

SCHEDULE 8

This is Schedule 8 comprising Required Accommodation Standards, Service Requirements, RAS Relief Events and Generic Method Statement referred to in the Project Agreement for the PRIME Project

BETWEEN

The Secretary of State for Work and Pensions

and

The First Secretary of State

and

Trillium (PRIME) Limited

and

Trillium (PRIME) Property GP Limited

dated

27 March 1998

as Expanded and Restated on 15 December 2003

PART 1

Required Accommodation Standards

DEPARTMENT OF SOCIAL SECURITY
PROJECT PRIME
REQUIRED ACCOMMODATION STANDARDS

[22 JANUARY 1998]

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1. GENERAL REQUIREMENTS

1.1. Location

The Facility Output Requirements of DWP are set out in Schedule 6.

1.2 Access to the Facilities

The Facilities will have adequate and easily identifiable access arrangements for pedestrian bicycle and vehicular traffic suitable for public (where appropriate), occupiers and service providers.

There must be a suitable number of pedestrian entrances, consistent with the use of the Facilities concerned.

Service access to the Facilities must minimise conflict between service providers and other users of the Facilities.

Service access must be discreetly located and have a clearly defined approach through the Site.

Access must be controlled with a separation of public and user traffic flows.

Access to the user car park must be capable of being monitored and controlled by the PRIME Contractor. Consideration must be given to the approach to the access to minimise inconvenience if queuing will result from this control.

User access to the Facilities must be remote from public access to the Facilities and the public car park and must be formatted with user security in mind.

Access roads with adequate turning space must be provided where adjacent roads are subject to continuous waiting or loading restrictions.

Public access will take account of likely pedestrian flows to the Facilities and the possible milling of customers prior to opening of the Facilities to the public. The design and layout of the approach and access will create the right ambience for users and the public.

Access for people with disabilities is to be provided through both the public entrance and the users' entrance to the Facilities.

1.3 Motor Cycle and Cycle Parking

There must be covered and secure areas, on a scale appropriate to need, for parking motorcycles and bicycles. This will include facilities for securely chaining the cycles and must be designed to discourage vandalism and theft. Reference should be made to Building Research Establishment Environmental Assessment Method (BREEAM) or the prevailing equivalent environmental assessment method, in respect of this provision.

1.4 Car Parking Layout and Use

Car parking shall be provided where required by the Facility Output Requirements or where required by other bodies or regulations, i.e. for planning compliance. Bays must be clearly marked and be large enough for the intended use. The PRIME Contractor will co-ordinate the allocation and management of these facilities after consultation with the Department's Representative.

External access facilities for people with disabilities must be carefully considered, with attention given to the provision of parking facilities.

In respect of locations where operative car parking policies exist, the PRIME Contractor will provide, operate and manage the car parking facilities in line with any operative car parking policy. It is acknowledged that the PRIME Contractor shall not be responsible for creation or ownership of the car parking policy.

The design of the car park must be such that there is an easy pedestrian approach to the entrances to Facilities, without conflict with other users of the car parks. The security of car park users and the need to provide discrete security to vehicles within the car park must be considered.

The car parks must, wherever possible, have a suitable clear distance between parked vehicles and the Facilities to provide additional security in the event of explosion.

Car parking will be provided for users and the public separately. It is an important requirement that this separation is enforced.

1.5 **Soft Landscaping**

Soft landscaping must be provided, be simple, functional and be capable of being maintained to the appropriate level in accordance with the Service Requirements. Amenity must be considered, as well as security.

Consideration must be given to the effect of landscaping upon the Facilities as it reaches full maturity.

1.6 **External Hard Landscaping**

Access and hard standing must be of adequate standard for emergency services.

Hard landscaping must be well thought out and regard must be had to security considerations when designing hard screening.

External access facilities for people with disabilities must be carefully considered with attention given to the following:

- Firm, non-slip and well-laid surfaces.
- Main routes must be clearly delineated by different coloured paving stones, edgings, different textured strip along edges or by a low rail.
- Obstacles such as planting troughs and landscaping features are to be placed so as to avoid being a hazard.
- Gratings are to be flush with the adjacent hard surface and with no gap that would cause a hazard.
- Path widths will ideally be a minimum of 1800 mm to allow wheelchairs and prams to pass. N.B. A blind person using a long cane requires a sweep of about 1500 mm.
- Overhanging canopies or other projecting features will have a minimum clearance such as to not cause any hazard.
- Kerbs are to be blended at intersections to allow access for wheelchairs. Textured surfaces to assist blind people are to be used, e.g. at the approach to a road, but such surfaces must not hinder the mobility of others, e.g. wheelchair users.

- Where existing approaches are steep or involve a sharp change in level a ramp must be provided, together with an alternative stepped access as ambulatory users with respiratory problems cope better with steps.

1.7 **Utility Services**

Utilities must be provided of suitable capacity for the present business needs of users (both DWP and OGDs in jointly occupied buildings) and future expansion and allow provision of all of the FM Services in compliance with the Service Requirements. Utilities available must include:

Gas

Electricity

Water

Foul/Service Water Drainage

Land Drainage

Telecommunications (The responsibility for the provision of this will not lie with the PRIME Contractor).

Consideration should be given to the possibility that separate and discrete metering of utilities may be required to be provided for accurate costing of OGD occupations.

1.8 **Flexibility of Occupation**

Office facilities must be flexible and suitable for a range of occupants. This will comprise regular open plan areas capable of division, permanently or temporarily, into cellular accommodation or a mix of accommodation types.

The design and column layout will respect modularity and economy as well as notional corridor lines.

1.9 **Principal Planning Dimensions**

Physical dimensions of floor plates, etc. will ensure that the Facilities meet the standards set out throughout this Schedule, i.e. daylight factors, flexibility of occupation, ventilation, etc.

As an illustration, DWP has found that a depth of between 12.5 m to 15 m, with a planning sub-grid reflecting these dimensions, has proved adequate.

1.10 **Internal Circulation**

The layout of the Facilities must ensure optimum circulation patterns to obviate overcrowding and excessive counterflows. For any new Facilities or major refurbishment, an assessment of traffic flows will be required to demonstrate this, taking into consideration the following:

Safety of the users

Working patterns/flexitime recorders

Location of users and toilet facilities

Incoming/outgoing mail and materials

Security

Reception area / public area usage

Circulation of trolleys

Lift usage

Generally, Facilities will be provided either for the exclusive use of users or as an area to which the public is given access. DWP require that the design of the Facilities allows for strict segregation, other than at specific points. Members of the public must not be able to enter areas other than those open to the public.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to:

- Corridors will have a minimum clear width of 1.5 m unless otherwise stated. This requirement also applies to notional corridors in open plan areas.
- Minimising hazards on circulation routes.
- Avoiding changes of floor level.

1.11 **People with Disabilities**

The Facilities and Sites must be suitable for people with disabilities. The term "people with disabilities" refers not only to wheelchair users but also to those who have reduced mobility and with sight or hearing/speech impairment.

The needs of wheelchair dependent and semi-ambulant users must be taken into account in the design of the site and Facilities and Sites as a whole.

People with disabilities are required to be able to access and use the Facilities and Sites in as independent a way as possible.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to using contrasting colours to signify features or hazards.

1.12 **Security**

The design of the Facilities and Sites must minimise the potential for security breaches or attacks on users. There must be no "loitering spaces". There must be adequate external lighting to facilitate security, especially in respect of roadways, walkways and particular building features. Reference should be made to requirements for External Lighting at paragraph 5.17 below.

All possible points of access to the Facilities must be designed to prevent unauthorised entry and access must be within the control of the users of the Facilities. Security control points will be provided where required by the Facility Output Requirements.

Particular security arrangements may be required and information on these is set out in paragraphs 1.2, 6.1, 6.2, 6.3, 6.8, 6.9 and 6.10.

1.13 Daylight

All Facilities must have a good standard of natural light except where this standard is inhibited by conditions outside the control of the PRIME Contractor.

The daylight factor must be not less than 2.0% and higher factors must be provided in relation to particular requirements and working practices. This is a minimum factor and generally the design should exceed this.

1.14 Noise and Acoustics

Noise levels, due to external sources, inside the Facilities in the occupied office areas will not exceed the following level:

- 50dB(A) for more than 10% of normal office hours (L10 basis 07.30 hours to 18.00 hours Monday to Friday).

Where the Facilities rely upon natural ventilation, this noise level is to apply with the windows fully open.

The design and planning arrangements of the Facilities must ensure an acceptable internal acoustic environment. This will require consideration of the location of noise generating equipment and the layout and finish of services and fittings to minimise noise transmission.

Ambient noise levels, with all services and plant operating normally, but without activity in the area, must not exceed the following:

Cellular offices, interview rooms, first aid rooms, conference rooms:	40 dB(A)
Open plan offices:	45 dB(A)

These are minimum values, and preferred values are 5 dB(A) lower respectively.

1.15 Energy Conservation

Facilities must be environmentally friendly from global, local, external and internal aspects and must minimise their impact on the local community.

It is a requirement that the Facilities and Sites will achieve a standard of "very good" when assessed according to BREEAM or the prevailing equivalent environmental assessment method.

The Facilities must be energy efficient and seek to minimise energy consumption. Wherever possible energy consumption values should reach the "good practice" category defined in the Energy Efficiency Office Guidelines document "Energy Consumption Guide 19" or such guidance as supersedes these standards.

2. FACILITIES REQUIREMENTS

2.1 Main Entrances and Reception Areas - Public or Users

Main entrance areas must be designed to provide an impression commensurate with the use and location of the Facilities. However the security and safety of users is paramount.

The public entrance doors must provide a minimum clear opening width of 1800 mm in the form of double doors. Automatic doors will be provided wherever possible.

Entrance lobby arrangements must enable wheelchair users to be able to move clear of one door before using the next. There will also be sufficient space for someone assisting the wheelchair user and for someone passing in the opposite direction.

The user entrance and reception area must be provided with a reception facility with appropriate suitable seating, waiting space, facilities and services.

Within user entrance/reception areas a soft approach to design is required, with carpeting or carpet tiles of appropriate colour and pattern on floors other than at walk off zones and attractive wall finishes.

Recessed door mats or barrier carpets must be provided in entrance lobbies as suits the particular circumstances. Entrance mats are to be close fitting, flush with the adjacent floor surface and firm so as not to hinder wheelchair movement.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to providing space in the reception, waiting and interviewing areas for wheelchair users to be able to park adjacent to the normal seating area.

2.2 Circulation Areas, Staircases

Access to all areas of the Facilities must be possible by way of main circulatory routes and staircases.

Staircases and lifts and circulation areas must be designed to reflect the design philosophies of the main reception areas.

The design of the stairs will ensure their safe use throughout their maintainable life. Consideration must be given to the possibility of people using the stairs dropping items down stair wells, or putting items or limbs through the balustrade and the associated risks.

Handrails for people with disabilities will generally be round in shape, securely fixed, easy to grasp and comfortable to touch.

2.3 Open Plan Offices

The provision of office accommodation will be appropriate for the number of proposed users. The PRIME Contractor will design for the impact of new working practices on space allocation. The office accommodation will meet the following criteria:

- provide regular areas of sensible proportions in relation to intended working practice/densities, which demonstrably take into account the business needs of the user and provide all the required user proximities. The PRIME Contractor will produce models and projected traffic flows to show how the layout can satisfy the working practices of the users
- avoid any "tunnel" effect
- be suitable for the general use of VDUs and other normal office IT equipment in respect of service facilities and environmental effects.

2.4 Cellular Offices

The facility to provide a variable percentage of cellular office accommodation is a requirement and such cellular accommodation will meet the same criteria as the open plan accommodation.

There must be a facility for the adjustment of the room temperature by the occupant, which may include manipulation of any ventilation systems.

2.5 **Conference Rooms and Training Rooms**

Conference and training rooms will be provided where required by the Facility Output Requirements and will be located in areas convenient for access from management suites and main circulation areas.

These areas will provide a quiet environment sympathetic to the use, featuring any necessary soundproofing. Finishes will be as the main office areas, though within conference facilities the standard of finishes will be generally higher than that of the general office areas. Services to the facilities will be appropriate for the proposed occupation levels and must be controllable from within the room.

The design will provide for the use of overhead projectors and audio/visual presentation facilities as set out in the Service Requirements, paragraph 1.3, with black-out blinds and containment systems for wiring. It must be possible to adjust the room lighting levels.

It must be possible to obtain access to and egress from the room with appropriate Equipment.

The following special facilities will be required, though the actual specification will be agreed in conjunction with the Department's Representative:

- Induction loop/infra red hearing systems
- VHF/Satellite aerial facilities
- Modern projection and presentation facilities

2.6 **Stores**

On site storage facilities, for immediate and frequent access, will be provided according to the business needs of the users.

They must be located so as to minimise handling and disruption to Facilities users, whilst access to stores will facilitate the use of appropriate routes with suitable characteristics.

Access to stores will be by designated routes that will use doors of suitable width for trolleys, etc.

The internal environment and building services to store areas will be suitable for the materials stored.

Security aspects must be considered where highlighted within the specific storage requirements. Storage facilities in remote locations must be no less secure than storage facilities located within urban locations.

2.7 **[withheld]**

2.8 **Users' Toilets**

Adequate male and female toilet facilities must be provided on all occupied floors.

Finishes to toilet facilities must be appropriate for the environment and be capable of being maintained to a suitable hygiene standard.

They must offer the necessary amenities to ensure hygiene.

One unisex toilet compartment, must be provided on each floor for persons of restricted mobility. They must be alternate left and right hand transfer on alternate floor levels and wherever possible must be integral with general toilet accommodation.

Finishes to these facilities will be as for the general toilet facilities for users.

2.9 **Tea Points**

Tea points must be provided on each occupied floor, with additional provisions on large floors where required to create acceptable travel times, where required by the Facility Output Requirements.

Floors will provide a suitable non slip or slip resistant surface.

Doors to tea points will have viewing panels or an adjacent glazed panel.

Tea points will offer, as a minimum, suitable facilities for storing, preparing and serving light refreshments and hot and cold drinks.

2.10 **User Restaurant/Kitchen**

User restaurant and kitchen facilities must be provided where required by the Facility Output Requirements.

This facility must be of a design and capacity that allows the provision of a catering service as set out in the Service Requirements, paragraph 11.1. The facilities must be sited so as to ensure minimum impact upon the office environment, whilst remaining accessible to users.

2.11 **User or Self Help kitchen/Dining Area/Common Room/Coffee Lounge**

User or self help kitchen/dining area/common room/coffee lounge facilities will be provided where required by the Facility Output Requirements.

The Facilities will provide an environment in which staff may rest during breaks.

User or self help facilities will provide a kitchen area and associated dining area. The kitchen area will provide facilities for storing and preparing meals, refreshments and drinks for staff.

Separate common rooms, etc. must be provided with vending facilities where required by the Facility Output Requirements.

2.12 **Smoking Rooms**

Smoking rooms will provide a suitable environment in accordance with the intended use, potentially requiring mechanical ventilation facilities and not interfere with the amenity of the rest of the Facilities.

2.13 **First Aid Accommodation**

First Aid accommodation must be provided in accordance with expected capacity of the Facilities.

Wherever possible these will be located on the ground floor of the Facilities.

2.14 Child Care and Nursery Facilities

Child care and nursery facilities will be provided where required by the Facility Output Requirements. The design and capacity of the facilities will reflect the special safety requirements of children and be capable of meeting the requirements set out in the Service Requirements.

The standard of provision must be no less than that of a comparable local authority establishment.

It will be acceptable that where the Facilities are deemed suitable a number of places may be made available to groups or people other than the users of the Facilities, allowing the PRIME Contractor to generate additional income, subject to the agreement of the Department's Representative. The provision of any outside places will not be to the detriment of users.

2.15 Shower Rooms

Shower rooms will be provided where required by the Facility Output Requirements.

They must offer safe, hygienic and flexible facilities, with adequate benching and lockers in accordance with the requirement and will indicate whether they are for male, female or unisex use. Reference must be made to BREEAM or the prevailing equivalent environmental assessment method, in this respect.

2.16 Computer Controller Rooms

Computer controller rooms will be provided where required by the Facility Output Requirements.

The environment provided to the facility will be suitable for the safe and uninterrupted operation of the equipment located within.

The exact specification of the computer control rooms will be as required by DWP having taken due advice from its IT and telephone suppliers and advisors. Reference should be made to the Service Requirements, paragraph 1.5.

2.17 Loading Bays

Loading bays, bay lifts and dock levellers will be provided where required by the Facility Output Requirements. They must offer, as a minimum, specifications suitable for the requirement of the user.

The PRIME Contractor will have regard to any security concerns that may be highlighted by the Department's Representative or where required by the Facility Output Requirements.

Loading bays and their use will not reduce the amenity of the remainder of the Facilities or cause hazard to users of the Facilities.

2.18 Waste Disposal

Such facilities will be provided as are necessary to comply with the Service Requirements, paragraph 7.

2.19 **Cleaners Room**

Such facilities will be provided as are necessary to comply with the Service Requirements, paragraphs 1 and 10.

2.20 **Window and Facade Cleaning Access**

Such facilities will be provided as are necessary to comply with the Service Requirements, paragraph 6.

3. **STRUCTURE AND EXTERNAL ENVELOPE**

3.1 **Frame**

The frame of all Facilities must provide an appropriate type and scale of Facilities and be capable of being maintained as required by the Service Requirements, paragraphs 2.0 and 6.0, without disturbance to the users.

The frame will provide suitable service zones to allow the provision of the necessary utilities to all users of the Facilities.

The PRIME Contractor will determine the necessary floor loading required, having regard to the current use of the Facilities and also to future uses. The floor loading must not unnecessarily restrict the business of the users.

There will be no discernible vibration response to footfall excitation or from the operation of plant facilities. Reference should be made to SCI publication 076, "Design Guide on the Vibration of Floors" or such other equivalent guidance that may replace it.

The floor loading will allow normal and unrestricted use of mobile racking, where such a facility is required by the Facility Output Requirements. Floor loads will be increased as necessary where there are particular requirements, e.g. for safes or local store facilities.

3.2 **External Finishes (General)**

The external finishes of all Facilities must be capable of being maintained in a good condition and appearance, without serious discolouration or marking, as set out in the Service Requirements, paragraph 6.0.

Visually, external finishes must be sympathetic to the surroundings both in respect of adjacent buildings, landscape and environment.

3.3 **External Envelope: Windows**

Window design will ensure that daylight, noise and temperature standards are met.

Windows must provide adequate ventilation where required to do so whilst not creating draughts and be impervious to wind and water penetration.

Where windows have opening sections, these must be:

- User friendly, operable by persons of any stature in any weather.
- Designed to minimise rain ingress when open and to avoid conflict with any coverings/blinds, etc.
- Arranged so as to avoid obstruction of footpaths or the creation of hazards.

- Secure if left open at night.

Operating instructions for windows must be provided for the safety of users.

The design of the windows must accord with the overall security standards required. Any additional and specific security measures must be met also.

The design of the windows and the height of the sills will be such as to ensure safety for users, visitors and members of the public.

The design of the windows will ensure that daylight is maximised and solar control systems will not reduce this amenity.

The design of the windows and the number of opening lights will reflect the requirement for flexibility of occupation and modularity.

3.4 **External Envelope: Roofs**

The roof structure of the Facilities must be capable of being maintained with a minimum of inconvenience to users of the Facilities.

The design of the roof will ensure full protection from wind and water ingress.

Rainwater goods must be of adequate capacity and type to provide suitable run off of rain water and snow melt without inconvenience to users of the Facilities.

4. **INTERNAL ELEMENTS**

4.1 **Floors and Floor Finishes**

The flooring of all Facilities, regardless of design, must be of a standard fit for the intended purpose and capable of being maintained without disturbance to the users.

Floor structures must allow for the flexible and dispersed use of any and all electrical office equipment requiring connections to all appropriate services without causing hazards to users, or reducing the overall amenity of the Facilities.

The floor structure of all Facilities will facilitate the provision of flexible and reusable Facilities.

An anti-dust sealant will be applied to self finished concrete floors.

Floor finishes must be level and fit for the intended purpose. Design of the overall system must be stable and will minimise future inconvenience to users.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to:

- Avoiding the use of bold patterned carpets, which are confusing for people with impaired vision.
- Avoiding the use of deep pile carpets, which inhibit the movement of wheelchairs.

4.2 **Partitions and internal walling systems**

Partitions will reflect the desired aim of flexibility. They must be capable of being maintained with a minimum of disturbance to users.

The design of partitions and internal walling systems must achieve a minimum standard of 38 dB noise attenuation between rooms and between rooms and corridors.

A minimum standard of 45 dB attenuation is required in areas where privacy is critical, as indicated by the use of the space, e.g. interview rooms, conference facilities, medical examination rooms, cellular offices, etc. or to enclose a noisy environment. These values are to be achieved as erected and must be the arithmetical mean of the level of differences over the range of 100 Hz to 3,200 Hz mean frequencies.

Fully partitioned offices for individual users will require glazed panels and these will meet the standards for other partitions as near as is possible. Such partitions will provide some means of ensuring privacy.

Meeting these standards may require placing sound barriers above suspended ceilings and below the raised floors.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to providing suitable vision panels in partitions.

Large expanses of glass will be avoided or be clearly marked to avoid hazard, particularly to users with impaired vision.

4.3 **Doors**

Doors must be of a suitable quality to guarantee their working order with minimum disturbance to users and capable of being easily maintained.

Doors must be easily opened. Where placed within fire corridors or if required by legislation, fire regulation, etc. they will be self closing without undue likelihood of injury.

Doors must be of good appearance and must have vision panels. All doors in partitioning systems will have matching overpanels to the underside of the suspended ceiling.

Doors must meet the overall security standards required, must prevent the ingress of water and draughts and promote the required standards of sound attenuation, thermal insulation, etc.

Doors must be suitable for use by people with disabilities and due care is to be paid to the siting of doors to ensure ease of use for wheelchair users. Frameless glass doors are to be avoided and any framed glass doors that are fitted must be clearly marked. There is to be a minimum clear space of 300 mm next to the leading edge of the door to allow easy approach to the door handle and facilitate wheelchair manoeuvrability.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to:

- Providing doors that open both ways whenever possible.
- Providing doors to ensure a minimum 900 mm clear width opening between stop and leading edge throughout the Facilities.
- Providing suitable vision panels in doors.

The tension on door closers is to be set as low as practicable to enable people with disabilities to open doors without needing assistance.

All single doors must provide a clear opening from stop to leading corner suitable for all traffic, including trolleys, wheelchairs, etc.

Fire doors across corridors must be linked to the fire system retaining the door in an open position during normal use.

4.4 **Ceilings**

The ceiling system in all Facilities must ensure that the standards required from the Facilities are met, i.e. flexibility of occupation, noise attenuation, ventilation, thermal insulation, lighting, etc. whilst minimising the disturbance to users caused by the maintenance of building services.

4.5 **Fittings/Ironmongery, etc.**

All ironmongery and door furniture must be fit for its intended purpose both in construction and size.

Doors to plantrooms must have panic latches in place of handles.

External ironmongery will meet the overall security standards required, with lever overrides.

Leaflet racks in user areas serving the public area will generally be designed to provide storage for A4 documents and will be procured through contracts with approved DWP suppliers where these exist.

Notice boards will be in varying sizes. Notice boards of a secure type with lockable doors glazed with clear shatterproof material will be provided for permanent displays. Notice boards to user areas will include white boards and these are to be a proprietary type.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to ensuring ironmongery is suitable for use by people with disabilities.

Door handles will be fitted approximately 1000 mm above floor level and where they are operating a latch they must be a lever action handle and not a twist knob.

4.6 **Signage**

Internal and external signage will be provided clearly indicating the purpose of Facilities and providing directions to other sections. Sign schemes will be agreed with the Department's Representative and will respect security concerns that may be present. The PRIME Contractor will be required to observe existing practice with regard to multi-lingual signage in certain locations and to follow the appropriate agencies corporate identity regulations.

Particular care will be taken to provide suitable signage within public areas.

There must be appropriate signage according to the dedicated uses of the pedestrian entrances.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to:

- Clear signing of key areas, e.g. reception, waiting and interviewing areas and of any special facilities provided, e.g. auditory aids.
- Ensuring all safety signs are clearly visible and large enough to be easily read by users with impaired vision.

Routes across Sites and through grounds or outbuildings must be clearly signposted to take account of people with disabilities.

4.7 **Internal Finishes**

Internal finishes must be clean and the decoration must be put and kept in a good condition and state of repair. They will be of an appropriate type in relation to expected levels of wear and exposure to the public and users and be capable of being cleaned and maintained without disturbance to the user's business. They will present a modern appearance.

Reflective surfaces must be avoided so as to provide the best environment for computer users.

The PRIME Contractor must agree all colour and design schemes with the Department's Representative. The overall design will co-ordinate between different elements of the Facilities.

4.8 **Window Blinds**

Windows to all office areas (including public areas) must have a non light-transferable shielding system, and must wherever practicable also take due account of the needs of visually impaired users and lip readers, including, as a specific example, avoiding glare from natural sunlight and the provision of blinds or curtains where necessary to reduce glare effects.

5. **BUILDING SERVICES**

5.1 **Water Supply, Storage and Distribution**

Water, free from any form of contamination, must be continuously supplied direct to all points requiring such a supply in all Facilities. The supply must be suitable for direct consumption.

The PRIME Contractor must consult with the supplying authority to provide sufficient water storage for a 12 hour period or such greater period as the supplying authority may indicate as being necessary in the event of mains' failure.

Hot water supplies for domestic purposes must be designed to provide hot water in sufficient quantities at all points of use, reflecting likely predicted consumption and available recovery periods.

Consideration must be given to meeting the overall aims of economy when designing this system.

5.2 **Heating System**

The room temperatures to be maintained are those recommended by the Chartered Institute of Building Services Engineers (CIBSE) or its equivalent successor body, or as specified separately. (These temperatures are distinct from the minimum and maximum temperatures that are specified in paragraphs 7 and 8 of Schedule 15 (Critical Aspects of Service Requirements).)

The system must provide the specified range of temperatures without disruption. The layout of the system must not reduce flexibility of layout of Facilities.

The design of the heating system must take into consideration all known and foreseeable factors likely to affect the internal environment of the Facilities, including specific operational features or other matters referred to as specific requirements.

The system must take account of different functions and their requirements, the operating hours for the business and the different orientation and thermal characteristics of parts of the Facilities.

Suitable controls throughout the system must be provided to allow proper and efficient operation of the system, maximising the range of options available to the user and allowing operation of the system outside Normal Working Hours.

Flexibility must be such that it is possible to control heating facilities in each wing or major section of the Facilities separately as a minimum, with temperatures varied in accordance with the weather.

The maximum and minimum temperatures considered critical for the availability of Facilities, referred to above, are:

- Maximum temperature limit of 28°C (at 1.5 m above finished floor level).
- Minimum temperature limit of 16°C (at 1.5 m above finished floor level).

These are based upon a thermal analysis of internal conditions in continuously occupied areas. The analysis will take account of all anticipated heat gains and losses, including those arising from occupants, office equipment, electric lighting, solar radiation, infiltration and conduction.

Ventilation/infiltration rates must be assessed adopting the calculation method defined in BS.5925 or BRE Digest 210 or such other guidance that may replace it and assuming windows will be closed in an unoccupied period.

In certain locations, such as computer intensive areas, or IT control facilities more specific requirements will be laid down, to reflect the nature of the user and in business needs. The location of these areas is as required by the Facility Output Requirements.

5.3 Ventilation Systems

There must be adequate ventilation in all Facilities throughout the year, without causing draughts, to open plan and core areas. Wherever possible, natural ventilation must be utilised.

All ventilation and cooling systems must be of a design that allows compliance with the relevant standards set out in the Service Requirements. They must take account of the requirement for back up facilities in respect of critical computer rooms/IT equipment and other areas where the use of the space requires it.

The following standards must be met:

- Room temperature to be maintained as recommended by the CIBSE or its equivalent successor body, or as specified separately.
- The design will avoid the risk of legionnaires disease/humidifier fever.
- Where mechanical cooling has to be used the design temperatures will be in accordance with CIBSE or its equivalent successor body's recommendations.

- The fresh air quantity per occupant is to be 12 L/sec/person as a minimum, with a minimum of 1.25 litres per second per metre and an air velocity of 0.15-0.2 metres per second.
- Humidity for general office accommodation will lie in the range 30%-70%. Within computer control rooms and other sensitive areas the humidity levels will support the uninterrupted function of the type of Facilities.
- Filtration efficiency standards are to be appropriate to the air quality required in individual areas. In general office areas this is EU grades 6 to 7.

5.4 **Automatic Controls Systems**

A system or method of practice is to be provided which allows continuous comprehensive and flexible control of plant, services and facilities, to maintain conditions within the permitted tolerances without disruption to users and to allow the provision of the FM Services in accordance with the Service Requirements.

5.5 **Drainage and Waste Systems**

All sanitary ware, traps and facilities, sinks, gullies and the like will be connected to appropriate soil, waste and drainage systems.

Such systems are to be capable of being continuously operated and maintained without inconvenience, loss of amenity or disruption to users of the Facilities. Systems will be free draining and free of blockages.

Surface water drainage facilities must be such as to obviate the risk of flooding, thus ensuring uninterrupted use of toilet and kitchen facilities, etc.

5.6 **Fire Protection Services**

An integrated, fully addressable and flexible fire system, with control panels of appropriate type and fully accessible by users of the Facilities and the fire authority must be provided. The system will have been designed with the co-operation and approval of the appropriate Fire Officer. The Facilities will meet the requirements of the Government Fire Standards in force at the relevant time.

Within certain sensitive computer areas where required by the Facility Output Requirements, the standard fire protection system will be by means of a very early warning system, e.g. VESDE and will not provide protection by means of sprinklers or gas extinguishing, which can damage computer equipment. In these areas the PRIME Contractor will provide and maintain this system or other such system which reflects good practice for such areas.

Positioning of portable extinguishers will not cause a hazard to people with disabilities and will follow the instructions of the appropriate Fire Officer. The PRIME Contractor will ensure that they are clearly marked as to their specific use, with clear instructions on each appliance.

Sounders must provide a noise level 5dB(A) higher than any background noise or a minimum of 65dB(A), whichever is greater throughout all parts of Facilities. The sounders must provide a separate warning tone for bomb alerts.

Where people with disabilities may be present and an audible alarm may not be sufficient a distinct visual alarm will also be provided. The requirements for fire alarms must be

discussed with the appropriate Fire Officer and fire alarms are to be a combination type (i.e., audible and visual).

There must be considerable redundancy built into the fire system and other systems within the Facilities to ensure operation of alarms in the event of a fire.

5.7 Electrical Power Distribution

A complete distribution will be provided with a secure and flexible arrangement, providing a constant, consistent and correctly earthed supply adequate for the users' requirements.

The systems design will maximise reliability and economy and be capable of being maintained without disruption to users of the Facilities.

The overall system must be capable of providing an appropriate minimum ultimate power load from office equipment within all Facilities. The design of the system will provide for spare capacity over and above the calculated maximum and if required there will be a way of providing for the required supply in the event of mains failure.

The PRIME Contractor will provide sockets, plugs and facilities to allow the use of whatever Equipment and other appliances are required in a flexible manner, without being constrained by the design of the system.

The PRIME Contractor will provide facilities to allow the operation of an IT system, including a data cabling distribution system, socket outlets and outlet/apertures to accommodate IT accessories. There must be no interference between the electrical distribution and the IT systems. DWP produce guidance from time to time with specific examples and information. A clear separation of power supplies for IT equipment and non-user electrical items, e.g. cleaning equipment, is preferred.

Within specialised computer areas where required by the Facility Output Requirements, the PRIME Contractor will be responsible for the provision of electrical power distribution up to but not including power distribution units.

The system will protect users of the Facilities from accidental harm, in line with the PRIME Contractor's obligations in the Service Requirements. There will be facilities to secure the system from unauthorised use.

The design of the system will not hinder future development of the Facilities, or restrict any increase in the capacity of users to carry out their jobs.

5.8 Lightning Protection System

A system will be provided to ensure that the Facilities, systems and users will be protected from any ill effects caused by lightning strikes.

5.9 Standby Electrical Supply

Standby electrical supplies will be provided where required by the Facility Output Requirements. The standard required is a continuous power supply to ensure operation of main electrical equipment without failure until restoration of full or main supply.

Control arrangements must be able to simulate an electrical mains failure, to allow the demonstration of the full working order of the generators, on load and off load.

The operation of the system will not cause a loss of amenity to users of the Facilities.

Standby electrical supply facilities will provide the necessary protection required by the user. This may include stated requirements concerning harmonics, start up time and permissible tolerances of voltage and frequency.

The facilities will offer proven reliability, with a good record in situations of similar usage.

5.10 **Uninterruptible Power Distribution (UPD)**

Uninterruptible Power Distribution will be provided where required by the Facility Output Requirements. The UPD will be of a capacity and type that meets the requirements of the users.

5.11 **Information Technology (IT) Systems**

All IT infrastructure is provided, operated and maintained by DWP and its contractors. The PRIME Contractor will refer to the Service Requirements for the necessary liaison requirements.

The users of all Facilities will be able to connect to and take advantage of, the locally available communication networks of public and private companies.

The Facilities design will ensure that there is no external electrical interference to IT equipment operating within the Facilities.

The Facilities will provide all necessary dedicated facilities and provisions to accommodate IT equipment associated with voice and data systems, offering the flexibility to cope with new technology and future changes to the use of IT systems.

As a minimum, all Facilities will cater for all wireways from equipment and rooms to final outlet position. Frequent and regular provision for both voice and data outlets must be made throughout all Facilities. Where additional requirements are required by the Facility Output Requirements, including the necessity for "clean earth" systems, they will be met in line with the specification.

5.12 **Public Address System**

A public address system, featuring audio frequency induction loops, will be provided where required by the Facility Output Requirements.

This will provide the necessary level of audibility throughout the appropriate areas, such that it will be clearly audible above all background noise levels.

5.13 **Electromagnetic Compatibility**

The design, siting and segregation of building services will not cause any interference between different systems, or degradation to utility and service supplies that are vital to the business of the user.

5.14 **Vertical Transportation**

Lift services must be provided in all Facilities with more than one storey. This service will always be available, despite breakdown or repair of a particular lift. It must be possible to transport a stretcher horizontally and goods carriage facilities will also be available whether by dedicated lift or suitable general purposes lift. The requirements of people with disabilities will be catered for.

The provision for passenger lifts will be a requirement to carry 16% of users requiring lift service within a 5 minute period with a maximum waiting period of 30 seconds. Lift speeds must be confirmed with the occupier prior to installation.

Information displays at each landing will display the location of each lift.

Passengers within lifts, including people with disabilities, who are trapped or otherwise alarmed, will have at all times suitable means of alerting the PRIME Contractor. The design of lift services will pay particular attention to the ease with which users may be freed in the event of a lift failure.

Passenger lifts will have a hand rail 1 m above floor level.

Passenger lift doors must be power operated.

Fire fighting lifts will be provided where required by any applicable building and fire Law and their design and that of any lobby and services will comply with such Law.

Dedicated goods lifts will be provided where required by the Facility Output Requirements, i.e. for the transportation of goods unsuitable for movement by passenger lifts.

The location of any lift will provide easy access for the purpose for which it is provided. Goods lifts must be clearly separated from passenger lifts.

5.15 Interior Lighting Services

Illumination levels, flicker levels and the limiting glare index will be in accordance with the recommendations of the appropriate CIBSE "Code for Interior Lighting", or such other documents as may complement or replace these standards.

The layout of the lighting services will not restrict the flexible use of the Facilities. Controls will allow flexibility, with an element of direct user control in all but the dedicated public areas.

Dimmer controls will be provided where they are appropriate for the function of the Facilities.

Lighting arrangements must wherever practicable also take due account of the needs of visually impaired users and lip readers, specific examples include:

- taking care in the position and angling of spotlights to avoid dazzle
- ensuring consistent levels in brightness without sudden changes

5.16 Emergency Lighting

Internal emergency lighting will be provided throughout the facilities in accordance with the relevant statutory requirements. The layout of the emergency lighting will meet the standards of the internal lighting services.

5.17 External Lighting Services

Where required by the Facility Output Requirements for safety and security reasons, external lighting to car parks and pedestrian areas will give an average illumination of at least 30 Lux. This will be provided in accordance with the recommendations of CIBSE or its equivalent successor body.

The illumination system will integrate with landscaping and security systems.

Routes across Sites and through grounds or outbuildings must be well lit to take account of people with disabilities.

5.18 **Security Services**

Security systems will be provided to ensure that the PRIME Contractor is able to provide the required level of security specified in the Service Requirement, reflecting any operational needs required by the Facility Output Requirements.

The system will not interfere with the users normal use of the Facilities.

The PRIME Contractor will provide internal access control systems to restrict users' access to certain Facilities where required by the Facility Output Requirements, to meet the business needs of users.

Card or voice access controls will be provided to the user and goods entrance doors where required by the Facility Output Requirements. Voice access control, or other specific systems, will be provided to public entrances if requested by the Department's Representative.

5.19 **Systems - Test Facility**

Excluding fire and bomb tests, security systems within the facilities will have a test facility that does not interfere with the normal work patterns of users during the test. The test facility will ensure that the Facilities meet the requirements with regard to security set out in this Schedule with all systems tested at minimum load and full load capacities.

6. **REQUIREMENTS FOR PUBLIC AREAS**

6.1 **Public Area – General**

The public area is the generic name for the public reception, waiting and interviewing area within the Facilities. This is distinct from areas to which visitors and users have access. Public areas will be provided as where required by the Facility Output Requirements and will be of a standard and capacity to cope with current and expected demand.

The PRIME Contractor will determine the specific flow patterns necessary to ensure that spaces interact correctly. This will involve consultation with the Department's Representative. It is vitally important to the various agencies and/or OGDs that these spaces function correctly and efficiently.

Privacy is important in the planning of public areas. Speech privacy is needed between reception, waiting and interview areas.

Security is an important consideration in the construction of the spaces that constitute the public area. Consequently all partition interfaces at head and bases must be securely fixed and extend to the structural soffit level at the head, to prevent the potential for access via the suspended ceiling and over the partition.

The design and layout of the public areas must be accessible for people with disabilities with appropriate width and height for such access.

Public areas are to provide a light attractive approach to the initial reception using good quality, robust and vandal resistant finishes.

Internal layouts are to reflect the needs of people with disabilities and due consideration must be given to providing space in the reception, waiting and interviewing areas for wheelchair users to be able to park adjacent to the normal seating area.

6.2 Public Entrances

Public entrances must be sufficiently well separated from user entrances.

6.3 Counters, Screens and Special Fittings

Within the public area there will be a requirement for leaflet racks, writing shelves, notice boards etc. These will be procured through contracts with approved DWP suppliers, where such contracts exist unless the PRIME Contractor can demonstrate better value for money can be obtained without any reduction in standard by utilising an alternative purchasing system.

Writing shelves will be sized to suit both ambulant and people with disabilities. They must be constructed to a shallow angle to facilitate writing and to deter members of the public using them as child seats. Special attention is to be paid to support details which are to be suitable for the purpose and design, assuming that the public may place heavy bags on them. Writing shelves may be combined with leaflet racks. One writing shelf must be designed for use by people with disabilities.

In addition to the above the PRIME Contractor will provide suitable audio visual equipment where required by the Facility Output Requirements. The design and construction of the equipment and its housing will reflect the high exposure to the public.

The external face of the public post box must be finished in a material that takes account of its very high exposure to the public. The post boxes must be clearly marked as to their purpose and the nature of their collection, i.e. internal post. The internal faces of the post box must be appropriately fire rated. Doors must be lockable. These must be procured through contracts with DWP approved suppliers where such contracts exist unless the PRIME Contractor can demonstrate better value for money can be obtained without any reduction in standard by utilising an alternative purchasing system.

The design of all fittings must demonstrate an overall co-ordination with other elements within the Facilities.

Counters, security screens, side/privacy screens and bulkheads and other special fittings must be obtained from a DWP approved supplier, or in accordance with DWP approved specification. These will be provided through contracts with DWP approved suppliers where such contracts exist unless the PRIME Contractor can demonstrate better value for money can be obtained without any reduction in standard by utilising an alternative purchasing system. Screens and installations other than those supplied by a DWP approved supplier must be tested and witnessed by the Department's Representative, at the PRIME Contractor's expense.

Downstand bulkheads over any screened counters in public areas will be provided as part of the counter package by an approved supplier. In this respect the bulkhead height will respect ergonomic factors.

If the public are in a standing position at counters, staff must be able to attend to the public in a comfortable, ergonomic seated position. Thus there may need to be a raised platform for users. Counters need to respect people with disabilities' seated position and are to be designed accordingly.

Screens will be provided where required by the Facility Output Requirements and will either be a glazed security screen or, if required for access/security reasons, an electronically controlled rising screen. In this case the screen may be raised or lowered to suit the particular circumstance.

Finishes on the user side will be compatible with VDU use and generally as supplied to the open plan and cellular office spaces.

Fittings will be provided through contracts with approved DWP supplier, where such contracts exist.

The seating and the finishes to the seats will be as appropriate for their intended use.

Fittings will, if required, include queue barriers and a queue management system, possibly computerised. The PRIME Contractor is to supply both. The former is to be supplied to the standard specified in contracts with DWP approved suppliers.

Special facilities such as induction loop/infra red hearing aid systems at public counters must be provided where required.

6.4 Floor Finishes

Floor finishes will be either carpet, carpet tiling or hard tiling with contrasting colours and features for definition and to assist partially sighted customers. Colours will be subject to the Department's Representative's approval and will follow a theme.

Floor finishes to seated areas will be of a very good quality. Suitable floor finishes for these areas are to be procured through contracts with approved DWP suppliers, where these exist. Further detailed requirements may be defined and will be provided in line with this Schedule.

Borders are considered useful to define spaces and for partially sighted customers. The PRIME Contractor is to give due consideration to this concept.

6.5 Wall Finishes

Wall finishes must be attractive yet durable. The PRIME Contractor is to recognise that the primary function of this space is queuing and wall finishes must respect this exposure.

6.6 Ceilings

Ceilings will be of a good quality.

6.7 Children's Play Areas

The PRIME Contractor will provide suitable children's play areas within the public waiting areas, with finishes and facilities that suit its intended use. The capacity of this area will reflect the usage of the facility overall.

6.8 Private Interview Rooms - Screened and Unscreened

All these rooms will have panic alarm strips within easy reach of users. The PRIME Contractor will consider possible security threats in deciding their location.

Screened interview rooms will include a counter installation as previously described in paragraph 6.3.

Containment of this space will be by a semi-demountable partition system, procured through a contract with an approved DWP supplier, where such a contract exists. Particular attention is to be paid to acoustic privacy.

6.9 **Security/Control Point**

Where required by the Facility Output Requirements this would be contained within, adjacent to, or alongside the public queuing and approach areas to initial reception. In all instances the location will enable all of the public spaces to be seen and monitored including the main public entrance, the entrances to the public toilets and the waiting area and approach to main reception.

The space will be defined by partition walls or a counter unit of a purpose made design or a combination of both. The counter unit will follow the design criteria established for the security counters and screens.

6.10 **Public Toilets**

Where toilets are provided for the public, the provision must be one male toilet, one female toilet or as otherwise required. Each will be capable of use by people with disabilities and both to be of a size to incorporate baby changing facilities.

Public toilets will ideally be located in a supervised area sufficiently remote from the entrance so that it is not obvious to passers-by. No lobbies are to be provided.

The toilets must be designed to be vandal resistant, with hard impervious floor and wall finishes resistant to damage and graffiti. Walls must have necessary hard finishes and be able to take the fixings for people with disabilities assistance rails and baby changing shelves.

Toilet fittings, sundries and lighting fittings must also be as vandal resistant as possible and concealed flushing cisterns must be provided. Stainless steel WC's and wash hand basins are to be provided unless indicated otherwise.

[withheld]

[withheld]

Public toilets will be fitted with panic alarms to the relevant British Standard and in compliance with any relevant building Law.

In addition to the above, the PRIME Contractor is to provide a proprietary GRP wall fixed baby changing shelf unit in each of the public toilets, safely fixed to the wall at a suitable height for the function, taking into account the needs of people with disabilities.

REQUIREMENTS FOR SPECIALIST AREAS

7. **TRIBUNAL SUITES**

Where required by the Facility Output Requirements, tribunal venues will be provided. These are provided for the Appeals Service (or equivalent successor body). These are informal courts of law and the Facilities' standards and finishes must be appropriate for this use.

The suite will not be imposing or threatening to the appellant.

A tribunal venue will require the following facilities:

- At least one hearing room.
- Two public waiting rooms.
- Private interview rooms.
- Clerks general office.
- Medical examination room and equipment.
- Kitchen facilities.
- Toilet facilities suitable for use by the able and people with disabilities.
- Telephone for the use of the public at no costs to the ITS.
- Refreshments for the public at no cost to the ITS.
- Ground floor position.
- Judicial Officer general office, where required by the Facility Output Requirements.

The Facilities will be decorated and furnished to a standard appropriate to the suites' judicial function, in line with other types of Facilities within these standards that meet a similar level of exposure to users and visitors.

Whilst much of the tribunal suites accommodation is open to the public it is not a requirement that it offers the same specification of public areas set out above.

8. **MEDICAL CENTRES**

8.1 **General**

Medical centres comprise of a number of different types of facilities, with a mixture of clinical, non-clinical and customer/public space. The different types of facilities are as required by the Facility Output Requirements.

The design of medical centres must meet the required proximities between clinical staff, users and members of the public.

8.2 **Medical ancillary space**

To accommodate specialist functions including Lab/sluice, X-ray facilities where required, for testing and examination together with storage for medical equipment associated with the activity of the medical centre. This is usually a set of specifically designed rooms.

8.3 **Non-clinical space**

Non clinical facilities will provide space for the following uses and the finish and standards of the facilities will be as for the appropriate type of facilities as set out above.

- Administration workplaces

The following types of office facilities are required:

- (a) Enclosed cellular offices for the medical advisors.

- (b) Open plan office areas to accommodate individual workplaces, personal storage and equipment and shared access computer terminals.
- (c) Open plan office areas to allow report writing for Nurse Assistants.
- Administration ancillary space

Facilities for storage of equipment and immediate access stores, central secure store for medical and benefit records. This might be integral with the administration workplace.

The design of the facilities will meet the requirements of the medical centre's staff's working practices.

[withheld]

There must be an allowance for very short term filing at the reception desk of the centre, to accommodate details on customers visiting the centre.

8.4 Consultation/Examination Rooms

For the consultation and examination of customers by doctors and nurse attendants, including facilities for limited personal storage and personal medical equipment. This is usually a set of specifically designed rooms.

The design should take into account the following:

- Efficiency and flexibility of use

The room will be large enough to be used for a number of functions, including eye tests, taking blood pressures, examination of customers standing, seated or lying on a couch, the interviewing of the customer and the confidential evaluation of the case by the doctor.
- Privacy and confidentiality of the consultation or examination.

The room will provide an atmosphere suitable for the discussion of personal or distressing topics in privacy. The room should not be overlooked by other areas of the centre or external areas. The room will have a high level of sound insulation, including the soundproofing of doors and windows. The room will have a means of indicating that it is in use.

The clinical staff will require privacy from the patient in order to make an evaluation.
- The number of people using the room at any one time

The room will accommodate customers in a wheelchair. Other people, i.e. children or relatives may be present at an examination, thus the room must be large enough to turn a wheelchair in these circumstances and to accommodate five people for a short period of time. Usually only two or three people will use the room at one time.
- Supervision of the customer and security of the staff

All users, including clinical users, are subject to danger of attack from customers. The room must therefore be designed to allow the maximum supervision of the customer and security to the staff.

Mirrors must be deployed over sinks to offer a view of the customer when the user's back is turned. Panic alarms must be easily reached by users from within any part of the room.

The layout of the room will allow the effective division of the room into theoretical "Doctor Space" and "Customer Space".

The room must provide space for the following equipment as a minimum:

- Examination couch.
- Privacy screen around couch.
- 3 No. chairs.
- Full length mirror.
- Table for examination equipment.
- Space for testing equipment (eye tests, blood pressure, weight and height measurement, vitalograph, wall mounted X-ray viewing box).
- Hand basin with hot and cold water and mirror.
- Writing space for paperwork associated with examination, plus limited personal storage.

8.5 **Lab/sluiice areas**

Lab/sluiice areas are where samples can be given. This will consist of two WCs, one male and one female, of a standard to allow wheelchair access, with a small lab room between, with hatch access to each WC.

8.6 **Radiodiagnostics**

Where required by the Facility Output Requirements, facilities suitable for radiodiagnostics will be provided. This will provide a suite of rooms as follows:

- Waiting area.
- X-ray room.
- Processing area.
- Dark room.
- Store, for film and chemicals.

These specifications are for general X-ray facilities. Generally Medical Centres carry out only chest X-rays and the area provided should be sufficient to accommodate the relevant equipment.

The standard of Facilities should reflect the unusual use to which they will be put. Reference should be made to the advice of the current guidelines of the Department of Health and the National Radiological Board or their equivalent successor bodies.

8.7 **Customer/Public areas**

Public areas will be provided at medical centres, providing the following facilities types:

- Public entrance
- Reception desk.
- Waiting areas.
- Notices boards and leaflet racks.
- Public toilet facilities.

Waiting areas within medical centres should be comfortable and be of a high quality projecting a professional image, helping customers feel relaxed. Facilities within medical centres should be designed in line with the requirements for public areas above and comply with the following additional requirements:

- Good natural light with views out of the Facilities.
- Seating of varied heights and degrees of firmness to suit people with disabilities and elderly.
- Vending facilities.
- An area where children can play under the supervision of parents or guardians.

PART 2

Service Requirements

DEPARTMENT OF SOCIAL SECURITY
PROJECT PRIME
SERVICE REQUIREMENTS

[20 JANUARY 1997]

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The Service Requirements

A. RESPONSE AND RESOLUTION TIMES

- (i) Subject to paragraph (vi) below, the PRIME Contractor shall carry out the Operations and respond to any reactive Events (including furniture orders, Equipment orders and non-chargeable churn), whether by calls made to the Customer Service Centre reporting an Event or otherwise, in accordance with the Response Times (or in the case of the Catering Service and Portage Service, in accordance with the response and resolution times as set out in paragraphs 11 and 12 respectively to this Part 2 of Schedule 8).
- (ii) For the purposes of classifying the priorities set out in Appendix 9, the Customer Service Centre shall classify each such Event reported to it according to the CSC process, as:
 - (a) Priority 1(a)
 - (b) Priority 1(b)
 - (c) Priority 2
 - (d) Priority 3
 - (e) Priority 4(a)
 - (f) Priority 4(b)
 - (g) Priority 5
- (iii) All calls to the Customer Service Centre reporting an Event shall also be classified in accordance with the type of FM Service the Event involves for the purpose of monitoring and PMS.
- (iv) The Customer Service Centre operator shall communicate the relevant response time, together with a call reference to the caller.
- (v) For the avoidance of doubt, Priority 1(a), Priority 1(b) and Priority 2 shall be measured on a 24 hour clock (and not a 7am to 7pm clock). All other Response Times shall be measured on the basis of Normal Working Hours. Where the resolution times extend over a weekend and any necessary works would result in the DWP Business being disrupted, the PRIME Contractor agrees that such works will be undertaken by out-of-hours weekend working.
- (vi) Notwithstanding paragraphs (i), (ii) and (v) above and references in the Service Requirements to Response Times, until such time as the Priority Framework (as defined in paragraph (1) below) has been agreed and implemented in accordance with the provisions of paragraphs (1), (2) and (3) below, the PRIME Contractor shall carry out the Operations in accordance with the response times in place prior to the Contract Expansion Date:
 - (1) DWP and the PRIME Contractor shall use all reasonable endeavours to agree a priority framework for implementing the Response Time regime, based on the classification of priorities referred to in paragraph (ii) above and the table set out in Appendix 9 to this Part 2 of Schedule 8 which shall, amongst other things, provide for the application of priorities, CSC processes, audit procedures, work types applicable to each priority, and escalation procedures ("**the Priority Framework**"), by 31 January 2004.

- (2) Should DWP and the PRIME Contractor not agree the Priority Framework by 31 January 2004, the date for agreeing the Priority Framework shall be extended and DWP and the PRIME Contractor shall use all reasonable endeavours to agree the Priority Framework as soon as reasonably practicable.
- (3) Within three Contract Months following such agreement of the Priority Framework, the PRIME Contractor shall implement the Response Time regime set out in paragraphs (i)-(v) above in accordance with the Priority Framework.

1. **OVERALL BUILDING MANAGEMENT**

1.1 The PRIME Contractor shall provide Facilities appropriate for the business needs in any given Location which shall mean:

- (a) The PRIME Contractor will provide safe and healthy Facilities of the capacity requested, throughout Normal Working Hours and at all other times as requested by the Department's Representative.
- (b) The PRIME Contractor will ensure that the Facilities meet, as a minimum, the Required Accommodation Standards set out in Schedule 8 throughout Normal Working Hours and at all other times as requested by the Department's Representative. Where the Facilities do not comply with the Required Accommodation Standards, the PRIME Contractor will operate the Facilities in a manner so they meet at least the current standard (or any improvement to that standard) until such time as they meet the Required Accommodation Standards through the carrying out of life cycle maintenance works in accordance with clause 10.24 of this Agreement.
- (c) The PRIME Contractor will not reduce or compromise the standard or scope of Facilities in any Location or instance.
- (d) The PRIME Contractor will inform the Department's Representative of all relevant legislation, leasehold obligations and statutory duties that bear upon the user pertaining to their occupation of the Facilities within one week of becoming aware of the duty.
- (e) The PRIME Contractor will assist the users in adhering to these obligations, etc. by providing advice on new working methods and other courses of action.
- (f) The PRIME Contractor will publish notices and announcements, ensuring their contents are made available to users, upon the request of the Department's Representative.
- (g) The PRIME Contractor will put in place site procedures, estate procedures and support manuals to provide the required services smoothly. Details of duties and responsibilities will be made available to users.

Help Desk

1.2 The PRIME Contractor shall provide a help desk whereby the users can inform the PRIME Contractor of any breakages, defects or deficiencies in any Facilities, machine, service or other items and make general enquiries and requests.

- (a) The PRIME Contractor will provide a help desk contact number, person or facility whom users of the Facilities, visitors and DWP Contractors will contact in regard to services, repairs, breakages, cleaning, management of the Facilities or any other matter with which the PRIME Contractor can assist.
- (b) The help desk will be continuously available throughout Normal Working Hours.
- (c) The PRIME Contractor will offer an out of hours emergency service, including a contact number for users of the Facilities.
- (d) When alerted to a breach of security outside an urban area the PRIME Contractor will respond within one hour, or as instructed by the police.

- (e) When alerted to a breach of security within an urban area the PRIME Contractor will respond within the relevant Response Time, or as instructed by the police.
- (f) Details of the out of hours service shall be provided to the Department's Representative, the police and any appropriate local authority.
- (g) The PRIME Contractor will document all calls received detailing the date, time, fault or complaint and name and location of user.
- (h) Following receipt of a call, the PRIME Contractor will take action to initiate remedy, repair or replacement as appropriate, adhering to the relevant Response Times.
- (i) The PRIME Contractor's obligations to respond and resolve Events in respect of calls to the help desk in accordance with the relevant Response Times are in addition to the PRIME Contractor's obligations to provide services and facilities within the Service Requirements or the Required Accommodation Standards set out in Part 1 of Schedule 8 of this Agreement.
- (j) The PRIME Contractor's on site representative (the Building Services Manager or equivalent) will be responsible for satisfactory resolution of all issues logged through calls to the help desk within the Response Time allocated.
- (k) The PRIME Contractor will inform the Department's Representative if the above timetables cannot be met and will provide a full explanation of the reason.
- (l) In the event of a failure to adhere to the timetable, the PRIME Contractor will suggest alternative arrangements to provide the necessary service.
- (m) Upon responding to the call to take action to initiate remedy, repair or replacement the PRIME Contractor will inform the reporting user of the action proposed within 30 minutes.
- (n) Upon resolution of the failure or fault, the PRIME Contractor will inform the reporting user of the action taken and the result within one day.
- (o) The PRIME Contractor will draw up and maintain, in conjunction with the Department's Representative, emergency facilities plans and incident control plans to minimise the impact of any incident that restricts the ability of DWP to carry on its business.
- (p) Upon the report of a failure to meet any Critical Aspect of Service Requirement to the services or of any failure that affects DWP's ability to carry on its business, the PRIME Contractor will treat this as an emergency and immediately inform the Department's Representative of the event.
- (q) In the above instance the PRIME Contractor shall immediately undertake whatever action has been previously agreed with the Department's Representative, once his authority has been received.
- (r) If requested to do so by the Department's Representative, the PRIME Contractor will immediately implement the emergency facilities plan or incident control plan.
- (s) In the event of an intruder or break-in alert, the PRIME Contractor will immediately liaise with the police.
- (t) Where an intruder or break-in is confirmed the PRIME Contractor will immediately inform the Department's Representative of the circumstances of the incident. If the

breach occurs outside Normal Working Hours the PRIME Contractor will inform the Department's Representative immediately only if there is a threat to users or the ability of the users to carry on business, or if there has been an injury or other major incident and the PRIME Contractor judges that the Department's Representative should be aware immediately. Otherwise the PRIME Contractor will inform the Department's Representative at the start of Normal Working Hours. Reports shall initially be made verbally and a written report detailing the event, the participants, action taken and consequences will be provided within 5 Business Days.

- (u) The PRIME Contractor will document the action taken in response to any report and the date and time it is completed, within one day of resolution.
- (v) A record of all calls received and action taken, including by whom, shall be kept by the PRIME Contractor and be made available to the Department's Representative on request.

Room Booking

1.3 The PRIME Contractor shall provide a room booking service which shall mean:

- (a) The PRIME Contractor will provide suitably dedicated facilities to meet the requirements of the users for meeting, conference and training rooms, of a scale and type that meet the specified use.
- (b) The PRIME Contractor will provide a pre-booking service for these facilities. Users shall be able to make use of them on very short notice if they can be reasonably made available.
- (c) Upon receipt of at least one hour's prior notice given by the requesting user the PRIME Contractor will service the room according to the request of the user to include:
 - Providing and arranging the appropriate numbers of chairs, desks and other furniture.
 - Provide and set up AV equipment, easels, flip charts, etc.
 - Provision of tea, coffee and refreshments in accordance with the obligations set out in paragraph 11, below.
- (d) The PRIME Contractor will ensure that rooms and facilities are set up as requested prior to the requested time, with all equipment operational.
- (e) The PRIME Contractor will provide instruction in the use of facilities provided if requested by the user.
- (f) The PRIME Contractor will ensure that the rooms and facilities are cleared away at the end of the meeting, etc.

Space Management

- 1.4 The PRIME Contractor shall manage the users' space usage and provide a relocation and reorganisation service within and between Sites for personnel and equipment which shall mean:
- (a) The PRIME Contractor will provide a relocation and reorganisation service within and between Sites, for personnel and equipment, as set out below and will undertake this service in accordance with the relevant Response Times.
 - (b) The PRIME Contractor will allow the users to meet their space requirements by actively seeking and advising the users on maximising the benefit of the occupied areas.
 - (c) The PRIME Contractor will develop and implement strategies of space utilisation, after consultation with the Department's Representative, to facilitate their business needs.
 - (d) The PRIME Contractor must demonstrate that he is actively seeking to satisfy the space requirement in a cost effective manner. This will involve offering a range of options wherever rationalisation possibilities exist.
 - (e) The PRIME Contractor will provide advice on all applicable legislation or leasehold obligations etc. in respect of any proposals for alterations or change of use.
 - (f) The PRIME Contractor will keep and update any drawings, plans or records provided by the users. This information will be provided to the Department's Representative within five Business Days of a request.
 - (g) The PRIME Contractor will, if requested, undertake feasibility studies, plan (including where possible the provision of CAD planning), organise, carry out and oversee any internal or external accommodation moves proposed by the user, following the procedures set out in clause 17, Schedule 10 and Schedule 27 and adhering to the timetable agreed with the Department's Representative.
 - (h) Throughout this procedure the PRIME Contractor will act after full liaison with the Department's Representative and only with the Department's Representative agreement.
 - (i) The PRIME Contractor will advise the Department's Representative of any health and safety issue that are raised by the proposed move.
 - (j) The PRIME Contractor will ensure that the move causes no damage to equipment or personnel. When moving cable managed furniture, the PRIME Contractor will comply with statutory requirements, including British Standard 6396 or equivalent, and Good Industry Practice.
 - (k) The PRIME Contractor will replace any items damaged and make good any other faults caused by the move within five Business Days.
 - (l) The PRIME Contractor will inform the Department's Representative of such damage, with a full verbal explanation of the reason within 24 hours of the incident.
 - (m) The PRIME Contractor will ensure that the users of the Facilities fully appreciate the implications of the disturbance that may be caused by the implementation of planned moves.

- (n) The PRIME Contractor will minimise disruption caused to users by the move.
- (o) The PRIME Contractor will provide any necessary services or equipment for the new Site and ensure their proper functioning prior to the new Site becoming available.
- (p) The PRIME Contractor will carry out any necessary risk assessments and ensure users are familiar with the operation and layout of new equipment and furniture and Facilities at any new location, prior to the new Facilities becoming available.
- (q) The PRIME Contractor shall ensure that any works carried out to the Facilities as a result of a relocation or reorganisation inspired or initiated by the PRIME Contractor, will meet, as a minimum, the Required Accommodation Standards set out in Part 1 of Schedule 8 to this Agreement. This requirement excludes those concessionary moves undertaken by the PRIME Contractor involving less than 12 DWP staff.
- (r) The obligation to provide the service described in this paragraph 1.4 ("the Churn Service") shall be delivered in accordance with the protocol set out in Appendix 6 to this Part 2 of Schedule 8 to this Agreement (the Churn/Porterage Protocol). For the avoidance of doubt, the responsibility for costs associated with the Churn Service are set out in Appendix 7 to this Part 2 of Schedule 8 to this Agreement.

Liaison with IT Contractors

- 1.5 The PRIME Contractor shall liaise with DWP (nominated contacts will vary by location) and its suppliers over the management of the Information Technology and Telecommunications Infrastructure.
- (a) The PRIME Contractor will not be responsible for the planning, provision, operation, maintenance or moving of any information technology or telecommunications infrastructure, other than as specifically stated, i.e. operation of a switchboard service or provision of trunking within Facilities. This includes all cabling, wiring, voice and data boxes, IT terminals, communications room etc.
 - (b) The PRIME Contractor will note the contents of the relevant DWP documents on this subject.
 - (c) In considering any relocation, refurbishment, maintenance or churn management the PRIME Contractor will have regard to the implications for the existing infrastructure as well as for the future requirement for these services by the user. Prior to implementing any alterations to the layout of users and Facilities the PRIME Contractor will contact and follow the recommendations of DWP and/or its suppliers, meeting all agreements between DWP and other DWP agencies.
 - (d) If DWP wish to implement any alterations the PRIME Contractor will jointly plan and implement any Facilities works that might be required to facilitate the works with DWP and its suppliers, meeting all agreements between DWP and other DWP agencies.
 - (e) The PRIME Contractor will liaise with DWP and/or its suppliers on behalf of the users whilst work is in progress within Facilities, to minimise disturbance to users' business.
 - (f) The PRIME Contractor will not damage any infrastructure or other IT and telecommunication equipment whilst carrying out any of its functions.

- (g) If damage is caused, the PRIME Contractor will inform the Department's Representative of any damage or possible damage caused immediately and assist in any necessary claim for damages.

Health and Safety

1.6 The PRIME Contractor shall act as DWP's agent in fulfilling DWP's obligations and requirements in respect of all health and safety matters as they relate to the occupation by DWP's staff of the Facilities, including the use of related Equipment.

- (a) The PRIME Contractor will put into practice DWP's health and safety policies and ad hoc guidance on health and safety matters issued from DWP, the Office of Government Commerce and other government departments that related to Facilities and Sites occupied by users.

It is the intention to move towards one national joint DWP/PRIME Contractor policy and procedures document.

The final document will take into account the specific requirements of each DWP Agency and will be developed in conjunction with each Business Unit's Health and Safety Officer to ensure the needs of the entire DWP are met.

- (b) The PRIME Contractor will attend and minute any health and safety forums which might be established within the Facilities in support of the Department's Representative.

The PRIME Contractor will attend and minute site and Agency Health & Safety Committees and will provide the Committee with specific health and safety information and statistics as agreed locally. DWP management will continue to chair such Committee meetings and will be responsible for providing all secretariat duties.

It is not envisaged that the PRIME Contractor will attend Whitley meetings other than by exception or where this is the only site-wide forum for discussion of health and safety matters. Any issues raised at Whitley - or other such meetings - will be forwarded directly to the PRIME Contractor for a swift response.

At present on some large multi-occupied sites there is a separate H&S Committee for each individual Agency. With health and safety provision now being harmonised across the Agencies it is the intention to work towards the establishment of one Health and Safety Committee per site.

- (c) The PRIME Contractor will have regard to any risk assessments that might have been carried out previously and will put their recommendations into action. Such risk assessments will be regarded as superseded when a new assessment is carried out or other advice contradicts the original assessment.

The PRIME Contractor has 12 months from the Commencement Date to conduct comprehensive risk assessments on all Existing DSS Sites and 12 months from the Contract Expansion Date to conduct comprehensive risk assessments on all Existing ES Sites.

As part of the information gathering exercise the PRIME Contractor will collate all existing risk assessments to assess the adequacy of information currently held by DWP. All existing assessments should be reviewed to test validity against best practice. Where there are gaps or insufficient data (or where there has been a

significant change of activity or in the perceived level of risk) new assessments will need to be completed as a matter of urgency.

- (d) The PRIME Contractor will undertake health and safety training sessions, after consultation with the Department's Representative, for users and, in particular, new users. Particular emphasis should be placed upon emergency and evacuation drills for new users.

The PRIME Contractor will provide the following types of health and safety training:

- Basic induction training for all new DWP employees (also open to existing employees requiring "refresher training");
- Fire and life safety training (for those staff involved in emergency evacuation);
- Manual Handling Training (at the request of line management for new starters or staff changing jobs post 1 April 1998 where there is a recognised operational requirement).
- Management training programme for all managerial DWP staff on an ongoing basis.

NB: The "Induction" Training will consist of the following topics:

- Health & Safety at Work Act 1974 and associated legislation;
- Display Screen Equipment & Workstation Assessments;
- Manual Handling;
- Fire & Life Safety (Fire, Bomb & First Aid).

Each attendee will in addition receive an employee's Health and Safety Handbook.

The PRIME Contractor will respond to a request for the above training within one month of tasking.

The PRIME Contractor will maintain the health and safety training information as set out above on an ongoing basis and will provide such information to DWP on an ongoing basis, and as otherwise requested by DWP.

- (e) The PRIME Contractor will monitor the Facilities and Sites for compliance with all relevant statutory regulations and standards.

The PRIME Contractor will undertake health and safety audits, surveys and inspections as follows:

Inspections

A health and safety inspection of accommodation will be carried out every quarter by the PRIME Contractor, accompanied, where possible, by local Trade Union H&S Representatives.

The inspection reports will detail all specific areas of health and safety non-compliance and highlight who is responsible for remedying such non-compliance.

The reports will be issued to appropriate Department's representative for information and any necessary action.

Where reports highlight action to be undertaken by the PRIME Contractor these must be linked to agreed timescales for completion and subsequent records kept by the PRIME Contractor's Facilities Manager (FM) to allow further auditing by DWP.

Surveys

Health and Safety surveys are detailed examinations of a specific area of work activity on a Facility or Site to ensure conformity with current legislation. The survey - undertaken by the PRIME Contractor FM - will be followed by a full report and a Safety Action Plan which will be copied to the Department's Representative.

Audits

Will be carried out at large sites on a six monthly basis by the PRIME Contractor Regional Health & Safety Manager.

Every component of the total safety system will be included in the audit, eg management policy, safety attitudes and training, work activities, DSE workplace equipment layout and design, operating procedures, emergency plans, personal protection standards, accident record, etc.

The audit will show the strengths and weaknesses and the main areas of vulnerability and risk. A formal report and action plan will be prepared, copied to all relevant parties and its implementation monitored by designated PRIME Contractor Compliance Managers.

- (f) The PRIME Contractor will undertake risk assessments covering all aspects of DWP's occupancy of the Facilities and Sites and in addition if so requested by the Department's Representative carry out risk assessments on user's home working environment. The PRIME Contractor will also undertake off-Site risk assessments when requested by DWP which shall be charged in accordance with Appendix 10 of this Part 2 of Schedule 8.

The PRIME Contractor has responsibility for the health and safety of all those who work under its control. The PRIME Contractor will therefore carry out comprehensive assessments of hazards and associated risks that staff may be exposed to whilst carrying out their work.

Some risk assessments may be generic, some may be semi-generic and other may cover hazards and risks in a localised working area.

DWP will expect the PRIME Contractor to be proactive in identifying the need for risk assessments throughout the Facilities and Sites and to consult with Department Representatives before, during and after the assessment has been carried out. Any correction action, introduction of/or modification to control measures will be taken forward jointly by the PRIME Contractor and DWP.

There will be, in addition, instances where the Department's Representative will identify the need for specific risk assessments - the PRIME Contractor will be tasked with undertaking these through the CSC.

Risk assessments undertaken by the PRIME Contractor will include, but are not limited to:

- COSHH;
- Manual Handling;
- Display Screen Equipment;
- Workplace/Accommodation;
- Fire & Life Safety;
- Working Practices (undertaken within the Facility).

Certain DWP operational activities which are undertaken outside of the Site or Facility (including, but not limited to, visiting officers, DWP staff working in other locations such as public libraries, town halls and other local authority premises but excluding any locations outside Great Britain) may require the PRIME Contractor to carry out off-Site risk assessments as and when required by DWP. All such off-Site risk assessments (excluding any risk assessment undertaken on DWP staff working from home which is included with the FUP) shall be charged in accordance with the schedule of rates set out in Appendix 10 to Part 2 of Schedule 8 which shall be jointly reviewed every two Contract Years by DWP and the PRIME Contractor in accordance with Appendix 10.

These off-site risk assessments remain the responsibility of the DWP line manager although the PRIME Contractor will provide advice and assistance.

- (g) The PRIME Contractor will report to, and advise, the Department's Representative of any issues which are highlighted by the monitoring and risk assessment and will take action as required after agreement with the Department's Representative.

See above. The findings of all risk assessments will be brought to the attention of all staff - the method will depend on the risks highlighted and action to be taken. The PRIME Contractor will involve DWP Representatives at every stage.

Risk assessments will be reviewed at regular intervals or when the work activities change or when the perceived level of risk changes or when existing control measures are no longer deemed to be adequate/valid.

DSE Workstation Assessments

Again, DWP will expect the PRIME Contractor to be proactive in identifying the need for DSE workstation assessments. The PRIME Contractor FM's and/or Health and Safety Managers must ensure that they are carried out following every churn move and where an individual user has changed their overall seating set-up from their previous location.

This does not absolve local DWP management from ensuring that their staff have had the necessary assessment carried out - when a need for an assessment has been identified the PRIME Contractor should be tasked with carrying this out through the CSC.

Line managers still retain responsibility for ensuring their staff receive sufficient information and training on all DSE related risks.

The PRIME Contractor will ensure that Health & Safety Executive - approved risk assessment sheets are placed on individual desks for staff to complete immediately after a churn move has taken place. The completed assessment

sheets will then be reviewed and analysed by the FM who will take any necessary corrective action in conjunction with the user and line manager.

Where such action is beyond the scope of the FM it will be passed to the PRIME Contractor's Regional Safety Manager to undertake a comprehensive PC-based assessment with the individual user.

If and when a specific medical condition has been identified (ie a Work Related Upper Limb disorder) - and the subsequent assessment has identified the need for specialist equipment for furniture such as an orthopaedic chair) then the PRIME Contractor will call a case conference with the respective line manager, DWP HR Officer and Regional Safety manager to absolve the corrective action.

Medical advice may be sought from the Department's Occupational Health Advisors by the HR Officer and, where a clear requirement for specialised furniture/equipment has been identified, the PRIME Contractor will then procure this as a matter of urgency.

Where a large number of DSE users move at one time, then prior to the move it is suggested that the PRIME Contractor FM should arrange a DSE presentation through DWP's line manager for all the users involved. The presentation would cover the basic requirements of the DSE Regulations using interactive media and the introduction of the self-assessment form.

- (h) The PRIME Contractor will update DWP's health and safety policy as new information and working practices become available.

See (a) above.

- (i) The PRIME Contractor will bring to the attention of users any new legislation, standards, or regulations that affect the Facilities or Sites, with particular reference to health and safety, such that there is time for the users to undertake the appropriate action prior to it coming into force.

The PRIME Contractor will issue Health and Safety Advice Notes (HASAN's) throughout the Department highlighting new legislation, regulations, etc and the effect there may have on DWP. HASAN's will also be issued in response to specific Information and Safety Notices issued centrally by OGC.

DWP will be closely involved with the PRIME Contractor's Health & Safety Manager in the formulation of HASAN's. In all cases responsibility for corrective action, etc will be clearly identified in order for DWP to instigate suitable monitoring procedures.

- (j) If the new legislation, etc requires an alteration to the working patterns of users the PRIME Contractor will advise the Department's Representative as the best methods for compliance and assist in implementation.

Information will be given directly to DWP (or the Local Client Representative if it is a local issue) who will then decide - following advice from the PRIME Contractor - on best methods for implementation. The PRIME Contractor will provide assistance in implementation where appropriate.

- (k) The PRIME Contractor will monitor DWP working patterns and advise the Department's Representative of potential breaches of health and safety within five Business Days of recognising the breach. If requested, the PRIME Contractor will assist in the implementation of compliant working practices.

Information on potential breaches will be conveyed to the Local Client Representative (and copied to DWP) who will decide - in light of advice from the PRIME Contractor - what action needs to be taken and by whom.

- (l) The PRIME Contractor will maintain an up to date accident prevention programme, recording reported "near misses", carrying out appropriate risk assessments following near misses and establishing targets for the reduction in near misses and accidents in conjunction with the Department's Representative.

The PRIME Contractor will maintain a central accident book on each site and have procedures in place to ensure local FM's are aware of all accidents occurring on their premises. The PRIME Contractor is responsible for investigating all accidents and instances of near misses. Whilst liaising closely with local management and TUS it will be the PRIME Contractor's responsibility to be proactive in the investigation of all such occurrences - interviewing staff, taking photographs, completing investigation reports and, where necessary, reporting all RIDDOR cases to the appropriate enforcing authority.

The PRIME Contractor will need to establish robust procedures and lines of communication with DWP (line managers, first aiders, HR staff, TU offices, etc) to ensure all RIDDOR - reportable cases are brought to their attention and swiftly actioned.

DWP line managers, too, have a responsibility for ensuring all reportable accidents/incidents are brought to the PRIME Contractor's attention.

DWP staff must record all accidents/incidents in the site accident book (BI 510).

The PRIME Contractor will provide statistical data to the local client representative (copied to DWP) of all accidents/near misses, both on an ad hoc basis and at quarterly health and safety committees.

The PRIME Contractor will follow up all required action as a result of their accident investigation - ensuring appropriate risk assessments are undertaken to prevent a reoccurrence of similar accidents/near misses in future.

- (m) The PRIME Contractor will meet these targets within the agreed timescale.

Timescales to be agreed between DWP and the PRIME Contractor as soon as practicable.

- (n) The PRIME Contractor will ensure there are sufficient first aid personnel on site, adequately trained and holding recognised qualifications.

The PRIME Contractor will undertake a risk assessment on each site to establish the appropriate numbers of first aiders required, taking into account occupancy arrangements, nature of work, site opening times, etc all FM's will be trained as "appointed persons" with selected security staff trained as First Aiders where there is an identified requirement.

DWP Line Managers will inform the PRIME Contractor of any changes to first aider location due to moves.

Existing DWP First Aiders will continue to administer first aid as before although the PRIME Contractor is now responsible for replenishing stocks in First Aid boxes to HSE approved levels.

The PRIME Contractor will also be responsible for maintaining First Aid rooms.

- (o) The PRIME Contractor will provide necessary training on first aid to meet the requirement within section (n) above.

The PRIME Contractor will be responsible for training all First Aiders - including DWP staff using only HSE - approved trainer such as St Johns Ambulance.

Those DWP First Aiders who have certificates close to expiry should in future contact the PRIME Contractor - through the CSC - to arrange the necessary refresher training.

- (p) The PRIME Contractor will publish information as to the identity and role of the first aid personnel.

The PRIME Contractor now has responsibility for maintaining up-to-date lists of all first aiders on site. These will be widely distributed throughout site via posters and on notice boards.

The PRIME Contractor will need to ensure again that it has robust procedures in place for managing these lists and ensuring the information contained is always up-to-date, particularly following large-scale churns for example.

Fire and Bomb

- 1.7 The PRIME Contractor shall act as the Fire Precautions Officer and will provide advice on incident control at each DWP site, including actions in the event of a fire or bomb alert.

The PRIME Contractor will carry out the full duties of a Fire Precautions Officer (FPO) on each DWP site. These duties will include, amongst other things:

- The arrangements for the testing of all fire fighting equipment;
- The arrangements for the testing of all fire alarms;
- Ensuring all sites have sufficient fire and bomb wardens;
- Ensuring all staff on site have sufficient information on site evacuation procedures;
- Training all necessary staff in correct evacuation procedures;
- Arranging regular fire and bomb evacuation drills;
- Following completion of each drill, issuing reports to Local Client Representatives (copied to DWP) with observations and recommendations for future action.

In addition, where the PRIME Contractor, (including Group 4) have a presence they will act as site Emergency Co-ordinating Officer (ECO), acting as main focal point during any real practice evacuation (including liaising with the emergency services, security guards, key DWP staff to ensure firm control of the situation).

Sites where there is no PRIME Contractor (or security) presence then the responsibility of DWP in an emergency situation is purely to ensure that staff evacuate the building as quickly and safely as possible (the PRIME Contractor has accepted any associated risks to the building). The DWP Representative or other nominated person should contact the CSC and the appropriate Emergency Services at the earliest opportunity and when safe to do so.

Local arrangements will need to be put into place to ensure there is a managed co-ordination of information once the evacuation has taken place.

The above notwithstanding for each site DWP will be asked to nominate a senior officer (the "DWP Representative") who will be the point of authority to whom the PRIME Contractor advise and consult during any evacuation. This person will have operational responsibility in the event of an emergency and will, for example, accept responsibility for formally making the decision to vacate the premises in the event of a bomb alert.

The emergency procedures will be adapted at a local level by the PRIME Contractor in conjunction with local DWP Representatives to ensure a conformity approach throughout the Operations.

Specific Requirements

- (a) The PRIME Contractor will ensure that all fire protection and fighting systems are fully operational at all times.
- (b) The PRIME Contractor will regularly liaise with relevant fire inspectors, business units and health and safety officers over fire and bomb procedures for the Facilities in conjunction with the DWP Representative.

The Home Office Fire Inspectorate continues to have responsibility for certification of all buildings occupied by Crown employees.

The PRIME Contractor is tasked with reviewing all current local emergency procedures to ensure they meet the full requirements of each Site. Where possible the aim is to move towards one national standardised set of procedures for the whole of the Operations.

- (c) The PRIME Contractor will implement any recommendations as to procedures and equipment made as a result of section (b) above.

In full consultation with all interested parties. Local DWP management will consult with TU H&S Representatives on any proposed changes.

- (d) The PRIME Contractor will communicate these procedures to users.

Through agreed revised procedure documents distributed to all users on site.

- (e) The PRIME Contractor will carry out emergency drills for each of these procedures, the timing of which shall be provided to the DWP Representative at least three Business Days before the drill.

It will be the responsibility of the Local Client Representative to decide who, if anyone, should be given prior knowledge of the drills.

- (f) Within five Business Days of such tests, the PRIME Contractor will report to the DWP Representative in writing recommending any improvements in the fire and bomb procedures.

- (g) The PRIME Contractor will implement any improvements, as agreed with the DWP Representative, within five Business Days of the date of agreement.

- (h) The PRIME Contractor will ensure that up to date fire and bomb procedures and information are displayed as are appropriate.

Information to be displayed on notice boards and in local emergency procedure documentation available to all site occupants.

As Fire Precautions Officer, the PRIME Contractor will be expected to keep up-to-date records of all Fire and Bomb Wardens and other on-site personnel. DWP Line Managers will inform the PRIME Contractor of any changes to the location of Fire and Bomb Wardens due to moves.

- (i) Within 24 hours of a fire being successfully extinguished, the PRIME Contractor will inform the necessary authorities and complete a written report on the incident to the DWP Representative.
- (j) The PRIME Contractor will ensure that all the appropriate personnel, which may include some or all users, are familiar with the use of fire appliances and everybody is familiar with voluntary procedures undertaken in respect of District fire and bomb procedures.

The PRIME Contractor will be responsible for ensuring all Fire and Bomb wardens receive the necessary training to carry out their functions. Where a risk assessment has identified a specific need to train selected personnel in fire fighting techniques this will be organised by the PRIME Contractor.

The PRIME Contractor will ensure through desk drops, procedure notes and posters on local notice boards to all staff on site know what to do in the event of an emergency. The PRIME Contractor will ensure such information is incorporated as part of site induction training.

- (k) The PRIME Contractor will verbally report any bomb threats received by the PRIME Contractor or users immediately, with a written report following as soon as possible.

The PRIME Contractor will ensure that existing procedures for dealing with bomb threats, suspicious packages, etc are sufficiently robust and thoroughly understood by all staff on site. Where there are gaps, the PRIME Contractor must undertake a thorough risk assessment to ensure sufficient controls are put into place.

- (l) Following such an incident the PRIME Contractor will obey the instructions of the Department's Representative.

Performance Measurement

1.8 The PRIME Contractor shall operate an auditable self monitoring procedure and make available to DWP the results of monitoring of performance which shall mean:

- (a) The PRIME Contractor will establish and operate and make available to DWP, an auditable system that allows the monitoring of environmental conditions and the operational status of building services and Facilities within Sites.
- (b) The PRIME Contractor will provide documented evidence of internal environmental conditions within the Facilities on a regular basis, as agreed with the Department's Representative.
- (c) The PRIME Contractor will provide documented evidence of the operational status of all building systems on a regular basis, as agreed with the Department's Representative.
- (d) The PRIME Contractor will provide documented evidence of activity, incidents and service failures throughout the Facilities and Sites on a regular basis to the

Department's Representative. This will include, but not be limited to, health and safety, security, down time due to service failures and recent capital expenditure.

- (e) The PRIME Contractor will provide ad hoc information about the Sites, Facilities, the FM services and operation thereof as requested by the Department's Representative.
- (f) The PRIME Contractor will provide the necessary documented evidence of services provided to OGD, necessary to allow recharging of costs. This will include, but not be limited to, occupation levels and occupied areas, services provided and number of staff utilised.
- (g) The PRIME Contractor will give DWP access to the appropriate systems to interrogate for evidence of compliance.

2. **BUILDING MAINTENANCE**

2.1 The PRIME Contractor shall operate a programme of planned life cycle maintenance it is essential that maintenance and project work is properly planned and adequate involvement of the users is obtained to avoid disruption of the user's business which shall mean:

- (a) The PRIME Contractor will maintain the Facilities to at least the standard required in order to comply with the Required Accommodation Standards (Part 1 of Schedule 8). Where the Facilities does not currently comply with the Required Accommodation Standards, the PRIME Contractor will maintain the Facilities in a manner so they meet at least the current standard (or any improvement to that standard) until such time as they meet the Required Accommodation Standards through the carrying out of works in accordance with clause 10.24 of the Project Agreement.
- (b) The PRIME Contractor will develop and maintain a full set of maintenance manuals for the Facilities and FM services.
- (c) The PRIME Contractor will agree with the Department's Representative a Schedule of Maintenance Works in each Contract year for all planned and periodic maintenance as set out in clause 10 of this Agreement.
- (d) The PRIME Contractor will ensure that all Maintenance Works detailed in the Schedule of Maintenance Works meet as a minimum the Required Accommodation Standards set out in Part 1 of Schedule 8 when such Maintenance Works are carried out to a building component or system which has reached the end of its useful life or when the building component or system requires replacement or renewal.
- (e) The PRIME Contractor will comply with the Schedule of Maintenance Works set out in (c) above at all times.
- (f) The PRIME Contractor will keep the Facilities well decorated, taking due consideration of the intended use of the Facilities, i.e. general offices, public waiting areas etc.
- (g) The PRIME Contractor will agree with the Department's Representative a regular schedule for all redecoration works as part of the programme of planned life cycle maintenance.
- (h) The PRIME Contractor will comply with the decoration schedule at all times.

- (i) The PRIME Contractor will advise the Department's Representative prior to any Maintenance Works being carried out and ensure that the Department's Representative is aware of the full implication of the disruption that may result from the Maintenance Works at least five Business Days prior to commencement.
 - (j) The PRIME Contractor will obtain the agreement of the Department's Representative to any works not set out in the Schedule of Maintenance Works before carrying out the works, in accordance with clause 10.20 of this Agreement.
 - (k) The PRIME Contractor will minimise disruption to the users.
- 2.2 The PRIME Contractor shall provide and maintain the structure and external envelope which shall mean:
- (a) The PRIME Contractor will maintain the fabric of the Facilities to at least the current standard, or to a higher standard where required, in order to comply with Required Accommodation Standards.
- 2.3 The PRIME Contractor shall provide and maintain the internal elements which shall mean:
- (a) The PRIME Contractor will maintain the internal elements of the Facilities to the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will maintain the appearance of internal elements to comply with the standards within the Required Accommodation Standards.
- 2.4 The PRIME Contractor shall provide and maintain the water supply system which shall mean:
- (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will supply cold and hot water to comply with the Required Accommodation Standards.
- 2.5 The PRIME Contractor shall provide and maintain the heating system which shall mean:
- (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure room temperatures are in line with the Required Accommodation Standards.
- 2.6 The PRIME Contractor shall provide and maintain the mechanical ventilation and air conditioning system which shall mean:
- (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure performance of mechanical ventilation and air condition systems in line with the Required Accommodation Standards.
- 2.7 The PRIME Contractor shall provide and maintain the drainage and waste system which shall mean:
- (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.

- (b) The PRIME Contractor will ensure operation of drainage and waste systems in line with the Required Accommodation Standards.
- 2.8 The PRIME Contractor shall provide and maintain the electrical power distribution which shall mean:
 - (a) The PRIME Contractor will maintain the electrical power distribution and supply systems.
 - (b) The PRIME Contractor will ensure the supply and distribution of electrical power to comply with the Required Accommodation Standards.
- 2.9 The PRIME Contractor shall provide and maintain the standby electrical supply which shall mean:
 - (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure performance of standby electrical supplies in line with the Required Accommodation Standards.
- 2.10 The PRIME Contractor shall provide and maintain an uninterruptible power supply which shall mean:
 - (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure performance of uninterruptible power supplies in line with the Required Accommodation Standards.
- 2.11 The PRIME Contractor shall provide and maintain the lightning protection system which shall mean:
 - (a) The PRIME Contractor will maintain the services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure performance of lightning protection systems in line with the Required Accommodation Standards.
- 2.12 The PRIME Contractor shall provide and maintain the vertical transportation systems which shall mean:
 - (a) The PRIME Contractor will maintain the existing services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure the operation of vertical transportation systems in line with the Required Accommodation Standards.
- 2.13 The PRIME Contractor shall provide and maintain the existing interior and exterior lighting systems which shall mean:
 - (a) The PRIME Contractor will maintain the existing services to at least the standard required in order to comply with the Required Accommodation Standards.
 - (b) The PRIME Contractor will ensure performance of lighting systems in line with the Required Accommodation Standards.
- 2.14 The PRIME Contractor shall provide and maintain the emergency lighting systems which shall mean:

- (a) The PRIME Contractor will maintain the existing services to at least the standard required in order to comply with the Required Accommodation Standards.
- (b) The PRIME Contractor will ensure performance of emergency lighting systems.

2.15 **[Not used]**

2.16 **Consistency**

Provided doing so will not cause the PRIME Contractor to be in breach of any of its obligations hereunder, where and whenever the PRIME Contractor is maintaining the internal elements (which shall include the appearance of windows from the inside), of a Facility or Minor Occupancy the PRIME Contractor shall do so in a manner that maintains in accordance with Good Industry Practice consistency in the appearance of the adjacent areas within such Facilities and Minor Occupancies. If any such activities performed by the PRIME Contractor in accordance with the PRIME Contractor's obligations hereunder (including using new materials and Good Industry Practice) cannot be effected in a manner which achieves the consistency referred to above, then the PRIME Contractor shall notify DWP immediately and DWP and the PRIME Contractor shall meet and (both acting reasonably) agree whether the obligation in relation to consistency in this paragraph 2.16 or the other obligations will prevail.

3. **EQUIPMENT MAINTENANCE**

3.1 The PRIME Contractor shall provide and maintain the Equipment necessary to allow the full functioning of the user's business which shall mean:

- (a) The PRIME Contractor will provide suitable Equipment to allow the users to operate their business without impediment.
- (b) The PRIME Contractor will ensure that all Equipment is kept fully operational at all times.
- (c) The Schedule of Maintenance Works will include a programme of planned inspections and maintenance for Equipment in order to preserve utility throughout its useful life. This schedule will be made available to users.
- (d) The PRIME Contractor will adhere to this schedule. Deviation from the schedule will only be allowed after submitting a new schedule to the Department's Representative.
- (e) The PRIME Contractor will procure Equipment for users, upon receiving an appropriate request made by the Department's Representative within the relevant Response Times.
- (f) The PRIME Contractor will procure Equipment through contracts with approved DWP suppliers where these exist, unless the PRIME Contractor can demonstrate that better value for money can be obtained, without any decrease in the standard of Equipment, by utilising an alternative purchasing system.
- (g) In procuring any furniture, the potential bidders will have regard to current and proposed working practices within DWP. The impact and requirements of IT equipment will be catered for and the PRIME Contractor will liaise with DWP prior to placing the order.
- (h) The PRIME Contractor will ensure that a delivery time is given for each order and that this date is communicated to the requesting user within five Business Days of the request.

- (i) The PRIME Contractor will ensure that where an item is not delivered on time, the supplier is contacted and the item is delivered as soon as possible. The reason for the delay and the new date will be communicated to the requesting user as soon as possible and not later than the original delivery date.
- (j) Within 24 hours of receipt of the goods the PRIME Contractor will set up and ensure the item is operational. This will include carrying out appropriate risk assessments.
- (k) The PRIME Contractor will ensure that the necessary users are familiar with the operation of the item and that suitable documentation and instructions are available.
- (l) Upon request the PRIME Contractor will provide a competitive quote for costs for provision of goods within five Business Days of the date of the request.
- (m) The PRIME Contractor will ensure the accurate operation of all clocks, time switches etc. throughout the Facilities.
- (n) Subject to paragraphs (o) and (p) below, Equipment shall be provided to DWP and the costs of such Equipment (other than any security systems set out in Schedule 7) shall be borne by the parties in accordance with the protocol set out in the table at Appendix 3 to Part 2 of Schedule 8 of this Agreement,.
- (o) At the Sites listed in Appendix 4 to Part 2 of Schedule 8 of this Agreement, DWP benefits from the use of special filing systems and racking provided by the PRIME Contractor which, for the avoidance of doubt, include systems such as mobile Rackline and Cardex but not Dexion racking (**Specialist Systems**). The cost of any additional Specialist Systems requested by DWP shall be paid by DWP to the PRIME Contractor and the PRIME Contractor shall bill such sum to DWP as an Other Amount. For the purposes of this clause, all racking at Heywood Stores and Schofield Mill shall be deemed to be Specialist Systems. The cost of:
 - (a) replacing Specialist Systems which were in place at 1 April 1998 at those Sites set out in Appendix 4 of Part 2 of Schedule 8 to this Agreement; and
 - (b) maintaining Specialist Systems at such Sites (whether or not they were in place at 1 April 1998),shall be included in the Facilities Price. For the avoidance of doubt, subject always to the furniture and equipment protocol at Appendix 3 to Part 2 of Schedule 8 to this Agreement, the cost of additional Specialist Systems and the cost of maintaining and replacing such systems (whether or not they were in place at 1 April 1998) at Sites other than those set out in Appendix 4 to Part 2 of Schedule 8 of this Agreement shall be included in the Facilities Price.
- (p) The PRIME Contractor's obligation to provide Equipment in accordance with this paragraph 3.1 shall not extend to the provision of screens at the Minor Occupancies.
- (q) The PRIME Contractor hereby transfers and conveys to DWP all its right, title and interest in the battery operated vehicles described in Appendix 5 to Part 2 of Schedule 8 of this Agreement for the sum of £1.00. The PRIME Contractor confirms that the vehicles described in Appendix 5 to Part 2 of Schedule 8 of this Agreement have been maintained in accordance with its obligations under this Project Agreement.

3.2 The PRIME Contractor shall ensure electrical and earth testing of all equipment which shall mean:

- (a) The PRIME Contractor will carry out appropriate tests for electrical integrity of all equipment, in accordance with DWP's health and safety policy and statutory guidelines.
- (b) The PRIME Contractor will carry out earth testing of cable managed furniture in accordance with statutory requirements, including British Standard 6396 or equivalent, and Good Industry Practice.
- (c) The PRIME Contractor will undertake whatever action is required in the light of these test results.
- (d) The PRIME Contractor will issue a copy of the reports of these tests to the Department's Representative within five Business Days of the tests and will undertake whatever action the Department's Representative requests within five Business Days of the request.

3.3 **[Not used]**

3.4 **Consistency**

Provided doing so will not cause the PRIME Contractor to be in breach of any of its obligations hereunder, where and whenever the PRIME Contractor is providing new or replacement furniture or customer facing Equipment, the PRIME Contractor shall do so in a manner that maintains in accordance with Good Industry Practice consistency in the appearance of the adjacent areas within such Facilities and Minor Occupancies. If any such activities performed by the PRIME Contractor in accordance with the PRIME Contractor's obligations hereunder (including using new materials and Good Industry Practice) cannot be effected in a manner which achieved the consistency referred to above, then the PRIME Contractor shall notify DWP immediately and DWP and the PRIME Contractor shall meet and (both acting reasonably) agree whether the obligation in relation to consistency or the other obligations will prevail.

4. **ENERGY AND UTILITIES MANAGEMENT**

4.1 The PRIME Contractor shall implement DWP's Energy Management Policy which shall mean:

- (a) The PRIME Contractor will seek to minimise energy consumption at the Facilities.
- (b) The PRIME Contractor will agree with the Department's Representative an energy conservation policy, with target levels for energy consumption.
- (c) The PRIME Contractor will monitor energy consumption and will provide regular reports on levels of consumption to the Department's Representative.
- (d) The PRIME Contractor will develop energy saving methods and projects and proposals for their implementation, for the agreement of the Department's Representative.
- (e) The PRIME Contractor will implement any such methods or projects in conjunction with the Department's Representative.
- (f) The PRIME Contractor will bring to the attention of the Department's Representative any erratic or irregular energy consumption.

- (g) No energy saving policy or action will restrict the efficient carrying out of DWP's business.

5. LANDSCAPE MAINTENANCE

5.1 The PRIME Contractor shall ensure all walkways, driveways and access routes are kept clear which shall mean:

- (a) The PRIME Contractor will ensure that all walkways, driveways and access routes to the Sites and Facilities are kept clear, passable and safe to use in time for the arrival of staff and then whenever staff are present.
- (b) The PRIME Contractor will keep the Sites generally clear of snow fall and leaf fall during Normal Working Hours.
- (c) The PRIME Contractor will ensure that paths, drives and car parks are clear of excessive surface water, snow, ice, leaves or other obstructions in time for the arrival of staff at the start of Normal Working Hours.
- (d) The PRIME Contractor will deal with and remove or clear up as appropriate, any breakages, spillages, sensitive refuse, forms of graffiti and all other forms of waste on the Sites including the removal of debris and litter from landscaped areas within the relevant Response Time.
- (e) The PRIME Contractor will have a procedure for dealing with sensitive waste. This includes, but is not limited to, hypodermic syringes, glass, excrement, blood, urine and vomit.

5.2 The PRIME Contractor shall maintain the landscaping and external areas at Sites to ensure convenience, amenity and safety which shall mean:

- (a) The PRIME Contractor will maintain the landscaping and external areas to ensure convenience, amenity and safety in at least as good a condition as exists at the Commencement Date, or such higher standard as is required to comply with the Required Accommodation Standards set out in Part 1 of Schedule 8.
- (b) The PRIME Contractor will develop a schedule of periodic cleaning identifying the approach and frequency of cleaning by type/item that is consistent with usage.
- (c) The PRIME Contractor will maintain and provide this schedule to the Department's Representative.
- (d) The PRIME Contractor will maintain the appropriate standard of illumination, road markings and signage as specified by the Required Accommodation Standards set out in Part 1 of Schedule 8.
- (e) The PRIME Contractor will maintain landscaped areas, including grass, plants, trees, fences, etc. removing dead and diseased material and keeping vegetation pruned and neat.
- (f) The PRIME Contractor will maintain the appearance of the Sites by dealing with damage, spillages, litter, etc.

5.3 The PRIME Contractor shall maintain interior landscaping and planting which shall mean:

- (a) The PRIME Contractor will maintain interior landscaped areas, including potted plants, etc. and maintain the appearance by dealing with damage, spillages, litter, etc. within the relevant Response Times.

6. EXTERNAL CLEANING

6.1 The PRIME Contractor shall provide an external cleaning service which shall mean:

- (a) The PRIME Contractor will maintain the appearance and functioning of the external fabric of the Facilities in at least as good a condition as exists at the Commencement Date, or such higher standard as is required to comply with the Required Accommodation Standards.
- (b) The PRIME Contractor will develop a schedule of periodic cleaning identifying the approach and frequency of cleaning by type/item that is consistent with usage.
- (c) The PRIME Contractor will maintain and provide this schedule to the Department's Representative.
- (d) External cleaning will include the regular cleaning of windows, lights and all vision panels to ensure that they meet the recognised standard of cleaning or to the satisfaction of the Department's Representative and the PRIME Contractor.
- (e) External cleaning will include the cleaning of drains, gullies, traps and other drainage/rainwater goods.
- (f) Cleaning will not affect the continuation of business.

7. WASTE MANAGEMENT

7.1 The PRIME Contractor shall provide a waste collection and management service which shall mean:

- (a) The PRIME Contractor will ensure that rubbish is removed from the Sites and from within Facilities regularly to ensure that there is no build up of waste.
- (b) The PRIME Contractor will ensure that users have sufficient quantities of waste disposal containers, commensurate with their requirement, such that they will not be overflowing.
- (c) The handling and storage of rubbish on the Facilities will be done in accordance with the relevant environmental standards and will not mark or damage the fabric of the Facilities.
- (d) The PRIME Contractor will keep designated waste areas in a tidy condition, free from obstruction or hazard to users who may be required to use or visit the area.
- (e) The PRIME Contractor will change bin liners and wash containers on a regular basis.
- (f) The PRIME Contractor will provide an accounting of wastes by category to the Department's Representative and will implement any recommendations that the Department's Representative may make in reference to the segregation and disposal of rubbish.

7.2 The PRIME Contractor shall operate secure confidential waste disposal in relation to the Facilities.

- (a) The PRIME Contractor will provide an adequate number of waste receptacles, of a type approved by the Department's Representative, dedicated to the collection of confidential waste.

- (b) The PRIME Contractor will place these in locations designated by the Department's Representative.
- (c) The PRIME Contractor will clear away confidential waste from these receptacles prior to being full, and general waste within the relevant Response Times and at regular intervals otherwise.
- (d) Where appropriate the PRIME Contractor will hold keys for any lockable confidential waste bins and the issue of these to users will be recorded.
- (e) The PRIME Contractor will ensure that confidential waste is clearly segregated from other waste during collection and storage.
- (f) The PRIME Contractor will store and dispose of confidential waste in a secure manner approved by the Department's Representative.
- (g) The PRIME Contractor will provide an accounting of waste collected to the Department's Representative.

7.3 The PRIME Contractor shall comply with existing recycling schemes which shall mean:

- (a) The PRIME Contractor will comply with any green or environmental recycling policies that may be in operation at facilities, as directed by the Department's Representative.
- (b) The PRIME Contractor will develop and maintain a recycling programme. The recycling programme may include instructions, containers and designated drop-off areas.

8. **CATERING FACILITIES AND EQUIPMENT**

8.1 The PRIME Contractor will provide whatever equipment is necessary to provide the catering services required by the Facility Output Requirements.

- (a) The Schedule of Maintenance Works will include a programme of planned maintenance for all equipment utilised in providing the catering service.
- (b) The PRIME Contractor will operate an entirely transparent and auditable cleaning programme for all catering equipment and facilities.
- (c) The PRIME Contractor will prepare cleaning schedules for all items and areas that require cleaning and these will be submitted to the Department's Representative and made available to the users. These will give the following information:
 - The items to be cleaned
 - The frequency of cleaning
 - The method of cleaning
 - What cleaning materials shall be used
 - Who is allotted to do the cleaning
- (d) The PRIME Contractor will adhere to these schedules, unless an alternative schedule is prepared and submitted to the Department's Representative.

9. SECURITY FACILITIES AND EQUIPMENT

9.1 The PRIME Contractor will provide, operate and maintain whatever equipment is required to provide the security services required within paragraph 13.

- (a) The Schedule of Maintenance Works will include a programme of planned maintenance for all equipment utilised in providing the security services.
- (b) The PRIME Contractor will operate whatever additional security equipment the Department's Representative requires.

10. INTERNAL CLEANING

10.1 The PRIME Contractor shall provide a working environment that is neat, clean and healthy which shall mean:

- (a) The PRIME Contractor will maintain the Cleaning Standards.
- (b) The PRIME Contractor will ensure that the interior of the Facilities, which includes walls, floors, ceilings and all fittings and finishes continuously, meets the Cleaning Standards.
- (c) The PRIME Contractor will ensure that the process of cleaning does not interfere with the business of the users, or threaten the security of the Facilities, Sites or staff.
- (d) The PRIME Contractor will deal with spillage and spot cleaning upon occurrence or request within the relevant Response Times.
- (e) The PRIME Contractor will attend the site of any breakages, spillages, sensitive refuse, forms of graffiti and all other forms of waste within the public areas within the relevant Response Times to cordon off or make the area safe upon becoming aware of the need and will deal with and remove or clear up as appropriate within the Relevant Response Time.
- (f) The PRIME Contractor will have a procedure for dealing with sensitive waste. This includes, but is not limited to, hypodermic syringes, glass, excrement, blood, urine and vomit.
- (g) The PRIME Contractor will hand any articles of value found unattended to the Department's Representative.
- (h) The PRIME Contractor will allocate specific dates for all cleaning tasks which are carried out at intervals of one month or more and give the Department's Representative at least five Business Days prior notice of such works being carried out.

10.2 The PRIME Contractor shall ensure toilets, showers and sanitary facilities are neat, clean and tidy and have a fresh appearance and smell which shall mean:

- (a) The PRIME Contractor will ensure that all sanitary facilities continuously meet the Cleaning Standards and are maintained in a neat, clean and healthy condition and have a fresh appearance and smell.
- (b) The PRIME Contractor will ensure that the interior of the Facilities, which includes walls, floors, ceilings and all fittings and finishes continuously meets the Cleaning Standards.

- (c) The PRIME Contractor will replenish and restock toilet rolls, soap dispensers, female hygiene, paper towels and roller towels, such that there is a continuously available supply to users of the Facilities.
 - (d) The PRIME Contractor shall ensure that there are paper towel and hygiene receptacles available for use at all times.
 - (e) The PRIME Contractor will ensure that all sanitary ware is free of limescale or other deposits and all metals are free from stains and tarnish.
 - (f) The PRIME Contractor will develop and maintain an inspection record for toilet facilities.
- 10.3 The PRIME Contractor shall ensure that fixtures, fittings, Furniture and Equipment are kept neat, clean and healthy which shall mean:
- (a) The PRIME Contractor will ensure that all fixtures, fittings, furniture and Equipment, including, but not limited to, Job points in public areas, meet the Cleaning Standards and are maintained in a neat, clean and healthy condition.
 - (b) The PRIME Contractor will not compromise the fire resistance of fabrics by any cleaning process or other action.
- 10.4 The PRIME Contractor shall ensure fabrics are in a neat, clean and healthy condition which shall mean:
- (a) The PRIME Contractor will periodically clean or replace drapery, curtains and upholstery to ensure that it is kept to a recognised standard of cleaning.
 - (b) The PRIME Contractor will not compromise the fire resistance of fabrics by any cleaning process or other action.
- 10.5 The PRIME Contractor shall ensure the DWP's sites are reasonably free from pests.
- (a) The PRIME Contractor will ensure that the Facilities meet the relevant environmental and health standards governing insect infestation.
 - (b) The PRIME Contractor will agree a schedule for any necessary works with the Department's Representative and abide by it at all times.
- 11. CATERING SERVICE**
- 11.1 The PRIME Contractor shall provide an efficient range of catering services to users which shall mean:
- (a) The PRIME Contractor will provide, as a minimum, the required comprehensive range of on site catering services at all those Facilities specified within Facility Output Requirements set out in Schedule 6 of this Agreement.
 - (b) This service may include a traditional counter service restaurant, trolley service, hospitality service vending facilities, staff and self help kitchen facilities and shops. The PRIME Contractor is free to extend the range of existing services and facilities, subject to prior approval of the extension by the Department's Representative.
 - (c) The PRIME Contractor will determine the capacity of the services such that users within the Facilities and visitors will have a reasonable choice of menus at all times at which the service is available.

- (d) The PRIME Contractor agrees and acknowledges that DWP and the PRIME Contractor are developing a roll out program of modernised catering facilities (where catering facilities already exist). DWP will require the PRIME Contractor to provide a range of catering services, including but not limited to any or all of the following services, depending on the catering facility adopted:
- Traditional breakfast service, including take away service.
 - Morning snacks, to include beverages, toast, teacakes, scones, etc.
 - Traditional lunch service.
 - Afternoon teas, beverages, high teas and light snacks.

This service relates to Normal Working Hours.

- (e) The PRIME Contractor will provide appropriate services outside Normal Working Hours following a request made by the Department's Representative which shall provide for five Business Days notice.
- (f) The PRIME Contractor will ensure that there is a varied menu available, with an emphasis on healthy eating. The variety on offer shall include main meals, vegetarian, vegan, ethnic foods and snack items together with catering for specific religious festivals.
- (g) Where a trolley service is available, the PRIME Contractor will provide a mobile vending trolley service dispensing hot and cold drinks and snacks.
- (h) The trolleys will offer a wide range of items with stocks maintained, such that users and visitors are not restricted in their choice.
- (i) Each trolley will complete a tour of specified Facilities at a regular time which the PRIME Contractor will make known to users. The number of trolleys and tours will not be reduced without the authorisation of the Department's Representative.
- (j) The PRIME Contractor will operate whatever shop facilities are present at the Commencement Date, keeping them open during Normal Working Hours as a minimum.
- (k) The shop shall stock take away food items, beverages, periodicals, toiletries, stamps and phone cards as a minimum.
- (l) The PRIME Contractor will, as a minimum, operate whatever vending machines are present at the Commencement Date, keeping them stocked with appropriate snacks, beverages and confectionery.
- (m) The PRIME Contractor will provide a hospitality service during Normal Working Hours, providing beverages, light snacks and buffets to users at requested locations within the Facilities, at the requested time. This will include the provision of tea, coffee and food for meetings, training and conference events.
- (n) The PRIME Contractor will offer a pre booking facility for hospitality service. The PRIME Contractor will provide tea, coffee and light snacks upon receipt of at least reasonable short notice. Requests for the hospitality service will be made 24 hours in advance for buffet or meal services.
- (o) The PRIME Contractor will implement a system to allow recharging within business units for the hospitality service.

- (p) The PRIME Contractor will operate a policy of total meal pricing, i.e. the prices displayed on boards for main meals will include one vegetable and one potato dish.
- (q) The PRIME Contractor will provide a schedule of tariffs for the full range of catering services for approval by the Department's Representative. All changes to this agreed tariff will be similarly approved.
- (r) The PRIME Contractor's suggested tariff will represent good value for money. Where the Department's Representative believes that this is not the case, they may insist that the tariff is revised.
- (s) DWP operates an ad hoc policy of subsidising catering tariffs. The PRIME Contractor will liaise with the appropriate budget holders over this subsidy, in order to agree its implementation which shall be in accordance with paragraph (t) below.
- (t) The PRIME Contractor will agree with the Department's Representative and subsequently implement methods for reducing this subsidy to zero in accordance with the parties' respective obligations set out in clause 15.23 of this Agreement.
- (u) The PRIME Contractor will make all reasonable efforts to ensure that users and visitors making use of the catering service will not be made ill by any product of the catering service.
- (v) The PRIME Contractor will operate the catering service in a way approved by the local Environmental Health Officer.
- (w) The PRIME Contractor will immediately submit to any inspection of the catering facilities by the Environmental Health Officer called at the request of the Department's Representative.
- (x) The PRIME Contractor will maintain records and audit trails of all action that is taken in respect of the Health and Safety, hygiene and cleanliness of the service for inspection by the Department's Representative. This will include hygiene action plans for future planning of the service provision.
- (y) The PRIME Contractor will ensure that all food handlers undergo clinical examinations prior to starting employment, annually and prior to resuming work after illness.
- (z) The PRIME Contractor will contact the Department's Representative and Environmental Health Officer immediately if any food or beverage is suspected of being contaminated. Suspect substance or food will be withdrawn from sale without any delay.
- (aa) The PRIME Contractor will operate the following procedure in the event of food contamination:
 - Suspect foods, beverages and their packaging will be placed so as to ensure no further contamination.
 - Samples of between 25/50 grams, placed in individual containers, labelled with food and date of service will be kept.
 - The sample will be refrigerated within 1.5 hours of the time of discovery of contamination and kept for 72 hours thereafter.

- If there are no incidents of food poisoning, then after 72 hours the sample may be disposed of appropriately with the approval of the Department's Representative.

12. PORTERAGE

12.1 The PRIME Contractor shall provide for the off-loading and handling of deliveries which shall mean:

- (a) The PRIME Contractor will off-load, handle and distribute items and equipment to their appropriate location within the Facilities within one working day or, in the case of larger deliveries, as agreed with the Department's Representative.
- (b) The PRIME Contractor will ensure that the receipt and interim storage of goods, etc. does not cause a Health and Safety risk.
- (c) The PRIME Contractor will remain responsible for items received until the point of handover to the designated points or individual recipients.

12.2 The PRIME Contractor shall provide for the movement and handling of Equipment etc. within and between Sites which shall mean:

- (a) The PRIME Contractor will move and handle items to their appropriate location within and between Sites outside Normal Working Hours, or at other times if agreed with the Department's Representative.
- (b) The PRIME Contractor will agree a timetable for moves and adhere to this timetable. For portorage within Facilities this will be not more than three Business Days. For portorage between Facilities it will not be more than five Business Days.
- (c) The PRIME Contractor will ensure that the movement and interim storage of items does not cause a health and safety risk.
- (d) The PRIME Contractor will remain responsible for items received until the point of handover to the designated points or individual recipients.

12.3 The obligation to provide the service described in paragraphs 12.1 and 12.2 above ("the Porterage Service") shall be delivered in accordance with the protocol set out in Appendix 6 to this Part 2 of Schedule 8 to this Agreement (the Churn/Porterage Protocol).

13. SECURITY SERVICE

13.1 The PRIME Contractor shall ensure that the Facilities are available for use and keep them guarded and secure from theft, attacks on staff and unauthorised entry which shall mean:

- (a) The PRIME Contractor will provide and maintain a security service keeping the Facilities secure.
- (b) The PRIME Contractor will ensure that the Facilities, excluding public areas, are open and available for use throughout Normal Working Hours, or at other times when requested by the Department's Representative.
- (c) The PRIME Contractor will ensure that the public areas are open and available for use throughout Public Opening Hours (as set out in the Facility Output Requirements), or at other times when requested by the Department's Representative.
- (d) [withheld]

- (e) The PRIME Contractor will take every reasonable step to ensure that at all times no member of DWP or the Public on the Site is subject to attack.
- (f) The PRIME Contractor will provide a security presence in accordance with the recommendations of risk assessments undertaken by the PRIME Contractor in consultation with DWP, reviewed from time to time to assess the security threat.
- (g) The PRIME Contractor will ensure that there is no unauthorised entry to the Facilities.
- (h) The PRIME Contractor will ensure that no equipment or material is removed from the Facilities without authorisation of the Department's Representative.
- (i) [withheld]
- (j) The PRIME Contractor will make these procedures known to the Department's Representative and users and will adhere to them at all times.
- (k) The PRIME Contractor will ensure that all machinery, other than IT and telecommunications equipment, not clearly marked to the contrary is turned off outside Normal Working Hours when users are not present in the relevant part of the Facilities.
- (l) The PRIME Contractor shall, under the direction of the Department's Representative, immediately provide security measures commensurate with the current state of vigilance.
- (m) The PRIME Contractor will maintain a presence within the public areas in order to keep them secure during the times that they are available to the public. This could include regular patrols or a permanent guard.
- (n) The PRIME Contractor will operate by DWP guidelines when dealing with members of the public within public areas.
- (o) The PRIME Contractor will take all reasonable steps to ensure that there is no smoking, drinking of alcohol or use of prohibited substances and that no animals, other than guide dogs, are allowed into the public areas.
- (p) The PRIME Contractor will control access to and from the Facilities by staff and visitors. This will include keeping records of visitors who are present and visitors who have had access previously.
- (q) The PRIME Contractor will operate a system that allows for the easy identification of identity and purpose of individuals within the Facilities and its grounds. DWP reserves the right to insist that the PRIME Contractor implements any national security pass system that may become available.
- (r) [withheld]
- (s) [withheld]
- (t) Where appropriate the PRIME Contractor will keep a separate "Medical Appointments Register" for recording members of the public visiting the Facilities for medical examination purposes.
- (u) The PRIME Contractor will ensure that access to any grounds and car parks is available to persons who legitimately require it, during Normal Working Hours and is unavailable outside these times unless by prior arrangement. Legitimate users

will include users employed within the Facilities, users from other Facilities and bona fide visitors to the Facilities. Unless agreed with the Department's Representative it will not include members of the public.

- (v) During Normal Working Hours, the PRIME Contractor will control access to any car parks and grounds, recording the identity and purpose of all visitors to the site.
- (w) The PRIME Contractor will take reasonable steps to protect vehicles within the Sites from theft or vandalism at all times.
- (x) The PRIME Contractor will provide access to and from the Sites and Facilities outside Normal Working Hours where requested by the Department's Representative to allow extended working or other functions, or to allow access by DWP Contractors.
- (y) The PRIME Contractor will not allow Contractors on to the Sites outside Normal Working Hours without monitoring of their movements and whereabouts.
- (z) When Contractors are to be allowed access to Facilities occupied by users or their records and files, the PRIME Contractor will inform the Department's Representative five Business Days in advance, unless shorter notice is unavoidable and will implement such additional security measures as the Department's Representative requests.
- (aa) [withheld]
- (bb) When directed to do so by the Department's Representative, the PRIME Contractor will summon any required emergency services. This is in addition to any instances where the PRIME Contractor may call them at their own discretion.
- (cc) The PRIME Contractor will liaise with the police over the security measures in place at any Site and abide by any recommendations that the police or the local Crime Prevention Officer make.

13.2 The PRIME Contractor shall provide a secure reception and stewarding service, receiving guests and goods and assisting members of the public during Normal Working Hours which shall mean:

- (a) The PRIME Contractor will receive visitors to the Facilities and take receipt of goods or items of post arriving during Normal Working Hours, but other than in normal postal deliveries.
- (b) The PRIME Contractor will receive deliveries, checking the delivery against the order or despatch note, advise recipients, sign for the goods when necessary, offer the appropriate portage service and maintain suitable records.
- (c) The PRIME Contractor will ensure that all messages received are passed on to staff as soon as possible.
- (d) The PRIME Contractor will inform the appropriate users of the arrival of visitors as soon as possible.
- (e) The PRIME Contractor will direct or escort all visitors and members of the public as appropriate, to and from their destination and ensure that access is restricted to the appropriate parts of the Facilities.

- (f) The PRIME Contractor will issue members of the public with leaflets, upon the request of the Department's Representative, where required maintaining a record of the number of people dealt with.
- (g) The PRIME Contractor will provide simple advice to members of the public, including advice on using job points to ease traffic flows to the main reception points, demonstrating an awareness of the operation of the public areas.
- (h) The PRIME Contractor will assist members of the public who have difficulty making use of the facilities, i.e. the elderly, infirm, people with disabilities, or people with prams, etc.
- (i) The PRIME Contractor will operate a queuing system where required within public areas, including stocking ticket machines and dealing with queries as to the operation of the system.
- (j) The PRIME Contractor shall participate in DWP's customer service initiatives, for example issuing survey cards and questionnaires to the public.
- (k) The PRIME Contractor will integrate with DWP to provide a co-ordinated approach to members of the public. This may involve regular meetings and close liaison with DWP.
- (l) The PRIME Contractor will be proactive in defusing difficult situations and undertake interventions in accordance with statutory and DWP guidelines to address violent and/or antisocial behaviour.

13.3 The PRIME Contractor will ensure that all security staff wear appropriate uniforms clearly indicating their functions to users, visitors and members of the public.

13.4 [withheld]

13.5 [withheld]

14. MISCELLANEOUS SERVICE REQUIREMENTS

Miscellaneous Services

14.1 The services listed below under the column headed "Service" are included within the relevant FM Services set out under the column headed "FM Services" and such services are included in the FUP and clause 21.5 of this Agreement shall not entitle the PRIME Contractor to recover the financial consequences of the repair and replacement of Equipment vandalised or misused by DWP staff, employees or third party contractors engaged by DWP.

Service	FM Service
Replace lost keys and locks, duplicate keys	Building Maintenance
Repair and replace Equipment vandalised or misused by DWP staff or the public	Building Maintenance
Removal of waste derived from DWP commissioned moves	Internal Cleaning
Provision of linen towels for showers	Internal Cleaning
Cleaning of HASSRA areas	Internal Cleaning
Internal window cleaning	Internal Cleaning
Clearing septic tanks	Building Maintenance

Clearing of car parks outside Normal Working Hours	External Cleaning
Provision of tea towels	Internal Cleaning
Provision of BT phone lines for intruder detection systems, boiler house maintenance lines and red call lines	Building Maintenance
Laundry services (excluding BAMS)	Internal Cleaning

Polish War Home

- 14.2 In respect of Facility Number 7022897, Ilford Park Polish Home, Stover, Newton Abbot, TQ12 6QH (the **Polish War Home**), provision by the PRIME Contractor of the FM Services required at the Polish War Home in a manner which is consistent with the nature and scope of those FM Services as provided to the other Facilities is included in the FUP for the Polish War Home. For the avoidance of doubt, the FM Services provided by the PRIME Contractor shall include: laundry services; driving/vehicle management; and domestic duties in addition to cleaning provided that in each case, the nature and scope of services provided by the PRIME Contractor to the Polish War Home shall not exceed the nature and scope of those same services as they were currently provided at the Polish War Home as at 6 June 2000.

Signage

- 14.3 It is further acknowledged that, subject to paragraph 14.4, as part of the overall building management FM Service the PRIME Contractor will repair and replace all existing signage as needed, including the provision of new signage. For the avoidance of doubt, the obligation to repair and replace signage, including the provision of new signage, extends to Minor Occupancies. If the PRIME Contractor is of the opinion that any requests made by DWP business unit managers for replacement of signage are unreasonable, the PRIME Contractor may, but without in any way relieving the PRIME Contractor of its obligations to comply with such request, so inform DWP and shall provide DWP with reasonable information to support such opinion. The parties shall meet within 14 days of DWP being provided with supporting information to attempt to resolve whether the request was unreasonable. If the parties agree or it is determined in accordance with the Dispute Resolution Procedure that the request was unreasonable, DWP shall pay the PRIME Contractor the reasonable costs of providing such replacement signage and the PRIME Contractor shall bill such sum to DWP as an Other Amount.
- 14.4 The Service described in paragraph 14.3 shall not extend to:
- (a) new or replacement signage required as a consequence of any major change in DWP's corporate identity or in the corporate identity of any DWP business unit or agency; or
 - (b) new or replacement signage required in connection with the provision of the Churn Service set out in paragraph 1.4 of this Part 2 in circumstances where the costs of such Churn Service are "Billable" as noted in the table set out in Appendix 7 to Part 2 of Schedule 8 of this Agreement (that is, where more than 30 DWP Staff are moving and/or the move is greater than 25 miles)

which the PRIME Contractor shall provide to DWP upon request and DWP shall pay to the PRIME Contractor the reasonable costs of providing such service and the PRIME Contractor shall bill such sum to DWP as an Other Amount.

14.5 If the PRIME Contractor is of the opinion that the pattern of individual requests by DWP for new or replacement signage over a period is an attempt by DWP to circumvent the commercial intent of paragraph 14.4, including by requesting new or replacement signage in small numbers over a long period, the PRIME Contractor may so inform DWP and shall provide DWP with reasonable information to support such opinion. The parties shall meet within 14 days of DWP being provided with supporting information to attempt to resolve whether or not DWP has attempted to circumvent the intent of paragraph 14.4. If the parties agree or it is determined in accordance with the Dispute Resolution Procedure that DWP has attempted to circumvent the intent of paragraph 14.4, DWP shall pay to the PRIME Contractor the costs of providing such signage services as were determined to have been carried out at no charge as a result of an abuse of paragraph 14.4.

15. **PURCHASING SERVICES**

15.1 Subject to paragraph 15.2, DWP may request the PRIME Contractor to purchase items for its use and the PRIME Contractor shall purchase items for DWP (the **Purchasing Service**) and provide those items in accordance with the relevant Response Times. DWP shall pay to the PRIME Contractor a fee for the Purchasing Service in accordance with the table of Rates for Purchasing set out below. The PRIME Contractor shall bill the cost of such item and the associated fee to DWP as an Other Amount.

The rates and charges set out below are amounts stated as at 1 October 2003 and are, therefore, subject to escalation on the first day of each quarter beginning 1 January 2004 in accordance with the indexation formula set out in Schedule 17 using the Building Costs Index.

Value (£)	Charge
[withheld]	£[withheld]
[withheld]	[withheld]%
[withheld]	[withheld]%

15.2 The Purchasing Services applies only to those items which:

- (a) the PRIME Contractor is not otherwise required by the terms of this Agreement to procure at its expense;
- (b) subject, to paragraph 15.3 below, have a value of not less than £[withheld] (subject to indexation in accordance with Part 1 of Schedule 17 to this Agreement using the Building Costs Index);
- (c) if specification or development or other additional work (such as space planning) is required, have a value of not less than £[withheld] (subject to indexation in accordance with Part 1 of Schedule 17 of this Agreement using the Building Costs Index).

15.3 The PRIME Contractor shall use reasonable endeavours to achieve DWP's Objectives in performance of the Purchasing Service (including obtaining value for money in the supply of furniture) and to achieve reduced costs of supplied furniture over the Operating Period provided that in relation to any particular purchase, the use of reasonable endeavours to achieve DWP's Objectives shall not require the PRIME Contractor to incur additional costs over and above the costs that would otherwise be incurred in the performance of the Purchasing Service had the PRIME Contractor not been obliged to use reasonable endeavours to achieve DWP's Objective required by this clause.

- 15.4 DWP may request the PRIME Contractor (through the Customer Service Centre) to order sandwiches for hospitality purposes from third party suppliers. The costs of the sandwiches are to be billed directly to DWP.

APPENDIX 1

[withheld]

APPENDIX 2

[withheld]

APPENDIX 3

Furniture and Equipment Protocol

Table of the Issues

Item	Issue	Responsibility
1.0	Volume	
1.1	Existing (at 1st April 1998) DWP staff need additional furniture and equipment, appropriate to their business processes.	PRIME Contractor cost
1.2	New (post 1st April 1998) DWP staff need furniture and equipment, appropriate to their business processes.	PRIME Contractor cost
1.3	The PRIME Contractor can choose to provide new or surplus furniture and equipment provided it meets the agreed standard.	PRIME Contractor cost
2.0	Schedule 10 "Department's Increase in Space"	
2.1	New furniture and equipment required.	DWP cost
2.2	Re-use of existing Facility furniture and equipment to be agreed on an asset by asset basis by the PRIME Contractor and DWP, provided such existing Facility furniture and equipment meets the agreed standard, having regard to the new Facility.	PRIME Contractor
2.3	Move cost (i.e. decant) of re-used existing furniture and equipment	DWP cost
3.0	Density (i.e. increased staff numbers in an existing area)	
3.1	Existing furniture becomes non-functional as a result of increased staff numbers in an existing area so that new furniture for existing staff is required.	DWP cost
3.2	Provision of new or surplus furniture for additional staff now moved in.	PRIME Contractor cost
3.3	The PRIME Contractor can choose to provide new furniture or transfer existing or surplus furniture provided it meets the agreed standard.	PRIME Contractor cost
4.0	Standardisation	
4.1	The PRIME Contractor/DWP to agree a furniture and equipment standard for all grades of staff as soon as practicable.	PRIME Contractor/DWP agreement
4.2	Any quality improvement above that furniture and equipment standard.	DWP cost
5.0	Functionality	
5.1	All furniture and equipment (on an asset by asset basis) to be replaced at the end of its life with furniture and equipment appropriate to the current or proposed (i.e. to be implemented within 6 months of the replacement date) DWP business process. Repairs to be carried out during such life.	PRIME Contractor cost

Item	Issue	Responsibility
5.2	Non-cable managed furniture at 1st April 1998, where required for DWP business use, is to be replaced sooner of "end of life" or "five years" with cable managed furniture. The PRIME Contractor will consult with DWP over such replacement timing.	PRIME Contractor cost
5.3	Adaptation of existing furniture and equipment to achieve functionality is to be agreed between DWP and the PRIME Contractor.	PRIME Contractor cost
5.4	Non-functional furniture and equipment created by DWP business process change to be replaced as requested.	DWP cost

APPENDIX 4

Sites with Specialist Systems

[withheld]

APPENDIX 5

Record of Battery Operated Vehicles

No.	Make	Model	Serial No.	Type	Location
9001121	Lancing Bagnall	POES 4-1	76011375	PT	Building 110 (HS)
9001122	Lancing Bagnall	POES 4-1	76011376	PT	Building 110 (HS)
9001123	Coventry Climax	40 EC	7209098	FLT	Building 110 (HS)
9001124	Yale	NERO35	D9300117	FLT	Building 110 (HS)
9001125	Kelvin	ES20P	165479	FLT	Building 110 (HS)
9001126	Lancing Bagnall	FRER5	0042730	FLT	Building 112 (HS)
9001127	Lancing Bagnall	POES 4-1	4020616	PT	Building 112 (HS)
9001128	Lancing Bagnall	POES 4-1	3102451	PT	Building 112 (HS)
9001129	Lancing Bagnall	FRER5	0042731	FLT	Building 110 (HS)
9001130	Coventry Climax	42EA	7580133	FLT	Building 112 (HS)
9001131	Lancing Bagnall	TOER 4-2	78083786	TT	Building 112 (HS)
9001133	Lancing Bagnall	790	3108	TT	Building 110 (HS)
9001109	Lancing Bagnall	POES 4-1	75121372	PT	Building 113 (HS)
9001111	Lancing Bagnall	POES 4-1	4020615	PT	Building 113 (HS)
9001112	Lancing Bagnall	TOER 4-2	77113486	TT	Building 113 (HS)
9001115	Lancing Bagnall	POES 4-1	76011374	PT	Building 111 (HS)
9001116	Lancing Bagnall	POES 4-1	75121371	PT	Building 113 (HS)
9001117	Lancing Bagnall	POES 4-1	76011373	PT	Building 111 (HS)
9001119	Lancing Bagnall	FRER 9-1	89031054	FLT	Building 113 (HS)
9001120	Ransomes	E40A	A25R2098	FLT	Building 113 (HS)
9001132	Bonser	EC10-3	8803X0010902	FLT	Primrose Mill
9001134	File Trucks	8TDNS	1003		Scholefield Mill
9001135	File Trucks	8TDNS	1004		Scholefield Mill
9001136	File Trucks	8TDNS	2CB8110/1788		Scholefield Mill
	Harbilt	790	2108	TT	Building 110 (HS)

In addition the following vehicles are broken and said to be beyond economic repair.

No.	Make	Model	Serial No.	Type	Location
9001108	Lansing Bagnall	POES 4-1	0041352	PT	Building 113 (HS)
	Lansing Bagnall	POES 9-1	89031055	FLT	Building 113 (HS)
	Lansing Bagnall	POES 4-1	41351	PT	Building 113 (HS)

PT = Pallet Truck
 FLT = Fork Lift Truck
 TT = Tow Truck

APPENDIX 6

Churn/Porterage Protocol

1. Churn

- (a) The porterage element of Churn (movement of DWP staff and the related items and Equipment) is included within the FUP subject to limits of (i) a 25 mile radius between Sites and (ii) where the move involves staff, the number of staff may not exceed 30.
- (b) Moves as a result of DWP reconfiguration/rationalisation are billable in full and do not qualify for any free element of activity other than in (a) above. Changes covered by Schedule 9 likewise do not qualify for any free element. For the avoidance of doubt, reconfiguration/rationalisation moves of 30 or fewer staff are included in the FUP, however the first 30 of a larger move are not included.
- (c) DWP shall not attempt to circumvent (b) above by planning individual moves in small numbers over a long period of time. The integrity of a declaration of a move will not initially be questioned. The PRIME Contractor reserves the right to review any area of misuse and the following anti-avoidance provisions shall apply:
 - (i) if the PRIME Contractor is of the opinion that the pattern of individual moves requested by DWP over a period as part of the Churn Service is an attempt by DWP to circumvent the commercial intent of the Churn/Porterage Protocol, including by planning individual moves in small numbers over a long period or by requesting the movement of disproportionately large amount of furniture and effects with regard to the number of people being moved, the PRIME Contractor may so inform DWP and shall provide DWP with reasonable information to support such opinion;
 - (ii) the parties shall meet within 14 days of DWP being provided with supporting information to attempt to resolve whether or not DWP has attempted to circumvent the intent of the Churn/Porterage Protocol;
 - (iii) if the parties agree or it is determined in accordance with the Dispute Resolution Procedure that DWP has attempted to circumvent the intent of the Churn/Porterage Protocol, DWP shall pay to the PRIME Contractor the costs of those moves determined to have been carried out at no charge as a result of an abuse of the Churn/Porterage Protocol.
- (d) All building works, electrical, mechanical, building and structural etc. required as a result of a move of staff irrespective of numbers is billable.
- (e) The provision of wire ways or ducts for IT and communications cabling is billable irrespective of numbers.
- (f) The PRIME Contractor will liaise with DWP (named contacts will vary by location) and their suppliers over the management of IT and communications infrastructure. The dis-assembly and re-assembly of IT and communications equipment is to be conducted by DWP, its named contacts and suppliers, and must not unnecessarily delay the move. Any abortive costs arising from such a delay would be billable. Likewise any abortive costs suffered by DWP through delays or postponement

would be chargeable to the PRIME Contractor. Special packaging or crating of IT or communications equipment/parts will be billable.

- (g) The actual cost of the transport of IT and communications equipment is billable.
- (h) DWP staff will remove all files, stationery and supporting clerical items from their existing position and place them in removal crates provided by the PRIME Contractor. The PRIME Contractor will make arrangements to place these crates in an agreed position in the new location for unpacking by DWP staff.
- (i) The disposal of any unwanted Equipment is included in the FUP.
- (j) Moves generated by an initiative from the PRIME Contractor will be at the PRIME Contractor's cost and will be accounted for in accordance with the provisions of the Project Agreement.
- (k) The PRIME Contractor will be paid the cost of the management of Churn moves as a mark up on total cost of the works as described in Schedule 27 of this Agreement, subject to provision (l) below.
- (l) Schedule 27 deals with the methodology and payment for those moves including design, planning and physical changes to the location to be occupied etc. Where a move does not include such works, then the PRIME Contractor will be paid a management fee of [withheld]% mark up on all costs over 30 people to cover service such as space planning, planning permission etc.

2. Porterage

- (a) Porterage included within the FUP is limited to the movement of items and Equipment within buildings. The movement of items between buildings is billable as follows:

DWP shall pay to the PRIME Contractor a management fee of [withheld]% of the direct costs of such service and the PRIME Contractor shall bill such costs and the associated fee to DWP as an Other Amount, provided that no management fee is payable when Churn Services are being provided in connection with a move of 30 or fewer DWP Staff within a 25 mile radius of their current Site.
- (b) The porterage of items and Equipment which are to be disposed or stored will be the cost and responsibility of the PRIME Contractor.
- (c) The porterage of items and Equipment within a building is included in the FUP.
- (d) Movement of items, including dismantling and reassembly, which require specialist handling (e.g. safes, Cardex filing systems etc.), but not including cable managed desks, are not included in the FUP. The cost of any professional advice for the floor loading in the new location is not included in the FUP.
- (e) Porterage of any IT and communications fixtures or equipment is not included in the FUP.
- (f) Porterage does not include the movement of any DWP files or business documentation (other than as part of (h) under Churn). For the avoidance of doubt, Porterage is distinct from the scope of messengerial services within the AOS scope of work for file disposal, retrieval and dispatch.
- (g) The following anti-avoidance provisions shall apply:

- (i) if the PRIME Contractor is of the opinion that the pattern of requests for the Porterage Service shows that DWP is attempting to circumvent the commercial intent of the Churn/Porterage Protocol by characterising the movement of items and Equipment as being conducted pursuant to the Porterage Service instead of the Churn Service, the PRIME Contractor may so inform DWP and shall provide DWP with reasonable information to support such opinion;
 - (ii) the parties shall meet within 14 days of DWP being provided with supporting information to attempt to resolve whether or not DWP has attempted to circumvent the intent of the Churn/Porterage Protocol;
 - (iii) if the parties agree or it is determined in accordance with the Dispute Resolution Procedure that DWP has attempted to circumvent the intent of the Churn/Porterage Protocol, the charges for such movement of items and Equipment shall be billed to DWP as if conducted pursuant to the Churn Service.
- (h) The definition of a building is a separately identifiable property which, for the avoidance of doubt, may be one of a number of buildings on a Site.

APPENDIX 7

Table of DWP Costs for the Churn Service

PEOPLE	DISTANCE (MILES)	MOVEMENT OF ITEMS AND EQUIPMENT	WORKS
1-12	any distance	Free	Billable
13-30	25 or less	Free	Billable
13-30	more than 25	Billable	Billable
31+	25 or less	Billable	Billable
31+	more than 25	Billable	Billable

APPENDIX 8

Standards Of Cleanliness Definition Table

The following table defines standards of cleaning, for various cleaning aspects.

Frequency of Scheduled Activities will be determined taking account of the requirements of the output specification and be in line with Good Industry Practice.

The standard should be consistent with age and wear of the surfaces involved.

The standard required immediately after cleaning is a “1” for all aspects.

The minimum standard required at all times (i.e. including in between cleans) is a “3” for all aspects, except for consumables and hygiene disposables where a “1” is required at all times.

Note: 'readily available on site' refers to consumable items being available in locally agreed locations which may not necessarily mean being left unattended within the toilet area.

Ad hoc reactive events, which occur during opening hours and for which the response time has not expired, will be discounted when assessing standards.

Aspect Rating / Guidance	Standard Required (1)	Standard Required (2)	Standard Required (3)	Standard Required (4)	Standard Required (5)
Hard floors	Nothing. No dust, debris, removable stains, smears and accumulated deposits. Floors present a uniform finish consistent with age and wear, with an even lustre if appropriate, without scuffmarks and meet non-slip standards.	Insignificant. Very small amount of dust, debris, removable stains, smears and accumulated deposits. All floors except a small % present a uniform finish consistent with age and wear, normal daily operations within the building, with an even lustre if appropriate, without scuff marks and all floors meet non-slip standards. Debris & spillages arising from normal usage.	Limited amounts of dust, debris, removable stains, smears and accumulated deposits. All floors except a limited % present a uniform finish consistent with age and wear, normal building operations and no build up, with an even lustre if appropriate, without scuff marks and all floors meet non-slip standards. Debris & spillage arising from normal usage.	Significant amounts of dust, debris, removable stains, smears and accumulated deposits. Significant amount of floors do not present a uniform finish consistent with age and wear, with an even lustre if appropriate, without scuffmarks. Some floors do not meet non-slip standards and will be showing a build up which will not be consistent with normal building usage.	Dominant amounts of dust, debris, removable stains, smears and accumulated deposits. Dominant amount of floors do not present a uniform finish consistent with age and wear, with an even lustre if appropriate, without scuffmarks. Large proportion of floors does not meet non-slip standards and will be showing a significant build up over a period of time.

<p>Soft floors</p>	<p>Nothing. No dust, debris, removable stains and accumulated deposits.</p>	<p>Insignificant. Very small amount of dust, debris, removable stains and accumulated deposits consistent with normal daily operations within the building, debris & spillages arising from normal usage.</p>	<p>Limited amounts of dust, debris, removable stains and accumulated deposits consistent with normal building usage and no build up. Debris & spillages arising from normal usage.</p>	<p>Significant amounts of dust, debris, removable stains and accumulated deposits and will be showing a build up which will not be consistent with normal building usage.</p>	<p>Dominant amounts of dust, debris, removable stains, and accumulated deposits and will be showing a significant build up over a period of time.</p>
<p>Vertical Surfaces and ceilings</p>	<p>Nothing. No amounts of dust, debris, stains, smears and accumulated deposits items are in evidence or detectable. Immaculately clean.</p>	<p>Insignificant amounts of dust, debris, stains, smears and accumulated deposits. Very small amounts vaguely in evidence. Does not detract from the general impression of cleanliness consistent with normal daily operations within the building.</p>	<p>Limited amounts of dust, debris, stains, smears and accumulated deposits in evidence or detectable. Level is not yet critical, but can be depending on size and position. Somewhat detracts from the general impression of cleanliness. Consistent with normal building usage and with no build up.</p>	<p>Significant amounts of dust, debris, stains, smears and accumulated deposits. Several items in evidence or detectable. Diminishes the impression of cleanliness and will be showing a build up which is not consistent with normal building usage.</p>	<p>Dominant amounts of dust, debris, stains, smears and accumulated deposits. No impression of cleanliness and will be showing a significant build up over a period of time.</p>

<p>Furniture, fixtures, fittings and Equipment</p>	<p>Nothing – No amount of dust or dirt detectable, all fixture and fittings free of finger marks and polished accordingly</p>	<p>Insignificant amount of dust or dirt detectable. Insignificant amount of fixture and fittings not free from finger marks or polished accordingly consistent with normal building operations and normal usage.</p>	<p>Limited amount of dust or dirt detectable. Limited amount of fixture and fittings not free from finger marks or polished accordingly still being consistent with normal building usage and with no build up.</p>	<p>Significant amount of dust or dirt detectable. Significant amount of fixture and fittings not free from finger marks or polished accordingly and will be showing a build up which is not consistent with normal building usage.</p>	<p>Dominant amount of dust or dirt detectable. Dominant amount of fixture and fittings not free from finger marks or polished accordingly and will be showing a significant build up over a period of time.</p>
<p>Bins and ashtrays</p>	<p>All items are emptied and clean</p>	<p>Insignificant. Less than 5% of bins and ashtrays not emptied and/or bins not lined properly. Does not detract from the general impression of cleanliness. Consistent with normal building operation and daily usage.</p>	<p>Limited amount. Less than 10% of bins overflowing and ashtrays not emptied and/ or bins not lined correctly still being consistent with normal building usage.</p>	<p>Significant. Between 10 and 20 % of bins overflowing and ashtrays not emptied and bins not lined correctly. Diminishes the impression of cleanliness, showing a build up which is not consistent with normal building usage.</p>	<p>Dominant. More than 20% of bins overflowing and ashtrays not emptied and bins not lined correctly. No impression of cleanliness and will be showing a significant build up over a period of time.</p>

<p>Sanitary Fittings</p>	<p>All WC's pans, seats and urinals, hand basins, catering and self catering equipment and fittings free of all scum, grime, waste matter, tide marks, build up of cleaning agent or mineral deposits</p>	<p>Insignificant. Some WC's pans, seats and urinals hand basins, catering and self-catering equipment and fittings with traces of scum, grime, waste matter, tide marks, and build up of cleaning agent or mineral deposits consistent with normal building operation and daily usage.</p>	<p>Limited amounts. Limited amounts of WC's pans, seats and urinals hand basins, catering and self-catering equipment and fittings with traces of scum, grime, waste matter, tide marks and build up of cleaning agent or mineral deposits still being consistent with normal building usage and no build up.</p>	<p>Significant amounts of WC's pans, seats and urinals hand basins, catering and self catering equipment and fittings with traces of scum, grime, waste matter, tide marks, build up of cleaning agent or mineral deposits and will be showing a build up which is not consistent with normal building usage.</p>	<p>A dominant amount of WC's pans, seats and urinals hand basins, catering and self catering equipment and fittings with traces of scum, grime, waste matter, tide marks, build up of cleaning agent or mineral deposits and will be showing a significant build up over a period of time.</p>
<p>Consumables and hygiene disposables</p>	<p>100% of soap, towels, and hygiene disposables and toilet rolls containers properly stocked, or, in the event that no daytime cleaner is provided, additional stock is to be readily available on site should a dispenser become empty during the course of one business day.</p>	<p>100% of soap, towels, and hygiene dispensers and toilet roll containers properly stocked in the event a daytime cleaner is provided. In the event of no daytime cleaner being provided, additional stock is to be readily available on site should a dispenser become empty. Maximum of 5% containers empty.</p>	<p>100% of soap, towels, and hygiene dispensers and toilet roll containers properly stocked in the event a daytime cleaner is provided. In the event of no daytime cleaner being provided, additional stock is to be readily available on site should a dispenser become empty. Between 5 and 10% containers empty.</p>	<p>100% of soap, towels, and hygiene dispensers and toilet roll containers properly stocked, in the event a daytime cleaner is provided. In the event of no daytime cleaner being provided, additional stock is to be readily available on site should a dispenser become empty. Between 10 and 15% containers empty.</p>	<p>100% of soap, towels, and hygiene dispensers and toilet roll containers properly stocked in the event a daytime cleaner is provided. In the event of no daytime cleaner being provided, additional stock is to be readily available on site should a dispenser become empty. More than 15% containers empty.</p>

Job points	Nothing. free of dust, dirt and finger marks.	Insignificant amount of dust, dirt and finger marks detectable consistent with normal building operation and daily usage.	Limited amounts of dust, dirt and finger marks detectable, consistent with normal building usage and no build up.	Significant amounts of dust, dirt and finger marks and will be showing a build up which is not consistent with normal building usage.	Dominant amount of dust, dirt and finger marks and will be showing a significant build up over a period of time.
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APPENDIX 9

RESPONSE TIMES

Priority	Definition	Response time: (investigate, make safe and resolve) (a)	Completion time: (Make good on a permanent basis) (b)	Allocated Work Types
1a	[withheld]	[withheld]		
1b	An Event that constitutes an immediate threat to the health and safety of any person and/or the continuous business of DWP and/or the security of DWP or its personnel or property.	30 mins	1 hr (24 hour clock)	
2	An Event that adversely affects DWP's ability to undertake DWP Business, or may cause rapid deterioration of a Facility or FM Service or which may be potentially dangerous or injurious to health.	1 hr (where agreed in the Priority Framework, including lift entrapment)	24 hrs (24 hr clock)	
3	An Event which affects the amenity of users or may cause a loss of use of the Facilities, Equipment or any FM Services but which does not directly interrupt DWP Business continuity (but has the potential to do so) Response to a request by DWP for quotes to carry out a specific task		5 days (Normal Working Hours)	
4a	Work to prevent a service failure which would not affect amenity of users, and is not critical to DWP Business		20 days (Normal Working Hours)	

Priority	Definition	Response time: (investigate, make safe and resolve) (a)	Completion time: (Make good on a permanent basis) (b)	Allocated Work Types
4b	Churn moves		20 Days or as agreed with customer (Normal Working Hours)	
5	Replacement or procurement of furniture and equipment not held in stock (subject to clause 11.31)		30 days (35 days desks) (Normal Working Hours)	

Notes:

(a) All response times start from the time a call is logged, except for such events (i.e. churn) when the user specifies a requirement date which is later than normal completion time. In this case, completion time to be set as specified by user.

(b) Where possible, tasks should be resolved within the response time. Only in cases where an immediate rectification cannot be effected will the progression to completion times be acceptable.

APPENDIX 10

OFF SITE RISK ASSESSMENT SCHEDULE OF RATES

These rates specifically exclude programmes of assessments that are agreed between the parties.

DSE WORKSTATION ASSESSMENTS

Table 1 below sets out the total cost (which includes travel and accommodation costs) of carrying out a DSE workstation assessment. Staff are required to be trained to a minimum of IOSH certificate standard or higher. The assessment must include production of a report highlighting the risk and provide recommendations thereon. The PRIME Contractor shall use reasonable endeavours to complete both the visit and production of a summary report within two weeks of the initial request unless otherwise agreed between the parties.

Table 1

QUANTITY OF ASSESSMENTS	COST
[withheld]	£[withheld]
[withheld]	£[withheld]
[withheld]	£[withheld]
[withheld]	£[withheld]
[withheld]	£[withheld]

SPECIFIC ACTIVITY BASED RISK ASSESSMENTS

Table 2 below sets out the total cost for a specific activity based risk assessment - ie manual handling or other specific one off activities. Staff are required to be trained to NEBOSH Certificate/Diploma standard. The assessment must include production of a report highlighting the risk and provide recommendations thereon. The PRIME Contractor shall use reasonable endeavours to complete both the visit and production of a summary report within two weeks of the initial request unless otherwise agreed between the parties.

Table 2

QUANTITY OF ASSESSMENTS	COST
[withheld]	£[withheld]

WORKPLACE (OR LOCATION RISK ASSESSMENTS)

In the event that the location or the property itself requires a risk assessment, then the total cost for carrying out the same shall be based on the total area as detailed in Table 3 below.

These risk assessments are generally divided into three primary areas:

1. A general property assessment which will consider plant, equipment, structure electrics and fabric, etc.
2. A fire precautions risk assessment detailed under the requirements of the Fire Precautions (Workplace) Regulations.

3. An asbestos survey and risk assessment detailed under the requirements of the Control of Asbestos at Work Regulations.

For these types of assessment, staff are required to be trained to NEBOSH Diploma/Certificate level and will also have relevant experience of the activity being undertaken. The assessment must include production of a report highlighting the risk and provide recommendations thereon. The PRIME Contractor shall use reasonable endeavours to complete both the visit and production of a summary report within two weeks of the initial request unless otherwise agreed between the parties.

Table 3

	TOTAL AREA (SQ FT)	COST	NOTES
3.1	[withheld]	£[withheld]	[withheld]
3.2	[withheld]	£[withheld]	[withheld]
3.3	[withheld]	£[withheld]	[withheld]

An inclusive DSE workstation assessment as detailed in Table 3 shall be offered to DWP provided the PRIME Contractor can combine both assessments on one visit. Additional assessments shall be charged at the rates quoted in table 1 or, in the case of 3.1 (in Table 3), DWP reserves the right to apply the next banding, ie 3.2 which is inclusive of 5 assessments.

APPENDIX 11

[withheld]

APPENDIX 12

[withheld]