.

2.3 Nutritional Labelling

Labelling of pre-packaged and loose foods shall meet requirements of EU Regulation No. 1169/2011 on provision of food information to consumers (EU FIC).

2.4 Food safety & hygiene

Food Standards Agency (FSA) to advise on technical specifications

2.5 Traceability

Traceability of fresh, chilled and frozen produce

Traceability of fresh, chilled and frozen produce shall comply with current UK legislation or equivalent

NOTE: Traceability and labelling of beef ,eggs, fish, shellfish, most fruit and vegetables, honey, olive oil, wine and imported poultry is regulated in the EU. Regulation covering sheepmeat, goatmeat, swine meat and poultry will come into force in 2015.

Origin of prepared food

In line with the industry principles on country of origin information, food and Catering Services suppliers shall be able to indicate the origin of the meat, meat products and dairy products, either on the menu or accompanying literature, or at least when the information is requested by the consumer or Employer.

Resource Efficiency

3.1 Energy Management

Energy management policy

Food and Catering Services Contractor and its supply chain 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

On-site catering operations shall be run in accordance with the host building's overall energy management policy.

Catering equipment

The following catering equipment, when procured, shall be procured in compliance with mandatory Government Buying Standards:

- Domestic refrigerators and freezers;
- Commercial refrigerators and freezers;
- Covers for refrigerated units;
- Domestic electric ovens; and
- Domestic dishwashers.

Compliance with the Energy Efficiency Directive Article 6

All products purchased for use for the relevant Call Off Contract by the Contractor shall be compliant with the EED Article 6

3.2 Water

Kitchen taps shall meet the minimum Government Buying Standard.

Tap water shall be visible and freely available, and such provision shall be promoted.

Pre-bottled water (mineral or spring) shall not be included in the hospitality menu.

3.3 Waste

Food waste

Food and Catering Services Contractor which will supply on-site Catering Services must:

- Take steps to minimise food waste in their on-site operations, using the indicative checklist from the Government Buying Standard (criterion #19) as a guideline on potential areas to cover;
- Review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and
- Feedback to clients on progress and results with suitable regularity.

The Employer 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 (see Government Buying Standard for Food and Catering Services).

Reducing Landfill

Where waste management is included in the contract, facilities shall be available to Employer staff and customers for recycling cans, bottles, cardboard and plastics.

Paper products

The minimum Government Buying Standards for paper products shall apply where relevant e.g. disposables, such as kitchen paper, napkins, and cardboard cups

Social & Economic Value

4.1 Fair & ethical trade (supply chain)

At least 50% of tea and coffee shall be produced in accordance with Fair Trade Standards.

4.2 Equality & diversity

Catering and food service Contractor operating in the UK shall have a written equality and diversity policy to implement the relevant requirements of UK Equality Act (2010).

4.3 Inclusion of SMEs

The Contractor shall:

1. Advertise all food-related tenders to Small to Medium Sized Enterprises (SMEs).
2. Take and report on steps to remove barriers for businesses of all sizes within the Contractor's supply chain to allow competition for specific Services associated with Call Off Contracts.

The Contractor shall also be subjected to additional Government Buying Standards in relation to Food & Catering found within Annex 1 of this Appendix D

Annex 1 – Government Buying Standard for Food and Catering Services



Department for Environment, Food and Rural Affairs

| THE GOVERNMENT BUYING STANDARD FOR FOOD AND CATERING SERVICES | |
|---|---|
| <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, evaluation criteria and evaluating bids to reward good practice, and further stimulate investment and innovation.</p> | |
| IMPACT AREA | MANDATORY STANDARDS |
| A. Production, Processing and Distribution | |
| 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 list of relevant legislation as detailed below in UK Standards of Production.</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 | <p>Catering contractors or food suppliers shall ensure the traceability of fresh, chilled and frozen produce in accordance with current UK legislation or equivalent.¹</p> <p>¹Traceability 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 sheepmeat, goatmeat, swine meat and poultry will come into</p> |

| | |
|--|--|
| | force in 2015. See here 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 | <p>In line with the industry principles on country of origin information¹, 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.</p> <p>¹http://www.fdf.org.uk/publicgeneral/principles_on_country_of_origin_information.pdf</p> |
| Animal Welfare | |
| 5. Animal welfare | <p>All food served must be produced in a way that meets UK legislative standards for animal welfare, or equivalent standards. Please refer to: https://www.gov.uk/animal-welfare</p> <p>UK standards are generally similar to EU standards for food production. There are, however, differences in animal welfare standards for some aspects of pigmeat 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).</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. In such an eventuality, EU standards shall be met at minimum.</p> |
| 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</p> |

| | |
|--------------------------------|---|
| | <p>systematic and integrated management, at farm level, of:</p> <ul style="list-style-type: none"> - natural habitats & biodiversity; - prevention and control of pollution; - energy, water and waste; - management of soils, landscape and watercourses; <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>NOTE: 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 produced¹.</p> <p>¹Support and advice on procuring sustainable palm oil is available from http://www.cpet.org.uk/ (e-mail cpet@efeca.com, telephone 01305 236 100).</p> |
| 9. Fish | <p>All fish¹ 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>¹Fish 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. Nutrition | |
| 11. Reducing Salt | <p>Vegetables and boiled starchy foods such as rice, pasta and potatoes, are cooked without salt.</p> |
| | <p>Salt is not available on tables.</p> |

| | |
|--|---|
| | 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. |
| C. Resource Efficiency | |
| 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. |
| 18. Food waste | <p>Food and catering supplier with off-site 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 on-site catering services shall:</p> <ul style="list-style-type: none"> • Take steps to minimise food waste in their on-site operations by creating a food waste minimisation plan, describing what actions they will undertake¹ • Review and revise the actions they are taking with suitable regularity so as to continue to reduce food waste wherever possible; and • Feed back to clients on progress and results with |

| | |
|----------------------------|---|
| | <p>suitable regularity.</p> <p>A list of potential aspects and actions is provided in the guidance for implementing the Government Buying Standard for Food & Catering. See the 'indicative checklist' in section 19: http://sd.defra.gov.uk/documents/GBS-guidance-food.pdf</p> |
| | <p>The Employer 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> |
| 19. Energy Management | <p>Energy management policy (off-site catering operations)</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>Energy management policy (on-site catering operations)</p> <p>On-site catering operations shall be run in accordance with the host building's overall energy management policy.</p> |
| 20. Catering equipment | <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 | <p>The minimum mandatory Government Buying Standards for paper products shall apply where relevant: e.g. kitchen paper, napkins and cardboard cups.</p> |
| D. Social-economic | |
| 22. Ethical trading | <p>At least 50% of tea and coffee is fairly traded</p> |
| 23. Inclusion of SMEs | <p>Provide opportunity for separate contracts for supply and distribution; and advertise all food-related tenders to SMEs.</p> |
| 24. Equality and diversity | <p>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.</p> |
| | |

| IMPACT AREA | BEST PRACTICE |
|---|--|
| A. Production, Processing and Distribution | |
| 25. Environmental production standards | <p>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:</p> <p>Publicly available Integrated Production standards or Integrated Farm Management standards; or</p> <p>Publicly available organic standards compliant with European Council Regulation (EC) No 834/2007 on organic production and labelling of organic products.</p> |
| B. Nutrition | |
| 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 containing drinks are available in no more than a 330ml portion size and no more than 20% of beverages (procured by volume) may be sugar sweetened beverages including fruit juices (excluding hot drinks). |
| 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. |
| C. Resource Efficiency | |
| 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 | <p>Packaging waste in delivering food for the catering service is minimised.</p> <p>i. tertiary and secondary packaging consists of at least 70% recycled cardboard; and</p> <p>ii. where other materials are used, the tertiary packaging must either be reusable or all materials contain some recycled content.</p> |
| 33. Food waste | <p>The food waste minimisation plan includes actions and estimated quantifiable reductions.</p> <p>The supplier ensures that appropriate training is given to staff to ensure best practice in terms of food waste minimisation.</p> <p>Surplus food that is fit for consumption is distributed for consumption rather than sent for disposal as waste e.g.</p> |
| | |

| | |
|---------------------------|--|
| | 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"> o Domestic Dishwashers o Commercial cooking equipment, including ovens, fryers and steam cookers o Domestic fridge freezers |
| 37. Paper products | Disposable paper products (e.g. napkins, kitchen tissue, take-away food containers) meet the requirements of the EU Ecolabel, or equivalent. |
| D. Social-economic | |
| 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: http://www.dairyuk.org/2014-04-23-11-00-42/vcop-home.</p> <p>Measures are taken to ensure fair dealing with farmers through, for example, the guidance contained in the Groceries Supply Code of Practice: https://www.gov.uk/government/publications/groceries-supply-code-of-practice/groceries-supply-code-of-practice</p> |
| 39. Inclusion of SMEs | <p>i) Contracts are broken into “lots” to facilitate bids from small producers;</p> <p>ii) Contract documents are simplified, with a degree of</p> |

| | |
|--|---|
| | <p>standardisation. Requirements are clearly stated, up front;</p> <p>iii) Contract lengths are geared to achieve the best combination of price and product;</p> <p>iv) Longer-term contracts are offered to provide stability;</p> <p>v) Tenders are widely advertised;</p> <p>vi) Potential bidders are advised on how to tender for contracts;</p> <p>vii) Projects to help small producers do business are undertaken;</p> <p>viii) Social enterprises are encouraged to compete for contracts;</p> <p>ix) Small producers and suppliers are made aware of sub-contractors/suppliers, so that they know who to do business with;</p> <p>x) Competition on quality rather than brand</p> <p>Fair treatment of suppliers</p> <p>xi) Contractors 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> |
|--|---|

Government Buying Standards for Food & Catering:

UK Standards of Production

If you are purchasing food from the UK or abroad you must ensure it is sourced from producers who adhere to the relevant UK or equivalent standards of production. The standards of production are contained in the legislative standards for Cross Compliance as set out in Common Agriculture Policy legislation (Commission Regulation (EC) No 1122/2009 & 73/2009). The full set of cross compliance rules for England can be found at <http://rpa.defra.gov.uk/CrossCompliance2014>.

Cross compliance is the set of rules that serves as a baseline for all farmers in England applying for direct payments (such as the Basic Payment Scheme) and certain Rural Development payments. These rules cover the environment, animal, plant and public health, animal welfare and landscape features. They are split into two types; Statutory Management Requirements (SMRs) which reflect specific elements of EU legislation, and standards of Good Agricultural and Environmental Condition (GAEC). SMR standards are the same in all EU member states; however, GAEC standards will have some variation.

You must therefore ensure that:

1. If sourcing from the UK or an EU Member State, your producer must adhere to the relevant cross compliance rules of the country of production. [Please note: Cross compliance rules differ between UK Devolved Administrations]
2. If sourcing from a third country, your producer must adhere to all Statutory Management Requirements (SMRs) in cross compliance, and all England Good Agricultural and Environmental Condition (GAEC) which are of relevance to the farming land and system in that country of production.

You should note that:

- Cross compliance rules differ between UK Devolved Administrations and can be found on each administrations website.
- Cross compliance rules will change from 1 January 2015 as the new CAP scheme comes into force (Commission Regulation (EC) No 1306/2013). Details of these changes will be published on Gov.uk in late 2014.

Summary of cross compliance GAECs and SMRs:

Good Agricultural and Environmental Conditions

- GAEC 1 - Soil Protection Review (SPR)
- GAEC 5 - Environmental Impact Assessment (EIA)
- GAEC 6 - Sites of Special Scientific Interest (SSSIs)
- GAEC 7 - Scheduled monuments
- GAEC 8 - Public rights of way
- GAEC 9 - Overgrazing and unsuitable supplementary feeding
- GAEC 10 - Heather and grass burning

- GAEC 11 - Control of weeds
- GAEC 12 - Agricultural land which is not in agricultural production
- GAEC 13 - Stone walls
- GAEC 14 - Protection of hedgerows and watercourses
- GAEC 15 - Hedgerows
- GAEC 16 - Felling of trees
- GAEC 17 - Tree Preservation Orders (TPOs)
- GAEC 18 - Water abstraction
- GAEC 19 - No spread zones
- GAEC 20 - Groundwater

Statutory Management Requirements

- SMR 1 - Wild birds
- SMR 3 - Sewage sludge
- SMR 4 - Nitrate Vulnerable Zones (NVZs)
- SMR 5 - Habitats and species
- SMR 6 - Pig identification and registration
- SMR 7 - Cattle identification and registration
- SMR 8 - Sheep and goats identification
- SMR 9 - Restrictions on the use of plant protection products (PPPs)
- SMR 10 - Restrictions on the use of substances having hormonal or thyrostatic action and beta-agonists in farm animals
- SMR 11 - Food and feed law
- SMR 12 - Prevention and control of transmissible spongiform encephalopathies (TSEs)
- SMRs 13, 14, 15 - Control of foot and mouth disease, certain animal diseases and bluetongue
- SMR 16 - Welfare of calves
- SMR 17 - Welfare of pigs
- SMR 18 - Animal welfare

Animal Welfare

In most cases UK standards of production are the same as those required by the EU See <https://www.gov.uk/animal-welfare>. There are certain differences in production of meat chickens and of pigmeat, where the UK has more stringent standards:

- EU meat chickens can be stocked to a maximum of 42 kg per m² if conditions in Annex 5 of Directive 2007/43/EC are met, whereas England, Scotland and Wales have an absolute maximum of 39 kg per m².
- Close confinement stalls for breeding sows have been unilaterally banned in the UK since 1999, whereas the rest of the EU still permits sows to be kept confined individually for four weeks after service; Council Directive 2008/120/EC , which partially bans the use of sow stalls, came into force on 1st January 2013.

APPENDIX E – NOT USED