## METHOD STATEMENTS

These are the Method Statements (comprising this and the following 30 pages) referred to in the DBFO Contracts for the provision of the New Law District General Hospital between Law Hospita! National Health Service Trust ("the Trust") and Summit Healthcare (Law) Limited ("Summit") comprising the Method Statements for the following Services:-

1. Catering services
2. Domestic services
3. Linen services
4. Portering, transport and waste services
5. Switchboard services
6. Security services
7. Residential accommodation services
8. Estates maintenance services

In these Method Statements, Master Definitions Schedule means the document so entitled signed by the Trust and Summit and dated on the Execution Date (as defined therein), as amended or supplemented at any time and, unless the context otherwise requires, any words or expressions given a meaning in the Master Definitions Schedule shall have the same meaning when used in these Method Statements.



## METHOD STATEMENTS

## PART 1: CATERING SERVICE

## 1. Introduction

Summit will provide the Trust with a conventional patient meal service, produced on site, delivered already plated at ward and department level. Patient continental breakfast will be prepared and served from the ward pantry. Staff and visitor requirements will be met through the provision of a restaurant serving a range of hot and cold meals, by a cafe in the concourse and through the provision of vending facilities.

## 2 <br> Technical Solution

The following operating principles outline the way in which Summit will deliver the catering service to the Trust.

### 2.1 Supplies

Fresh produce will be used as far as practical reverting to frozen and chilled for seasonal variations and non-availability.

All goods will be checked for quality and temperature on arrival, by examination and probing with a digital thermometer, where appropriate. Delivery vehicles will also be inspected.

All delivered goods will be stored in the appropriate store and segregated according to product

## $2.2 \quad$ Food Production

Summit will develop operating procedures to ensure that methods of food production will be in compliance with Statutory Requirements and Industry Standards.

### 2.3 Distribution

Food will be delivered to a central point in the ward by a member of the zonal team i.e. domestic and/or porter. The Trust staff will serve the meals to the patients.

On delivering the trolley the domestic/porter will plug in the trolley and temperature check the food. The delivery time will be confirmed through the porter management system

## 3.] Introduction

The trolley will contain ali the necessary food, crockery, cutlery and utensils for the service. The menu card for the following day's meal will also be on the tray. All utensils will be retumed to the central wash up facility following usage and stored for future use.

Breakfast and beverage crockery and cutlery will remain on the ward and will be washed by the pantry dish washer.

The meal service will be phased to allow staff to deliver trolleys at the agreed time.
All food waste will be disposed of by mechanical means at the central kitchen.

### 3.2 Patient Menu

Patients will be offered a continental breakfast, a hot lunch and supper each day which will be delivered in accordance with an agreed timetable.

The core menu will be designed to meet the majority of dietetic, nutritional, religious and ethnic needs of patients according to the nature of the patient population.

Historical records of meal uptake will be exarnined to identify the major requirements of the patient population prior to finalising the menu choice.

Special requirements will be produced fresh to order by the diet cook. The needs of cultural and minority groups will be recognised and catered for based primarily around the agreed menus or in special cases brought in from a specialist supplier.

Prior to the finalisation of the menu range the Trust's dietician will be consulted as part of the process to ensure the contents meet the requirements of the Output Specification.

The menu will be based on a seven day, three week cycle which will ensure a wide variety of choice for patients.

A separate children's menu will be available.
The Trust will supply prescribable and nutritional supplements.
Breakfast will consist of:

- a choice of cereals or portidge;
- frait juice;
- toast preserves and butter/margarine
- Hot beverage.

Lunch and supper witl consist of a choice of the following:

- soup or fruit juice;

A choice from five main dishes including:

- two meat or fish dishes
- a vegetarian choice
- a salad
- a sandwich
- a dessert or fruit;
- a hot beverage.

In addition to the three beverages provided with meals, patients will be offered a beverage at the following times:-

- early morning;
- midmorning;
- afternoon;
- evening

Early morning and evening beverages will be prepared and served by Trust staff.

### 3.3 Menu Ordering

Menu cards wifl be placed on the patient tray prior to issue to the ward. It will be the Trust staff's responsibility to collect the cards and ensure they are properly completed. The cards will be placed on the trolley for collection by Summit.

### 3.4 Ad Hoc Requests

Requests for food that could reasonably be expected to be held within stock will be met within the agreed times where the capacity in terms of staff and equipment are available. For all other requests a specific delivery period will be agreed.

### 3.5 Food Quality

The food quality will be monitored by a panel made up of members from the Trust, Summit and Serco. They will on a monthly basis sample food from the back of the beit and report on their findings.

Restaurant
4.1 The restaurant (or any part thereof) will only be open to staff and visitors in accordance with the agreed opening policy.
4.2 Lounge/Caffee Area

An area will be equipped to provide a range of hot and cold beverages, light snacks and sandwiches.
This area will also provide out of hours meals requirements.

### 4.3 Meal service

Core opening times for the restaurant will be established around breakfast, midday meal and evening meal.

A choice of hot meals will be available.
A selection of vegetables and accompaniments for meals will be provided.
A selection of hot sweets, a range of salad dishes, cold meats, fish and other cold delicacies will be available.

Chilled dairy cabinets will provide space to offer for sale a range of cold drinks and sandwiches, cold sweets, both home made and bought in.

### 4.4 Beverage Counter

A range of beverages will be provided based on historical customer dernand but will include a range not less than:

- A range of post-mix drinks e.g.. Coca-Cola, Sprite, Fanta will be available on a self help basis.
- A specialist coffee machine for both Expresso and Cappuccino coffees.
- A milk machine to provide milk for cereals or to drink.
- Fruit juice, a selection of 3 daily.


## 5 <br> Hospitality Functions

Trust managers will require a beverage and meal service for meetings and working lunches. The cost of the hospitality service will be fully recoverable from the Trust from a published tariff and no costs are included in the financial plan.

Hospitality requests will be booked through the Help Desk in accordance with the agreed procedures.

## 6 Management and staffing

The department will be under the direct control of a qualified Catering Manager.

### 6.1 Training

In order to comply with Statutory Requirements and Industry Standards all staff will be trained in all relevant aspects of their role.

### 6.2 Food Preparation Staff

The food preparation area will be the responsibility of a Production Manager, who will be supported by appropriate staff.

A trained diet cook will be available for the production of all special diets that are required from local production. The diet cook will liaise wish the Trust dietician and will produce meals according to the dietician's reasonable recommendations.

### 6.3 Plating Service Staff

The plating service staff will be responsible for the plating and presentation of patient meals and the preparation of the trolieys. The catering manager will be responsible for the belt plating process, with a dedicated belt supervisor.

### 6.4 Restaurant

The restaurant will be the responsibility of a restaurant supervisor. Cashiers will not be permitted to handle cash and serve food without undertaking proper precautions as to food tygiene.

### 6.5 Uniforms

All catering staff will be issued with uniforms appropriate to their task.
7 Concourse Cafe

### 7.1 Menu Range

For ease and speed of operation the range of food items for sale will not alter and are likely to remain static on a day to day basis.

### 7.2 Equipment

With core production being completed in the main kitchen all food for sale will just require finishing and packaging.

Appropriate refrigeration will be provided for storage.
Specifically designed/modified countering will provide a functional bü professional image in this very prominent area.

### 7.3 Opening Hours

The opening times for the concourse cafe will reflect the patterns of consumer demand and may alter during the Term and will be set and, if necessary, altered following consultation with the Trust.

### 7.4 Vending Services

Beverages, confectionery and food vending will be provided in agreed areas.

## PART 2: DOMESTIC SERVICES

## 1. Introduction

The majority of housekeepers will be deployed within a zonal stucture as part of dedicated and multi-tasked teams. In addition there will be a core domestic team that will support a rapid response team and heavy duties team. It is proposed to combine the core domestic and portering teams into a single pool resource in order to provide maximum flexibility. Policies will be jointly established between the Trust and Summit to adequately deal with all control of infection (including MRSA) in compliance with Statutory Requirements and industry Standards.

## 2 Technical Solution

Summit will establish a zonal management system where the domestic staff work directly for a zonal manager who takes specific responsibility for a geographical area. The zonal manager will act as the focal point for ward and departmental managers within the particular zone and will facilitate the provision of support services to the Trust's ward department's manager.

The zonal manager will be responsible for the delivery of hotel services to the ward and department, this may include :

- housekeeping;
- portering;
- minor maintenance.

In addition to the zonal teams Summit will have a central cleaning and portering resource to undertake the responsive and heavy cleaning duties.

### 2.1 Scheduled Cleaning

The general cleaning duties will be carried out as part of an agreed schedule. The frequency and method of cleaning will depend upon the location and nature of the area concerned.

### 2.2 Reactive Cleaning

A system of agreed priorities will be operated when the Trust request ad hoc cleaning. A procedure will be agreed to allow approved Trust staff to either notify the zonal manager or the Help Desk of an incident. The Trust staff will prioritise the request in accordance with the Output Specification.

### 2.3 Bodily Fluids

Trust staff will be responsible for initial cleans of bodily fluids to a state where the
risks of infection are negligible. Thereafter the rapid response tearn or a suitably trained member of the zonal team shall return the surfaces to the normal standards of cleanliness.

### 2.4 Offices, Clinics, Outpatients etc.

Summit will schedule the cleaning of these areas in agreement with each department.

### 2.5 Accident and Emergency

Summit will dedicate an early morning and a late clean to the A\&E department with checks during the evening. The portering staff based in the A\&E department will undertake the cleaning requirements at other times.

### 2.6 Public Areas

Public areas will be attended to regularly throughout the day with special attention being paid to the toilet areas. Toilets areas will be monitored regularly during the day with spot cleans being undertaken as and when required in addition to a full daily clean.

### 2.7 Theatres

The Trust staff are responsible for the day to day cleaning of the theatres. Summit will be responsible for day to day cleaning up to the "Red Line" and for the schedułed deep cleaning.

### 2.8 Wards

Summit will dedicate zonal teams to groups of wards.

## 3 Task Schedules

Routine cleaning requirements will be met by establishing cleaning schedules for each ward/department. The schedules and working procedures will identify the individual tasks to be undertaken, the frequency, the methodology and the equipment and materials to be used.

In addition to the daily tasks to be undertaken, a schedule will be prepared that identifies the periodic tasks to be completed by the cleaners and the special teams.

## 4. Infection Control

All staff will be rrained in barrier and terminal cleans that must be applied in the event of an infectious case.

Staff will be trained in the procedures for cleaning isolation rooms.

## 5. Floor Cleaning

Floor cleaning will be structured around a scheduled service backed up by spot checks. The times and frequencies will be dependent upon the following criteria:-

- the location;
- the environment;
- access times;
- floor type.


## 6 Sanitary Ware

Cleaning of the sanitary ware will be structured around scheduled cleaning backed up by spot checks. The disposable receptacles will be replenished as part of the schedufed cleaning. The times and frequency of the cleaning will be dependent upon the location of the sanitary ware.

7 Furniture, Fixtures and Fittings
Cleaning of the furniture, fixtures and fittings will be structured around a scheduled cleaning backed up by spot checks. The wall washing schedule will also be agreed. Disposable receptacies to be provided by the Trust will be replenished as part of the scheduled cleaning. The times and frequency of the cleaning will be dependent upon the location of the toilet.

## 8 Housekeeping

The curtains will be laundered by the Trust's Linen Sub-contractor. A schedule of the replacement of the curtains will be agreed with each ward/department. The frequency of the replacements will depend upon :-

- the location;
- the environment;
- access times.


## 9 Equipment and Consumables

The correct use of the appropriate equipment and materials will ensure tasks are suitably completed.

All equipment used on a daily basis will be dedicated to the area and will be colour coded.

All housekeeping personnel will be familiar with the correct handling of chemicals. The number of chemicals on site will be minimised and Summit will ensure that wherever possible they will be environmentally friendly. Staff will be trained to ensure that they are using the right product in the right way.

The Trust will provide all consumables on an on-going basis so Summit may replenish the supplies such as :-

- toilet roils
- hand towels
- soap
- black/yellow bags
- labels for yellow bags
- kitchen roll for ward pantries


## PART 3: LINEN SERVICES

## 1. Introduction

Summit will provide an on-site finen service. The Trust will enter into a separate contract with a specialist external laundry contractor (the"Linen Sub-Contractor") who will process items through an off-site facility.

## 2. Technical Solution

2.1 Dirty hinen will be uplifted from the ward/department disposal hold by porters in accordance with an agreed schedule. The dirty tinen will be stored in the central collection point prior to collection by the Linen Sub-contractor. Trust requests for additional linen over and above the daily delivery will be made through the Help Desk. The linen will be delivered at an agreed time by the pool porters.

### 2.2 On-site Storage

Linen will be delivered by the Linen Sub-contractor to and placed in the ward/department tinen stores in accordance with an agreed schedule. They will also provide an agreed level of back up stock to the central linen store.

### 2.3 Stock Management

Summit, in conjunction with Trust staff and the Linen Sub-contractor, will assess stock levels required before Services Commencement Date and build in allowances for repairs, discards and losses to ensure on going availability.

Stocks held in the central linen store and at ward level will be rotated at each delivery to ensure that linen items are fresh and hygienic.

The Trust will supply sufficient stock to enable Summit to react to the Trust's Major Incident Policy.

### 2.4 Distribution

The soiled linen bags will be coilected from the ward/department disposal hold by the porters and the clean linen will be delivered by the Trust's Linen Sub-contractor thus minimising the risk of cross contamination. Clean and dirty linen will be segregated at all times.

### 2.5 Information

The information recorded on top-up requirements will feed ino a management information system recording usage per recipient. This will enable monitoring of appropriate linen usage.

### 2.6 Dry Cleaning

The Linen Sub-contractor will provide dry cleaning for delicate materials.
3 Organisation and Manning
The hotel services manager will be responsible for linen services and will monitor and report on the standards of service provided by the Linen Sub-contractor.

## 4 Training and development

The training of the on-site distribution work force will be the responsibility of the Linen Sub-contractor.

The on-site collection and top up staff will be trained to manage the linen service. The training programme will be designed and delivered by Summit in conjunction with supervisory staff and will cover the following procedures:

- segregation of linen;
* stock management;
- health and safety;
- lifting and handling;
- use of sewing room equipment;
- techniques for measuring and fitting clothing;


## PART 4: PORTERING, TRANSPORT AND WASTE SERVICES

## 1. Introduction

This service encompasses three separate areas:

- Portering
- Courier
- Waste collection, transportation and disposal

The porters used to support these services will be split into two pools. Those staff responsible for patient movement will form part of the zonal hotel management system reporting to the zonal managers. The pool porters and back of house porters will form a separate team reporting to the portering co-ordinators.

Summit will provide a waste management service which encompasses the management of specified waste items in accordance with the terms of the Output Specification.

The waste management service may be divided into a number of separate areas, each of which requires different handling procedures to suit the associated level of risk.

- Clinical waste
- Domestic Waste
- Industrial Waste
- Confidential Waste

2. Technical Solution
2.1 Security

Security services at the Hospital will be primarily driven by technology with restricted access systems and CCTV monitoring, backed by the ability to provide a physical response to incidents. The physical dedicated security presence will be a minimum presence supported by portering staff.

### 2.2 Portering

The portering function defined within the Output Specification will be split with the zonal hotel management team being responsible for all ward/department based activities and the pool porters being responsible for site services, material delivery and ad hoc tasks.

The pool portering function will be supervised by a pool co-ordinator who will be responsible for allocating work and issuing request orders. The Pool co-ordinator will report directly to the hotel services manager. The Help Desk will provide a first line response to ad hoc requests, freeing up the pool co-ordinator to provide working supervision.

Porters working in the ward/department areas will be part of zonal management teams and will be under the direction of zonal managers who will liaise with the Trust and the individual ward managers. The hotel services manager will have responsibility for this aspect of the service.

Through a dedicated pool of resources Summit will provide a scheduled transport service to other bodies within the general locale.

## Scheduled Duties

The general portering duties will be cartied out as part of an agreed schedule. The frequency and method of collections and deliveries will be agreed with the individual ward managers. These tasks will include:-

- distribution and collection of meal trolleys
- waste collection
- dirty linen collection
- scheduled patient movements
- distribution of Trust stores, including pharmacy (one delivery per ward per week from The Trust store to the ward)
- mail delivery within the hospital
- the movement of medical records within the Hospital. Serco will commit one member of Personnel to this task between the hours of 8 am to 5 pm and will be responsible for this task insofar as demand can be met by such member of Personnel supported in circumstances of excess demand by the existing number of the mail delivery Personnel. The Trust staff will ensure that records are available for collection 24 hours prior to the time required for delivery. At all other times (where the records were not available at the appropriate time) and where additional demand cannot be met by Serco as aforesaid such services will be the Trust's responsibility.
- movement of medical gasses, including disconnection/reconnection
- specimen collection and delivery
- scheduled courier deliveries/coliections. The additional external maternity record movements to the additional outlying clinics and health centres will be carried out by the Trust's staff.


## Irregular Tasks

A procedure will be agreed to allow approved Trust staff to notify the Help Deck of a request for support. The Trust staff will prioritise the request in accordance with the Output Specification. Irregular tasks by their nature cannot be an extension of the scheduled duties but may include:-

- irregular portering tasks
- unscheduled patient movements
- transfer of deceased to mortuary
- movement of furniture
- planned large scale moves


### 2.3 Waste

Summit will provide and operate the waste management service in compliance with Statutory Requirements and Industry Standards.

## The Duty of Care

Responsibility for identifying hazardous waste items and following an appropriate method of disposal will be shared between the Trust and Summit. There is a need to develop a joint approach which ensures safety at all points in the process. This arises from the split responsibility for waste. The Trust has sole responsibility for bagging, tagging, identification and segregation of the waste produced up to the point of collection by Summit who have sole responsibility for the waste through the transport and disposal stages. Porters who become aware of clinical waste incorrectly bagged, labelled or stored within the disposal hold will notify the Trust immediately and proceed according to instructions given by the Trust

The specific responsibilities of Summit will be:-

- to look into all waste transport containers prior to removal from the disposal hold and notify the Trust of any bags that can be seen to be incorrectly tagged
- safe storage of waste after collection from the disposal hold
- waste is appropriately transported
- waste is appropriately disposed

The specific responsibilities of the Trust will be:-

- provide black and yellow bags
- provide labels for the yellow bags
- sharps boxes
- specialist consignment of amputated limbs, placenta, foetal remains, pharmaceutical waste, radioacive waste and cytotoxic waste
- bag and tag all waste and place in appropriate area within the disposal hold


## Segregation of Waste

Clinical waste will be placed within yellow bags which will be tagged and stored within lockable containers designed for the purpose. All sharps will be kept in a box designed for the purpose and stored within the clinical waste container. Non clinical waste will be placed within black bags and will be placed in the designated area within the disposal hold.

## Disposal of Clinical Waste

Each bag or sigid container of clinical waste will be closed and labelled by Trust staff. The waste will be placed in lockable yeltow container by the Trust staff. The container will be locked and transported along the hospital streets by the porters to the hoiding area for collection. At this point the reference will be logged to indicate the date of production of waste. Specialist clinical waste (radioactive, cytotoxic, pharmaceutical, foetal remains and limbs) will be placed in appropriate rigid containers and tagged by the Trust. All clinical waste removed from the Site will follow the transfer note procedure.

The Trusts policy for dealing with foetal waste in a dignified and sensitive way will be strictly adhered to. When the responsibility for the care of foetal waste passes from the Trust to Summit staff it will be handled separately by the porters and care taken to ensure that it is incinerated separately from other waste.

## Disposal of Domestic Waste

Domestic waste collected from waste bins will be placed in black bags and transported to the on-site compacting facility.

## Disposal of Industrial Waste

Waste from grease traps, radiology processor holding tanks, waste oil and fluorescent tubes will be stored and disposed of in accordance with the relevant Statutory Requirements. Standard industrial waste, presenting no hazard, will be compacted.

## Disposal of Confidential Waste

It is envisaged that the Trust staff will carry out their own small scale shredding. For the larger scale tasks resources will be made available from the portering staff on an "as needed" basis. A member of the Trust's staff will be required to witness the shredding process. Shredding equipment will be provided by Summit.

## General

As part of the quality management procedures and in order to provide a clear audit trail, an agreed percentage of transportation containers will be weighed, before collection and the result logged against the containers identification. This information can be checked against the contractors vehicle weight tickets which will be used to verify the waste quantities produced by the Hospital.

## Waste Recycling

The viability of recycling materials is constantly changing and as such the local market will be monitored for those items which are suitable for treatment. They would be segregated from the general waste and disposed of separately for a commercial price.

## Notification to the External Contractor of Special Items

Periodically the Trust may generate items which require special provision for collection and/or disposat. Summit will develop procedures for identifiable risks as part of the risk assessment and develop an appropriate range of procedures. Additional costs may be incurred and they will be charged to the Trust on a mutually agreed basis.

## Periodic Checking of Waste Licences

Summit will retain responsibility for monitoring the licensing of the waste removal contractor. Twice per annum disposal sites will be visited to ensure that they comply with Statutory Requirements. The Trust will be invited to attend these visits.

### 2.4 Communications and Logistics

All Portering staff will be issued with two way communications in order that they can communicate with the pool co-ordinator who will be issued requests from the Help Desk. The system will incorporate a priority classification to ensure that requests are responded to according with the Output Specification.

The time when tasks are completed will be recorded through the porter managenent system.

## PART 5 : SWITCHBOARD SERVICES

## 1. Introduction

Summit will provide a 24 hour per day manned switchboard service capable of meeting the demands of the Hospital.
2. Technical Solution

The following services will be provided to the Trust:
a $24 \mathrm{hr}, 365$ day service;
operating the internal paging and radio system;
respond and implement staff call out procedures;
maintaining an electronic and hard copy site directory;
monitoring alarm systems;
facifitating fault rectification of the telephone system.

## 3. Incoming Calls

All cails will be answered in an agreed manner.
The communication system will include an auto attendance facility.
Operators will be trained to deal with calls and to provide assistance to callers with speech, language or hearing difficuities

Callers with complex queries will be diverted to the Help Desk where they can be assisted in a more relaxed way.

### 3.1. Emergency Procedures

Agreed procedures will be adopted to deal with all emergency situations.
The switchboard operators will be trained in the procedures to be adopted and the role to be undertaken by the switchboard including, notifications co-ordination and the establishment of dedicated lines.

In the case of a bomb threat, operators will be tehearsed in taking the appropriate details from the caller, requesting further information not offered, noting any identification codes offered and accurately recording all the information. All operators will participate in the Hospital's rehearsals for major incidents.

### 3.2 Technical Duties

Summit will provide technical assistance in the form of fault identification and reporting on all associated equipment, including lines, paging equipment, alarm
systems, telephones and network systems.
A directory will be maintained of all Hospital telephone numbers.
Summit will be responsible for maintaining the telephone systems either directly or through third party agreements. Detailed technical knowledge and advice will be provided to the Switchboard Supervisor by the person providing such maintenance.

### 3.3 On Call Arrangexnents

The Trust will be responsible for ensuring that on-call duties have been reported to the switchboard supervisor 24 hrs. in advance. Part of the operators duties will be to maintain the relevant information provided by the Trust regarding all on call staff. The details will be entered into an on call register and will be available to all operators. Should any inaccuracies in the register be discovered by an operator the appropriate changes will be reported to the Trust as soon as reasonably practicable, following verification.

## 4 Personnel

The department will be under the direction of a switchboard supervisor who in addition to ensuring the department works effectively on a day to day basis will also undertake many of the routine technical requirements such as changing extension and providing direct dial access change notices.

The deparmental staffing levels will be arranged to match the call profile during the day.
5. Quality and Performance

All switchboard staff will be trained in all relevant aspects of the switchboard operation.

## PART 6: SECURITY SERVICES

## 1. Introduction

Summit will provide a 24 hour security service by means of dedicated security officers and CCTV systems.

## 2. Technical Solution

### 2.1 Risk Management

Summit will endeavour to be proactive in identifying potential security risks and will notify the Trust where these are identified and respond to events in an agreed manner. The capability of the Service will include the following:-

- to provide advice to the Trust;
- an agreed system for incident reporting and management;
- a comprehensive electronic surveillance systern;

The Hospital requires to be a safe and secure environment without compromising freedom of movement for patients, visitors and staff.

Awareness and vigilance of all staff is probably the most effective means of achieving a secure environment and provision will be made for a rolling programme of training for all Summit staff and selected agreed Trust staff.

Summit will monitor the car park and intemal roads and where appropriate implement agreed action plans to deter misuse of the Site.

The Estates Manager will undertake an annual review of security using the following methods:

| Situational crime <br> prevention analysis: | including an analysis of the main preventable <br> risks, e.g, visibility, target hardening and <br> environmental management. |
| :--- | :--- |
| Crime audit: | to establish when and where crime occurs and <br> contrast with local Police crime pattern analysis <br> to determine trends. |
| Roles: | identify appropriate roles within the organisation <br> to assist with crime prevention. |

### 3.2 Incident Reporting

Detailed records will be maintained to ensure that all incidents are managed as effectively as possible and to provide information to the Trust. A summary of the record sheets will be compiled on a quarterly basis and reported to the Trust as follows:

- number of security incidents;
- number of occasions when Police assistance called;

The first point of contact for non-violent incidents will be the Help Desk which will $\log$ the call and co-ordinate a response. The Help Desk staff will be trained to follow procedures to identify the level of response required according to the seriousness of the incident. The time a response is delivered to the source of the request will be logged on an incident sheet.

### 3.3. Communications

The security guards will hold two-way pagers and can be contacted directly or via the Help Desk. Portering staff will similarly hold two-way pagers and may be contacted either directly, via the Control Room or via the Help Desk.
3.4. Provision out-of-hours

Security cover will be available 24hrs with two guards on Site from 8pm to 8am. Supervision and management support in the event of a serious incident will $\overline{\mathrm{be}}$ provided by the On call manager and where required will be supplemented by portering staff.

### 3.5. Patient's Charter

The Patient's Charter states that patients may expect reasonable measures to be taken for their personal protection and safety and patient personal belongings may be placed and kept in a safe place within the Hospital by Trust staff.

## 4. Management and Staffing

The Estates Manager will be responsible for the management of the security guards and the effectiveness of the security service provided.

The routine patrolling of the Site and first line response to incidents will be undertaken by the security guards who will maintain a continuous presence within the Site. Summit have made provision for individuals which if rostered 24. hrs provides one man during the day and dwo at night. The guards will conduct patrols throughout the 24 hr period and this will be monitored through the Morse Watchman System which electronicaliy identifies when points on the Site have been patrolled. All security staff will be appropriately trained.

## 5. Training

All staff employed by Summit will be trained to be vigilant about security issues. In particular, all staff with access to unsupervised or locked areas will be responsible for key control and for leaving the area in a secure condition. All faults to windows, doors or locking mechanisms will be reported to the Help Desk and will then be entered into Summit's defect management system.

Portering staff will receive specialist training in non-aggressive de-escalation techniques and will support the security guards in the event of a violent incident.

All Summit's employees will receive training in security management as part of their induction Security procedures will be part of the service specific operational manuals. Sessions may be conducted by Summit staff and may also incorporate Fire Safety and Health and Safety into this programme. This will ensure that all staff are briefed on the systems established and the points of contact and adopt appropriate crime prevention strategies

All Accident \& Emergency porters will receive an enhanced level of training to meet the risks associated with this area. This training will be extended to selected agreed Trust staff based in this area, should the Trust require.

## PART 7 : RESDENTIAL ACCOMMODATION SERVICES

## 1. Introduction

Summit will provide an on Site residential suite of both single and married accommodation. In addition to the above, there will be a number of on-call rooms throughout the Hospital

## 2. Technical Solution

The majority of the housekeeping will be carried out by a domestic team dedicated to the residences. The tasks will be carried out in accordance with the agreed schedules. The frequency and method of cleaning will depend upon the location and usage of the area concerned.

### 2.1 Reactive Cleaning

A system of agreed priorities will be operated when the Trust requests ad hoc cleaning. A procedure will be agreed to alkow approved Trust staff to either notify the zonal manager or the Help Desk of an incident in chis area.

### 2.2 On-Call Rooms

Summit will provide daily servicing to on-call rooms.
It is possible that on-call accommodation may be used by more than one clinician during a 24 hour period. This may result in rooms requiring up to three linen changes and cleans during this 24 hour period.

### 2.3 Residential Accommodation

Summit is not responsible for the allocation of the accommodation or for the collection of rents etc.

Summit will provide daily cleaning to the common areas of the shared units. On a weekly basis Summit will;

- provide a full cleaning service
- exchange linen (this is not a bed making service)
- exchange towels

Continental Breakfast will be supplied to the compulsory residents with compulsory resident status. Summit will agree with the Trust upon a suitable level of food to be provided for the number of compulsory residents.

Full cleans of single and married accommodation will be undertaken on the vacation of the accommodation by the tenant. An inventory check will also be undertaken.

### 2.4 Security

The residences will have controlled access and the issue of keys will be controlled by the Help Desk at the direction of the Trust.
3. Resources

There will be a domestic team dedicated to the residences and this team will liaise closely with the linen room to ensure residents receive the appropriate service. Assistance will be available to the residents from the Help Desk who will deploy an appropriate response from security staff for access or security problems, from pool domestics for cleaning problems, from pool porters for spare linen or the shift technician for maintenance problems. Keys will be issued out-of-hours from the Help Desk as directed by the Trust.

## PART 8: ESTATES SERVICES

## 1. Intraduction

Summit will provide building and engineering maintenance services to the Hospital by means of a dedicated Estates Maintenance Department.

## 2. Technical Solution

## Maintenance

The maintenance tasks are split into two main areas namely planned and reactive maintenance. Planned maintenance in respect of breakdowns will be carried out by suitably qualified staff. Specific areas of the Estates Service are highlighted below:-

## Grounds

Summit will ensure that grounds \& gardens will be kept to an agreed standard. To ensure continuity of approach the Design Landscape Architect will assist in the preparation of the maintenance schedules. The schedule may include :-
weeding and general debris collection
cutting and attendance to lawn areas
pruning trees and shrubs
removal and replacement of dead trees (asset replacement)
seasonal planting

## Winter Maintenance

Summit will, at the Trusts direction, enter into a cost pass through contract for the snow and ice clearance to the roads and car parks within the site. This will be backed up by the first tine path clearance by Summit. The first line service will include:-

- snow and ice clearance of the site paths
- gritting the public access areas due to unforecast snow or frost


## Pest Control

Summit witl, at the direction of the Trust, enter into a cost pass through contract for pest control at the Site in accordance with paragraph 5.3 of Part A of the General Provisions.

## Building

The building fabric will be maintained in line with the agreed Maintenance Procedures backed up with maintenance services in respect of breakdowns when required in respect of breakdowns.

## M\&E Services

All mechanical and electrical services including infrastructure witl be maintained in line with the agreed Maintenance Procedures backed up with maintenance where required in respect of breakdowns.

## Specialist Services

Specialist services such as piped medical gasses will be managed by appropriately qualifted staff and maintained in line with the agreed Maintenance Procedures backed up with maintenance when required in respect of breakdown.

## Telephone Communication

Surnmit will (through the Approved Service Provider) let a specialist subcontract for the maintenance of the telecommunications system. This will include the following services :-

- a remote check of the system
- software faults corrected from a remote location
- hardware replacements

3. IT

Summit will let a separate specialist subcontract for the maintenance of the IT system. This will include the following services:-

- maintenance of the IT system
replacement of active components
- patching of components

The service will not include :-
management of the software system

## Management Information System

Summit will utilise an appropriate management information system for planning, monitoring, managing and reporting on all its maintenance activities.

The system will monitor actual response times for all the maintenance tasks in respect of breakdowns and on a monthly basis report the performance of Summit. This will be used in calculating the monthly Service Score.

The information system will have a plant history file to record the details of all planned preventative maintenance and maintenance work in respect of breakdowns carried out which will be capable of identifying the work carried out on each asset. This information will assist with asset replacement.

## Out of Hour Procedures

Calls to Summit staff requiring maintenance in respect of breakdowns will be initiated via the Help Desk. There will be a Manager on duty who will carry a two way radio pager. He will be supported by an on-call shift technician. The on-call shift technician will ensure a response to any plant, structure or service failure which may occur. He will be multi-skilled and able to respond to electrical and mechanical failures. Where appropriate the on-call shift technician will make safe such electrical and mechanical failures, with further work being completed to an agreed programme.

The Help Desk will be informed that a technician is attending the fault and record the response time and action within the information system. If the fault cannot be rectified by the shift technician he will, via the Help Desk, obtain assistance. Assistance will be provided by the operational staff or if it is out of hours, by on-call staff. Summit will review the need for call-out maintenance arrangements with manufacturers of specialist equipment and where appropriate enter into a service subcontract.

## Condition Surveys

Summit, by means of a specialist sub-contract, will carry out major condition reviews of the building on a regular basis. These reviews will be used in scheduling the annual asset programme.
4. TASK AREAS

## Maintenance

The maintenance work undertaken will fall into one of two categories:-

## Planned Preventative Maintenance

Maintenance work which is carried out in accordance with the PPM Programme and PPM Work Schedules each to be agreed in accordance with Part 8 of the Output Specification.

## Preparation of PPM Work Schedule

Summit will base the anmual PPM Programme upon manufacturers recommendations, hospital operational policies, codes of practice and statutory requirements. The condition surveys will be used as the basis for the annual asset replacement schedule.

Access arrangements for these tasks will be co-ordinated and agreed with the Trust. The effects of any subsequent denial of entry will be notified to the Trust in writing.

The PPM Programme and the PPM Work Schedules will aim to achieve the optimum balance between planned preventative maintenance and maintenance in respect of breakdown.

There will be a range of equipment and static services that do not lend themselves to condition monitoring and in this case the PPM Programme and the PPM Work Schedules will be based on lapsed time intervals. These maintenance periods will be reviewed and adjusted in the light of performance, usage and the findings from the maintenance activities themselves.

## Reactive Mainfenance

Repair work is to be undertaken a result of a breakdown (as defined in the Output Specification). The work will be undertaken in response to a request to the Help Desk from a designated member of the Trust staff.

The requests will be categorised by the Trust staff in accordance with the agreed priority schedule. The management information system will be used to record, monitor and report on the maintenance tasks in respect of breakdowns.

## Asset Replacement

Asset replacement will be carried out in accordance with an asset replacement programme in accordance with the Maintenance Procedures.

## Relevant Items

The Trust will provide Summit with a full register of Relevant Items. Summit will maintain this database and up date it in accordance with information provided by the Trust. The Trust will by means of a separate sub-contract carry out periodic condition surveys of the Relevant Items. These surveys and the information obtained from First Line Maintenance carried out will be used by the Trust to produce the Relevant Item replacement programme.

## Additional Works / Capital Projects

Summit will carry out additional works as requested by the Trust in accordance with the Change Provisions.

## First Line Maintenance (Relevant Items)

Summit will provide a fitst line diagnostic inspection of Relevant Items on reasonable request by the Trust and where appropriate carry out minor repairs. All additional works will be carried out in accordance with Part 1 of the Schedule to the Services Agreement.

## Building Management

Summit will utilise a Buiiding Management System (BMS) to monitor and control the equipment, plant and environment within the Hospital. The BMS will have the facility to record and graphicaliy display the energy / utility consumption.

All critical engineering and life support systems (e.g. plant associated with the provision of electricity, water and medical gasses) will be fitted with the appropriate alam and automatic control systems and a facility to report back to the Help Desk.

## Help Desk

A central services Help Desk (or such other system as is agreed) will be provided to give access to the full range of services. Requests in the event of breakdown will be entered into the Management Information System and each caller will receive a job number for their records.

Work requisitions received by the Help Desk will be logged, prioritised and dealt with by the appropriate department. The MIS will record the time that the fault was reported and the response times. The Help Desk will provide customers with information regarding the status of the work in hand.

## Utilities

Summit will be responsible for monitoring energy consumption in accordance with the Output Specification and the Services Agreement.

## 5. MANAGEMENT AND STAFFING

The estate manager will have full responsibility for providing the Estates Services. He will control all the engineering maintenance staff, engineering services staff, building maintenance staff and grounds and gardens staff.

## Engineering Services - Operational Staff

The operational building maintenance staff will be managed by the engineering manager who will be a professional engineer.

The operational staff will be rostered to carry out the majority of the planned preventative maintenance during core working hours. Where this is not possible
within critical departments such tasks will be scheduled in agreement with the Trust in accordance with the Liaison Procedures.

## Building Maintenance - Operational Staff

The operational building maintenance staff will be managed by the estates manager. Work that will be carried out by this department will be limited to maintenance and minor repairs. Summit will carry out all other repairs in accordance with the Maintenance Procedures.

## Training

All staff will receive training appropriate for the tasks being undertaken. Summit will where appropriate appoint AE . These persons shall be site based with exception of specialist maintenance e.g. lifts

## SERVICES MONITORING PROCEDURES

These are the Services Monitoring Procedures (comprising 91 pages) referred to in the DBFO Contracts for the provision of the New Law District General Hospital between Law Hospital National Health Service Trust ("the Trust") and Summit Healthcare (Law) Limited ("Summit") comprising the monitoring procedures for the following Services :-

## 1. Catering Services.

2. Domestic Services.
3. Linen Services.
4. Portering, Transport and Waste Services.
5. Switchboard Services.
6. Security Services.
7. Residential Accommodation Services.
8. Estate Maintenance Services.

In these Services Monitoring Procedures Master Definitions Schedule means the document so entitled signed by the Trust and Summit and dated on the Execution Date (as defined therein), as amended or supplemented at any time and, unless the context otherwise requires, any words or expressions given a meaning in the ivaster Definitions Schedule shall have the same meaning when used in these Services Monitoring Procedures.



## SERVICES MONITORING PROCEDURES

1 These Service Monitoring Procedures describe the procedures to be canned out by Summit pursuant to the monitoring procedures as described in the Performance Measurement Model to establish in respect of each Monitoring Period the Recorded Score expressed as a percentage for each Standard and so as to enable the Service Score to be calculated in accordance with the Performance Measurement System and the monitoring procedures carried out by Summit will be audited by the Tnust in accordance with Provision 1.2 of the Performance Measurement System. Where Summit is to record any matter, it will ensure that the same is done correctly and accurately.

2 The sample used to measure the perfomance of each Aspect of Service will be part of the whole population, or where appropriate, the sample will be the whole population. A random method of selection will be used where the sample is part of the whole population. The size and frequency of the appropriate sample is to be agreed between Summit and the Trust.

3 If at any time either of the parties consider that the sample size and selection of samples is not representative of the Element of Service as a whole and requires to be varied to properly measure the Element of Service then that party can propose a variation to the other and if such variation cannot be agreed then the dispute will be resolved by the Dispute Resolution Procedure.

## PART I

## 1 Monitoring Procedures for Catering Service

In respect of each Element of the Service the tests and procedures for monitoring the indicators of quality standards specified in the Output Specification ("the Standards") and calculating the Recorded Score will be as follows:-

### 1.1 Product Sourcing

### 1.1.1 Procurement

Summit will procure goods from suppliers ("Approved Suppliers") as specified in a list to be agreed by Summit and the Trust from time to time. The Approved Suppliers are to be selected on the basis of criteria to be agreed by Summit and the Trust.

The Standard will be measured by reference to the number of suppliers from whom goods are procured by Summit and who are not Approved Suppliers as demonstrated by reference to the invoices for goods issued to Summit during the Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of suppliers in the sample from whom goods are procured and who are not Approved Suppliers during the Monitoring Period.
$b=$ the number of suppliers in the sample for that Monitoring Period.

### 1.1.2 Storage

Summit will implement and operate the procedures agreed by Summit and the Trust from time to time to control the flow and storage of goods.

The Standard will be measured by reference to items checked by reference to the storage procedures. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{a}{b} \times 100
$$

$$
\text { Where } \quad \begin{aligned}
& X= \text { Recorded Score } \\
& a=\text { total number of items checked for that Monitoring Period. } \\
& b= \begin{array}{l}
\text { total number of items in the sample measured for that } \\
\\
\end{array} \quad \text { Monitoring Period. }
\end{aligned}
$$

### 1.1.3 Patient Meal Service

## (a) On Site Distribution

## (i) Delivery Time

For the purposes of calculating the Recorded Score meals will be taken to mean lunches and suppers (the "Meals"). Meais will be delivered and collected within the timescale specified in the Output Specification. The Standard will be measured by reference to the number of trolleys and not the number of meals within the trolley. For trolleys outwith the time specified in the Output Specification a service failure is incurred to a maximum of 5 penalty points per trolley.

The Recorded Score will be calculated using the following formula: -

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of service failures recorded for that Monitoring Period.
$b=$ total number of tuolleys in the sample for that Monitoring Period.
(ii) Delivery Temperature

At the time of delivery of the meals a random sample of meals from the top and bottom of each trolley will be temperature tested. Two samples will be taken from each trolley, twice a day.

The Recorded Score will be calculated according to the formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=\quad$ total number of meals which fail the temperature test for that
Monitoring Period.
$b=\quad \begin{aligned} & \text { total number of meals delivered or which should have been } \\ & \text { delivered for that Monitoring Period. }\end{aligned}$
(b) Menu System

The Trust will issue the meal trays. The menu card for the following day's meal will be provided by Summit and will be issued on the tray. The cards will be completed by the patients and collected by Trust staff with the trays. The cards will be collected by the porter when collecting the trolley and the porter will deliver the completed menu cards to the kitchen where they will be retained by Summit as a record of the meals ordered. The Trust will have access to the completed menu cards.

## (i) Order Period

The Standard will be measured by reference to the number of occasions in which there is a failwe by Summit to provide the menu cards to enable meals to be ordered in accordance with the Output Specification as indicated by the number of complaints made by the Trust to the Heip Desk during that Monitoring period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{rl}
$X$ \& $=$ Recorded Score <br>
$\mathbf{a}=$ \& total number of customer complaints for that Monitoring Period <br>

$b$ \& $=$| total number of meals ordered in the sample for that Monitoring |
| :--- |
|  |
| Period. |

\end{tabular}

## (ii) Receipt of Chosen Menu

Summit will check each tray as it is loaded into the trolley to ensure that the meal complies with what has been ordered on the corresponding menu card. The Standard will be measured by reference to the number of meals which do not correspond to the menu card order during the Monitoring Period.

The Recorded Score will be calculated using the following formula:- .

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of meals which do not correspond with the meal which was ordered for that Monitoring Period
$b=\quad$ total number of meals ordered for that Monitoring Period.
(c) Food Quality

Food quality will be assessed by a panel in which the Trust and Summit will have equal representation. The panel will sample and assess the food from one menu which witl be randomly selected. The calibration system will be agreed by the Trust and Surnmit and will be in the form set out below (for the purposes of this example the panel is taken to comprise of two members):

| MENU ITEM | WEIGHTING | MEMBER A | MEMBER B | SCORE |
| :--- | :--- | :--- | :--- | :--- |
| Soup | 2 | Pass | Pass | 4 |
| Fruit Juice | 1 | Pass | Pass | 2 |
|  |  |  |  |  |
| Saiad | 3 | Pass | Fail | 3 |
| Dish A | 3 | Pass | Pass | 6 |
| Dish B | 3 | Pass | Pass | 6 |
| Veg A | 1 | Fail | Pass | 1 |
| Veg B | 1 | Pass | Pass | 2 |
| Potatoes | 2 | Pass | Pass | 2 |
|  |  |  |  |  |
| Hot Pudding | 2 | Fail | Fail | 0 |
| Cold Pudding | 2 | Pass | Pass | 4 |
|  |  |  |  | $\mathbf{2}$ |
| Score | $\mathbf{2 0}$ | $\mathbf{1 7}$ | $\mathbf{1 5}$ |  |

Recorded Score $30 / 40=75 \%$
(d) Ad Hoc Requests

Trust staff will sign for the delivery. The Standard will be measured by reference to the number of ad hoc requests met in the timescale specified in the Output Specification by Summit during the Monitoring Period.

The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where
$X=$ Recorded Score
$\mathrm{a}=$ total number of occasions in which there was a failure to deliver in the agreed time an ad hoc request for that Monitoring Period
$b=$ total number of ad hoc requests in the sample made for that Monitoring Period

### 1.1.4 Nutrition and Dietetics

(a) Sumnit will sign computer printouts, detailing the volume and weights used, confurning that Summit has complied with the Output Specification. A randorn audit of the signed computer print outs will be conducted by a Summit representative.
(i) Standard Recipes

The Standard will be measured by reference to compliance with the agreed standard recipes.

The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of meals in the sample which did not comply with the agreed Standard Recipes for that Monitoring Period.
$b=$ total number of meals produced or which should have been produced in the sample for that Monitoning Period.
(ii) Portion Size

Summit will randomly sample test the plated meals as they proceed along the beit.

The Standard will be measured by reference to the number of incorect portion sizes within each meal service during the Monitoring Period.

An incorrect portion size will result in a meal service failure.
The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of meal service failures in the sample for that Monitoring Period
$b=$ total number of plated meals in the sample for that Monitoring Period
(iii) Menu Contents

Summit will keep a record of the menu contents which was served for each meal.

The Standard is measured by reference to compliance by Summit with the agreed menus. If Summit does not provide the agreed menus it will result in a meal service failure. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} x+00
$$

Where $\mathrm{X}=$ Recorded Score
$a=$ total number of meal service fallures in the sample for that Monitoring Period
$b=$ total number of agreed menus in sample for that Monitoring Period

### 1.1.5 Non Patient Services

(a) Restaurant

Summit will keep a record of the hours during which the restaurant is open for trade ("the Restaurant Opening Hours Log") The Standard will be measured by reference to the total number of trading hours that the restaurant is not open for trading purposes as indicated by the Restaurant Opening Hours Log against the total time that it is agreed to be open for trading purposes for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

where $X=$ Recorded Score
$a=$ total number of hours the restaurant is open for trading purposes for that Monitoring Period.
$\mathbf{b}=$ total number of hours the restaurant was open or should have been open for trading purposes for that Monitoring Period.

## (b) Vending

The vending selection will be as agreed by Summit and the Trust.
The Standard will be measured by reference to the agreed selection of food items available. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\mathrm{X}=$ Recorded Score
$a=$ average number of agreed food items in the sample out of stock for that Monitoring Period
$b=$ total number of agreed items in the sample which should have been available for that Monitoring Period.
(c) Functions
(i) Set Up

The Standard will be measured by reference to the number of upheld customer complaints in relation to functions. The Recorded Score will be calculated using the following formula: -

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\mathrm{X}=$ Recorded Score
$a=$ total number of upheld customer complaints for function set up for that Monitoring Period.
$b=\quad$ total number of functions requested through the help desk for
that Monitoring Period.
(ii) Delivery

All deliveries will be signed for by the Trust. The Standard for delivery times will be measured by reference to compliance with the agreed delivery times. The Recorded Score will be calculated using the following formula:*

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of times delivery time not complied with for that Monitoring Period.
$b=$ Total number of functions requested through the help desk for that Monitoring Period.
(d) Customer care
(i) Staff Behaviour

The Standard will be measured by reference to the number of upheld customer complaints against Sumnit Personnei during the Monitoring Period. The Recorded Score will be calculated using the following formula: -

$$
x \%=100-(a+3 b)
$$

Where $\mathrm{X}=$ Recorded Score
$a=\quad$ total number of upheld customer complaints during the Monitoring Period
$b=$ total number of upheld customer complaints resulting in formal disciplinary action during the Monitoring Period.
(ii) Refunds \& Replacement

The Standard will be measured by reference to compliance with a customers request for a replacement or refund of unsatisfactory goods.

The Recorded Score will be calculated using the following formula:-

$$
x \%=100-a
$$

Where $\mathrm{X}=$ Recorded Score
$\mathrm{a}=$ total number of failures to comply with an upheld customer refund or replacement request during the Monitoring Period

### 1.1.6 Hygiene Health and Safety

## (a) Documentation

Summit will implement and operate a document control system to be agreed by Summit and the Trust from time to time. Summit will carry out a sample audit on a monthly basis. The Standard is measured by reference to compliance with the document control system by Summit during the Monitoring Peniod.

The Recorded Score is calculated using the following formula: -

$$
X \%=100-(1 / 2 \times 0)
$$

Where $\mathrm{X}=$ Recorded Score
$a=$ total number of breaches of the document control system in the sample for that Monitoring Period
(b) Legislation

The Standard will be measured by reference to compliance with all relevant aspects of Statutory Requirements as evidenced by a checklist of all relevant aspects of Statutory Requirements as monitored by Summit in a monthly audit. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\mathrm{X}=$ Recorded Score

$$
\begin{aligned}
& a=\text { the total number of items on the checklist which have not been } \\
& \text { fully complied with } \\
& b=\text { the total number of items on the checklist }
\end{aligned}
$$

(c) Environmental Health

Each failure by Summit to comply with EHO recommendations within the EHO response time limits will result in a direct deduction from the Operating Score of 5\%.

## PART 2

## 1 Monitoring procedures for Domestic Services

1.1 The areas of the Hospital which Summit are responsible for cleaning are the High Risk Clinical Areas, the Clinical Areas and Non-Clinical Areas (the "Hospital Cleaning Area"). The Hospital Cleaning Area will be cleaned in accordance with the various working procedures and cleaning schedules to be agreed between the Trust and Summit upon completion of the Building Design which schedules will also stipulate the frequency within which and the timescales within which the Hospital Cfeaning Area is to be cleaned (the "Cleaning Schedules").
1.2 Each zone will comprise of a number of individual cleaning areas (the "Zonal Cleaning Areas"). The zonal management team will carry out random inspections at agreed intervals, throughout the Monitoring Period of the Zonal Cleaning Areas to monitor compliance by Summit with the Cleaning Schedules ("the Cleaning Inspections"). The results of the Cleaning Inspections will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Cleaning Inspection Checkdist").
1.3 The hotel services management will carry out random inspections, at agreed intervals, throughout the Monitoring Period to monitor compliance by Summit with the Cleaning Schedules (the "Cleaning Monthly Inspection Process"). The results of each inspection carried out as part of the Cleaning Monthly inspection Process will be recorded in a checklist in writing in a form to be agreed between Summit and the Trust (the "Cleaning Monthly Inspection Process Checklist").

2 In respect of each Element of the Service the tests and procedures for monitoring the indicators of quality standards specified in the Output Specification("the Standards") and calculating the Recorded Score will be as follows:-
2.1 Floor Maintenance

### 2.1.1 Floor maintenance

The Standard will be measured by reference to the number of Zonal Cleaning Areas, which have been appropriately maintained in accordance with the Cleaning Schedules as indicated by the Cleaning Inspection Checklists and the Cleaning Monthly Inspection Process Cbecklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to clean Zonal Cleaning Areas or parts
of Zonal Cleaning Areas in the sample in accordance with the Cleaning Schedules for that Monitoring Period.
$b=$ total number of Zonal Cleaning Areas in the sample for that Monitoring Period.

### 2.1.2 Time between cleans

The Cleaning Schedules will specify which areas of the Hospital Cleaning Area require to be cleaned more than once a day and will indicate the frequency with which, and the timescales within which, such areas are to be cleaned.

The Standard will be measured by reference to compliance by Summit with the timescales set out in the Cleaning Schedules with reference to the timespan between cleaning as indicated by the Cleaning Inspection Checklists and the Cleaning Monthly Inspection Process Checklists. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where . $X=$ Recorded Score
$a=$ total number of failures in the sample to meet the timescaies stipulated in the Cleaning Schedules with reference to the timespan between cleaning for that Monitoring Period.
$b=$ total number of areas in the Hospital Cleaning Area in the sample which were cleaned or which should have been cleaned in the sample for that Monitoring Period.

### 2.1.3 Reactive Cleaning

The Standard will be tneasured by reference to the number of requests for reactive cleaning of floor areas made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Cleaning Schedules for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to respond to requests for reactive cleaning of floor areas in accordance with the Cleaning Schedules and within the timescales specified in the Output

> Specification for the relevant prionity category in the sample for that Monitoring Period.
> $b=\quad$ total number of upheld requests for reactive cleaning of floor areas in the sample during that Monitoring Period.

## 3 Sanitary Ware

## 3.] Sanitary furniture maintenance

The Standard will be measured by reference to the number of sanitary areas, as defined by Summit and the Trust, which are cleaned in accordance with the Cleaning Schedules as indicated by the Cleaning Inspection Checklists and the Cleaning Monthly Inspection Process Checklists. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to clean sanitary areas or parts of sanitary areas in the sample in accordance with the Cleaning Schedules for that Monitoring Period.
$b=$ total number of sanitary areas in the sample for that Monitoring Period.

### 3.2 Reactive Cleaning

The Standard will be measured by reference to the number of requests for reactive cleaning of sanitary areas made to the Help Desk for that Monitoring Period which are responded to by Summit within the timescales specified in the Output Specification for the relevant prionty category and otherwise in accordance with the Cleaning Schedules. The Recorded Score will be calculated as follow:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to respond to requests for reactive cleaning of sanitary areas in accordance with the Cleaning Schedules and within the timescales specified in the Output Specification for the relevant priority category in the sample during that Monitoring Period

$$
\begin{aligned}
& b=\quad \text { total number of upheld requests for reactivecleaning of sanitary } \\
& \text { areas in the sample for that Monitoring Period. }
\end{aligned}
$$

### 3.3 Replenishment of Disposables

The replenishment of disposables will be carried out by Summit as paty of Summit's general cleaning responsibilities in the Cleaning Schedules. The Standard will be measured by reference to the number of receptacles which are empty or which are filied with an unsuitable altemativeas indicated by the Cleaning InspectionChecklists and the Cleaning Monthiy Inspection Process Checklists. The Recorded Score will be calculated using the following formula:-

$$
X \% \frac{b-a}{b} x 100
$$

Where $\quad$\begin{tabular}{rl}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of receptacles which are empty or which are filled |
| :--- |
| with an unsuitablealtemative in the sample for that Monitoring |
| Period. | <br>


$b=$ \& | total number of receptacles in the sample for that Monitoring |
| :--- |
| Period. |

\end{tabular}

## 4 <br> Furniture Fixings and Fittings

### 4.1 Emptying waste receptacles

The Standard will be measured by reference bath to compliance by Sumnit with the Cleaning Schedules for the routine emptying of waste receptacles as indicated by the Cleaning Inspection Checklists and the Cleaning Monthly Inspection Process Checklists and the number of requests for the reactive emptying of waste receptacles made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant prionity category and otherwise in accordance with the Cleaning Schedules during that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
5 \%=\frac{(b+d)-(a+c)}{(b+\bar{d})} \times 10 c
$$

Where $\quad X=\quad$ Recorded Score
$a=\quad$ total number of failures to empty waste receptacles in
accordance with the Cleaning Schedules in the sample for that
Monitoring Period.
$b=\quad$ total number of waste receptacles in the sample for that

## Monitoring Period.

$c=\quad$ total number of failures to respond to requests for the reactive
emptying of waste receptacles within the agreed timescale and
in accordance with the Cleaning Schedules in the sample for
that Monitoring Period.
$d=\quad$ total number of requests for the reactive waste receptacle emptying in the sample during that Monitoring Period

### 4.2 Cleaning horizontal surfaces

The Standard will be measured by reference to both the number of horizontal surface areas, as defined by Summit and the Trust, which are cleaned in accordance with the Cleaning Schedules as indicated by the Daily Inspection Checklists and the Cleaning Monthly Inspection Process Checklists and the number of requests for the cleaning of horizontal surfaces made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Cleaning Schedules for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{(b+d)-(a+c)}{(b+d)} \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to clean horizontal surface areas or parts of horizontal surface areas in accordance with the Cleaning Schedules in the sample for that Monitoring Period. |
|  | $b=$ | total number of horizontal surface areas which were cleaned or which should have been cleaned in the sample for that Monitoring Period. |
|  | $c=$ | total number of failures to respond to requests in accordance with the Cleaning Schedules and within the timescales specified in the Output Specification for the relevant priority category for the reactive cleaning of horizontal surface areas in the sample for that Monitoring Period. |
|  | $d=$ | total number of requests for the reactive cleaning of horizontal surface areas in the sample for that Monitoring Period. |

### 4.3 Cleaning Vertical Surfaces

The Standard will be measured by reference to the number of vertical surface areas as
defined by Summit and the Tnust cleaned in accordance with the Cleaning Schedules as indicated by the Cleaning Inspection Checklists and the Cleaning Monthly Inspection Process Checklists and the number of requests for the cleaning of vertical surfaces made to the Help Desk which are responded to timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Cleaning Schedules for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{(b+d)-(a+c)}{(b+d)} \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to clean vertical surface areas or parts of vertical surface areas in accordance with the Cleaning Schedules in the sample for that Monitoring Period. |
|  | $\mathrm{b}=$ | total number of vertical surface areas which were cleaned or which should have been cleaned in the sample for that Monitoring Period. |
|  | $c=$ | total number of failures to respond to requests for the reactive cleaning of vertical face areas in the sample within the timescales specified in the Output Specificationfor the relevant prionty category and otherwise in accordance with the Cleaning Schedules for that Monitoring Period. |
|  | $d=$ | total number of requests for reactive cleaning of vertical surface areas in the sample for that Monitoring Period. |

Summit will carry out a rolling programme of wall washing to be agreed between the Trust and Surnmit and which will be in accordance with the Output Specification (the "Wall Washing Programme"). The Standard will be measured by reference to compliance by Summit with the Wall Washing Programme as indicated by the Daily Inspection Checklists and the Cleaning Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{(b+d)-(a+c)}{(b+d)} \times 100
$$

Where $\quad X=\quad$ Recorded Score


$a=\quad$| total number of failures to wash walls or parts of walls in |
| :--- |
| accordance with the Wall Washing Programme in the sample |
| for that Monjoring Period. |


$b=\quad$| total number of walls in the sample for that Monitoring Period. |
| :--- |
| total number of failures to respond to requests for the reactive |
| cleaning of walls within the timescales specified in the Output |
| Specification for the relevant priority category and otherwise in |
| accordance with the standards and procedures set out in the |
| Wall Washing Programme in the sample for that Monitoring |
| Period. |


$d=\quad$| total number of requests for the reactive cleaning of walls in the |
| :--- |
| sample for that Monitoring Period. |

## 6 Housekeeping

6.1 Programmed curtain cleaning

Summit will implement a rolling programme of curtain set cleaning to be agreed between the Trust and Summit and which will be in accordance with the Output Specification (the "Curtain Replacement Programme").

The Standard will be measured by reference to compliance by Summit with the Curtain Replacement Programme for that Monitoring Period. The Recorded Score will be calculated by using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of failures to clean curtain sets in the sample |
| :--- |
| during that Monitoring Period. | <br>


$b=\quad$| total number of curtain sets which were cleaned or which |
| :--- |
| should have been cleaned in accordance with the Curtain |
| Replacement Programme in the sample for that Monitoring |
| Period. |

\end{tabular}

### 6.2 Reactive Curtain Replacement

The Standard will be measured by reference to the number of requests for reactive curtain replacement made to the Help Desk for that Monitoring Period which are responded to by Summit within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Curtain Replacement Programme. The Recorded Score will be calculated using the following
formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where
$X$
Recorded Score
$a=\quad$ total number of failures to respond to requests for reactive curtain replacement within the timescales specifted in the Output Specification for the relevant priority category and otherwise in accordance with the Curtain Replacement Programme in the sample for that Monitoring Period.
$b=\quad$ total number of requests for reactive curtain replacement in the sample for that Monitoring Period.

## PART 3

## A Monitoring Procedures for Linen Services within Summit's Control

1 In respect of each Element of the Service the test and procedures for monitoring the indicators of standard specified in the Output Specification ("the Standard") and calculating the Recorded Score will be as follows:-

### 1.1 Linen Internal

A series of working procedures and time schedules for the collection of all linen to be cleaned from the wards and which will monitor the movement of the linen within all areas of the Hospital with the exception of the residencies will be agreed between Summit and the Trust (the "Internal Linen Laundry Schedte").
1.2 The zonal management team will carry out inspections to monitor compliance by Summit with the Linen Laundry Schedule (the "Internal Linen Laundry Inspection"). The results of each and every Intemal Linen Laundry Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Internal Linen Laundry Inspection Chechist").
1.3 The hotel services management will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Internal Linen Laundry Schedules (the "Internal Linen Inspection Process"). The results of each inspection carried out as part of the Intemal Linen Inspection Process will be recorded in writing in a checkist in a form to be agreed between Surnmit and the Trust (the "Internal Linen Inspection Process Checklist").

## 1.3.! Collection and Delivery

## (i) Collection Times

Summit are responsible for collecting all dirty or soiled linen requining to be cleaned within the timescales specified in the Output Specification and otherwise in accordance with the Internal Linen Laundry Schedule.
The Standard will be measured by reference to compliance by Summit with the Internal Linen Laurdry Schedule and the timescales specified in the Output Specification as indicated by the Porter Management System or the Ward Order Communication System for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b}=100
$$

Where $\quad \mathrm{X}=$ Recorded Score

$$
\begin{array}{ll}
a=\quad \text { total number of failures to comply with the Internal } \\
& \text { Linen Laundry Scheduie for the collection of dirty or } \\
\text { soiled linen in the sample for that Monitoring Period. }
\end{array} \quad \begin{aligned}
& \text { total number of collections of dirty or soiled linen } \\
& \text { which were made or which should have been made in } \\
& \\
& \text { the sample for that Monitoring Period. }
\end{aligned}
$$

(ii) Segregation during transport and storage

The Standard will be measured by reference to compliance by Summit with the Intemal Linen Laundry Schedule for the segregation of linen during transportation within the Hospital as indicated by the Internal Linen Inspection Checklists and the Internal Linen Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ the Recorded Score
$a=$ total number of failures to comply with the Internal Linen Laundry Schedule for the segregation of linen in the sample during that Monitoring Period.
$b=$ total number of checks in the sample for that Monitoring Period.
(iii) Use of Bags and Containers

The Standard will be measured by reference to compliance by Summit with the Intermal Linen Laundry Schedule for the use of the correct bags and containers as indicated by the Intemal Linen Laundry Inspection Checklists and the Internal Linen Inspection Process Checklists. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to comply with the Internal Linen Laundry Schedule in respect of the use of correct
bags and containers in the sample for that Monitoring Period.
$\begin{aligned} b= & \text { total number of checks in the sample for that } \\ & \text { Monitoring Period }\end{aligned}$

### 1.3.2 Storage and Issue

## (i) Storage Security

The Standard will be measured by reference to compliance by Summit with the Intemal Linen Laundry Schedule for security procedures in respect of linen storage within the Central Store as indicated by the Intemal Linen Inspection Checklists and the Internal Linen Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated in the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{rl}

$X=$ \& | Recorded Score |
| :--- | <br>


$a=$| total number of failures to comply with the Internal |
| :--- |
| Limen Laundry Sehedule for security procedures in |
| respect of linen storage within the Central Store in the |
| sample for that Monitoring Period. | <br>


$b=$| total number of checks in the sample for that |
| :--- |
| Monitoring Period. |

\end{tabular}

(ii) Top Up Delivery Times

Any requests by the Trust for additional linen over and above that supplied to the ward by the Trust Linen Sub-Contractor as part of the daily delivery must be made to the Help Desk.

The Standard will be measured by reference to the number of Trust requests for additional linen made to the Heip Desk which are responded by Summit within the timescales specified in the Output Specification for the relevant priority response category as indicated to the Porter Management System-or the Ward Order Communication Systern for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{l}

$\quad X=$| Recorded Score |
| :--- |$\quad$| total number of failures to comply with Trust requests |
| :--- |
| for additional linen within the timescaies specified in |
| the Output Specification for the relevant priority |
| response category in the sample for that Monitoring |
| Period. | <br>


$b=$| total number of Trust requests for additionallinen in the |
| :--- |
| sample for that Monitoring Period |

\end{tabular}

## 2 Sewing Internal

2.1 Summit and the Trust will agree a series of working procedures for the alteration, repairing and marking of all uniforms issued to Yrust members of staff (the "Sewing Schedules").
2.1.1 Alter
(i) Alterations

The Standard will be measured by compliance by Summit with the Sewing Schedules in altering uniforms as indicated by the number of upheld requests made to the Help Desk for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 10 \phi
$$

Where $X=$ Recorded Score
$a=$ total number of failures to alter uniforns in accordance with the Sewing Schedules in the sample for that Monitoring Period.
$b=$ total number of uniforms which were altered or which should have been altered in the sample for that Monitoring Period.

### 2.1.2 Repair

(ii) Repair

The Standard will be measured by reference to compliance by Summit with the Sewing Schedules in respect of repairing uniforms as indicated by the number of upheld complaints made to the Help Desk for that Monitoring Period. The Recorded Score will be calculated using the following formula:-
$X \%=\frac{b-a}{b} \times 100$

Where \begin{tabular}{rl}
\& $X=$ Recorded Score <br>

$\qquad=$| total number of failures to repair uniforms in |
| :--- |
| accordance with the Sewing Schedules in the sample |
| for that Monitoring Period. | <br>


$b=$| total number of uniforms which were repaired or which |
| :--- |
| should have been repaired in the sample for that |
| Monitoring Period. |

\end{tabular}

2.1.3 Marłing
(iii) Marking

The Standard will be measured by reference to compliance by Summit with the Sewing Schedules in marking uniforms for that Monitoring Period. as indicated by the number of upheld complaints made to the Help Desk for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to issue uniforms with the correct marking in accordance with the Sewing Schedules in the sample for that Monitoring Period.
$b=$ total number of uniforms which were issued or which should have been issued with marking in the sample for that Monitoring Period.

## 3 Patient Owned Clothing

3.1 Summit and the Trust will agree a series of working procedures for the laundry of patient owned clothing prior to Services Commencement Date ("the Patient Owned Clothing Laundry Schedules").

The zonal management team will carry out inspections to monitor compliance by Summit with the Patient Owned Ciothing Laundry Schedules (the "Patient Owned Clothing Laundry Inspection"). The results of each Patient Owned Clothing

Laundry Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Patient Owned Clothing Laundry Inspection Checklist").

The hotel services management will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Patient Owned Clothing Laundry Schedules (the "Patient Owned Clothing Inspection Process"). The results of each inspection carried out as part of the Patient Owned Clothing Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Patient Owned Clotbing Inspection Process Checklist").

### 3.1.1 Processing

(i) Washing

The Standard will be measured by reference to compliance by Summit with the Patient Owned Clothing Laundry Schedules for washing items of patient owned clothing as indicated by the Patient Owned Clothing Laundry Inspection Checklists and the Patient Owned Clothing Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to comply with the Patient Owned Clothing Laundry Schedules in respect of washing in the sample for that Monitoring Period.
$b=$ total number items of patient owned ciothing which were washed or which should have been washed in the sample for that Monitoring Period.

### 3.1.2 Pressing

(i) Ironing

The Standard will be measured by reference to compliance by Summit with the Patient Owned Clothing Laundry Schedules for ironing items of patient owned clothing as indicated by the Patient Owned Clothing Laundry Inspection Checklists and the Patient Owned Clothing Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to comply with the Patient Owned Clothing Laundry Schedules for ironing items of patient owned clothing in the sample for that Monitoring Period.
$b=$ total number items of patient owned clothing which were ironed or which should have been ironed in the sample for that Monitoring Period.

### 3.1.3 Storage and Issue

(i) Tum around times

The Standard will be measured by reference to compliance by Summit with the timescales agreed between Summit and the clothing patient owners for the cleaning and return to patients of patient owned clothing in accordance with the Patient Owned Clothing Laundry Schedules as indicated by the Patient Owned Clothing Laundry Inspection Checklists and the Patient Owned Clothing Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=\quad \begin{aligned} & \text { total number of failures to comply with the Patient Owned } \\ & \text { Ciothing Laundry Schedules within the agreed timescales in } \\ & \text { the sample for that Monitoring Period. }\end{aligned}$
$b=\quad \begin{aligned} & \text { total number of items of patient owned clothing which were } \\ & \text { cleaned or which should have been cleaned in the sample for } \\ & \text { that Monitoring Period }\end{aligned}$

Summit and the Trust will agree a series of working procedures to monitor the performance of the Trust Linen Sub-Contractor and action plans to be implemented in the event of a failure on the part of the Trust Linen Sub-Contractorprior to Services Commencement Date and from time to time (the "Linen Sub-contract Monitoring Procedures").
(i) Monitor and report on Sub-contractor

As part of the Trust Linen Sub-contract Monitoring Procedures Summit will be responsible for operating a system of monitoring and reporting and for providing the Trust with monthly written reports detailing the performance of the Trust Linen Sub-Contractor.

The Standard will be measured by reference to compliance by Summit with the Trust Linen Sub-contract Montoring Procedures in respect of the issue of the monthly report for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$| $X=$ Recorded Score |
| :--- |

\[\)| $a=$ total number of failures to issue a monthly report in the  <br>  sample for that Monitoring Period.  |
| :--- |
| $b=$ total number of monthly reports which were issued or  <br>  which should have been issued in the sample for that  <br>  Monitoring Period.  |

\]

(ii) Implementation of Action Plans

In the event of a service failure on the part of the Trust Linen Contractor, Summit will implement the agreed Action Plans described in the Linen Emergency Procedures.

The Standard will be measured by reference to compliance by Summit with the Linen Emergency Procedures for the implementationof the agreed action plans for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to implement the agreed action
plans in accordance with the Linen Emergency
Procedures for that Monitoring Period.
$b=$ total number of occasions in which an agreed action
plan was implemented or shouid have been
implemented in the sample for that Monitoring Period.

## (iii) Stock Management Database

Summit will be responsible for keeping records demonstrating the movement of linen stock and for producing annual reports detailing the linen stock levels in so far as the information is provided by the Trust (the 'Stock Management Database System").

The zonal management team will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Intemal Linen Laundry Schedules for the Stock Management Database System (the "Stock Management Database Inspection").

The hotel services management will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Stock Management Database System (the "Stock Management Database Inspection Process"). The results of each inspection carried out as part of the Stock Management Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Stock Management Database Inspection Process Checklist"),

Periodic stocktaking checks carried out by Summit will also monitor compliance with the Intemal Linen Laundry Schedules for linen stock management.

The Standard will be measured both by reference to compliance by Summit with the Stock Management Database System as indicated by the Stock Management Database Inspection Checklists and the Stock Management Database Inspection Process Checklists for that Monitoring Period, and by reference to the number of inspections of the Stock Management Database carried out and the number of periodic stocktaking checks carried out by Summit for that Monitoring Period.

The Recorded Score will be calculated using the following formula:-

$$
x \%=\left(\frac{(b+d)-(a+c)}{(b+d)}\right) \times 100
$$

$$
Y=\quad \text { Recorded Score }
$$

$a=\quad \begin{aligned} & \text { total number of failures to carry out an inspection of the } \\ & \text { Stock Management Database in the sample for that } \\ & \text { Monitoring Period. }\end{aligned}$
$b=\quad \begin{aligned} & \text { total number of Stock Management Database } \\ & \text { Inspections which were carried out or which should } \\ & \text { have been carried out in the sample for that Monitoring } \\ & \text { Period. }\end{aligned}$
$c=\quad \begin{aligned} & \text { total number of failures to carry out periodic } \\ & \text { stocktaking audits in the sample for that Monitoring } \\ & \text { Period. }\end{aligned}$
$d=\quad \begin{aligned} & \text { total number of periodic stocktaking audits which were } \\ & \text { carned out or which should have been caried out in the } \\ & \text { sample for that Monitoring Period. }\end{aligned}$

## (iv) Condemning Linen

The Standard will be measured by reference to compliance by Summit with the Internal Linen Laundry Schedules as indicated by the Intemal Linen Laundry Inspection Checklists and the Internal Linen Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to comply with the Internal Linen Laundry Schedules in respect of condemning finen within the Hospital in the sample for that Monitoring Period.
$b=$ total number of occasions an item of linen within the Hospital has or should have been condemned in the sample for that Monitoring Period.

## PART 4

1 Monitoring Procedures for Portering, Transport and Waste Services
In respect of each Element of the Service, the testing procedures for monitoring the indicators of standard specified in the Output Specification (the "Standard") and calculating the Recorded Score will be calculated as follows:-

### 1.1 Collection and Delivery

### 1.1.1 Patient Movernent

Summit is responsible for patient movement within the Hospital as detailed in the Output Specification.

In the event that a porter arrives to collect a patient or patients and the patient or patients are not ready to be moved the porter will, if instructed by a Trust member of staff, wait for the patient or patients or artange with a Trust member of staff an appropriate time to return to collect the patient or patients ("Aborted Move").

## (a) Planned

All requests for a porter to move a patient or patients will be made by approved members of Trust staff by means of the agreed ward order communication system. The time of the porter's arrival at the ward to collect the patient or patients to be moved will be logged using the agreed ward order communication system. A service failure will be incurred where the patient is not moved within the time specified in the Output Specification, subject to a maximum of 5 penalty points.

The Standard will be measured by reference to the total number of service failures incured by Summit, (excluding Aborted Moves), for failing to move patients or moving of patients late as indicated by the Porter Management System or the ward order communication system for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to move patients or not move patients timeously (excluding Aborted Moves) for that Monitoring Period.
> $b=$ total number of patients which were moved or which should have been moved (including Aborted Moves) in the sample for that Monitoring Period.
(b) Unplanned

All requests for a porter to move a patient or patients will be made by approved members of Trust staff by means of the ward order communication system. The time of the porter's arrival at the ward to collect the patient or patients to be moved will be logged using the agreed ward communication system. A service failure will be incurred where the patient is not moved within the time specified in the Output Specification, subject to a maximum of 5 penalty points.

The Standard will be measured by reference to the total number of service failures incurred by Summit (not including Aborted Moves) for failing to move patients or moving patients late as indicated by the porter management system or the ward order communication system for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b}=100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to move patients or move patients timeously (excluding Aborted Moves) for that Monitoring Period. |
|  | $b=$ | total number of patients which were moved or which should have been moved (including Aborted Moves) in the sample for that Monitoring Period. |

## (c) Emergency

All emergency requests for a porter to move a patient or patients will be made by approved members of Trust staff by means of the ward order communicationsystem. The time of the porter's arrival at the ward to collect the patient or patients to be moved will be logged using the agreed ward order communication systern. A service failure will be incurred where the patient is not moved within the time specified in the Output Specification, subject to a maximun of 5 penalty points.

The Standard will be measured by reference to the total number of service failures incurred by Summit, (excluding Aborted Moves), for failing to move patients or moving patients late as indicated by the porter management system
or the ward order communication system for that Monitoning Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to move patients or not move patients timeously (excluding Aborted Moves) in response to emergency requests for that Monitoring Period.
$b=$ total number of emergency requests to move patients (including Aborted Moves) in the sample for that Monitoring Period.

### 1.1.2 Mail

(a) Delivery/Collection

Summit and the Trast will agree a schedule of mail deliveries and collections prior to Services Commencement Date (the "Mail Schedule"). Summit will carry out inspections at random intervals throughout the Monitoring Period to monitor compliance by Summit with the Mail Schedule (the "Mail Inspection"). The results of each Mail Inspection will be recorded in a check list in a form to be agreed between Summit and the Trust (the "Mail Inspection Checklist"). The Standard will be measured by reference to compliance by Summit with the Mail Schedule and the timescales specified in the Output Specificationas indicated by the Mail Schedule Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-
$X \%=\frac{b-a}{b} \times 100$

Where $X=$ Recorded Score
$a=$ total number of failures to comply with the Mail Schedule and the timescales specified in the Output Specification in the sample for that Monitoring Period.
$b=\quad$ total number of mail deliveries and collections which were made or which should have been made in the sample for that Monitoring Period.

### 1.2 Courier

### 1.2.1 Collection/Delivery

(a) Times

Summit, in consultation with the Trust, will implement a receipt and delivery system regulating the collection and delivery of mail or other items sent by courier (the "Receipt and Delivery System"). The Receipt and Delivery System will provide for Summit to record in a form to be agreed between Summit and the Trust the collection and delivery times of all mail or other items which are sent by courier. A service failure will be incurred where mail or other items are not delivered within the timescales specified in the Output Specification.

The Standard will be measured by reference to the number of courier deliveries which are delivered within the timescales speciffed in the Output Specification (including aborted collections and deliveries) for that Monitoring Period. The Recorded Score will be calculated using the foliowing formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=\quad$ total number of faitures to deliver and make collections by courier (excluding aborted collections and deliveries) within the timescales specified in the Output Specification in the sample for that Monitoring Period.
$b=$ total number of requests for courier collections and deliveries (including aborted collections and deliveries) in the sample for that Monitoring Period.

## (b) Vehicles

The Standard will be measured by reference to the number of hours any one or more of the vehicles used by Summit fail to comply with the Output Specification for that Montoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=\quad \begin{aligned} & \text { total number of hours any one or more of the vehictes } \\ & \text { fail to comply with the Output Specification for that } \\ & \text { Monitoring Period. }\end{aligned}$
$b=\quad \begin{aligned} & \text { the total of the number of hours each of the vehicles } \\ & \text { was or should have been available for that Monitoning } \\ & \\ & \\ & \text { Period. }\end{aligned}$

### 1.3 Waste

### 1.3.1 Collection

A schedule for the collection, removal and handling of waste will be agreed between Summit and the Trust prior to Services Commencement Date (the "Waste Schedule").
(a) Collection times

Waste will be collected by porters from the disposal hoid in accordance with the Waste Schedule. The time at which the waste is collected will be logged by the Porter Management System.

The Standard will be measured by reference to the number of failures by Summit to collect waste in accordance with the Waste Schedule and within the timescales specified in the Output Specification for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Whete $X=$ Recorded Score
$a=$ total number of failures to collect waste in accordance with the Waste Schedule and within the timescales specified in the Output Specification in the sample for that Monitoring Period.
$b=\quad$ total number of waste collections which were made or which should have been made in the sample for that Monitoring Period.
(b) Identification of Source

Summit will carry out a visual inspection of the clinical waste bags within the clinical waste container and if any of the bags which are visible do not appear to have been tagged will record this in witing in a checklist in a form to be
agreed between Summit and the Trust (the "Clinical Waste Tagging Inspection Checklist ${ }^{n}$ ).

The Standard will be measured by reference to the number of visual inspections which are carried out by Summit as indicated by the Clinical Waste Tagging Inspection Checklists for that Monitoring Period. .The Recorded Score will be calculated using the following formula:-

$$
\lambda \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{l}

$\quad X=$| Recorded Score |
| :--- |
| $a=$ |
| $b=$total number of failures to carry out a visual inspection <br> for that Monitoring Period. |
| $b$total number of visual inspections which were carried <br> out which should have been caried out for that <br> Monitoring Period. |.

\end{tabular}

### 1.3.2 Movement

Summit will carry out inspections of the waste transportation and disposal system, at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Waste Schedule (the "Waste Inspection"). The results of each and every Waste Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Waste Inspection Checkist").
(i) Segregation

The Standard will be measured by reference to compliance by Summit with the Waste Schedule for the segregation of clinical and non-clinical waste during transportation and disposal as indicated by the Waste Inspection Checklists for that Monitoring Period. The Recorded Score will be as follows:-
$x \%=\frac{b-a}{b} \times 100$

Where $\quad X=$ Recorded Score
$a=$ total number of failures in the sample to comply with the Waste Schedules for that Monitoring Period.
$b=\quad$ total number of transportations of waste checked during that Monitoring Period.

## (ii) Extemal Movements

The Standard will be measured by reference to compliance by Summit with the Waste Schedule for the use of safe enclosed containers for waste. The Recorded Score will be calculated using the following formula:-
$X \%=100-a$

Where $\quad X=$| Recorded Score |
| :--- |

$\quad a=$| total number of failures to comply with the Waste |
| :--- |
| Schedule in respect of the use of safe enclosed <br> containers. |.

## 2 Supplies

### 2.1 Delivery

Summit and the Trust will agree a series of working procedures and delivery schedutes in accordance with the Output Specification in respect of the delivery of supplies to the Trust by Summit prior to Services Commencement Date (the "Delivery Schedule")

### 2.1.1 Deliveries

The actual date and time of delivery of supplies by Summit to the Trust will be logged by the Porter Management System. The Standard will be measured by reference to the number of supply deliveries made in accordance with the Delivery Schedule and within the timescales agreed between Summit and the Trust for that Monitoring Period. The Recorded Score will be calculated using the foilowing formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to deliver supplies in accordance with the Delivery Schedule and within the agreed timescales in the sample for that Monitoring Period.
$b=$ total number of deliveries of supplies which were made or which should have been made in the sample for that Monitoring Period.

## (b) Damage to supplies while in Summit care

The Delivery Schedule will describe the manner in which Surnmit will take receipt of the supplies from the Trust, distribute them to the ward and finally sign off delivery.

The Standard will be measured by reference to the number of containers which are damaged while the container was in Summit's control for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=\quad$ total number of containers which were damaged while in Summit's control in the sample for that Monitoring Period.
$b=$ total number of containers in Summit's control in the sample for the Monitoring Period.

### 2.1.2 Security

(i) Receipt, distribution and delivery system

The Standard will be measured by reference to the number of containers which are stolen or which had seals which were broken while in Summit's care for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where
$X=$ Recorded Score
$a=$ total number of containers which were stolen or which had seals which were broken while in Summit's care in the sample for that Monitoring Period.
$b=$ total number of containers in Summit's care in the sample for that Monitoring Period.

## PART 5

## 1 Monitoring Procedures for Switchboard Service

In respect of each Element of the Service, the testing procedures for montoring the indicators of quality standard specified in the Output Specification (the "Standards") and calculating the Recorded Score will be as follows:-

### 1.1 Operational

### 1.1.1 Call handling

## (a) Call Answering

The installed telephone system will monitor and report the number of calls passing through the switchboard. Summit will produce a monthly report in respect of call answering and the form and content of this monthly report will be agreed between Summit and the Trust. The Standard will be measured by reference to the number of telephone calls, whether internal or external, which are answered in accordance with the Output Specification for that Monitoring Period as indicated by the written monthly report. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to answer calls in accordance with the Output Specification in the sample for that Monitoring Period.
$b=$ total number of calls handled in the sample for that Monitoring Period.

## (b) Caller Connection

The Standard will be measured by reference to the number of occasions in which Summit fails to connect the caller to the correct extensionas listed in the then current Hospital directory as indicated by the number of upheid complaints made either to the Help Desk or the switchboard for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to successfully transfer or
connect a telephone call to the extension listed in the
then current Hospital directory in the sample for that
Monitoring Period.
$b=$ total number of calls processed by switchboard in the
sample for that Monitoring Period.

## (c) Staff Location

(i) Staff Paging

Summit will page Trust members of staff if a request to do so is made to the switchboard.

The Standard will be measured by reference to the number of requests successfully responded to by Summit within the timescales specified in the Output Specification as indicated by the number of upheld complaints made to the Help Desk and the switchboard for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to successfully respond to Trust member of staff paging requests within the timescale specified in the Output Specification in the sample for that Monitoring Period.
$b=$ total number of requests to page Trust staff in the sample for that Monitoring Period.
(ii) Issuing Pagers

The Standard will be measured by reference to the number of requests made for pagers by Trust members of staff which are successfully responded to by Summit provided that the Trust has provided Summit with pagers for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to successfully respond to requests for pagers wheze provided by the Trust in the sample for that Monitoring Period.
$b=$ total number of requests for pagers in the sample for that Monitoring Period.

## (d) Maintenance of Directory Database

(i) Updating Database

Each request to Summit to update the Directory Database will be dated and the system will automatically register the time the information was entered into the Directory Database. The Standard will be measured by reference to the number of Directory Database updates which are carried out by Surnmit in accordance with the timescale specified in the Output Specification as indicated by the Directory Database pintouts for that Monitoring Period. The Recording Score will be calculated as follows:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to update the Directory Database within the timescale specified in the Output Specification in the sample for that Monitoring Period.
$b=$ total number of requests to update the Directory Database in the sample for that Monitoring Period.

## 2 Managernent

## 2.1 (a) Call Logging

(i) Monthly Report

The Standards will be measured by reference to the number of reports which are issued monthly by Summit. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to issue a monthly report in the sample for that Monitoning Period.
$b=$ total number of monthly reports which were issued or which should have been issued in the sample for that Monitoring Period.

## (b) Internal Telephone Directory

(i) Update Telephone Directory

The internal telephone directory is to be issued to each Trust member of staff through the intemal mail system. Any Trust member of staff who fails to receive an updated internal telephone directory will be provided with one by contacting the Help Desk or the switchboard.

The Standard will be measured by reference to the number of updated intemal telephone directories which were successfully issued to Trust members of staff as indicated by the number of requests made to the Help Desk for that Monitoring Peniod. The Recorded Score will be calculated as follows:-

$$
X \%=\frac{b-a}{b} \pm 100
$$

Where $\quad X=$ Recorded Score
$\left.\begin{array}{rl}a=\quad \text { total number of failures to issue an internal telephone } \\ \text { directory in the sample for that Monitoring Period. }\end{array}\right] \begin{aligned} & \text { total number of internal telephone directories which } \\ & \text { were issued or which should have been issued for that } \\ & \\ & \text { Monitoring Period. }\end{aligned}$
Alarm \& Emergency Procedures

### 3.1 Emergency Staff Location

## (i) Staff Message Broadcasts

Upon receipt of an emergency call Summit will ensure that this message is passed on to the appropriate Trust member or members of staff. The emergency call and Surmit's response to the emergency call will be monitored by the switchboard system. The Standard will be measured by reference to the
number of staff message broadcasts made within the timescales specified in the Output Specification for that Monitoning Period. The Recorded Score will be calculated as follows:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=\quad$ Recorded Score
$a=$ total number of failures to make staff message broadcasts within the timescale specified in the Output Specification in the sample for that Monitoring Period.
$b=\quad$ total number of staff message broadcasts which were made or which should have been made in the sample for that Monitoring Period.
(ii) Secondary Action

If the member or members of the Trust staff to whom the staff message broadcast is directed fails to respond within the time limit set by the Trust a further set of procedures to be agreed between Summit and the Trust will be implemented by Summit (the "Secondary Action Procedures"). The Standard will be measured by reference to compliance by Summit with the Secondary Action Procedures for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to comply with the Secondary Action Procedures in the sample for that Monitoring Period.

$$
\begin{aligned}
& b=\quad \text { total number of occasions in which Secondary Action } \\
& \text { Procedures were followed or should have been } \\
& \text { followed in the sample for that Monitoring Period. }
\end{aligned}
$$

### 3.2 Alarm Monitoring/Emergency Response

(i) Alarms and Emergency Actions and Recording

Upon receipt by Summit of an emergency alarm the switchboard staff will implement a set of procedures to be agreed between the Trust and Summit (the "Emergency Procedures"). The Standard will be measured by
reference to compliance by Summit with the Emergency Procedures for that Monitoring Period as indicated by reports which will be provided by the switchboard system. The Recorded Score will be calculated using the following formtala:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to comply with the Emergency Procedures in the sample for that Monitoring Period.
$b=$ total number of occasions in which the emergency procedures were implemented or should have been implemented in the sample for that Monitoring Period.

## (ii) Logging Alams

Summit will issue the Trust with an updated record of the log of all alarm calls as part of its monthly report. The Standard will be measured by reference to the number of failures to update the alarm and emergency logging system by Sumnit as indicated by the monthly report for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to update the alam and emergency $\log$ in the sample for that Monitoring Period.
$b=$ total number of occasions in which the alarm and emergency $\log$ was or should have been updated in the sample for that Monitoring Period.

## PART 6

## 1 Monitoring Procedures for Security Services

In respect of each Element of the Service, the testing procedures for monitoring the indicators of Quality Standards specified in the Output Specification (the "Standards") in caiculating the Recorded Score will be as follows:-

## 1.] Site Security

### 1.1.1 Building

Access control and security procedures to the building will be agreed between $\$$ urnmit and the Trust upon completion of the building design (the "Building Access and Security Control Procedures").

Summit will carry out inspections of the building, at regular intervals throughout the Monitoring Period, to monitor compliance by Summit with the Building Access and Security Control Procedures (the "Building Security Monthly Inspection Process"). The results of each and every inspection carried out as part of the Building Security Monthly Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Building Security Monthly Inspection Precess Checklist").
(i) Security/Control Procedures

The Standard will be measured by reference to compliance by Summit with the Building Access and Security Control Procedures as indicated by the Building Security Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
x \%=\frac{b-a}{b} \times 100
$$

$a=\quad$ total number of failures to comply with the Building Access and Security Control Procedures in the sample for that Monitoring Period.
$\mathrm{b}=\quad$ total number of activities checked under the Building Access and Security Control Procedures.
(ii) Access to Building

The Standard will be measured by reference to compliance by Summit with the Building Access and Security Control Procedures in respect of access to the building as indicated by the Building Security Monthly lnspection Process

Checklists for that Monitoring Period. The Recorded Score will be calculated as follows:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to comply with the Building Access and Security Control Procedures in the sample for that Monitoring Period.
$b=$ total number of activities checked under the Building Access and Security Control Procedures.
(iii) Locking Procedures

The Standard will be measured by reference to compliance by Summit with the Building Access and Security Control Procedures in respect of locking procedures as indicated by the Building Security Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following fornula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where

$$
\begin{aligned}
& X= \text { Recorded Score } \\
& a= \text { total number of failures to comply with the Building } \\
& \text { Access and Security Control Procedures in the sample } \\
& \text { for that Monitoring Period. }
\end{aligned} \quad \begin{aligned}
& \text { total number of occasions in which lock checks were or } \\
& \text { should have been carried out in the sample for that } \\
& \\
& \\
& \text { Monitoring Period. }
\end{aligned}
$$

### 1.1.2 Security

## (i) Monitoring Systems

Upon completion of the bualding and landscape design the monitoring and patrolling procedures to be implemented by Summit following the activation of an alarm will be agreed between the Trust and Surnmit ('the Monitoring and Alarm Procedures").

The Standard will be measured by referenceto compliance with the Monitoring and Patrolling Proceduresas indicated by the Morse WatchmanSystem for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to comply with the Monitoring and Alarm Procedures as identified by the Morse Watchman System in the sample for that Monitoring Period.
$\mathrm{b}=$ total number of points checked or should have been checked as identified by the Morse Watchman System.
(ii) Alarm Procedures

Sunmit will carry out inspections, at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Monitoring and Alarm Procedures ("the Monitoring and Alarm Monthly Inspection Process"). The results of each and every inspection canried out as part of the Monitoring and Alarm Monthly Inspection Process will be recorded in writing in a checklist in a form to be agreed betveen Summit and the Trust ("the Monitoring and Alarm Monthly Inspection Process Checklist").

The Standard will be measured by reference to compliance by Summit with the alarm procedures to be implemented pursuant to the Monitoring and Alamn Procedures as indicated by the Monitoring and Alarm Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
X \%=\frac{b-a}{b} \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to comply with the Monitoring and Alarm Procedures in the sample for that Monitoring Period. |
|  | $b=$ | total number checked as identified in the Monitoring and Alarn Monthly Inspection Process Checklist. |

(c) Internal
(i) Maintain Access System Data

Summit will be responsible for ensuring that the access controls required by the Trust are maintained through the implementation of a system to be agreed between Summit and the Trust for maintaining and updating access records ("the Access Records"). The Standard will be measured by reference to the number of upheld complaints reporting a failure to update the Access Records with information provided by the Trust made to the Help Desk for that Monitoring Period.

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{l}

$\quad X=$| Recorded Score |
| :--- |
| $a=$ |
| $b=$total number of failures to update the Access Records <br> in the sample for that Monitoring Period. |
| $\quad$total number of requests/requirements to update the |
| Access Records in the sample Monitoring Period. |

\end{tabular}

## 2 General Security

### 2.1.1 Prevention and Detection

## (i) Records and Reports

Summit will issue quarterly reports quarterly to the Trust on security matters in accordance with the Output Specification.

Summit will carry out inspections of the database and reporting system, at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Output Specification.

The Standard will be measured by reference to the number of updates and reports issued in accordance with the Output Specification calculated using the foltowing formula: -

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{l}
$\quad X=$ Recorded Score <br>

$\quad \mathrm{a}=$| total number of tailures to comply with the Output |
| :--- |
| Specification for that Monitoring Period |

\end{tabular}

$b=$ total number of information updates and reports issued
or which should have been issued during that
Monitoning Period.
(ii) Response Time

All requests for help must be made to the Help Desk. The Standard will be measured by reference to the number of requests for help successfuily responded to by Summit within the timescales specified in the Output Specification for the relevant priority category for that Monitoring Period. The Recorded Score will be calculated as follows:

$$
x \%=\frac{b-a}{b} \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to successfully respond to requests for help within the timescales specified in the Output Specification for the relevant priority category in the sample for that Monitoring Period. |
|  | $b=$ | total number of requests for assistance made to the Help Desk in the sample for that Monitoring Period. |

### 2.1.2 Lost and Found Property

A series of procedures to be followed regarding items of lost property which are handed to Summit will be agreed between Summit and the Trust (the "Lost Property Procedures").
(i) Records

Summit will carry out inspections, at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Lost Property Procedures (the "Lost Property Monthly Inspection Process"). The results of each inspection carried out as part of the Lost Property Monthly Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the 'Lost Property Monthly Inspection Process Checklist").

The Standard will be measured by reference to compliance by Summit with the Lost Property Procedures as indicated by the Lost Property Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of faitures to comply with the Lost Property Procedures in the sample for that Monitoring Period.
$b=\quad$ total number of inputs to the records and reports issued or should have been recorded and issued for that Monitoring Period.

## 3 Traffic Management

### 3.1 Car Park Management

Upon completion of the landscape and CCTV design mohitoring and action plan implementationprocedures in respect of the Management offcar parking areas will be agreed between Summit and the Trust (the "Car Park Procedures"). Summit will cany out inspections, at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Car Park Procedures (the "Car Park Monthly Inspection Process"). The results of each and every inspection carried out as part of the Car Park Monthly Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Car Park Monthly Inspection Process Ctrecklist").
(i) Monitor Car Park

The Standard will be measured by reference to compliance by Summit with the appropriate Car Park Procedures as indicated by the Car Park Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to comply with the Car Park Procedures in the sample for that Monitoring Period.
$b=$ total iterns within the Car Park Monthly Inspection Process Checklist which have been checked.
(ii) Implementation of Action Plan

The Standard will be measured by reference to compliance by Summit with the implementation of agreed action plans to deter inappropriate parking detailed in the Car Park Procedures as indicated by the Car Park Monthly Inspection

Process Checklists for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
x \%=\frac{b-a}{b}=100
$$

Where \begin{tabular}{l}

$\quad X=$| Recorded Score |
| :--- | <br>


$\qquad$| total number of failures to comply with the Car Park |
| :--- |
| Procedures in the sample for that Monitoring Period. | <br>


$b=$| total number of agreed action plans in the Car Park |
| :--- |
| Procedures which were implemented or which should |
| have been implemented in the sample for that |
| Monitoring Period. |

\end{tabular}

### 3.1.1 Traffic Control

Upon completion of the landscape and CCTV design the monitoring and action plan implementationprocedures for traffic control will be agreed between Summit and the Trust (the "Traffic Control Procedures"). Summit will carry out inspections, at regular intervals throughout the Monitoring Period to monitor compliance by Sumnit with the Traffic Control Procedures (the "Traffic Control Monthly Inspection Process ${ }^{1+}$ ). The results of each inspection carried out as part of the Monitoring and Alarm Monthly Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Traffic Control Monthly Inspection Process Checklist").
(i) Monitor entrances, exits and internal roads

The Standard will be measured by reference to compliance by Summit with the Traffic Control Procedures as indicated by the Traffic Control Monthly Inspection Process Checklists for that Monitoring Period.

The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to comply with the Traffic Control Procedures in the sample for that Monitoring Period. |
|  | $b=$ | total number checked within the Traffic Control Monthly Inspection Process Checklist. |

(ii) Implementation of Action Plan

The Standard will be measured by reference to compliance by Summit with the implementation of agreed action plans as detailed in the Traffic Control Procedures as indicated by the Traffic Control Monthly Inspection Process Checklists for that Monitoring Period.

The Recorded Score will be caiculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of failures to comply with the Traffic Control Procedures in the sample for that Monitoring Period.
$b=$ total number of agreed action plans in the Traffic Control Procedures which were implemented or which should have been implemented in the sample for that Monitoring Period.

## PART 7

## 1 Monitoring Procedures for Residential Accommodation Services

In respect of each Element of the Service, the testing procedures formonitoring the indicators of quality standards specified in the Output Specification("the Standards") and calculating the Recorded Score will be as follows:-
1.1 Accommodation

### 1.1.1 Allocation

The Standard will be measured by reference to the total number of rooms in residential accommodation which were available for use as indicated by the number of upheld complaints made to the Help Desk for that Monitoring Period.

The Recorded Score will be calculated using the following formula :-

$$
X \%=\frac{b-a}{b}=100
$$

Where $\quad$\begin{tabular}{ll}
\& $X=$

$\quad$

Recorded Score <br>
$b=$

$\quad$

total number of allocated rooms in the sample which were not <br>
available for that Monitoring Period.
\end{tabular}

### 2.1 Housekeeping

Upon completion of the residential accommodation design a series of working procedures in respect of residential accommodation cleaning will be agreed between Summit and the Trust (the "Residential Accommodation Cleaning Schedule"). Summit will cany out an inspection of the residential accommodation areas which require to be cleaned by Summit in terms of the Residential AccommodationCleaning Schedule to monitor compliance by Summit with the Residential Accommodation Cleaning Schedule (the "Residential Accommodation Cleaning Inspection"). The results of each Residential Accommodation Cleaning Inspection undertaken by Summit will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Residential Accommodation Cleaning Inspection Checksist").

The hotel management team will carry out inspections of the residential accommodation areas which require to be cleaned by Summit in terms of the Residential Accommodation Schedule, at regular intervals throughout the Monitoring

Period to monitor compliance by Summit with the Residential Accommodation Cleaning Schedule (the "Residential Accommodation Cleaning Inspection Process"). The results of each and every inspection carried out as part of the Residential Accommodation Cleaning Inspection Process will be recorded in writing in a checklist in a form to be agreed between Surmit and the Trust (the "Residential Accommodation Cleaning Inspection Process Checklist").

### 2.1.1 Cleanliness

## (i) Cleaning Sanitary Furniture

The Standard will be measured by reference to the number of items of sanitary furniture or ware cleaned in accordance with the Residentia! Accommodation Cleaning Schedule as indicated by the Residential Accommodation Cleaning Inspection Checklistsand the Residential AccommodationCleaning Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula :-

$$
x \%=\frac{b-a}{b} \times 100
$$

$$
\begin{aligned}
& \quad \begin{array}{l}
\quad \text { Where } \quad \begin{array}{l}
\text { Recorded Score }
\end{array} \\
\qquad \begin{array}{l}
\text { total number of items of sanitary furniture or ware in } \\
\text { the sample which are not cleaned in accordance with } \\
\text { the Residential Accommodation Cleaning Schedule for } \\
\text { that Monitoring Period }
\end{array} \\
b=\begin{array}{l}
\text { total number of items of sanitary furniture or ware } \\
\text { which were cleaned or which should have been cleaned } \\
\text { in the sample for that Monitoring Period }
\end{array}
\end{array} .
\end{aligned}
$$

## (ii) Replenishment of disposables

The Standard will be measured by reference to the number of receptacles which are found to be empty or filled with an unsuitable altemative at a Residential Accommodation Cleaning Inspection as indicated by the Residential Accommodation Cleaning Inspection Checklists and the Residential Accommodation Cleaning Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula :-

$$
\chi \%=\frac{b-a}{b} \times 100
$$

$$
\begin{aligned}
& a=\quad \begin{array}{l}
\text { total number of receptacles which are empty or filled } \\
\text { with an unsuitable aitemative in the sample for that } \\
\text { Monitoring Period } \\
b= \\
\text { total number of receptacles in the sample for that } \\
\\
\text { Monitoring Period }
\end{array} . . .
\end{aligned}
$$

(iii) Floors

The Standard will be measured by reference to compliance by Summit with the Residential Accommodation Cleaning Schedule in respect of cleaning floor areas as indicated by the Residential Accommodation Cleaning Inspection Checklists and the Residential Accommodation Cleaning Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula :-

$$
X \%=\frac{b-a}{b} x 100
$$

Where $\quad$\begin{tabular}{rl}
\& $X=$ <br>

$\qquad=$| Recorded Score |
| :--- |
| total number of floor areas or parts of floor areas which |
| are not cleaned in accordance with the Residential |
| Accommodation Cleaning Schedule in the sample for |
| that Monitoring Period. | <br>


$b=\quad$| total number of floor areas in the sample for that |
| :--- |
| Monitoring Period. |

\end{tabular}

(iv) Progratmmed Cleaning

A schedule detailing the cleaning to be undertaken by Summit when a resident vacates their residential accommodation will be agreed between Summit and the Trust (the "Programmed Cleaning Schedule"). At the time when each Trust member of staff takes up residence in residential accommodationSummit will carry out an inspection of the residential accommodation to monitor compliance with the Programmed Cleaning Schedule (the "Programmed Cleaning Inspection"). The resuits of each Programmed Cleaning Inspection carried out by Summit will be recorded in writing in a checklist in a form to be agreed between Summit and the Tust (the "Programmed Cleaning Inspection Checklist"). The Standard will be measured by reference to compliance by Summit with the Programmed Cleaning Schedule as indicated by the Programmed Cleaning InspectionChecklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of residential accommodation areas in the sample which were not cleaned in accordance with the Programmed Cleaning Schedute for that Monitoring Period
$b=$ total number of residential accommodation areas in the sample for that Monitoring Period.

### 2.1.2 Linen

## (i) Linen Exchange

A series of working schedules describing the procedures to be followed for the exchange of linen used in residential accommodation will be agreed between Summit, the Linen Sub-Contractor and the Trust (the "Residential Accommodation Liner Schedule"),

The Standard will be measured by reference to compliance by Summit with the Residential Accommodation Linen Schedule as indicated by the tracking system which Summit will implement to track the linen received, used and returned for cleaning. The Recorded Score will be calculated using the following fornula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of items of linen which are not exchanged in accordance with the Residential Accommodation Linen Schedule in the sample for that Monitoring Period.
$b=\quad$ total number of items linen which were exchanged or
which should have been exchanged in the sample for
that Monitoring Period

## (ii) Towel Exchange

A series of working schedules and standards describing the procedures to be followed in the exchange of towels used in tesidential accommodation will be agreed between Summit and the Trust the "Residential Accommodation Towels Schedule").

The Standard will be measured by reference to a number of towels exchanged in accordance with the Residential Accommodation Towels Schedule as indicated by the tracking system which Surtmit will implement to track the towels received, used and returned for cleaning. The Recorded Score will be calculated using the following fommula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of towels which are not exchanged in accordance with the Residential Accommodation Towels Schedule in the sample for that Monitoring Period.
$b=\quad$ total number of towels which were exchanged or which should have been exchanged in the sample for that Monitoring Period.

### 2.1.3 Catering

## (i) Supply of Breakfast to compulsory residents

The Standard will be measured by reference to the number of breakfasts provided to compulsory residents as indicated by complaints to the Help Desk for that Monitoring Period. The Recorded Score will be calculated using the following formula :-

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a=$ total number of breakfasts which were not provided to the agreed standard in the sample for that Monitoring Period.
$b=$ total number of breakfasts which were or should have been provided in the sample for that Monitoring Period.
(ii) Clean up after breakfast

A schedule describing the cleaning of the breakfast areas to be undertaken by Summit after each breakfast period will be agreed between Summit and the Trust (the "Breakfast Cleaning Schedule"). Summit will carry out
inspections to monitor compliance by Summit with the Breakfast Cleaning Schedule (the "Breakfast Cleaning Daily Inspection"). The results of each Breakfast Cleaning Daily Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Breakfast Cleaning Daily Iuspection Checklist").

The hotel management team will carry out inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Breakfast Cleaning Schedule (the "Breakfast Cleaning Monthly Inspection Process"). The results of each inspection carried out as part of the Breakfast Cleaning Monthly Inspection Process will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Breakfast Cleaning Monthly Inspection Process Checklist").

The Standard will be measured by reference to compliance with the Breakfast Cleaning Schedule as indicated by the Breakfast Cleaning Daily Inspection Checklists and the Breakfast Cleaning Monthly Inspection Process Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of failures to clean the breakfast area in accordance with the Breakfast Cleaning Schedule in the sample for that Monitoring Period.
$b=$ total number of days in the sample for that Monitoring Period.

## PART 8

## 1 Monitoring Procedures for Estates Maintenance Service

In respect of each Element of the Service, the testing procedures for monitoring the indicators of standards specified in the Output Specification ("the Standards") and calculating the Recorded Score will be as follows:-

### 1.1 Hard and Soft landscaping

### 1.1.1 Soft landscaping

1.1.2 Summit and the Trust will agree a programme of works for the soft landscaping areas in accordance with the Output Specification ("the Soft Landscaping Programme"). The Soft Landscaping Programme will provide for sub-contractors to visit the Hospital site in order to carry out the landscaping works described in the Soft Landscaping Programme. Upon completion of each sub-contractorvisit, or the completion of works by Summit pursuant to the Soft Landscaping Programme, Summit will carry out an inspection to monitor compliance by the sub-contractor, or where appropriate Summit, with the Soft Landscaping Programme (the "Soft Landscaping Inspection"). The results of each Soft Landscaping Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Soft Landscaping Inspection Cbeckdist"). The Trust will have access at all reasonable times to the completed Soft Landscaping Inspection Checklists.
(a) Cultivated areas:

Upon final agreement of the Landscaping design Summit, in consultation with the Trust, will divide the cultivated area into cultivated sub-areas which will be determined by location and size by reference to the landscaping plans (the "Cultivated Areas").

The Standard will be measured by reference to compliance by Surmit with the Soft Landscaping Programme in respect of the cultivating areas as indicated by the Soft Landscaping Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad X=$ Recorded Score
$a \quad=\quad$ total number of Cultivated Areas in the sample which fail to comply with the Soft Landscaping Programme for that Monitoring Period.

## $b=$ total number of Cultivated Areas in the sample for that Monitoring Period

(b) Grassed Areas:

Summit, in consultation with the Trust, will divide the total grassed area into a number of different sub-areas (the "Grassed Areas"). In the event of the length of the grass being in excess of the agreed Standard, Summit will be allowed twenty fou hours in which to rectify this prior to penalties being imposed.

The Standard will be measured by reference to compliance by Summit with the Soft Landscaping Programme as indicated by the Soft Landscaping Inspection Checklists in respect of Grassed Areas for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x^{*}=\frac{b-a}{b} \times 100
$$

Where $X=$ Recorded Score
$a=$ total number of Grassed Areas in the sample which fail to comply with the Soft Landscaping Programme for that Monitoring Period.
$b=$ total number of Grassed Areas in the sampie for that Monitoring Period.
(c) Non Cultivated Areas:

Summit, in consultation with the Trust, will sub-divide the non-cultivated area into a number of sub-areas (the "Non-cultivated Areas").

The Standard will be measured by reference to compliance by Summit with the Soft Landscaping Programme in respect of the Non-cultivated Areas as indicated by Soft Landscaping Inspection Checklists for that Monitoring Period. The Recorded \$core will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of Non-cultivated Areas which fail to comply with the Soft Landscaping Programme in the sample for that Monitoring Period. |

$b=\quad$ total number of Non-cultivated Areas in the sample for
that Monitoring Period

## (d) Seasonal Planting:

Sumnit, in consultation with the Trust, will divide the areas of bedding and seasonal planting into a number of sub-areas (the "Seasonal Planting Areas').

The Standard will be measured by reference to compliance by Summit with the Soft Landscaping Programme in respect of Seasonal Planting as indicated by the Soft Landscaping Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{rl}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of Seasonal Planting Areas in the sample |
| :--- |
| which fail to comply with the Sof Landscaping |
|  |
|  |
| Programme for that Monitoring Period. |

\end{tabular}

$b=\quad$ total number of Seasonal Planting Areas in the sample
for that Monitoring Period.

## 2 Hard Landscaping

2.1 Summit and the Trust will agree a programme of works for the hard landscaping areas in accordance with the Output Specification(the "Hard Landscaping Programme"):

### 2.1.1 Roads and Paths

Summit will carry out random inspections of the roads and paths at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Hard Landscaping Programme the "Roads and Paths Inspection"). The results of each inspection carried out as part of the Roads and Paths Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Roads and Paths Inspections Checklist").

The Standard will be measured by reference to compliance by Summit with the Hard Landscaping Programme for the marking, sweeping and clearing the roads and paths as indicated by the Roads and Paths Inspection Checklists for that Monitoring Period and the number of requests made to the Help Desk for the reactive marking cleaning and sweeping of roads and paths which Summit responds to within the timescales specified in the Output Specification for the relevant priority category and otherwise
in accordance with the Hard Landscaping Programme for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\left(\frac{(b+d)-(a+c)}{(b+d)}\right) \times 100
$$

Where $\quad X=\quad$ Recorded Score
$a=\quad$ totai number of roads and paths in the sample which fail to comply with the Hard Landscaping Programme for the marking, cleaning and sweeping of roads and paths for that Monitoring Period.
$b=\quad$ total number of roads and paths in the sample for that Monitoring Period.
$c=\quad$ total number of failures to respond to requests for the reactive marking, clearing and sweeping roads and paths within the timescales specified in the Output Specification for the relevant prionity category and in accordance with the Hard Landscaping Programme in the sample for that Monitoring Period.
$d=\quad$ total number of requests for the reactive marking, cleaning and sweeping of roads and paths in the sample for that Monitoring Period,

### 2.1.2 Car parks

Summit will carry out random inspections of the car park areas, at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Hard Landscaping Programme (the "Car Parks Inspections'). The results of each Car Parks Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Car Parks Inspection Checklist").

The Standard will be measured by reference both to compliance by Summit with the Hard Landscaping Programmeas indicated by the Car Parks Inspection Checklists and the number of requests made to the Help Desk for reactive action in respect of any of the car park areas which Summit responds to within the within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Hard Landscaping Programme for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\left(\frac{(b+d)-(\mathrm{a}+c)}{(b+d)}\right) \times 100
$$

Where $X=\quad$ Recorded Score

$a=\quad$| total number of car park areas in the sample which fail to |
| :--- |
| comply with the Hard Landscaping Programme for that |
| Monitoring Period. |


$b=\quad$| total number of car park areas in the sample for that Monitoring |
| :--- |
| Period. |


$c=\quad$| total number of failures to respond to requests for reactive |
| :--- |
| action in respect of car park areas within the timescales |
| specified in the Output Specification for the relevant priority |
| category and otherwise in accordance with the Hard |
| Landscaping Programme in the sample for that Monitoring |

Period.

### 2.1.3 External Furniture:

Summit will be responsible for repairing and maintaining items of extemal furniture as specified in the Output Specification in accordance with the Hard Landscaping Programme. Summit will carry out random inspections of all such items of extema! furniture at regular intervals throughout the Monitoring Period to monitor the compliance by Summit with the Hard Landscaping Programme (the"External Furniture Inspection'). The results of each Extemal Furniture lnspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "External Furniture Inspection Checkdist").

The Standard will be measured by reference to compliance by Summit with the Hard Landscaping Programme as indicated by the Extemal Furniture Inspection Checklists and the number of requests for the reactive repair and maintenance of items of externa! furniture made to the Help Desk which Sumunit responds to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Hard Landscaping Programme for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\left(\frac{(b+d)-(a+c)}{(b+d)}\right) \times 100
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score

$\quad$


$a=\quad$| total number of failures to comply with the Hard Landscaping |
| :--- |
| Works Programme in the sample for that Monitoring Period. | <br>


$b=\quad$| total number of items of extemal fumiture in the sample for |
| :--- |
| that Monitoring Period. |

\end{tabular}

$c=\quad \begin{aligned} & \text { total number of failures to respond to requests for the reactive } \\ & \text { maintenance and repair of items of extemal furniture within } \\ & \text { timescales specifiedin the Output Specification for the relevant } \\ & \text { priority category and otherwise in accordance with the Hard } \\ & \text { Landscaping Programme in the sample for that Monitoring } \\ & \\ & \text { Period. } \\ & d=\quad \\ & \begin{array}{l}\text { totai number of requests for the reactive maintenanceand repair } \\ \text { of items of external fumiture in the sample for that Monitoring }\end{array} \\ & \\ & \text { Period. }\end{aligned}$

## Winter Maintenance

A schedule of actions, responses and priorities will be agreed between Summit and the Trust in accordance with the Output Specification (the "Winter Maintenance Schedule"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Winter Maintenance Schedule (the "Winter Maintenance Inspection"). The results of each Wintet Maintenance inspection will be recorded in writing in a checklist in a form to be agreed between the Summit and the Trust (the "Winter Inspection Checklist").

The Standard will be measured by reference to compliance by Summit with the Winter Maintenance Schedule as indicated by the Winter Maintenance Inspection Checklists and the number of requests made to the Help Desk for reactive winter maintenance which Summit responds to within timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Winter Maintenance Schedule for that Monitoring Period. The Recorded Score will be calculated as follows:-

$$
x \%=\left(\frac{(b+d)-(a-c)}{(b+d)}\right) \times 100
$$

| Where | $\mathrm{X}=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures in the sample to comply with the Winter Maintenance Schedule for that Monitoring Period. |
|  | $b=$ | total number of items of Winter Maintenance in the sample for that Monitoring Period. |
|  | $c=$ | total number of failures to respond to requests for reactive Winter Maintenance within timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Winter Maintenance Schedule in the sample for that Monitoring Period. |
|  | $d=$ | total number of requests for reactive Winter Maintenance in the sample for that Monitoring Period. |

## 4 External Signs

4.1 Summit will carry out inspections of the external signs, at regular intervals throughout the Monitoring Period, to monitor compliance by Summit with the Hard Landscaping Programme (the "External Signs Inspection'). The results of each External Signs Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "External Signs Inspection Cbecklist").

The Standard will be measured by reference to compliance with the Hard Landscaping Programme for the maintenance and condition of external signs as indicated by the Extemal Signs Inspection Checklists and the number of requests for the reactive maintenance of external signs made to the Help Desk which Summit responds to within timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Hard Landscaping Programme for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\left(\frac{(b+d)-(a+c)}{(b+d)}\right) \times 100
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to comply with the Hard Landscaping Programme for the maintenance of extemal signs in the sample for that Monitoring Period. |
|  | $b=$ | total number of extemal signs in the sample for that Monitoring Period. |
|  | $c=$ | total number of failures in the sample to respond to requests for the reactive repair, maintenance or other work in relation to external signs within timescales specified in the Outpu Specification for the relevant priority category and otherwise in accordance with the Hard Landscaping Programme for that Monitoring Period. |
|  | $d=$ | total number of requests for the reactive repair, maintenance or other work in relation to external signs in the sample for tha Monitoring Period. |

## 5 Infrastructure

### 5.1 Mains Cold Water Supply:

### 5.1.1 Availability, Integrity and Quality:

The Standard will be measured by reference to the three elements of availability, integrity and quality of the mains cold water supply each of which will have an equal weighting for the purposes of calculating the Recorded Score.

The Standard element for the availability of the mains cold water supply will be measured by reference to the number of hours the cold water supply or a suitable alternative is not available to the Hospital when it was available from the Local Authority.

A progranme describing the procedures Summit will employ to inspect the main cold water supply and detailing the frequency with which Summit will carry out such inspections will be agreed between Summit and the Trust (the "Cold Water Supply Inspection Programme"). The results of each inspection carried out in terms of the Cold Water Supply Inspection Programme will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Cold Water Supply Inspection Checklist").

The Standard element for the integrity of the mains cold water supply will be measured by reference to the integrity of the mains cold water supply as indicated by the Cold Water Supply Inspection Checklist for that Monitoring Period.

Summit is responsible for carrying out the inspections required by statute to monitor compliance by Summit with the relevant statutory provisions for the quality of water. The Standard element for the quality of the cold water supply will be measured by reference to compliance by Summit with the relevant statutory provisions for the quality of the cold water supply as indicated by the inspection results for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
X \%=\left(\frac{b-a}{b}+\frac{d-c}{d}+\frac{f-e}{f}\right) \times \frac{100}{3}
$$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of hours during which the supply of water or a suitable alternative was not available within that Monitoring Period. |
|  | $b=$ | total number of hours during which the water was available or should have been available for that Monitoring Period. |
|  | $c=$ | total number of failures to carry out the inspections scheduled in the Cold Water Supply Inspection Programme in the sample which were not carried out in the sample for that Monstoring Period.. |
|  | $d=$ | total number of inspections which were carried out or which should have been carried out in the sample in terms of the Cold Water Supply Inspection Programme during that Monitoring Period. |
|  | $e=$ | total number of statutory quality of water tests failures in the sample for that Monitoring Period. |
|  | $f=$ | total number of statutory quality of water tests carried out or which should have been carried out in the sample for that Monitoring Period. |

### 5.1.2 Breakdown Response Times:

The Standard will be measured by reference to the number of requests made to the Help Desk for the repair of the mains cold water suppiy responded by Summit within the timescales specified in the Output Specification for the relevant priority category for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

| Where $\quad X=$ | Recorded Score |
| :--- | :--- |
| $a=\quad$total number of failures to respond to requests for the repair of <br> the mains cold water supply within the timescales specified in <br> the Output Specificationfor the relevant priority category in the <br> sample for that Monitoring Period |  |
| $b=\quad$total number of requests for the repair of the mains cold water <br> supply in the sample for that Monitoring Period. |  |

### 5.1.3 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the mains cold water supply (the "Water Supply Document Control System"). Summit will cary out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Water Supply Document Control System (the "Water Supply Document Control System Inspection"). The results of each and every Water Supply Document Control Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Water Supply Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the Water Supply Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Water Supply Document Control System as indicated by the Water Supply Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
\chi \%=100-\frac{a}{2}
$$

Where $\quad$\begin{tabular}{ll}
$\mathrm{X}=$ \& Recorded Score <br>

$\mathrm{a}=$ \& | total number of breaches in the Water Supply Document |
| :--- |
| Control System in the sample for that Monitoring Period. |

\end{tabular}

### 6.1 Availability, Integrity and Quality

The Standard will be measured by reference to the three elements of availability, integrity and quality of the electricity and gas supply each of which will have an equal weighting for the purposes of calculating the Recorded Score.

The Standard element for availability of the electricity and gas supply will be measured by reference to the number of hours that the supply of gas or electricity is not available to the Hospital when it was available from the Utility Provider. A programme describing the procedures Summit will employ to inspect the gas and electricity supply and scheduling the frequency with which Summit will carry out such inspections will be agreed between Summit and the Trust (the "Gas and Electricity Supply Inspection Programme'). The results of each inspection carried out in terms of the Gas and Electricity Supply Inspection Programme will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Gas and Electricity Supply Inspection Checklist").

Summit is responsible for carrying out the inspections required by statute to monitor compliance by Summit with the relevant statutory provisions for the quality of gas and electricity. The Standard element for the quality of the gas and electricity supply will be measured by reference to compliance by Summit with the relevant statutory provisions as indicated by the inspection results for that Monitoring Period.

The Standard element for the integrity of the electricity and gas supply will be measured by reference to compliance by Summit with the Gas and Electricity Inspection Programme as indicated by the Gas and Electricity Inspection Checklists. The Recorded Score will be calculated using the following formula:

> Gas Electricity
> $x \%=\left[\frac{b-a}{b}+\frac{d-c}{d}+\frac{f-e}{f}\right]+\left[\frac{b-a}{b}+\frac{d-c}{d}+\frac{f-e}{f}\right] x \frac{100}{6}$

| Where | $X=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of hours during which the electricity and gas supply was not available for that Monitoring Period, |
|  | $b=$ | total number of hours the gas and electricity supply was or should have been available for that Monitoring Period. |
|  | $c=$ | total number of failures to carry out an inspection in the sample in terms of the Gas and Electricity Supply Inspection Programme for that Monitoring Period. |
|  | $d=$ | total number of inspections which were carried out or which should have been carried out in the sample for that Montoring Period. |

$$
\begin{aligned}
& e=\quad \begin{array}{l}
\text { total number of failed statutory tests for the quality of gas and } \\
\text { electricity tests in the sample for that Monitoning Period. }
\end{array} \\
& f=\quad \begin{array}{l}
\text { total number of statutory tests for the quality of gas and } \\
\text { electricity carried out or which should have been carried out in } \\
\text { the sample for that Monitoring Period. }
\end{array} \quad . .
\end{aligned}
$$

### 6.1.1 Breakdown Response Times:

The Standard will be measured by reference to the number of requests made to the Help Desk for the repair of the gas and electricity supply system responded to by Summit within the timescales specified in the Output Specification for the relevant priority category for that Monitoning Period. The Recorded Score will be calculated using the following formula:

> Gas Electricity
> $x \%=\left[\frac{b-a}{b}\right]+\left[\frac{b-a}{b}\right] x \frac{100}{2}$

Where $\quad X=\quad$ Recorded Score
$a=\quad$ total number of failures to respond to requests for the repair of the gas and electricity supply system within the timescales specified in the Output Specification for the relevant priority category for that Monitoring Period.
$b=\quad$ total number of requests for the repair of the gas and electricity supply system in the sample for that Monitoring Period.

### 6.1.2 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the supply of gas and electricity (the "Gas and Electricity Supply Document Control System"). Sumnit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Gas and Electricity Supply Document Control System (the "Document ControISystem Monthly Inspection"). The results of each and every Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust the "Gas and Electricity Supply Document Control System Inspection Checklist'). The Trust will have access at all reasonable times to the Gas and Electricity Supply Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Gas and Electricity Supply Document Control System as indicated by the Gas and Electricity Supply Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=100-\frac{a}{2}
$$

Where \begin{tabular}{rl}
$\mathrm{X}=$ \& Recorded Score <br>

$\mathrm{a}=\quad$ \& | total number of breaches in the Gas and Electricity Supply |
| :--- |
|  |
|  |
|  |
| Decument Control System in the sample for that Monitoring |

\end{tabular}

## 7 Sewage and Trade Effluent

### 7.1 Integrity and Availability

7.1.1 The Standard will be measured by reference to the two elements of the integrity and availability of the sewage and trade effluent disposal system, each of which will have an equal weighting for the purposes of calculating the Recorded Score.

The Standard element for the availability of the sewage and trade effluent disposal system will be measured by reference to the number of hours the sewage and trade effluent disposal system was available within the Site, but excluding failures of Local Authorities, for that Monitoring Period. A programme describing the procedures Summit will employ to inspect the integrity of the sewage and trade effluent disposal system and scheduling the frequency with which Summit will carry out such inspections will be agreed between Summit and the Trust (the "Sewage and Trade Effluent Disposal System Inspection Programme"). The results of each inspection carried out in terms of the Sewage and Trade Effluent Disposal System Inspection Programme will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Sewage and Trade Effluent Disposal System Inspection Checkfist").

Summit are responsible for carrying out the inspections required by statute to monitor compliance by Sumait with the relevant statutory provisions for the operation of the sewage and trade effluent disposal system. The Standard element for the quality of the sewage and trade effluent disposal system will be measured by reference to compliance by Summit with the retevant statutory provisions as indicated by the inspection results for that Monitoring Period. The Recorded Score will be calculated using the following formula:

| Where | $x=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $a=$ | total number of failures to carry out inspection tests in terms of the Sewage and Trade Effluent Disposal System Inspection Programme in the sample for that Monitoring Period. |
|  | $b=$ | total number of inspection tests which were carried out or which should have been carried out in the sample for that Monitoring Period. |

$$
\begin{aligned}
& c=\quad \begin{array}{l}
\text { total number of hours during which the sewage and trade } \\
\text { effluent disposal system was not available for that Monitoring } \\
\text { Period. }
\end{array} \\
& d=\quad \begin{array}{l}
\text { total number of hours during which the sewage and trade } \\
\text { effluent disposal system was available or should have been } \\
\text { available in the sample for that Monitoring Period. }
\end{array}
\end{aligned}
$$

### 7.1.2 Breakdown Response Time:

The Standard will be measured by reference to the number of requests made to the Help Desk for the repair of the Sewage and Trade Effluent Disposal System responded to by Summit within the timescales specified in the Output Specification for the relevant priority category as indicated by the number of complaints made by Trust members of staff to the Help Desk for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{l}
$X=\quad$

$\quad$

Recorded Score <br>
total number of failures to respond to requests for the repair of <br>
the Sewage and Trade Effluent Disposal System and within <br>
timescales specified in the Output Specification for the relevant <br>
prionity category in the sample for that Monitoring Period
\end{tabular}

$b=\quad$| total number of requests for the repair of the Sewage and Trade |
| :--- |
| Effluent Disposal System in the sample for that Monitoring |
| Period |

### 7.1.3 Document Control for Disposal of Trade and Sewage

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the Sewage and Trade Effluent Disposal System (the "Sewage and Trade Effluent Disposal System Document Control System"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Sewage and Trade Effluent System Document Control System (the "Sewage and Trade Effluent Disposal System Document Control Monthly Inspections"). The results of each Sewage and Trade Effluent Disposal Systern Document Control Monthly Inspection will be recorded in writing in a checklist in a form to be agreed between Surnmit and the Trust (the 'Sewage and Trade Effluent Disposal System Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the completed Sewage and Trade Effluent Disposal System Supply Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance by Summit with the Sewage and Trade Effluent Disposal System Document Control System as indicated
by the Sewage and Trade Effluent Disposal System Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score witl be calculated using the following formula:-

Where $X=\quad$ Recorded Score
$a=\quad$ total number of breaches in the Sewage and Trade Effluent Disposal System Document Control System in the sample for that Monitoring Period.

## 8 Building Fabric

### 8.1 Externals:

### 8.1.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the external fabric of the building ("the External PPM Work Scheduie") will be agreed between Summit and the Trust in accordance with the Output Specification. The Standard will be measured by reference to compliance by Summit with the Extemal PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=\quad$ Recorded Score
$a=\quad$ total number of failures to comply with the External PPM Work Schedule in the sample for that Monitoring Period.
$b=\quad$ total number of PPM activities which were completed or which should have been completed in the sample for that Monitoring Period.

### 8.1.2 Reactive Maistenance:

The Standard will be measured by reference to the number of requests in respect of breakdown made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Extemal PPM Work Schedule. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{l}

$\mathrm{X}=\quad$| Recorded Score |
| :--- | <br>


$\mathrm{a}=\quad$| total number of failures to respond to requests for reactive |
| :--- |
| maintenance within the timescales specified in the Output |
| Specification for the relevant priority category and otherwise |
| in accordance with the External PPM Work Schedule in the |
| sample for that Monitoring Period. | <br>


$b=\quad$| total number of requestsin respect of breakdowns in the sample |
| :--- |
| during that Monitoring Period. |

\end{tabular}

### 8.1.3 Document Control:

Summit will implement and operate a document control systern to be agreed between Summit and the Trust for all information relating to the External PPM Work Schedule (the "External PPM Document Control System"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Extermal PPM Document Control System (the "External PPM Document Control System Inspection"). The results of each Extemal PPM Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Surnmit and the Trust (the "Externat PPM Document Control \$ystem Inspection Checklist"). The Trust will have access at all reasonable times to the External PPM Document Control Systern Inspection Checklists.

The Standard will be measured by reference to compliance with the Extemal PPM Document Control System as indicated by the Extemal PPM Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=100=\frac{a}{2}
$$

Where \begin{tabular}{rl}
$\mathrm{X}=$ \& Recorded Score <br>

$\mathrm{a}=$ \& | total number of breaches in the External PPM Document |
| :--- |
| Control System in the sample for that Monitoring Period. |

\end{tabular}

## 9 Internals:

### 9.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the internal fabric of the building ("the Internal PPM Work Schedule") will be agreed between Summit and the Trust in accordance with the Output Specification. The Standard will be measured by reference to compliance by Summit with the Internal PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

Where \begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of failures to comply with the Internal PPM Work |
| :--- |
| Schedule in the sample for that Monitoring Period. | <br>


$b=$ \& | total number of PPM activities in the sample which were |
| :--- |
| completed or which should have been completed during that |
| Monitoring Period. |

\end{tabular}

### 9.1.1 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Internal PPM Work Schedule. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{l}

$\quad=\quad$| Recorded Score |
| :--- |$\quad$| total number of failures to respond to requests in respect of |
| :--- |
| breakdowns within the timescales specified in the Output |
| Specification for the relevant priority category and otherwise in |
| accordance with the Internal PPM Work Schedule in the |
| sample for that Monitoring Period. | <br>


$b=\quad$| total number of requests in respect of breakdowns in the sample |
| :--- |
| during that Monitoring Period. |

\end{tabular}

### 9.1.2 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the Internal PPM Work Schedule (the "Internal PPM Document Control System"). Summit will carry out zandom inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Internal PPM Document Control System (the "Internal PPM Document Control System Inspection"). The results of each Intemal PPM Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Internal PPM Document Control System Inspection Checklist'). The Trust will have access at al! reasonable times to the Internal PPM Document Control Systern Inspection Checklists. The Standard will be measured by reference to compliance with the Internal PPM Document Control System as indicated by the Internal PPM Document

Control System InspectionChecklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=100-\frac{a}{2}
$$

| Where $\quad X=$ | Recorded Score |
| :--- | :--- |
| $a=$ | total number of breaches in the Intemal PPM Document <br> Control System in the sample for that Monitoring Period. |

10 Mechanical Services
10.1 Plant:

### 10.1.I Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of mechanical services and plant in the Hospital will be agreed between Summit and the Trust in accordance with the Output Specification (the "Mechanical Plant PPM Work Schedule"). The Standard will be measured by reference to compliance by Sumuit with the Plant PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score

$\quad$


$a=\quad$| iotal number of failures to comply with the Mechanical Plant |
| :--- |
| PPM Work Schedule in the sample for that Monitoring Period. | <br>


$b=\quad$| total number of Plant PPM activities in the sample which were |
| :--- |
| completed or which should have been completed during that |
| Monitoring Period. |

\end{tabular}

### 10.1.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Mechanical Plant PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

$$
\begin{array}{ll}
a=\quad & \text { total number of failures to respond to requests in respect of } \\
& \text { breakdowns within timescales specified in the Output } \\
& \text { Specification for the relevant prionty category and otherwise } \\
\text { in accordance with the Mechanical Plant PPM Work Schedule } \\
& \text { in the sample for that Monitoning Period. }
\end{array}
$$

### 10.1.3 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the Mechanical Plant PPM Work Schedule (the "Mechanical Plant Document Control System"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the MechanicalPlant Document Control System (the "Mechanical Plant Document Control System Inspection"). The results of each Mechanical Plant Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Sumnit and the Trust (the "Mechanical Plant Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the Mechanical Plant Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Mechanical Plant Document Control System as indicated by the Mechanical Plant Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=100-\frac{a}{2}
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of breaches in the Mechanical Plant Document |
| :--- |
| Control System in the sample for that Monitoring Period. |

\end{tabular}

### 10.2 Distribution System:

### 10.2.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the distribution of services system will be agreed between Summit and the Trust in accordance with the Output Specification (the "Mechanical Distribution PPM Work Schedule"). The Standard will be measured by reference to compliance by Summit with the Mechanical Distribution PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{ll}
$\mathrm{X}=$ \& Recorded Score <br>

$\mathbf{a}=\quad$ \& | total number of failures to comply with the Mechanical |
| :--- |
| Distribution PPM Work Schedule in the sample for that |
| Monitoring Period. | <br>


$\mathbf{b}=\quad$| total number of Mechanical Distribution PPM activities in the |
| :--- |
| sample which were completed or which should have been |
| completed during that Monitoring Period. |

\end{tabular}

### 10.2.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Mechanical Distribution PPM Work Schedule. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{ll}
\& $X=$

$\quad$

Recorded Score <br>
total number of failures to respond to requests in respect of <br>
breakdowns within the timescales specified in the Output <br>
Specification for the relevant priority category and otherwise in <br>
accordance with the Mechanical Distribution PPM Work <br>
Schedule in the sample for that Monitoring Period.
\end{tabular}

### 10.2.3 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the Distribution PPM Work Schedule (the "Mechanical Distribution PPM Document Control System"). Summit will carry out inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Mechanical Distribution PPM Document Control System (the 'Mechanical Distribution PPM Document Control System Inspection"). The results of each and every Mechanical Distribution PPM Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Mechanical Distribution PPM Document Control System Inspection Checklist"). The Trust will have full access at all reasonable times to the completed Mechanical Distribution PPM Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Distribution PPM Document Control System as indicated by the Mechanical Distribution PPM

Document Control System inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=100-\frac{a}{2}
$$

Where $\quad$\begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of breaches in the Distribution PPM Document |
| :--- |
| Control System in the sample for that Monitoring Period. |

\end{tabular}

### 10.3 Mechanical Equipment:

### 10.3.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the mechanical equipment which Summit are responsible to maintain will be agreed between Summit and the Trust in accordance with the Output Specification (the "Mechanical Equipment PPM Work Schedule"). The Standard will be measured by reference to compliance by Summit with the Mechanical Equipment PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=\quad$| total number of failures to comply with the Mechanical |
| :--- |
| Equipment PPM Work Schedule in the sample for that |
| Monitoring Period. | <br>


$b=$| total number of Mechanical Equipment PPM Work Schedule |
| :--- |
| activities in the sample which were completed or which should |
| have been completed during that Monitoring Period. |

\end{tabular}

### 10.3.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Mechanical Equipment PPM Work Schedule. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where

$$
X=\quad \text { Recorded Score }
$$

$$
\begin{array}{ll}
a=\quad \text { total number of failures to respond to requests in respect of } \\
\text { breakdowns within the timescales specified in the Output } \\
\text { Specification for the relevant priority category and otherwise in } \\
\text { accordance with the Mechanical Distribution PPM Work } \\
& \text { Schedule in the sarnple for that Monitoring Period. }
\end{array}
$$

### 10.3.3 Document Coptrol:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all infommation relating to the Mechanical Equipment PPM Work Schedule (the "Mechanical Equipment PPM Document Control System"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Mechanical Equipment PPM Document Control System (the "Mechanical Equipment PPM Docuruent Control System Inspection"). The results of each Mechanical Equipment PPM Document Control System inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Mechanical Equipment PPM Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the completed Mechanical Equipment PPM Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Mechanical Equipment PPM Document Control System as indicated by the Mechanical Equipment PPM Document Control System InspectionChecklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=100-\frac{a}{2}
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of breaches in the Mechanical Equipment PPM |
| :--- |
| Decument Control System in the sample for that Monitoring |
| Period. |

\end{tabular}

## II Electrical Services

### 11.1 Plant:

### 11.1.I Planged Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the electrical plant within the Hospital will be agreed between Summit and the Trust in accordance with the Output Specification ( the'Electrical Plant PPM Work Scbedule"). The Standard will be measured by reference to compliance by Sumnit with the Electrical Plant PPM Work Schedule for that Monitoring Period. The

Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-c}{b} \times 100
$$

| Where $\quad X=$ | Recorded Score |
| :--- | :--- |
| $a=$ | total number of failures to comply with the Electrical Plant <br> PPM Work Schedue in the sample for that Monitoring Period. |
| $b=$ | total number of PPM activities in the sample which were <br> completed or which should have been completed during that <br> Monitoring Period. |

### 11.1.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Electrical Plant PPM Work Schedule. The Recorded Score wil! be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

| Where $\quad X=$ | Recorded Score |
| ---: | :--- |
| $a=\quad$total number of failures to respond to requests in respect of <br> breakdowns within the timescales specified in the Output <br> Specification for the relevant priority category and otherwise in <br> accordance with the Electrical Plant PPM Work Schedule in the <br> sample for that Monitoring Period. |  |
| $b=\quad$total number of requests in respect of breakdowns in the sample <br> during that Monitoring Period. |  |

### 11.1.3 Document Control:

Summit will implement and operate a document control system to be agreed between Surnmit and the Trust for all information relating to the Electrical Plant Work Schedule (the "Electrical Plant PPM Document Control System"). Summit will carry out inspectionsat regular intervals throughout the Monitoring Period to monitor compliance by Sumnit with the Electrical Plant PPM Document Control System (the "Electrical Plant PPM Document Control System Inspection"). The results of each inspection carried out by Summit as part of the Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Electrical Plant PPM Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the Electrical Plant PPM Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Electrical Plant PPM Document Control System as indicated by the Electrical Plant PPM Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=100-\frac{a}{2}
$$

| Where | $X=$ |
| :--- | :--- |
|  | Recorded Score |
|  | $=$ |
|  | total number of breaches in the Electrical Plant Document |
| Control System in the sample for that Monitoring Period. |  |

### 11.2 Distribution System:

### 11.2.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the electrical distribution in the building will be agreed between Summit and the Trust in accordance with the Output Specificationin accordance with the Output Specification (the "Electrical Distribution PPM Work Schedule"). The Standard will be measured by reference to compliance by Summit with the Electrical Distribution PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{ll}

$X=$ \& | Recorded Score |
| :--- | <br>


$b=\quad$| total number of failures to comply with the Electrical |
| :--- |
| Distribution PPM Work Schedule in the sample for that |
| Monitoring Period. | <br>


$b=\quad$| total number of Electrical Distribution PPM Work Schedule |
| :--- |
| activities in the sample which were completed or which should |
| have been completed during that Monitoring Period. |

\end{tabular}

### 11.2.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Electrical Distribution PPM Work Schedule. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

| Where | $\mathrm{X}=$ | Recorded Score |
| :---: | :---: | :---: |
|  | $\mathrm{a}=$ | total number of failures to respond to requests in respect of breakdowns within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Electrical Distribution PPM Work Schedule in the sample for that Monitoring Period. |
|  | $b=$ | total number of requests in respect of breakdowis in the sample during that Monitoring Period. |

### 11.2.3 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trast for all infomation relating to the Electrical Distribution PPM Work Schedule (the "Electrical Distributian Document Control System"). Summit will carry out randorm inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Electrical Distribution Document Control System (the "Electrical Distribution Document Control Systen Inspection"). The results of each Electrical Distribution Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the 'Electrical Distribution Document Control System Inspection Cbecldist"). The Trust will have full access at all reasonable times to the completed Electrical Distribution Document Control System Monthly Inspection Process Checklists.

The Standard will be measured by reference to compliance with the Electrical Distribution Document Control System as indicated by the Electrical Distribution Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:-

$$
x \%=100-\frac{a}{2}
$$

| Where | $X=$ |
| ---: | :--- |
| $a=$ | Recorded Score <br> total number of breaches in the Electrical Distribution <br> Document Control System in the sample for that Monitoring <br> Period. |

### 11.3 Electrical Equipment:

### 11.3.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the equipment which Summit are responsible to maintain will be agreed between Summit and the Trust in accordance with the Outpul Specification(the 'ElectricalEquipment PPM Work Schedule"). The Standard will be measured by reference to compliance by Summit with the Electrical Equipment PPM Work Schedule for that Monitoring

Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where $\quad$\begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=\quad$| total number of failures to comply with the Electrical |
| :--- |
| Equipment PPM Work Schedule in the sample for that |
| Monitoring Period, | <br>


$b=$| total number of Electrical Equipment PPM activities in the |
| :--- |
| sample which were completed or which should have been |
| completed during that Monitoring Period. |

\end{tabular}

### 11.3.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Electrical Equipment PPM Work Schedule. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{ll}

$X=$ \& | Recorded Score |
| :--- | <br>


$a=\quad$| total number of failures to respond to requests in respect of |
| :--- |
| breakdowns within the timescales specified in the Output |
| Specification for the relevant priority category and otherwise in |
| accordance with the Electrical Equipment PPM Work Schedule |
| in the sample for that Monitoring Period. | <br>


$b=\quad$| total number of requestsin respectof breakdowns in the sample |
| :--- |
| during that Monitoring Period. |

\end{tabular}

### 11.3.3 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the Electrical Equipment PPM Work Schedule (the "Electrical Equipment PPM Document Control System"). Summit will canry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Electrical Equipment PPM Document Control System (the "Electrical Equipment PPM Document Control System Inspection"). The results of each Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust the "Electrical Equipment PPM Document Control System

Inspection Checklist"). The Trust will have access at alt reasonable times to the Electrical Equipment PPM Document Control System Inspection Checklists.

The Standaro will be measured by reference to compliance with the Electrical Equipment PPM Document Control Systern as indicated by the Electrical Equipment PPM Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=100-\frac{a}{2}
$$

Where $\quad X=\quad$ Recorded Score
$a=\quad$ total number of breaches in the Electrical Equipment PPM Document Control System in the sample for that Monitoring Period.

## 12 Specialist Servicts

### 12.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance in respect of the specialist services as defined in the Output Specification will be agreed between Summit and the Trust in accordance with the Output Specification (the "Specialist Services PPM Work Schedule"). The Standard will be measured by reference to compliance by Summit with the Specialist Services PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
\left.x \%=\frac{b-a}{b} x\right\rfloor 00
$$

Where $\quad X=\quad$ Recorded Score
$a=\quad$ total nuraber of failures to comply with the Specialist Services PPM Work Scheduie in the sample for that Monitoring Period.
$b=\quad$ total number of Specialist Services PPM Work Schedule activities in the sample which were completed or which should have been completed during that Monitoring Period.

### 12.1.1 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Specialist Services PPM Work Schedule. The Recorded Score will be calculated using the following formula:-

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=\quad$ Recorded Score
$a=\quad$ total number of failures to respond to requests in respect of breakdowns within the timescales specified in the Output Specification for the relevant priority category and otherwise in accordance with the Specialist Services PPM Work Schedule in the sample for that Monitoring Period.
$b=\quad$ total number of requests for Specialist Services breakdown in the sarnple during that Monitoring Period.

### 12.1.2 Document Control:

Summit will implement and operate a document control system to be agreed between Surmit and the Trust for all infornation relating to the Specialist Services PPM Work Schedule (the "SpecialistServices Document ControlSystem"). Summit will cany out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Specialist Services Document Control System (the "Specialist Services Document Control System Inspection"). The results of each Specialist Services Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the 'Specialist Services Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the completed Specialist Services Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Specialist Services Document Control System as indicated by the Speciahist Services Document Control Systern Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=100-\frac{a}{2}
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of breaches in the Specialist Services Document |
| :--- |
| Control System in the sample for that Monitoring Period. |

\end{tabular}

### 13.1 Buidding Management System ("BMS"):

The BMS is used to monitor the building environment and the services within that environment and to gather data on the systems in the Hospital.

### 13.1.1 Planned Preventative Maintenance:

The programme of Planned Preventative Maintenance for the maintenance of the BMS ("the BMS PPM Work Schedule") will be agreed between Summit and the Trust in accordance with the Output Specificationin accordance with the Output Specification. The Standard will be measured by reference to compliance by Summit with the BMS PPM Work Schedule for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=\quad$ Recorded Score
$a=\quad$ total number of failures to comply with the BMS PPM Work Schedule in the sample for that Monitoring Period.
$b=\quad$ total number of BMS PPM activities in the sample which were completed or which should have been completed during that Monitoring Period.

### 13.1.2 Reactive Maintenance:

The Standard will be measured by reference to the number of requests in respect of breakdowns made to the Help Desk which are responded to within the timescales specified in the Output Specification for the relevant prionity category and otherwise in accordance with the BMS PPM Work Schedule. The Recorded Score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{l}

$X=\quad$| Recorded Score- |
| :--- |$\quad$| total number of failures to respond to requests in respect of |
| :--- |
| breakdowns within the timescales specified in the Output |
| Specification for the relevant prionity category and otherwise in |
| accordance with the BMS PPM Work Schedule in the sample |
| for that Monitoring Period. | <br>


$b=\quad$| total number of requests for BMS PPM breakdowns in the |
| :--- |

\end{tabular}

sample during that Monitoring Period.

### 13.1.3 Document Control:

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the BMS PPM Work Schedule (the "BMS Document Control System"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the BMS Document Control System (the "BMS Document Control System Inspection "). The results of each inspection carried out by Summit as part of the BMS Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "BMS Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the BMS Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance by Summit with the BMS Document Control System as indicated by the BMS Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=100-\frac{a}{2}
$$

Where $X=\quad$ Recorded Score
$a=$ total number of breaches in the BMS Document Control System in the sample for that Monitoring Period.

14 Property Management

### 14.1 Estate Data Control:

A programme will be agreed between Summit and the Trust describing the form and content of the Estates information reports and the frequency with which Summit is to provide the Trust with such reports for which Summit is responsible (the "Estates Information Reporting Programme'). The Standard will be measured by reference to the number of reports issued by Summit during that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

Where \begin{tabular}{rl}
$X=$ \& Recorded Score <br>

$a=\quad$ \& | total number of failures to issue reports in terms of the Estates |
| :--- |
|  |
| Information Reporting Programme in the sample for that |
|  |
| Monitoring Period. | <br>

$b=\quad$ \& total number of reports which were issued or which should
\end{tabular}

have been issued in the sample during that Monitoring Period.

### 14.2 Statutory Documentary Control

Summit will implement and operate a document control systern to be agreed between Summit and the Trust for all information required by statute (the. "Statutory Document Control System"). Summit will carry out random inspections at regular intervals throughout the Monitoring Period to monitor compliance by Summit with the Statutory Document Control System (the "Statutory Documeat Control System Inspection"). The resuits of each Statutory Doctunent Control System lnspection will be recorded in writing in a checklist in a forn to be agreed between Summit and the Trust (the "Statutory Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the completed Statutory Document Control System Inspection Checklists.

The Standard will be measured by reference to compliance with the Statutory Document Control System as indicated by the Statutory Document Control Systern Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=100-\frac{a}{2}
$$

Where \begin{tabular}{ll}
$X=$ \& Recorded Score <br>

$a=$ \& | total number of breaches in the Statutory Document Control |
| :--- |
| System in the sample for that Monitoring Period. |

\end{tabular}

## 15 Energy Management

### 15.1 Energy Consumption Control

A programme will be agreed between Summit and the Trust describing the form and content of the energy consumption reports and the frequency with which Summit is to provide the Trust with such reports (the "Energy Consumption Reporting Programme'). The Standard will be measured by reference to the number of reports issued by Summit during that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
X \%=\frac{b-a}{b} \times 100
$$

| Where | $\mathrm{X}=$ |
| ---: | :--- |
| $\mathrm{a}=$ | Recorded Score <br> total Number of failures to issue reports in terms of the Energy <br> Consumption Reporting Programme in the sample for that |

Monitoring Period
$b=\quad$ total number of reports which were issured or which should have been issued in the sample during that Monitoring Period.

### 15.2 Utilities and Energy Consumption Metering

A programme will be agreed between Summit and the Trust describing the form and content of the utilities and energy consumption metering reports and the frequency with which Summit is to provide the Trust with such reports (the "Utilities and Energy Consumption Metering Reporting Programme"). The Standard will be measured by reference to the number of reports issued by Summit during that Monitoring Period. The recorded score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where

| $X=$ | Recorded Score |
| :--- | :--- |
| $a=\quad$total number of failures to issue reports in terms of the Utilities <br> and Energy Consumption Metering Reporting Programme in <br> the sample for that Monitoring Period |  |
| $b=\quad$total mumber of reports which were issued or which should <br> have been issued in the sample during that Monitoring Period |  |

### 15.3 Energy/Utilities Returns

A programme will be agreed between Summit and the Trust describing the form and content of the energy/utilities retums and the frequency with which Summit is to provide the Trust with such returns (the "Energy/Utilities Returas Programme"). The Standard will be measured by reference to the number of returns issued by Summit during that Monitoring Period and the recorded score will be calculated using the following formula:

$$
x \%=\frac{b-a}{b} \times 100
$$

Where $X=\quad$ Recorded Score
$a=\quad$ total number of failures to issue returns in terms of the Energy/Utilities Retums Programme in the sample for that Monitoring Feriod
$\mathrm{b}=\quad$ total number of returns which were issued or which should have been issued in the sample during that Monitoring Period

### 15.4 Hot Water

Summit will implement and operate a document control system to be agreed between Summit and the Trust for all information relating to the Hot Water Quality Programme (the "Hot Water Quality Document Control System") Summit will cary out randon inspections at regular intervals throughout the Monitoning Period to monitor compliance by Summit with the Hot Water Quality Document Control System (the "Hot Water Quality Document Control System Inspection"). The resuits of each Hot Water Quality Document Control System Inspection will be recorded in writing in a checklist in a form to be agreed between Summit and the Trust (the "Hot Water Quality Document Control System Inspection Checklist"). The Trust will have access at all reasonable times to the completed Hot Water Quality Document Control System Inspection Checklist.

The Standard will be measured by reference to compliance with the Hot Water Quality Document Control System as indicated by the Hot Water Quality Document Control System Inspection Checklists for that Monitoring Period. The Recorded Score will be calculated using the following formula:

$$
x \%=100-\frac{a}{2}
$$

| Where |  |
| :--- | :--- |
|  |  |
|  | Recorded Score |
|  |  | | Total number of breaches in the Hot Water Quality Document |
| :--- |
| Control System in the sample for that Monitoring Period |

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INVESTMENT PLAN

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## The Proposed System for The Now Law Hospital

The proposal includes the following components:
2 off DLR systems inchuring cassettes and associated workstations
2 ofi MagicView 1003 with 2K Simomed monitors
2 off MagicView 1002 with 1K Simomed monitors
$9 G B$ Raid for reporting segmem
2 off MagicView 200 with Simomed monitors
25 off MagicView 50 software
12 off MagicView 50 PC hardware with colour monitors
1 off MagicServe
1 off MagicWeb server
1 off Camera server
1 off MagieStore XS with 48 GB RAID and 1 MOD Jukebox
1 off MagicLink I HL 7 interface for RIS connection Interface to Ultrasound unit vis framegrebber Cisco router for connection to external sites.
All other modafities assumed to be DICOM compatible

## Computed radiogranhy

Two DLR systerns are included for general radiography and mobite work. Each system comes complete with a full Diagnostic MagisView workstation that includes the DLR post-processing software, an ID consoie and preview monitor.
Each MagicView can display the images of otber modalities as well.

## MagicYiew 1003

The MagicView 1002 is a high performance werkstation designed for reporting all modalities. It can be provided with the SIMOMED monitors with resotution up to 2 K as per this proposal, which are high quality wish high contrast and high furninance and flicker free so as to replicate the output from a conventional lightbox. The MagicView 1000 allows the comparison of images from related exams and different modalities on the same monitor but when reporting multi-inage exams it is easier to use a three monitor system.

## MagicView 1002

This is a two monitor version of the above workstation, but for this proposal 1 K SIMOMED monitors are offered here.

Marricyiew 200
The MagicViow 200 is a review workstation with a SIMOMED monitor designed for reviewing all modalities using a high quality screen and is faster than the MagicView 50 for manipulation. It is particulariy suited for A\&E, fracture clinic, ITU etc

## MagicView 50

The MagicViow 50 is a PC besed review workstation with a standard PC monitor, designed for reviewing all modalities. It is designed wo be used in all area's where the additional cost of the MagicView's 1000 and 200 are not justified but where image manipunation is required.

## MasicWeb

For viewing images where image manipulation is not required, the Magic Web provides a low cost solution. A server based on a Sun UltraSpare is provided with the Magicweb software. A range of clients are able to connect to it using the MS internet explorer or Netscape software pacirages. If a report is available this is displayed slongside the irnages.

## Camera server

In order to provide images to external badies or for distribution to area's of the hospital where softcopy viewing facilities are not available the ability to print images will still be required. The MagicView's have the ability to be iinked directly via an interface board, but for linjing multiple MagieView's to access a laser camera, it is better to use a camera server. This can then queue the requests and control the access to the camera and relieve the MagicView from coutrolling the Look-Up Tables thereby maintaining the efficiency of these components. Image formatring can still be set at the MagicView however.

## MagicStore XS with 48 GB RAID and Jukebox

The MagicStore XS controls the RADP (short term storage) and the Jukebox as weil as maintaining the databases. The Magiostore XS is scaleable thus allowing the image store of the system to expand as the systera itself expands. Multiple MagicStores can also be installed on the same system using a common database. Images requiring immediate access would be stored on the RAID, Long term image storage being on optical disks in the Jukebox.
We bave proposed a 48 GB RAID and $1 \times 156$ disk MODJJukebox. By tasing compression of 2.5:1 this gives an effective storage of 680 GB .
Since it is believed that the hospital's data production per year is 600 GB per year for CR and 100 GB per year for other exams, this would give an on-line archive of approximately 2.7 years if all images are stored using lossless compression only with the exception of CR images which would also be subject to matrix reduction.(4:1).

## Interfaces

A price has been included for the framegrabber for connection of the Ultrasound unit. A Cisco 2503 Router has also been included for teleradiology.

## MagicLink I

A MagicLink I interface with additional HL 7 communicarions interface has been included for the connection of the SIENET system to the HBO RIS system. This will allow the communication of reports and patient data between the two systems. The Magiclink has been offered with all the available options for software modules giving maximum flexibility and interoperability between the two systems. The DICOM worklist software module is included ready for worklist commurication to the modalicies.
various siemens
QUOTATION SHEETS (30)

WE, LAW HOSPITAL NATIONAL HEALTH SERVICE TRUST, a body corporate established by an order (S.I. 1993 No 2929 (S.263)) as amended by amendment orders (S.I. 1995 No 741 (s.67) and (S.I. 1998 No 926 (S50)) made by the Secretary of State under Section 12A of the National Health Service (Scotland) Act 1978 (the "Trust"); and (2) SUMMMT HEALTHCARE (LAW) LIMITED, an incorporated company registered in Scotland under No 182649 and having its Registered Office at Saltire Court, 20 Castle Terrace, Edinburgh ("Summit"), refer to Clause 3.1.6 of the Project Agreement entered into between the Trust and Summit dated 16 June 1998 in relation to the provision of a new hospital at Netherton to be known as New Law District General Hospital and we record that:-

The Original Financial Model is the financial model, a copy of which is annexed and signed as relative hereto, and the databook relative to which is in the Agreed Form;

The Bond Amount is $£ 136,556,000$;
The Bond Rate is $6.484 \%$;

The Initial Equity Amount is $£ 11,859,000$;
The Project Rate of Return is $8.9792 \%$ which will be applied to cashflow on a semiannual basis. Accordingly, we confirm that this is the document in the Agreed Form referred to in, and the conditions in the said Clause 3.1.6 have been satisfied:

IN WITNESS WHEREOF these presents consisting of this and the annexure hereto are executed as follows:

Subscribed for and on behalf of LAW HOSPITAL NATIONAL HEALTH
SERVICE TRUST at Cow luge
on the 1 CTri-day of June 1998 by
 and James Gemmell Dunbar
Chairman
in the presence of;
wits. Whtheten $\qquad$


Name Amirs Hariseons
Adress...LAw Hosithe, CAn mes.

Subscribed for and on behalf of
SUMMIT HEALTHCARE (LAW) LIMITED
at London
on the 18 day of June 1998 by
MICHAEL JOHN COLLARD
Director in the presence of :-
Witness...atole Creme......


Name


Address $\qquad$ SALT IRE COLRṪ $\qquad$ 20 CASTLE TERRACE EDINBURGH $\qquad$

## Law Hospital

Financial Model Prepared by:
The British Linen Bank

Project Sponsors:
Summit Healthcare (Law) Limited

## Note

This financial model produces projections which have been based on assumptions provided by the project sponsors and the relevant banking groups. They are illustrative only and should not be considered a forecast. The projectors should not bo considered a recommendation by The British Linen Bank that recipients should Invest in , or lend to, the project vehicle.

Summit Healthcare Limited

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| Day P2－5mis | 20，194 | 20，104 | 28，144 | 20，104 | 28，204 | 28.104 | 24．19 | 30，106 | 20，106 | 25，104 | 24，104 | 20，109 | 20，106 | 20，194 | 23．194 | 20，404 |
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| Lenpth of 8lay inpabentr tiveris | 14，160 | 144，150 ${ }^{4}$ | 144，100 | 144．109 | 144， 189 | $144.150^{4}$ | 144，190 | $144,180$ | $14.150$ | $144.960$ | 146，100 | $144,10{ }^{4}$ | $144,150$ | $144,100$ | $141,100$ | $+44,180$ |
| Impasent |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| Faod \＄umat |  |  | － |  | ${ }^{0}$ | 0 | 0 | 900 | 100 | 0 | 1000 | 0 | \％ | 0 | 0 |  |
| Lingen ura crivery | 1，100，000 | 1，100，000 | 1，100，000 | 1．100．000 | 1．100．000 | 1，100．000 | 1，100，000 | 1．100，000 | 1．100，000 | 1，100，000 | 1．100，000 | 4．100，000 | 1，100，000 | 1，100．000 | 1，100，000 | 1，100，000 |
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| \＄9017rablences | 200 |  | 200 | 200 |  | 200 |  | 00 | \％00 | ${ }^{\circ}$ | 0 | 0 | ${ }^{0}$ | ${ }^{5}$ | 0 |  |
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| Enury | 1．850 | 7．850 | 7．090 | 7，850 | 7，050 | 7，800 | 7．8so | 7.850 | 7．450 | 7，850 | T，aso | 7．350 | 1，A50 | 7，850 | 2，050 | 1，450 |
| Onem Whas | 450 | $4{ }^{1}$ | 400 | 400 | 40 | $4{ }^{0}$ | 100 | 400 | 100 | 40 | 400 | 400 | 450 | 40 | 408 | 400 |
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| Foed Sermeta， | 1，100，006 | 1，200，000 | 1，100．009 | 1，100，000 | 1，100，000 | 1，100，000 | 1．100．000 | 1，400， 000 |  | 1，400，000 | 1．100．000 |  | 1，900，006 |  | 1，100，000 |  |
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| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 7 | * |  |  | - | 10 | to | 11 | 11 | 12 | 12 | 13 | t3 | 14 | 14 | 15 | 15 | 10 |  |
| 1230 | 1.267 | 1.267 | 1207 | 1267 | 1.305 | 1.308 | 1.34 | 1.914 | 1.884 | 1.384 | 1.426 | 1.428 | 1.46\% | 1.489 | 4813 | 1.613 | 1.558 | 1.85d | 1.603 | 1.805 | 1,657 | 1,4s |
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| 3358 | 3.376 | 3,970 | $3 \mathrm{3r9}$ | 3,379 | 0.815 | ${ }^{6,815}$ | 567 | s, 87 | 8,846 | ${ }^{8.914}$ | 7,016 | 7.018 | 1.009 | ${ }^{7} \mathbf{7} 093$ | 7,100 | 7, $7 \times 0$ | 1,73 | 1.273 | 7,973 | 7,773 | 7.482 | 40 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1.517 | +, 6 en ${ }^{\text {a }}$ | 1,588 | 1.400 | 1.,63 | 3.216 | 3,218 | 3,16 | 3ats | 3.45 | 3.416 | 3.618 | 3,515 | 3.023 | 3.83 | 3.12 | 2782 | 3.04 | 3.84 | 3,1059 | 3,059 | 4.078 | 4,01 |
|  |  | 588 | 朢 | 398 | 1.08 | 9.199 | 1.127 | 1.122 | 1.158 | 1,455 | 11. 181 | . 11.487 | 1.23. | -1271. | 1278 | 12120 | 1274 | 1294 | 1203 | 6,735 | 1.737 | $\frac{1,27}{12,03}$ |
| 6.305 | 6,970 | $5 \mathrm{ST} / 8$ | 8, 10 | 3,AT0 | 11,12? | 11,127 | 11,314 | [1, 14 | 1/812 | 11,512 | 11.721 | 11,321 | 11,538 | 11,639 | 12,188 | 12, 168 | 12,40 | 12.410 | 12.005 | 12,055 | 12.63 |  |
| 1.573 | 1,1521 | 21 | 1.824 | 021 | \$379 | 3,400 | 3,438 | 3,439 | 3,042 | 3,542 | 3,048 | 3,488 | 3,75t | 2.7180 | 3.070 | 3,870 | 3.056 | 3,086 | 4.106 | 4,108 | 4.229 |  |
| 320 | 325 | 323 | 386 | 325 | 159 | sis | 974 | 074 | 852 | 68 | 712 | 712 | 73 | 73 | 153 | 74 | 76 | 78 | 78\% | $7{ }^{\text {che }}$ | 322 |  |
| \% | - | 0 | 0 | 0 | ${ }^{\circ}$ | 0 | 0 | 0 | 0 | 0 | - | 0 | 0 | 9 | 0 | 0 | ¢ | 0 | 0 | 0 | 0 |  |
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| 1.804 | 1.914 | 1.945 | 1.045 | 4.815 | 5.897 | 2.097 | d,13 | 4.113 | 4.218 | 1.234 | 1,380 | 4.300 | 1.420 | 4.100 | 4, 0223 | 4.43 | 1.742 | 1,92 | 4,80 | 1.904 | 3,032 | 5,06 |
| 3,5\%2 | $53 \times 7$ | 3.518 | 3,6\% | 3.531 | 7,1730 | 7.130 | 1,202 | 1,202 | 7278 | 1278 | 7,301 | 7.009 | 1,450 | 1.459 | 7 7,98 | 1043 | 7.008 | 1,49 | 7,760 | 5,7\% | 7.81 | 7.80 |
| 02 | ¢ | ¢ | $\%$ | Ps | 150 | 180 | 208 | 202 | 200 | 200 | 214 | 214 | 208 | 220 | 23 | 227 | 294 | 23 | 341 | 241 | 24d |  |
| 0 | 0 | a | , | 0 | 0 | 0 | 0 | 0 | 0 | 0 | E | 9 | 0 | 0 | 0 | 0 | - | 0 | 0 | 0 | 0 |  |
| 8 | 18 | 10 | 14 | 16 | 3 | 33 | 3 | 34 | 35 | 35 | 36 | 9 | 37 | ${ }^{7}$ | 28 | 30 | 30 | 3 | 40 | 40 | 41 |  |
| 0 | 0 | - | 0 | : | 0 | $\stackrel{0}{0}$ | 8 | 0 | 0 | 0 | $\stackrel{0}{0}$ | 0 | 0 | 8 | 0 | - | 0 | 0 | 0 | 0 | 0 |  |
| 0 | 0 | 0 | $\pm$ | + | , | ¢ | 4 |  | ${ }^{\circ}$ | 0 | ${ }^{0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | , | 0 |  |
| 8 | 8 | ${ }^{87}$ | 0 | \% | ${ }^{174}$ | ${ }_{179}^{179}$ | 1 1es |  | ${ }^{160}$ | ${ }^{100}$ | ${ }^{108}$ | $1{ }^{108}$ | 2071 | 202 | 28 | ${ }^{209}$ | 274 | ${ }_{214}^{214}$ | 224 | 721 | ${ }^{221}$ | , |
| 4, 8.818 | 1,019 | ${ }_{8}^{8,037}$ | 6,045 | 1,081 | $\frac{1,774}{2,132}$ | 1, 2.80 | 1,2, |  | 1,829 | $\frac{1.870}{2.502}$ | 1,9919 | ${ }_{2} 1.858$ | $-\frac{1.723}{2,46}$ | $-2.811$. | 2.959 | $\frac{2.191}{2 / 87}$ | 2.169 | 2.119 | 2,780 | 2,284 | - $\frac{1}{203}$ | 23 |



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| Cort nexyem | $\frac{\mathrm{NeV}}{20}$ |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | ${ }^{2115.54}$ |  |  |  |  |  |  | 315 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |
|  | 55.81 | 5.814 | 5, ${ }_{\text {cto }}$ | ${ }^{10969}$ | 6,140 | B, 168 | 0,350 | 2.120 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  | - | 0 |
| Verationice | 20.029 | 105 | 2019 | 2.015 | zore | 20ta |  | 117 | 0 | 9 | 0 | O. | 0 | 9 | 0 | 0 | 0 |  |
|  | 190, 3804 | 17, 780 | 10.38 | 18.150 | 10.011 | 18,017 | 17.812 | 6,003 | \% | 0 | 0 | 0 | D | 0 | 0 | 0 | 0 | - |
| Coses oratea |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Faud Operama Costs |  | 8.030 | 0,211 | 4211 | 030 | 8.807 | 0.360 | 2200 | 0 | - |  | 8 | 0 | 0 | 0 | - | ${ }^{\circ}$ |  |
| Wirmesie cous |  | 1.172 | 1,200 | 1.208 | 1,244 | 1,24 | 1281 | 420 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| Pata |  | 0. | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | D | 9 | 0 | 8 | 0 | 0 |  |
|  |  | 73.02 | 1/416 | 7.416 | 1.091 | 7.641 | 7,0\% | 2,63 | 0 |  | 0 | 4 | 0 | 0 | 0 | 0 | 0 |  |
| Grown proft |  | 10,40 | 10.63 | 10,2610 | 13,3\% | 11.370 | 10.892 |  | 0 | 0 | ¢ | 0 | 0 | - | d | 0 | 0 | 0 |


| Orarnata ins Opembing Costs |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| SpCstad cout | 4 | 36 | 3e4 | 976 | 315 | 58 | 120 | 0 | ${ }^{0}$ | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 9 |
| Brand butimits | 80 | 81 | 51 | 63 | $\leqslant$ | 64 | 22 | 0 | 0 | d | 0 | 0 | - | 0 | 0 | \% |  |
| Trumbld Somatamor Fow | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | p | - | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| Demereritom | 5 5, ¢ | 420 | 4,452. | 4873 | 4,902. | 4028 | 765 | 0 | P | 0 | 0. | 0 | O | 0 | 0 | 0 |  |
| Toxal inemend | 5.661 | 4.061 | 5.210 | 5,354 | 5,479 | 5,609 | 1036 | 0 | 0 |  | - | - |  | - |  | \% | 0 |
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|  | 0 | 0 | 0 | 0 | 0 | 0 | a | 0 | 0 | 0 | 0 | 0 | 0 | $\stackrel{\circ}{8}$ | : | 0 | 0 |
|  | \% | 0 |  |  |  | ${ }^{\circ}$ | 0 | 8 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 8 |  |
|  | 0 | $\square$ | d | 0 | \% | 8 | d | 6 | 0 | O | 0 | D | 0 | 3 | 0 | 6 | 古 |
| Promenetion Mmerout and Tax | 4,080 | 6.977 | 8,727 | 6,018 | B, 008 | 4,411 | 2301 | 0 | 0 | 0 | 0 | 0 | $\bigcirc$ | 0 | 0 | 8 | 0 |
|  1rfortet cheres Fhrinding Piel momest | $625$ | [1.744] | $416$ |  | $\begin{gathered} \text { soe } \\ (1,276) \end{gathered}$ | $\begin{gathered} 830 \\ 11,1091 \end{gathered}$ | $219$ | $178$ | 0 | ${ }^{17}$ | 11\% | ${ }_{0}^{12}$ | (2) | ${ }_{0}^{2}$ | 20 | \% | (i) |
| Preat Betory Tar | 1,507 | 4.76 |  | B,126 | 6.121 | 9.651 | 2.080 | 185 | $\square$ | (1) | [1] | (2) | (2) | (2) | (2) | (2) | (2) |
| Tacrion |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | 2,598 | 2,661 | 2,600 | 2,700 | 2,639 | 2,491 | 85 | 63 | 0 | 9 | 0 | 0 | 0 | 0 | 0 | D | , |
| Orimia max chapalicuat | [2017 | [02] | (10) | ${ }^{114} 4$ | [121] | (1271 | (1451 | 0 | , | 0 | $\square$ | , | 0 | 0 | 0 | 0 | 100 |
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| Now 15x cramateraill | 2.104 | 2478 | 2,500 | 2,075 | 2,112 | 2,304 | $7 \times 1$ | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 160 |
| Profit amilsulabie wo thitheldars | 1,468 | 2.287 | 2,112 | 2,450 | 2,400 | T,467 | 1.850 | 123 | 0 | (1) | (1) | [2] | [2) | (2) | (2) | (2) | [184) |
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|  | व20] | 220 | (19ㅇNㄱ | 2, ${ }^{5}$ | 2, $0^{(1)}$ | 2,469 | (1,447) | 125 | 0 | (1) | H1 | [21 | [21 | [2) | 2k | [1) | 1811 |
| Resantel carted formerd | 14,274 | 10,512 | 14, 0 es | 17, 1818 | 10, ${ }^{2} 5$ | 2r, 702 | 10, $0_{4}$ | 10,009 | 18,009 | 16,067 | 13,008 | 10.084 | 10, 8 8) | 10.001 | 10.000 | 18.959 | 10,774 |





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| +1 | 031 | ${ }_{1}$ | ${ }^{\text {ox }}$ | 90 | $\stackrel{08}{2}$ | ${ }^{4}$ | ${ }^{108}$ | ${ }_{3}$ |  | ${ }^{\text {a }}$ | 0\% | 30\% | 100\% | 1003 | 10) | $100 \%$ | ${ }_{5}^{500 K}$ | $\underset{5}{105 x}$ | $\begin{array}{r} 100 x \\ 5 \end{array}$ | $100 \%$ | 1005 | $100 \times$ |
| 1.001 | +, 061 | 1.001 | 1.504 | 1.009 | 1.0073 | 1.083 | 1,003 | 4.128 | 1.129 | 1.128 | 1.220 | 1.159 | .100 | .159 | 1.150 | 8.194 | 4.154 | 8.104 | 1.194 | 1.230 | 1.730 | 1280 |
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| $\begin{gathered} 500.12 \\ 100 \% \end{gathered}$ | Mr－ts $10 \% \%$ | $\operatorname{sep}_{100 \%}$ |  | $\begin{gathered} \text { Sep-10 } \\ 150 \pi \end{gathered}$ |  | $\begin{aligned} & \operatorname{sep} 17 \\ & 100 x \end{aligned}$ | $\underset{\text { Nur.t.tg }}{\substack{100 \%}}$ | $\operatorname{Sepp-16}_{\text {poot }}$ | Mavile | $\begin{gathered} \text { Sep-18 } \\ 1000 \end{gathered}$ | Man．30 1005 | $5$ | $\begin{aligned} & 4 \times 7.71 \\ & \text { took } \end{aligned}$ | $\begin{gathered} 5 \times p \cdot 21 \\ 1004 \end{gathered}$ | $\mathrm{mex}_{100 \mathrm{kr}}$ | $\operatorname{sep}_{1000}$ | $40$ | $\begin{gathered} \operatorname{sepeg}_{1027} \\ 1000 \end{gathered}$ | $410 \cdot 22$ |  | $\begin{gathered} M y-7 s \\ 10 x) \end{gathered}$ | $\begin{gathered} 5 \times 0.25 \\ 1054 \end{gathered}$ |
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| 7584 | 7604 | 8．023 | ceps | 2031 | 8.54 | 6．89 | 8,575 | aro | 4，004 | 0.70 |  | 476 | ams | 4，37 | 8.700 | akes | $8 \times 12$ | 7，144 | 2012 | 7.488 | 1252 | 7.08 |
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| 10．790 | 10，79 | 10．779 | 197\％ | tars | 10．75 | ${ }_{\text {SOMP }}$ | 10．7\％ | 10．7． | 10，7\％ | 18.8 | $\underset{0}{10.750}$ | 10，7900 | $10.7 \%$ | ${ }_{\text {10，}}^{10} 9$ | $10,77 s$ | 10 mo | 10，7\％ | 10.try | $10.278$ | samp | $\underset{0}{10.770}$ | $19.779$ |
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| 1.36 | 120 | 1.27 | 1.25 | 1，29 | 1.25 | 9.27 | 1.25 | 9.24 | 1，24 | t． 28 | 1．2\％ | （2）ㅈํ | 1.24 | C．28 | 1，78 | 1，28 | ＋．28 | 1，90 | ［1］ | t．19 | r．4s | 1，4 |
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| 223 | 2.18 | 223 | 215 | 215 | 208 | 207 | 1.85 | 4．080 | 1．40 | 1.00 | s．mo | 1.0 | 1.54 | 1．8s | 1．9n | 1. | 8，67 | 201 | 200 | 2.18 | 23 | 2.31 |
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| 23 | 214 | 28 | 216 | 268 | 207 | 207 | 1，04 |  | 1．6t | \％．00 | 1.80 | c，sis | 2．04 | \％．40 | 1．62 | t．0t | 1.97 | $20 \%$ | 20 | 7.15 | 1.3 | 231 |
| 220 | 2.18 | 22 | 215 | 215 | 2.07 | 2.70 | 1，88 | 1.70 | 1，64 | 1，89 | 1．80 | 181 | 5.84 | 180 | 1.40 | 1.01 | 1.85 | 201 | 200 | 2.18 | 2.22 | 2.71 |
| 1.94 | 1.37 | 1，19 | 136 | 1，27 | f，29 | 12 | 1，24 | 1.21 | 127 | 1.24 | 124 | 1.24 | 129 | 1．29 | 124 | 123 | 120 | 120 | 1.2 | ＋10 | 10 | 19\％ |
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| 12 tas | 123） | 122，70 | 119810 | 117，002 | 114，275 | 111云 | 154．101 | $10 \times 8$ | 101，089 | 88， 150 | 94，880 | 20，${ }^{\text {a }}$ | \＄8． 127 | 83， 193 | 70，008 | 24，752 | 70，54d |  | 80，800 | 55，400 | 42.801 | 4.478 |
| 128800 | 125.070 | 12.2888 8 |  | 117，084 | T1124 | 11120 | 10e） 10 | $100{ }^{1081}$ | 101．004 | pal18 | $\mathrm{HMOH}^{\text {P／}}$ | 00849 | N，000 | 23，120 | 70，00\％ | 71，710 | T¢\％ | \＄180 | 50\％ | 55，143 | 42，4s | 4，4\％ |
| 130，164 | 132，00 | 126，001 | 128，400 | 123， 12 | 120，70 | 117，001 | 14，241 | 111，67 | 100，220 | 100，875 | toreze | 97，$\times$ at | m， 840 | 8687 | es．fes | 0130 | 7006 | 12，27 | \＄2875 | 退迷 | 58，807 | 51，234 |
| 1.34 | 1.4 | 5， | 4.35 | 1.31 | 1.58 | 1.37 | 138 | 1.50 | 1，40 | 4.1 | 1.2 | 1.4 | 1.45 | 1.47 | 180 | 182 | $1{ }^{1}$ | 1.58 | 1.8 | 1.56 | 1.72 | 1.71 |
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| 1.34 | 9.54 | 1.94 | 1，53 | 1．29 | 1，36 | 1.37 | 1，88 | 1.39 | 1.40 | 1.19 | 1.42 | 1.44 | te9 | 1，4\％ | 1.50 | fart | 1.55 | 1.50 | 1，62 | 1，的 | 5.81 | 1.7 |
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|  |  |  | Fancold <br> Oburband | $\begin{array}{r} H \times 20 \\ 22 \\ 100 \% \end{array}$ | $\begin{array}{r} 46 \times \cdot 21 \\ 23 \\ 200 \mathrm{~K} \end{array}$ | Man 22 <br> 24 <br> \＄00x | $\begin{gathered} \text { Watr-23 } \\ 29 \end{gathered}$ $100 \mathrm{x}$ | $\begin{array}{r} H 2-24 \\ 260 \\ 1008 \end{array}$ | $\begin{array}{r} \text { Mar-25 } \\ 27 \\ 100 \times x \end{array}$ | $\begin{gathered} M+28 \\ 25 \\ 100 \% \end{gathered}$ | $\begin{gathered} \text { Hangy } \\ 29 \\ 100 \% \end{gathered}$ | $\begin{array}{r} M \mathrm{Al} \mathrm{r} \cdot 2 \mathrm{za} \\ 160 \\ 100 \end{array}$ | $\begin{gathered} \text { Mar-20 } \\ 31 \\ 87 \% \end{gathered}$ | $\begin{gathered} \text { Mar-30 } \\ 32 \\ \hline 3 x \end{gathered}$ | $\begin{array}{r} \text { 4/ar.31 } \\ 33 \\ 0 \times \end{array}$ | $\begin{array}{r} \text { Mancus } \\ 34 \\ 0 \times 1 \end{array}$ | $\begin{gathered} \text { Hanss } \\ 35 \\ 0.5 \end{gathered}$ | $\begin{gathered} \mathrm{K}=\mathbf{x} \cdot \mathbf{3} \\ 30 \\ 0 \times \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  Arnuplintalipn rales type 1 |  |  |  | 20\％ | 3．0x | 9．0．x | 3．0x | \＄．0x | $3.0 \times$ | 301 | 3．0\％ | $30 \times 1$ | $30 \times$ | 3．0\％ | 9．05 | 3.85 | 30\％ | 3005 |
| AnMus Mrateol lype？ |  |  |  | 3.05 | 3．0\％ | 30\％ | $3.0 \%$ | 3．0\％ | 2．0\％ | 3.08 | 3．208 | 3．04 | 10\％ | 3．15\％ | $3.0 \times$ | 3.08 | 30\％ | \＄0\％ |
| Estans maragmment hntace |  |  |  | 3\％ | 3x | 3＊ | 3x | 3x | $3 \times$ | 3\％ | 3\％ | 238 | 3\％ | 3\％ | 38 | 33 | 3\％ |  |
|  |  |  |  | 1.800 | 1.918 | 1.874 | 2.003 | 2.004 | 2.157 | 281 | 2.508 | 2347 | 2.427 | 2.600 | 2.675 | 1882 | 2，732 | 2.814 |
|  |  |  |  | 1，024 | 1．678 | 1.000 | 1.804 | 2.053 | 2.115 | 2.178 | 2.24 | 2311 | 2.350 | 2.458 | 2，885 | 2604 | $2.87 \%$ | 2.180 |
| Auskbro bent Avaliotie beonight |  |  |  | $28,480$ | $\begin{array}{r} 820 \\ 206,490 \end{array}$ | $290,400$ | $\begin{array}{r} 820 \\ 220,4 \times 0 \end{array}$ | $\begin{array}{r} 620 \\ 220, A 00 \end{array}$ | $\begin{array}{r} 820 \\ 284,460 \end{array}$ | ${ }_{220}^{628}$ | $288,4 \times 0$ | $228.400$ | $\begin{array}{r} 620 \\ 228,4 \geqslant 0 \end{array}$ | ${ }_{228,490}^{628}$ | ${ }_{228.400}^{025}$ | $\operatorname{cose}_{20.450}^{60}$ | $\begin{array}{r} 820 \\ 220,400 \end{array}$ | $\begin{array}{r} 200 \\ 208,490 \end{array}$ |
| Irparieml Ramistany Lerigti At why |  | Mn： | $\checkmark$ | $0.00$ | $0.00$ | $0.0$ | $0.09$ | $0.00$ | $0.00$ | $0.00$ | $0 . \infty$ | $0.00$ | $0 . \infty$ | $0.00$ | $0.00$ | $0.00$ | $0.0$ | $0 \cdot 0$ |
| tgrpal pcrypaitcr <br> Taplal In－Patient Mighls（IPN？ Achir 1 PN <br>  |  |  |  |  | $\begin{array}{r} \text { Ssoos } \\ 194,217 \\ 00 \\ 0 \end{array}$ | $\begin{array}{r} 85.00 \% \\ 190,217 \\ 00 \\ 0 \% \end{array}$ | $\begin{array}{r} 3,0,0 \times 1 \\ 19,2,217 \\ 0 \\ 0 \times \end{array}$ | $\begin{array}{r} 26.00 x \\ 16,217 \\ 0 \\ 0 \times \end{array}$ | $\begin{array}{r} \text { as.cox } \\ 1=4,217 \\ 0 x \\ 0 x \end{array}$ | $\begin{array}{r} 0.00 x \\ 19+24 \\ 0 \\ 08 \end{array}$ | $\begin{array}{r} 1500 \% \\ 184,217 \\ 0 \\ 0 \% \end{array}$ | $\begin{array}{r} 85.00 x \\ 190.217 \\ 0 . \\ 0 \% \end{array}$ | $\begin{gathered} 8.0008 \\ 80,27 \\ 0 \\ 0 \\ 0 \end{gathered}$ | $\begin{array}{r} \text { Bs.00\% } \\ 104,24 \\ 04 \\ 0 \times 4 \end{array}$ | $\begin{gathered} 85.00 \% \\ 184,29 \\ 0 . \\ 0 \% \end{gathered}$ |  | $\begin{array}{r} 45.005 \\ 196,317 \\ 00 \\ 0 \times \end{array}$ |  |
| Law Costs Prolita |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| flua Cols |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Equpornart |  |  |  | 1，857 | 1．60t | 1，060 | 2，025 | 2．085 | $\begin{array}{r} 2.149 \\ 0 \end{array}$ | $2.712$ | 2，2060 | 2，347 | $\begin{array}{r} 2418 \\ 0 \end{array}$ | $\stackrel{2,400}{0}$ | $\begin{gathered} \text { 2,5es } \\ 0 \end{gathered}$ | $2,0 \times 2$ | 2，121 | 2.003 |
| Foed Sucticur |  |  |  | 1，362 | 1，403 | 1.45 | 1.480 | 1.534 | 1.579 | 1，6＞0 | 1，855 | 1.725 | 1.37 | 1，630 | f，004 | 1，042 | 2.000 | 2.000 |
| Limen and Cumbry |  |  |  | 131 | $1{ }^{1}$ | 138 | 144 | 149 | 153 | 157 | $1{ }^{108}$ | 167 | 172 | 17 | 182 | 107 | 109 | 799 |
| Comenst ctanting |  |  |  | 2，011 | 2.071 | 2.134 | 2，190 | 2.24 | 2，331 | 2，401 | 2,473 | 2.848 | 2.474 | 2.003 | 2，784 | 2，907 | 2，0¢5 | 3，042 |
| Poruming |  |  |  | 1，000 | 4.516 | 1．149 | 1.184 | 1.210 | 1.236 | 1．204 | 1，332 | 4.317 | 1.414 | 1．458 | 1，500 | 5.845 | 1，601 | 1，839 |
| 5 50aty |  |  |  | 257 | 208 | 275 | 281 | 280 | 200 | 301 | 316 | 325 | 339 | 96 | 356 | 300 | 37 | 190 |
| Sinf Rumbences |  |  |  | ${ }_{55}$ | $\mathrm{BF}_{4}$ | t9 | 72 | 74 | 70 | 78 | B1 | 0 | 8 | 8 | 91 | ${ }^{33}$ | 900 | 9 |
|  |  |  |  | 49 | 41 | 42 | 43 | 4 | 48 | 47 | 4 s. | 50 | 67 | 53 | 55 | 55 | 68 |  |
|  |  |  |  | $4{ }^{19}$ | 500 | 51 | 49 | 550 | 570 | SeI | 805 | ＊ | 51 | 681 | eso | 701 | 722 | 749 |
| Yronkport |  |  |  | 100 | 101 | 100 | 110 | 139 | $1{ }^{15}$ | 120 | 121 | 127 | 134 | 135 | 138 | 143 | 147 | 152 |
| Exame Moneananca |  |  |  | 2．706 | 2.787 | 2.870 | 2\％59 | 3.045 | 3，159 | \＄231 |  | 1427 | 2，800 | 3．64\％ | 3，748 | 2．35） | 3，07\％ | 4，062 |
| Endiy |  |  |  | 0 | 0 | 0 |  | D | ， | － | 0 | 8 | 0 | 0 |  | 0 | 0 | － |
| 9terexat |  |  |  | 0 | 8 | 0 | 0 | ${ }^{\circ}$ | 0 | 0 | $\bigcirc$ | 0 | $\bigcirc$ | ${ }^{6}$ | 0 | 8 | ${ }^{8}$ | 0 |
| OTher |  |  |  | 0 | 0 | ${ }_{0}^{0}$ | $B$ | ${ }_{0}^{0}$ | 0 | 0 | 0 | 0 | 0 | 0 | － | 8 | ${ }_{6}$ | 0 |
| Other |  |  |  | 6 | 0 | B | B | ＊ | － | 0 | － | 0 | 0 | 0 | ¢ | 4 | ¢ |  |
| copsenty Fay |  |  | $\frac{142 k}{10}$ | ex | 6x | $6 \%$ | 6\％ | 6＊ | 6＊ | 6 | 6 | 絧 | 6 | 6\％ | Ex | 6x | 6＊ | 6\％ |
| Earamper | 100\％ | 88 |  | 1，\％ | 2，089 | $\underset{0}{2.121}$ | $2.185$ | $2,250$ | $2,218$ | $2,507$ | $2,450$ | 2 S 3 g | $2,500$ | 1，60］ | $2 . \mathrm{TdT}$ | $2,0<0$ | 1，036 | 3.484 |
| Ficos smmen | $0 \times 1$ | 8\％ |  | 1，579 | 1，311 | 1，247 | 1，288 | 1，323 | 1，305 | 1，489 | 1,444 | 1,480 | 7．536 | 1，600 | 1，02t | 1，874 | 1，729 | S．78 |
| sman metrimay | 1046 | 8\％ |  | 142 | 146 | 150 | 153 | 160 | 464 | 169 | 174 | 180 | 18 | 161 | 106 | 202 | 208 | 218 |
| Pemmic Cuarire |  | ＊＊ |  | 1.738 | 1，784 | 1842 | t， 0 \％${ }^{\text {a }}$ | 1，054 | 2013 | 2.073 | 2185 | 2100 | 2.285 | 2，333 | 2，403 ${ }^{\text {＇}}$ | 2.478 | 2.54 | 2.028 |
| Porming | $50 \times$ | 85 |  | 835 | 903 | e92 | 1，022 | 1．053 | 1．004 | T，17？ | 4，180 | 1，105 | 1，200 | 1，287 | 1.283 | 1，513 | 1，373 | t，48 |
| Suanty | 805， | ${ }^{51}$ |  | 238 | 320 | 235 | 242 | 20 | 251 | 28 | 2 S | ${ }^{281}$ | 200 | 38 | 37 | 318 | 370 | 328 |
| Saxix raterchs | \＄0x | 6\％ |  | $5{ }^{+}$ | 50 | 60 | 62 | $6 \pm$ | 6 | 67 | 5 | 72 | 14 | 76 | 7 | 1 | 0 | 0 |
| Whale Menageennt－Cricil | 100\％ | ${ }^{6 \%}$ |  | 43 | 14 | 4 | 47 | 40 | 4 | 51 | S | M | 56 | 67 | 56 | 4 | $\pm$ | 5 |
| Srachiocted | \％0x | ${ }^{6}$ |  | 424 | 4 | 450 | 45 | $4 \%$ | 492 | 507 | 522 | 597 | 5.4 | 570 | soy | 505 | 62 | 042 |
| Tarapar | 00\％ | \％ |  | ${ }^{51}$ | 8 | 92 | 05 | 7 | 100 | 103 | 106 | 110 | 113 | 116 | 120 | 12 | 127 | 131 |
| Esluta Manterance | $100 \%$ | O\％ |  | 2.10 | 3.007 | 3.039 | 3，100 | 1，206 | 3，364 | 3，480 | 2，500 | 3，008 | 3.000 | 2，020 | 4，041 | 4.152 | 4，26\％ | 4，446 |
| Energr | 0 | OX |  | 0 | 0 | 0 | 0 | 0 | － | 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\square$ | 0 |
| Ober Was | 100 x | ＊） |  | 0 | D | 0 | 0 | 0 | 0 | 0 | 0 | \％ | 0 | 0 |  | ． | 0 | 0 |
| O＊＊ | ＊＊ | dx |  | 0 | D | 0 | 0 | 0 | 0 | 。 | 0 | ${ }^{0}$ | 0 | 0 | 0 | 1 － | 0 | 0 |
| Onf | B96 | 6x |  | D | － | 。 | 0 | ， | 0 | － | － | 0 | 0 | 0 | － | 0 | 0 | 0 |
| variate Fow |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | 144,180 $103.49 \%$ | 1481,100 103,497 | 144，560 100．497 | 144.180 $103 \times 109$ | $144,160$ $103,497$ | 144，180 103.497 | $\begin{aligned} & 144.150 \\ & 10.4977 \end{aligned}$ | $\begin{aligned} & 14,160 \\ & 103,497 \end{aligned}$ | $\begin{aligned} & \mathbf{1 4 6 1} 1600 \\ & 163,497 \end{aligned}$ | $\begin{aligned} & 14,160 \\ & 101,497 \end{aligned}$ | $\begin{aligned} & \text { 144. } 160 \\ & \text { 10.49\% } \end{aligned}$ | $\begin{aligned} & 144,100 \\ & 101497 \end{aligned}$ | 140.100 903447 | 144,160 10.497 | 144.160 $10369 \%$ |
| Ouppatencos |  |  |  | 20，104 | 28，194 | 28．904 | 20，194 | 2 z .194 | 28，104 | 25，104 | 28， 194 | 20，109 | 2t，184 | 28，194 | 26，194 | 20，194 | 25，104 | 28，109 |
| ${ }^{4}$ Sual． |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| In－pasent Oul－pationd |  |  |  | $\begin{array}{r} 144.180 \\ 06500 \end{array}$ | $\begin{gathered} 14,180 \\ 06,56 \mathbb{C} \end{gathered}$ | $\begin{array}{r} 14,180 \\ 96,500 \end{array}$ | $\begin{gathered} 144.160 \\ 65500 \end{gathered}$ | $\begin{gathered} 146,160 \\ 85500 \end{gathered}$ | $\begin{array}{r} \mathbf{4} 4,160 \\ \hline 65 / 500 \end{array}$ | $\begin{aligned} & 144,100 \\ & 8,500 \end{aligned}$ | $\begin{aligned} & \mathbf{1 4 1 , 1 6 0} \\ & 0\}, 5 * 0 \end{aligned}$ | 144，150 05．80 | $\begin{gathered} 14.100 \\ \$ 5.500 \end{gathered}$ | $\begin{gathered} \mathbf{T} 4,100 \\ 91,500 \end{gathered}$ | $\begin{aligned} & 144,100 \\ & 05,1000 \end{aligned}$ | $\begin{gathered} \text { 444,160 } \\ \text { of, feot } \end{gathered}$ | $\begin{gathered} 144,150 \\ 0 \leq, 1500 \\ \hline 1,00 \end{gathered}$ | 144，180 |
| Carationt |  |  |  | 25．14 | 20，104 | 20．14 | 2819 | 28，104 | 25．104 | 28，19 | 20，104 | 20，104 | 20，104 | 20，50 | 20，104 | 26，104 | 24，194 | 21，196 |

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| Equermit | 0 | $0 \times$ | - | 0.000 | 0.000 | 0.000 | $0 . \infty \times \infty$ | 0.000 | 0000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Heprod sreter | 9x | 20\% | p | 0,000 | 9,009 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.003 | 0,008 | 0.000 | 0,000 | 0.000 | 0.000 | 0.000 | 0,000 | 0,090 | ¢. 0.009 | p.090 | 0000 |
| Food Sencon | 205 | 10\% | P | 0.000 | 0.000 | 2.500 | 2.584 | 2.804 | 2.45 | 2.384 | 2.357 | 2.356 | 2.265 | 2.285 | 2.243 | 2.221 | 2.258 | 2350 | 2427 | 2.000 | 2.675 | 2052 | 2.732 | $2{ }^{2} 14$ |
| Unun and Laurdir | $0 \times$ | 30\% | P | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | D.060 | 0.005 | 4 0.006 | 0.000 | 0,000 | 0,000 | 0.009 | 0.0068 | 0.000 | 0.000 | 0,000 | 0.000 | 0.005 | 0. 000 | 0.000 | 0 00s |
| (xameatse casing | 20\% | 10\% | D | 0.000 | 0.000 | 3.704 | 3818 | 2080 | 3508 | 3.620 | 3.478 | 3.434 | 3.381 | 3.345 | 3.312 | 3.200 | 3.37\% | 3.400 | 3.504 | 9.002 | 3.1003 | 3.917 | 4.85 | 4.158 |
| Portainio | 205, | 30\% | F | 0.000 | 0.000 | 1.860 | 2.055 | 1.085 | 1.227 | 1,608 | $1 . \mathrm{Fs} 2$ | 8.8s\% | 1.824 | 1.802 | 1.764 | 1,767 | 1.60 | 1.318 | 1.501 | 1,06m | 2.048 | 2.160 | 2.13 | 2.250 |
| Searaty | $20 \times$ | 10\% | p | 0.000 | 0.000 | 0.473 | 0.487 | 0.471 | 0.450 | 0.450 | 9.444 | 0.437 | 0.432 | 0.42\% | 0.423- | 0.419 | 0.432 | Q,43 | (2,45 | 0.412 | 0.480 | 0.500 | 0.515 | 0.531 |
| 51.7 Raumencer | 20\% | 20\% | - | 0.000 | 0.000 | (2)13 | 0.154 | 0.120 | 0.116 | 0.118 | 0.113 | 0.112 | 0.110 | 0.108 | 0.108 | 0.107 | 0.110 | 0.112 | 0.177 | 0.120 | 0.126 | 0.128 | 0.151 | 0.153 |
| Watue micaymonl - Cricai | 0* | 听 | p | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.005 | 0,000 | 0.008 | 0.000 | 0,090 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.600 | D. 000 | 0000 |
| Smikthoury | 20\% | 30\% | - | 0.000 | 0.000 | 0.005 | 0.831 | 0.001 | 0,672 | 0.800 | 0.018 | 0.608 | 0.852d | 0.518 | 0.809 | 0.002 | 0.620 | 0.651 | 0.876 | 0.802 | 0.020 | 0.957 | 0.088 | 1015 |
| Trantport | 20\% | 20\% | ${ }^{\text {p }}$ | 0,000 | 0,000 | 0.185 | 0.190 | 0.104 | 0.178 | 0.175 | c.175 | 0.171 | 0.168 | 0.159 | 0.155 | 0.108 | 0.109 | 0.12 | 0.178 | 0.104 | 0.70 | 0.105 | 0.201 | 0.207 |
| Eunisa Mainuesprica | $0 \times$ | 0\% | P | 8.000 | 8.000 | 0.000 | ${ }^{0} 9000$ | 0.000 | $0 \times \infty$ | 0,000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Enerey | $100 \times$ | 0* | p | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0000 | 0.000 | 0.000 | 00000 | 0.000 | 0000 | 0.000 | 0.000 | 0.000 | 0.000 | D.050 |
| Dorw wast | $0 \times$ | - | - | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0,000 | 0.009 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| (unum | 20x | $30 \%$ | 8 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 18000 | 0.000 |
| Sum | 20\% | 30\% | , | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
|  |  |  | cosk |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Equtrment |  |  | ${ }^{0}$ | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | D. 0 | 80 | 80 | 0.0 | 0.0 | a. 0 | 0.0 | 0.0 | 0,0 | 00 | 0.0 | 0.0 | 9.0 |
| Fripued voller |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 80 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | O. ${ }^{\text {d }}$ |
| Fopd Surkes |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 0.0 | 000 | 0.0 | 0.0 | 0.0 |
| Lrien Eidulaunory |  |  |  | 0.0 | 0.0 | a, $0^{0}$ | 0.0 | 80 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 9.0 | 0.0 | 0.8 | 0.0 | 0.0 | 0.0 |
| Demenact Cbartio |  |  |  | 0.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 6.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 |
| Forming |  |  |  | 0.0 | 0.0 | 0.0 | 0.9 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | $0 \cdot 0$ | 0.0 | 0.0 | 0.0 | 0.0 | 8.0 | 0.0 |
| Stsonty |  |  |  | 0.0 | D. 0 | D. 0 | 0.0 | 8.0 | 0.0 | 0.0 | 0. | 0.0 | 0.0 | 0.0 | 60 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | c. 0 | 6.0 | 0.0 | 0.0 |
| Stan Rausmost |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.9 | 9.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.8 | 0.4 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.9 | 0.0 | 0.0 |
|  |  |  |  | 0.0 | 0.0 | 0.4 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 8.0 | 0.0 | c,0 | 0.0 | 00 | 0.0 | 0.9 | 0.5 |
| Swicmbond |  |  |  | 9.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 9.0 | 0.0 | 0.0 | 9.0 | 9.0 | 9.9 | 0.0 | 0.9 | 0.9 | 0.9 | 0.0 | 0.4 | 0.0 | 9.0 | 0.0 |
| Trauper |  |  |  | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 9.0 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 0.0 | 0.0 | 6.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Extivet Maswitaney |  |  |  | 2.0 | 0.0 | 0.0 | 40 | 0.0 | 0.0 | 0.0 | 0.9 | 0.0 | \$0, | 80 | 0.0 | 2.0 | 0.0 | 00 | 0.0 | 00 | 0.8 | 0.0 | 0.0 | 0.0 |
| Chmy |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Oи\% Wativ |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 |
| Otur |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | ¢.0 | 0.0 |
| Otim |  |  |  | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | B. 0 | D. 0 | 2.0 | 0.0 | 0.0 | 9.0 | c. 0 | 0.0 | 0.0 | 0.0 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Eatarem |  |  |  | 0.0 | 0.0 | 00 | 8.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.6 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.5 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
|  |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0,0 | 00 | 0.0 | 0.0 |
| Focas Suncti |  |  |  | 4.4 | 48.6 | *0,3 | 59.8 | 53.3 | 54.0 | 50.8 | 50.3 | 80.0 | B1, ${ }^{\text {c }}$ | 83.2 | 63.6 | Br. 6 | ef. $\mathrm{B}^{\text {c }}$ | 71.9 | 73.0 | 7.1 | 73 | 80.7 | 63.1 | 0.8 |
| Lniersand Lemant |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 |
|  |  |  |  | 10.0 | 32.1 | 14.3 | 76.8 | 70.6 | 81.1 | 828 | B. 1 | Ba7 | D13 | 0.1 | we. | ¢f. ${ }^{\text {c }}$ | 102.8 | 105.9 | 100.0 | 112.3 | 114 | 11.2 | 122, ${ }^{\text {\% }}$ | 58.4 |
| Pernamp |  |  |  | 37. | 318. | 40.0 | 112 | 424 | 417 | 450 | 45.4 | 17.6 | 19.2 | 50.7 | 527 | 83.8 | 6.4 | ${ }^{89} 8$ | B0. $\%$ | 80.6 | 69.3 | ¢1. ${ }^{\text {\% }}$ | 60.1 | 80.1 |
| Smant |  |  |  | ${ }^{4}$ | 9.\% | 9.4 | 4.4 | 10.1 | 10.4 | 10.7 | 11.4 | 11.3 | 1.7 | 12.0 | 12.4 | 12.5 | 19.1 | 19.8 | 13.9 | 16,5 | 14.8 | 152 | 19.1 | $1{ }^{1} 1$ |
| Slal rancencen |  |  |  | 2.3 | 23 | 2.4 | 2.5 | 2.6 | 20 | 27 | 2.4 | 2.0 | 3.0 | 3.1 | 33 | 12 | 3.3 | 34 | 38 | 2.7 | 38. | 19 | 4.0 | 4.1 |
|  |  |  |  | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.8 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.9 | 0.0 | 0.0 | 0.0 |
| Swurteonrd |  |  |  | 12.1 | 12.0 | 10.1 | 10.7 | 12.3 | 18.4 | 20.4 | 21.0 | 21.7 | 2.3 | 23.0 | 23.7 | 24.4 | 35.1 | 25.9 | 20.7 | 27.5 | 20.3 | 20.1 | 30.0 | 30.5 |
| Traucort |  |  |  | 3.5 | 3.6 | 3.7 | 38 | 3.8 | 4.0 | 4.2 | 4.3 | 4.4 | 4.8 | 4.7 | 4.6 | 8.0 | 5.1 | 5.3 | 5.4 | 6. | 5.8 | 3.9 | 8.1 | 6.7 |
|  |  |  |  | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 90\% | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Entuy |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | $0 \cdot 0$ | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Cown wale |  |  |  | 80 | 80 | 80 | 90 | 80 | 0.0 | 9.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 8.0 | D.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 |
| Onf |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 80 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.9 | 0.0 |



| Oay.pationts <br>  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Hoziod wrallas | $0 \%$ | 30\% | P | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | D. 000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0000 | 0.000 |
| Food Setreat | 20\% | $30 \times$ | p | 2\#pen | 200s | 2.078 | ง. 167 | 3.262 | 3.360 | 3.400 | 2.66t | 3.81 | 3.701 | 3.003 | 4.012 | 4.132 | 4.250 | 4.384 |
| Lunen midicuncriy | 0x | 30* | p | 0.000 | 0.000 | 0.090 | 0.000 | 0.000 | 0.000 | a.0.0 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Domosik Cowaing | $20 \%$ | 30\% | \% | 4.200 | 4.400 | 4.581 | 4.677 | 4.817 | 4.062 | 5.110 | 5.254 | 5.422 | 5585 | 5.752 | 5.024 | 4.102 | 6285 | 8.484 |
| Parate | 20\% | 30\% | p | 2.300 | 2385 | 2.418 | 2.518 | 2.505 | 2.673 | 2.753 | 2.480 | 2.821 | 3.004 | 3.069 | 2181 | 3267 | \$368 | 3.467 |
| Soarty | $20 \%$ | 30\% | - | 0.847 | 0.507 | $0.0{ }^{0} 0$ | 0.597 | 0.615 | 0.054 | 0.659 | 0.172 | 0.603 | 0. 713 | 0.735 | 0.75I | 8.779 | 0.603 | 0.827 |
| $514 \pi$ Romsencos | 20\% | 30x | p | 0.130 | 0. 144 | 9. $1 * 10$ | 0. 152 | 0.157 | 9. 1812 | 0.960 | 0.171 | 0.1) | 0.102 | 9.109 | D. 105 | D. 19 | d. 205 | 0.111 |
|  | $0 \times$ | 0x | , | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 9.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
| Smertionat | 20* | $30 \times$ | D | 1.004 | 1.0n1 | 7.140 | 1.143 | 1.177 | 1.213 | t.248 | 1287 | 1.375 | 1.385 | 1.408 | 1.418 | 1.981 | 1.638 | 1.562 |
| Yreuport | 20x | 30 K | - | 0,213 | 0.220 | 0.229 | 0230 | 0.240 | 0.24 | 0.288 | 0.362 | 0.275 | 0.276 | 0.287 | 0.285 | 0.304 | 0,313 | 0,323 |
| Eratat Manionemey | OX | O* | 口 | 0.000 | 0.000 | 0.000 | 0.000 | 0.009 | 0.000 | 0.000 | 2000 | 0.000 | 0.000 | 0,000 | 0.000 | 8.000 | 0.000 | 8.000 |
| Eneryt | 190x | $0 \times$ | p | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0,000 | 0.000 | 0.000 | 9.600 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0,000 |
| Conuwhto | $0 \times$ | 0\%1 | - | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | $0,0 \times 5$ | 0.000 | 0.080 |
| Colw | 203 | 30\% | - | 0.000 | 0.0008 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0,000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.008 |
| ¢unw | 20\% | 30\% | - | 0.000 | 0.000 | 0000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 | 0.000 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Equmment |  |  | 00 | c. 0 | 0. ${ }^{\text {d }}$ | 0.0 | 0. 0 | -. 0 | 0,0 | 0.0 | 0.0 | 0.0 | D.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| rasioa rollat |  |  | $\infty$ | 0.0 | 0.9 | 0.0 | 0.0 | 0, 0 | 0.0 | 0.0 | 0.0 | 0.0 | 9.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 |
| Foos 5 miden |  |  | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 8.0 | 0.0 | 0.0 | 0.0 |
| chan mad lausity |  |  | $\infty$ | 0.0 | 0.0 | 0.0 | 0,0 | 9.0 | 0.0 | 9.0 | D.0 | 0.9 | 0.0 | 9.0 | d. 0 | 0.0 | 4.0 | 0.0 |
| Comand cientus |  |  | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 6.0 | 0.0 | p.p | 0.0 |
| Ablying |  |  | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Srauny |  |  | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 9.0 | 0.0 | 0.9 | 0.0 | d. 0 |
| Sulir Retasaces |  |  | 00 | 0.0 | 0.0 | 00 | 0.0 | 000 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 8.0 | 8. | 0.0 | 0.0 |
|  |  |  | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 0.0 | 6.0 | 0.0 | 6.0 |
| Smaticoart |  |  | 00 | 0.0 | 0.8 | 0.0 | 0.0 | 0.0 | 0.0 | 9.0 | 0.9 | 0.6 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Tamieer |  |  | O\% | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Ela |  |  | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Endyr |  |  | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | c. 0 |
| Onw wosk |  |  | 0 | 0.4 | 0.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | c. 0 | 0,0 | 0.0 | 0.0 |
| Oram |  |  | - | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | $0.0{ }^{\circ}$ | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.8 | 0.0 | 0.0 |
| Ounm |  |  |  | 0.0 | 0.0 | 0 | 00 | ๑. $\square$ | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.6 | 0.0 | 0.0 | 0.0 | 0.0 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Esuboman |  |  |  | D. 0 | D. 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Hapled romeis |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 8.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| Food Semera |  |  |  | 88.2 | \%0. 0 | 93,5 | pe, 3 | D. 2 | 102.2 | 105.3 | 10.4 | 191.7 | \$15.0 | 118.5 | 1220 | 128.7 | 129.6 | 1384 |
| Suan ind liuncy |  |  |  | 0.0 | 0.0 | 9.9 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 00 | D. 0 | 0.0 | 0.0 |
| Commulc Cowing |  |  |  | 430.2 | 139.1 | 138.1 | 1423 | 14 A .8 | 180.9 | 1 Hes | 16.91 | 104.6 | 189.9 | 176.0 | 180.2 | 125.8 | 181.2 | 10.9 |
| Poteron |  |  |  | T0. | 72.2 | 74.4 | 76.0 | 30.8 | 81.3 | $6.7{ }^{\circ}$ | ${ }^{80} 3$ | 80.9 | P1.3 | 90,3 | 97.1 | 100.0 | 103,0 | 10. 1 |
| Socurtr |  |  |  | 18.5 | 13.1 | 174 | 102 | 16.7 | 19.3 | 19.9 | 20.5 | 21.1 | 21.7 | 22.4 | 33.0 | 23.7 | 26.4 | 25.2 |
| 5 5al readideses |  |  |  | 4.2 | 6.4 | 4.5 | 4.0 | 40 | 40 | \$. | 3.2 | 5.4 | 6.5 | 5.7 | 5.8 | 6.0 | 63 | 6.4 |
| Write Merapement - Chacil |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 |
| 5 mbectrans |  |  |  | 31.6 | 3 3 .5 | 23.6 | 34.4 |  | 38.8 | 380 | 3 P .1 | 40.3 | 41.5 | 42.8 | 44,0 | 45.4 | 40.7 | 4.1 |
| tranepon |  |  |  | 0.3 | 6.) | 0.0 | 7.1 | 7.3 | 1.5 | 1.7 | 0.0 | 0.2 | 8.5 | . 7 | 0.0 | $\mathrm{O}_{2}$ | 0.6 | 0. |
| Ebisice Mainiemzeco |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | D. 0 | 0.0 | 0.0 | 0.0 | c. 0 | 0.0 | 0.0 | $1=0.0$ | 0.0 | 0.0 |
| Enamer |  |  |  | 0.9 | 0.0 | 4.0 | 0.0 | 0.0 | 60 | 0.0 | 20 | 0.0 | 0.0 | 0.0 | 0 | 0,0 | 0.0 | 0.0 |
| Oner wistu |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.6 | 8.0 | 0.0 | 0.0 | 0.8 | 0.0 | 0.0 | 00 | 0.0 | 9.0 | 0.0 |
| Oung |  |  |  | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |





| Sepor 1 | $\begin{gathered} \mathrm{N} * \cdot \mathrm{Pe} \\ 2 \end{gathered}$ | $54$ | $\omega$ | $\operatorname{sepeng}_{5}$ | $N_{\ll-01}$ | $5 \times-01$ | $\mathrm{HO}$ | $5$ | $4 \times 10$ | $5$ | $\begin{array}{r} M=-\infty \\ 12 \end{array}$ | $\operatorname{sep}_{13}$ | $40-14$ | $\begin{gathered} \text { seops } \\ 15 \end{gathered}$ |  | $\mathrm{sem}_{17}$ | $\begin{gathered} M+0.07 \\ \text { ti } \end{gathered}$ |  |  | supot |  |  | $\mathrm{N}_{\mathrm{NE}-10}^{24}$ |  | $\underset{20}{ }$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  |  |  | 3 | 7 | 4 | 4 | 1 | 5 | ＊ | ${ }^{\circ}$ |  | 7 | ！ | 0 | － | $\bigcirc$ | 10 | 10 | 11 |  | 12 |  |  |  |
| 1 |  | 1 | $\pm$ |  | 3 |  |  |  |  | 1 | ＋ | ＋ |  |  | 3 | ＊ | 5 | \％ | 50k |  |  | 50x | （3） |  |  |
| $\stackrel{\operatorname{tog}}{3 \times}$ | $\begin{gathered} \operatorname{cox} \\ 3 \% \end{gathered}$ | $30$ | $\underset{3 *}{5 N}$ | $\begin{gathered} 5 \times 8 \\ 7 \times 2 \end{gathered}$ | $\begin{gathered} 50 \% \\ 34 \end{gathered}$ | $\begin{gathered} 50 \% \\ 3 \times \end{gathered}$ | $\begin{gathered} \operatorname{sox} \\ 2 x \end{gathered}$ | $\underset{\sim x}{s x}$ | $\begin{gathered} \sec x \\ 3 \times \end{gathered}$ | ${ }_{30}{ }_{3 \times}$ | ${ }_{3 \times}^{50 K}$ | $\begin{gathered} 30 \% \\ 2 \% \end{gathered}$ | $\begin{gathered} 50 \% \\ 9 x \end{gathered}$ | $\begin{gathered} 50 \% \\ 3 * \end{gathered}$ | $\begin{gathered} \cos \pi \\ 3 * \end{gathered}$ | $\begin{aligned} & \mathbf{s i n} \\ & 7 \% \end{aligned}$ | $\begin{gathered} 50 \% \\ 3 * \end{gathered}$ | $\stackrel{5 \times}{3 \times}$ | $\begin{gathered} \text { \$0k } \\ 7 \times \end{gathered}$ | $\frac{00 \%}{2 x}$ | $50 x$ | $\begin{gathered} \text { sint } \\ \text { 相 } \end{gathered}$ | $\begin{gathered} 2 N x \\ j x \end{gathered}$ | $\begin{aligned} & 30 \% \\ & 3 x \end{aligned}$ | $\operatorname{six}$ |
| 547.9 | 547.0 | 501.8 | 918 | 5758 | Srat | 3000 | 50.0 | 0.8 | 0048 | 5298 | 80 | 01.0 | 41.8 | 200．${ }^{\text {a }}$ | \＄00． | 100.1 | 080.7 | now 1 | 1091 | 122.1 | 721 | 71.8 | 73.8 | 1ens | 1501 |
| 0.0 | 0.0 | 0.0 | 0.0 | 00 | 00 | 00 | 0.0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 00 | 18.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 0.8 | 0.0 | 0．0 | 00 |
| 3s．0 | 315.8 | 55\％ | 325. | 3358 | 239.2 | 345 | 3452 | $3 \mathrm{SS3}$ | 35.6 | 180.3 | 5603 | $3 \mathrm{TH,3}$ | 3 sra | 38.8 | 3 381． | 4012 | ＋002 | 4127 | 4127 | 42，4 | 448 | 483 | 67\％ | 150.5 |  |
|  | 311 | 38.3 | 39.3 | ＋0．4 | 41.4 | 4.9 | 41.7 | 41.8 | 42.9 | 4.1 | 47 | 45，5 | 445 | 46.5 | 40.9 | 4.3 | 423 | 4.7 | 4.7 | 312 | 512 | \＄28 | 52.8 | 54.4 | 34 |
| 400.8 | 450.8 | $4 \times 8.0$ | dsat | 4050 | 454.0 | 5090 | 500.9 | 5231 | 6252 | shar | 50.8 | 559.1 | 535.4 | 515.9 | 578 | 59.1 | 681.1 | 8004 | ＋1． | 88.1 | 6878 | 83 | ＊8．8． | ＊0t． 3 | tos．） |
| 31.4 | 231.4 | 20.9 | 254. | 20 ch 7 | $2 \mathrm{Sa}, 7$ | 274.5 | 274.7 | 28.2 .9 | 2628 | 29.4 | 2014 | 300.1 | 3001 | 300． 1 | \＄00． 1 | 7184 | 3144 | 3290 | 2m0 | ${ }^{397.5}$ | 27\％ | 307.8 | 219．8 | 358.4 | 358.4 |
| 50.4 | 88.8 | H1／4 | 114 | 632 | $\omega .2$ | 83， 1 | ＊5． 1 | 8， 1 | \％ | ＊1． | 9.1 | 112 | 712 | 38 | ns | 138 | 83 | 77.5 | 7．a | 0.1 | 80.1 | Br | 82 | ${ }^{55.0}$ | 65.0 |
| 15.2 | 19.2 | 13.8 | t5． | 10.4 | W | 18.5 | 10.8 | 17.1 | 17.1 | 17.6 | 17.8 | 16．1 | 12． | 10.7 | 12. | 192 | 141 | 19.5 | 128 | 20.4 | 20.4 | 27.4 | 27.8 | 21.7 | 2.1 |
| 17.5 | 11.5 | 11.6 | 11． | 122 | 12：2 | 12.5 | 12.5 | 12.8 | 128 | 13.3 | 113 | 13： | 977 | 14.1 | น． 1 | 14.3 | 145 | 13.0 | 15.0 | 13.4 | 154 | 4.1 | 15.8 | 16.1 | 14.3 |
| 174.4 | 114.9 | 1175 | tivs | 124.0 | 121.0 | 124.5 | $12 \times 8$ | 1248 | 194 | 1238 | 1322 | ${ }^{139} 2$ |  | 1403 | 403 | 144.8 | 14.5 | 1468 | 144 | 1383 | 1513 | 157.8 | 135 | 1625 | 128 |
| 202 | 27. | 20. | 238 | 36.7 | 21.4 | 2 d | 254 | 272 | 28. | 27.0 | 2 2 ， | 2ts | 27.4 | 228 | －2ks | 20.3 | 275 | 308 | 33 | 31.2 | 312 | 312 | 228 | 20： | 321 |
|  | 184．8 | 4 | 5002 | 05.4 | 4． | 4 | 85\％ | Hest | 8831. | chas | 00， | moso | cos | 080 | Dase | 10.0 | Dato | 1，023， | $1 \times 8$ | 1，804，8 | 10545 | 1，509， | 1.8081 | 1．197 | 1，198．7 |
| $80$ | 0\％ | $\begin{aligned} & 06 \\ & 0.0 \end{aligned}$ | $00$ | $00$ | $0.0$ | $80$ | $\mathrm{av}_{00}$ | $0.0$ | $\begin{aligned} & 00 \\ & 0.0 \end{aligned}$ |  | 00 | ${ }_{0.0}^{0.0}$ | 80 | 0.0 | 40 | 0.0 |  |  |  |  |  |  |  |  |  |
| $\begin{aligned} & 00 \\ & 80 \end{aligned}$ | ${ }_{08}^{00}$ | $0.0$ | $00$ | $\begin{aligned} & 00 \\ & 09 \\ & \hline 09 \end{aligned}$ | $\begin{aligned} & 0.0 \\ & 0.0 \\ & \hline \end{aligned}$ | $\begin{aligned} & 00 \\ & 00 \\ & \hline 10 \end{aligned}$ | $\begin{aligned} & 00 \\ & 000 \end{aligned}$ | $\begin{aligned} & 2.0 \\ & 9.0 \\ & \hline 0 \end{aligned}$ | $08$ | ${ }_{80}^{0.0}$ | 08 | 80.0 | 0 | 30 |  |  | 0 | 8 | 00 | $\begin{aligned} & 0.6 \\ & 88 \end{aligned}$ | 00， | 0.0 | 0.0 |  |  |
| \％R41 | S |  |  | 20 | 5 |  | 21 | \％ | 1 | （ | 碳 | 5 | 3 | 219 | 3793 | \％ | 5 | 3 | 1） | 317． | 171 | 4， | 줄 | 2. | 2T\％\％ |
| sera | 5078 | 2209 | 58 | 1 | 45 | 648． | 3454 | 00.5 | 005 | Trs | 0773 | SOMA | S018 | \＄12． | 128 | ast | 10\％ | cas） | ＊90． | 0 | a＊ | 49 | 0 | 100 | 110.0 |
| 0.0 | 0.0 | 0.0 | 0.4 | 0.0 | 0 | 00 | 0.0 | ${ }^{0} 0$ | 0.0 | a． | 00 | 0.0 | 0 | 0 | 0 | 0.0 | 0.0 | 04 | 0 | 08 | 0. |  | 00 | 00 | 08 |
| \％ | \＄000 | \＄7300 | 17．0 | 3 sen 3 | 3643 | 400. | 4000 | \＄120 | 4120 | 144， 3 | 40 | 4370 | 437.0 | 402 | 402 | 403.7 | 4835 | 478. | 478.8 | 4918 | 4，${ }^{\text {d }}$ | 506 | 5047 | 271.4 | 121.9 |
| 13， | 313 | 36. | 304 | 17.5 | 173 | M， | 边 | 3 tas | 50．0 | 11.0 | 41.0 | 122 | 42.2 | 41.8 | 455 | 4.8 | $4{ }^{4}$ | 4 | 4 | 174 | 128 | $4{ }^{4}$ | 68， | Ba， | st |
| 540.5 | 340.5 | 5sac | ssat | bris | 313 | 810． | 300． 7 | 0014 | 00014 | EEA 8 | cas | HSS |  | \％ent | ond | 4 | 0 ms | 70.1 | J001 1 | 7204 | 7at | 7402 | 742 | 7707 | 7 mog |
| $\chi_{1}$ | 2013 | 2000 | 2700 | 3040 | 509.8 | \＄185 | 114 | 378 | \％ 7 \％ 7 | 237.6 | 27\％ | 307 | H1．7 | SkA | 28， 1 | suap | $\pm$ |  | 370 | 5013 | 3093 | 48. | ＋0， | 119.2 | 413.2 |
|  | en | 71.1 | 74.1 | 73.3 | 73 | 15.4 | 184 | 7.7 | Tr． | sald | 00 | 20．4 | 174 | 6．${ }^{\text {\％}}$ | 6.9 | 80 | 6， | M1 | 09 | 0 | 4. | 8， 8 | \％， | 樶 | 第 |
| 17. | 17.4 | 14 | 121 | this | 19.7 | 19.2 | 19.3 | 16\％ | 120 | 20.4 | 204 | 7.8 | 21.8 | 21.4 | 31.8 | 221 | 23 | 20． | 310 | 8.7 | 417 | 24. | 21.4 | 31． | 28.1 |
| 108 | 10.8 | 104 | 10.9 | 11.4 | 11.5 | 11.8 | 14.6 | 120 | 120 | 12.3 | 123 | 127 | 127 | 121 | 17.1 | 18.4 | 13.5 | 178 | 13. | 14.3 | 14．4． | 14.1 | 14.8 | 15.2 | 112 |
| 1721 | 12 Cl | 159．1 | 154，4 | 2402 | 1402 | 14.4 | 14.4 | 148.7 | 143 | $1{ }^{1+1}$ | 1512 | 157.7 | 1387 | 18 | 1085 | 1854 | 14F7 | 172.4 | 1724 | 178 | 178 | 16 | 18．0． |  | Ius． |
| 280 | 319 | 27.7 | 27.7 | 28.8 | 24. | 29A | 20 | 30. | 303 | 312 | 15 | 137 | 122 | 321 | M1 | 3.1 | 34.1 | 30.1 | 3.1 | 30.2 | 3 Sar | 31 | 37. | 30.4 | 3 t |
| 727 | $\pi{ }_{12}$ | 74．00 | 74an | 71.3 | 771.5 | 204． | 504． 5 | did | 0105 | 84.10 | 410 | 5 | 4 | 00.4 | \％0，4 | 0 012 | \＄212 | 941： | What | 1073 | Went | 4 50908 | 1.0085 | 1．519．6 | 1．038．0 |
| a | 0.0 | 6 | 00 | 0.0 | 00 | 90 | 20 | 00 | 00 | 00 | 00 | 0. | 0.0 | 9.0 | cod | 0.0 | 0 | ad | 0.0 | ${ }^{0}$ | 0 | 0.0 | 0.0 | 0.0 | 0.0 |
| 0 | 09 | ${ }^{0}$ | 70 | a．o | 00 | 0 | 0.0 | 00 | a | 0.0 | 20 | 0. | 8 | 0 | 00 | 0. | 08 | of | 吅 | 00 | 0.0 | 2.0 | 0 | 00 | 0 |
| 00 | 00 | 0. | 00 | 0.5 | 00 | 60 | RD | 00 | 0 | 0.0 | 0.0 | 90． | 0.0 | 0.0 | 00 | 0.0 | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 08 | 08 | 0.0 | 0.0 |
| \％ |  |  | d | 98 | 2 | 0 | 0.0 | 0 | 墭 |  |  |  |  |  |  |  | 8 |  |  |  |  |  | 7） 78 | 80． |  |
| a， | 00 |  | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 40 | 0,0 | 0 | 40 | 0 | 0.0 | a， | 0.0 | 0.0 | 0 | 0.0 |
| 0.0 | 20 | 0.0 | 00 | 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.5 | 0.0 | 0.9 | 0.0 | 0.0 | 80 | co | 0 | 00 | 09 | 0.0 | 29 | 9.0 | 0.0 |
| 7en | 70.0 | 814 | 014 |  | 44.4 | 418.1 | 118.1 | 41.7 | 1198 | 417， | 4158 | 4100 | 4100 | 48.8 | 420.6 | 425.5 | 42 ta | 43 Pa | 4905 | 454 | 4894 | 40.7 | ckit | $4{ }^{4} 1$ | $4{ }^{4} 11$ |
| 0.0 | 0.0 | $0 \cdot$ | 0 | Q 0 | 0 | 0.0 | 0. | $0 \cdot$ | 00 | 00 | do | © 0 | 0 | 0 | 0 | 0.0 | 明 | 00 | th | $0 \cdot$ | 90 | 0.0 | 0.0 | 0.0 | 0.0 |
| 118.6 | 1柂 | 12at | 120.1 | 12.1 | 120.0 | 1275 | 1778 | 131.3 | 1313 | 1883 | 1351 | 13p．d | 430 | 1438 | $14 \times 5$ | 1478 | 147 | 8312 | 1582 | TSAE | 158. | 101，${ }^{\text {d }}$ | 1 at ， | 1＊） | 1041 |
|  | c20 | 81.7 | 4 H | Ex， 7 | ent | cha | cat | \％07 | 72 | 72， | T2 | 79.0 | 70 | 7 s | 7 | 70 | 70． | a 20 | c20 | HA | 04 | 07.0 | \％ro | \＄0．${ }^{\text {a }}$ | 0． 0 |
| 14.8 | 14， | 19.3 | 15.5 | 13．8 | 15 | 123 | 16.3 | 14 | 130 | 111 | 15 | 778 | 178 | t3 | 183 | HEP | 10 | 12.4 | 14.4 | 20.0 | 80 | 20.6 | 20.4 | 21.2 | 21.2 |
| 3.1 | 30 | 2.8 | 3.8 | 4.15 | 4.0 | 42 | 13 | 43 | 4 | 4，4 | 44 | 45 | 43 | 4.7 | 4.7 | 4.6 | 4.1 | 10 | 30 | 3，1 | 8.1 | 6． | 8.8 | S． | 1.4 |
| 0.0 | 0.0 | 0.0 | 0. | 4.5 | 41.5 | 427 | 4.7 | 44.0 | 4 | 世， | 43 | 66.7 | 43.7 | 4s） | 4 | 4.5 | 4.5 | 510 | 510 | 52. | 52. | 0.1 | 9，1 | 53.6 | spo |
| $2{ }^{26} 5$ | 20.5 | Stas | 㟫 | 50.2 | 3 ys | 312 | 31.2 | $\underline{2} .1$ | $\underline{31}$ | 33,4 | 231 | $3 \times 0$ | $\mu$ | 459 | \＄8， | s | 3.1 | 372 | \＄2 | 381 | 343 | 30.5 | 12.5 | 40.3 | 40.3 |
| 48 | \＄10 | 6，0 | 6， | 02 | 52 | 0 | 1 | 45 | 68 | 0.7 | 0 | 6.8 | ${ }^{\circ}$ | 7.1 | 7.1 | 71 | 7 | $7{ }^{7}$ | $7{ }^{7}$ | 78 | ${ }^{5}$ | 40 | 0 | 3 |  |
| 0.0 | 00 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 |  | 0.0 | 0.0 | 0.0 | 0 | 20 | 00 | 00 | 0 | 08 | 00 | 00 | 0， | 0.0 | 0.0 | 0.0 |
| 0.0 | 0.0 | 0.0 | 0.0 | 2812 | 2003 | 281.7 | 2093 | 30.05 | 3coss | $\pm 3005$ | sous | Heat | \＄14．5 | 3203 | 30 | 3112 | ssat | 345 | 3453 | $351 / 4$ | 359. | 3005 | 368.1 | 300.6 | 300． |
| 0.8 | 8.0 | 0.0 | 0.0 | 0 | 0.0 | 03 | 0.3 | 20 | $0 \cdot 6$ | 20 | ap | 102 | 10.2 | 10.4 | 10.8 | 10. | 10.8 | 14.4 | 11.1 | 11.4 | 11.4 | HA | 11．1 | 121 | 121 |
| 9.0 | 0.0 | 08 |  |  |  | 09 | 20， | 0. | 8， 0 | 0 O | 20 |  |  | 0. |  | 0.0 | 0.0 | 0 | 1） | af | ga | 0. | 0. | 90， | 0， |
| 110．0 | 11.6 | 2 | \％ | 892 | W | 818 | H19． | \％ | 껠 | ［．1513 | \％ | \％2 |  | 29 | 4 |  |  |  |  |  |  | \％／2 | 12 |  | 2309 |
| 20 | 0.0 | 00 | 0.0 | aid | 0.0 | 00 | 00 | 0 | 00 | 00 | 00 | 00 | 00 | 0.0 | 0 | 0.0 | 0.0 | 0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 00 |
| 00 | 8.0 | 20， | 0.0 |  |  |  |  | 00 | 00 |  | 00 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 00 | 0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 00 |
| 00 | 4.0 | 00 | 0.0 | 3 3id 7 | sock | $5 \times 4$ | 5004 | $3 \mathrm{SH5}$ | 3os． 7 | ${ }_{3} \mathbf{4}$ | $3 \mathrm{Se}, 1$ |  | 300.8 | 2099\％ | 1 \％at | 306.4 | 3018 | 31.1 | 315 | \＄300 | 3000 | 2．4 | 365 | 20．0． | 9.9 |
| a， 0 | 40 | O10 | 0,0 | 0.0 | b． 0 | 0.0 | to | 0 | 0.0 | 00 | 00 | Q， 0 | 00 | 0 | 0.0 | a0 | 0. | 0 | 00 | 00 | 80 | 00 | ad | 0.0 | 0.0 |
| 00 | 00 | 09 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 8.0 | 0. | 0.0 | co | 0.0 | 00 | 00 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | co | B． 0 | 00 | ad | 0.0 | 0.0 |
| 00 | 08 | 00 | 0.6 | 00 | 0.5 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 20 | 0.0 | 0.0 | 0 | 0.0 | 00 | ＊ | 0.0 | 06 | 0.0 | 80 | 00 | 00 | 0.0 | 0.0 |
| 0.0 | 0.8 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 88 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 00 | 00 | 0 | 08 | at | 0.0 | 0. | 0.0 | 0.0 | 00 | 00 | 0,0 | 00 |
| 00 | 0.0 | 0.0 | 0. | 0.0 | 08 | 0.0 | 00 | 0.0 | 0 | 40 | 0 | 0. | 0.0 | $0{ }^{0}$ | co | 0. | 09 | 00 | 0 | 0.0 | 90 | 0.0 | 0. | 0.0 | 0.0 |
| 00 | 0.0 | 8.0 | $00^{\circ}$ | H5 | 385 | 3.0 | 3 sat | 40.8 | 40 | 420 | 40 | 4 | 43 | 4.5 | 46 | 45. | 458 | 473 | 173 | 427 | 40.7 | 302 | 50.1 | 34.7 | 51.7 |
| 0.0 | 00 | 0.0 | 00 | \＄0 | 0.0 | 0.0 | 00 | 0.0 | 0 | 00 | 08 | 04 | 40 | 00 | 00 | 0.0 | 0 | 00 | 0.0 | 0.0 | 0 | 04 | 0.0 | 0.0 | 0.0 |
| 00 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | D．${ }^{\text {d }}$ | 0.0 | 0. | 0.0 | 00 | 00 | 0.0 | 0 | 0.0 | 0.0 | 00 | 0.0 | 0. | 0 | 0.0 | 00 | 0.0 | 0.0 |
| cos | 0.5 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 0.0 | d． 0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 08 | 00 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | $00^{2}$ | 0.0 | 0.0 |
| 0.0 | 0.0 | 0.0 | 0.0 | 2603 | $2 \times 2$ | $2 \mathrm{ra4}$ | 2704 | 2ns | 27.5 | 24. | 2 man | 2054 | 209.4 | 3041 | 2043 | \＄12，4 | \＄13， 4 | 331 | 1235 | 9325 | 3328 | 42.5 | 125 | 352 | 452.8 |
| 0.0 | 0.0 | 0.0 | 0.0 | ad | ${ }^{4}$ | A8 | 0 | ${ }_{0}{ }^{0}$ | 0 | 0.4 | 91 | a＊ | 8.1 | 9.7 | 07 | t00 | 10.1 | 10.4 | tas | 10.4 | tac | 10.9 | 18.0 | 11. | 11.7 |
| \＄0 | 0.0 | 0.0 | 00 | 0.0 | 00 | 00 | 40 | 00 |  |  | 0.0 | 00 | 0.0 | 00 | 0.0 | 00 | as | 0.0 | 00 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 |
| 60 | $\frac{20}{x+20}$ | 0 | O8 | （190 | 0.0 | 4270 | 8 | ］ |  |  | 46\％ | ＋90． |  | 蒝 | 品多 | 08 | 0 | cif | 至 |  | $0$ | 0.0 | 00 | \％${ }^{2}$ | \％ |


| Fets and Costs by Seme 4 |  | $\begin{gathered} 5 *-11 \\ 27 \end{gathered}$ | Me－2\％ | 980－12 | $t_{x} \mathrm{rl}-13$ | 5 |  | 5 | $\begin{array}{lll}  \\ x_{2}-15 \\ \hline \end{array}$ | $\begin{gathered} \text { sep } 15 \\ y \\ \hline 5 \end{gathered}$ | $\begin{array}{cc} \mathrm{Mer}-10 \\ 30 \end{array}$ | $\operatorname{sep}_{y}^{18}$ | $140-17$ | Serory |  | $\sec _{41}^{18}$ | $\omega=19$ | $s_{40-15}^{4}$ | ${ }^{M m-20}$ | $\operatorname{sen}_{45} 20$ |  | $5 e p-21$ | $\operatorname{Mer} \cdot \frac{22}{44}$ | $s_{40 p}^{2 n}$ | $\mathrm{Msc}-\mathrm{zg}$ |  | $\mathrm{Ner} \cdot 24$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Yer <br> fraio n semater xaly Nowal indyen | ${ }_{4}$ | 7 | 13 | 15 | ${ }^{18}$ | 16 | ${ }_{7}^{1}$ | 17 | 18 | 18 | 19 | 19 | 20 | 80 | 21 | 24 | 2 | 28 | 2 | ${ }_{3}^{23}$ | 24 | 3 | ${ }^{8}$ | ${ }_{3}^{8}$ | ${ }_{1}^{20}$ |  |
|  |  | 50\％ | coss | 30\％ | $\cos ^{3}$ | \％0\％ | b0x | $\sin$ | $50 \%$ | $\operatorname{sex}$ | $\sin$ | $+0 x^{\prime}$ | $\operatorname{sis}$ | sex | 3ss | sos， | $\operatorname{ses}$ | 50 | 803 | Bess | $300^{3}$ | 80， | 50\％ | 90\％ | s0\％ | 904 | S093 |
|  |  | 34 | 15 | 3 | 21 | 3） | 3＊ | 3＊ | $3 *$ | 嗗 | 54 | 24 | 3 x | 3＊ | $3 \times$ | 5\％ | 3\％ | 3＊ | 35 | 5\％ | $3 \%$ | 37 | 36 | 13 |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Enubreex |  | 0.0 | 0.0 | 0.0 | 0.0 | 0,0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 00 | 0.0 | 0.0 | 00 | d． 0 | 00 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 |
|  |  | 48.0 |  | 1770 | 47.9 | 402 | 4022 | Sol． | 507.0 | 5222 | 522.2 | 607．${ }^{\text {ch }}$ | S9\％ | Seso | 54.0 | 5700 | aves | 6ans | 578 | 500．4 | 6054 | c23．6 | 827． | 423 | $\stackrel{423}{ }$ | Est．${ }^{\text {Pr }}$ | 1.5 |
|  |  | 54.0 | 发 | 12.8 | 37.4 | 50.6 | Selt | 412 | 012 | 010 | sw． | EAP． | 080 | 010 | 60.8 | 640 | 888 | 7 mP | 10.8 | A 1 | 7.1 | 18 | 732 | nt | 715 | 72. | 798 |
|  |  | ＊09．2 | 國？ | 12084 | 720.6 | 7208 | 72.8 |  | $7{ }^{7}$ | 712 | 7 m | rat． | Pend | ${ }_{40}$ | 818.2 | 8427 | M27 | mad． | 680 | 809．0 | 8 | scap | 820.9 | 90， | \＄195 | ${ }^{976.9}$ | 9708 |
| prowtersecurly |  | 300， 1 | 50.1 | 2002 | 300.2 | 201.6 | 301，5 | 4094 | 4 | 1138 | 414.5 | 478.9 | 478 | $440 \%$ | dias． | 454.0 | 4548 | ${ }^{461,8}$ | 6970 | 40.5 | 41.4 | 40． | 4 spa .1 | 311.9 | 517.0 | 529.3 | 5293 |
|  |  | 87. | 07s | 002 | mo． 2 | 829 | 03.8 | p6． | 6． 6 | 退 | 0 | 1015 | 1045 | 1045 | 10.5 | 1078 | 10.8 | 111.0 | 1109 | 1142 | 11.2 | 17.8 | 1720 | 131.2 | 1212 | 124.4 | 1248 |
| Securly |  | 22.1 | 23 | 230 | 270 | 23.7 | 271 | 364 | 241 | 8.1 | 281 | 28. | 88. | 20.6 | 28.8 | \％ 7 | 27.6 | 28.3 | $2 \mathrm{2a}$ | 第 | ${ }_{20}$ | 30 | 30.6 | 30.4 | 309 | 31.8 | 31.8 |
|  |  | 14.1 | 18.5 | 17.3 | 17.4 | 177 | 17.3 | 10. | 18.4 | 100 | tiso | 10.5 | 18.6 | 29.1 | 20.8 | ＋ | 38 | ${ }_{2121}^{218}$ | 217 |  | ${ }_{2}{ }^{2} 10$ | 231 |  |  |  | 238 | 24.8 |
|  |  | ${ }^{1675}$ | 150 | 175 | 125 | 177.7 | ${ }^{17 \%}$ | ${ }_{5}$ | 100 | 10.5 | ${ }_{3}$ |  | 19 | 2 | ${ }_{408}$ | 410 | 120 | 2121 | 213 | 245 | ${ }_{4}{ }^{4}$ | 2018 | ${ }_{\text {ck }}$ | 475 | 81.8 |  | $\sum_{4 \in J}$ |
| Etrosem |  | 34 | 4.1 | 352 | 1.342 | ${ }_{1}^{102}$ | ，絃 |  | 1.2801 | ＋2940 |  | ，3x30． | 13558 | 13730． | ， 375.8 | 1，422 | Maly |  |  |  |  |  |  |  |  |  | 1， 46.12 .0 |
|  |  | 1，152］ | 1，1123 | 1.1509 | 1．1098 | $\frac{1285}{10}$ | 1，223 | 1，2801 | 1，2501 | ＋22006 | 1，2008 0 | 1，3838 | 1.2558 | $1,373.5$ 0.0 | 1，35．9 | 1，172 | 1，4172 | 1，4597 | ${ }^{1+1597}$ | ${ }_{0}^{1500}$ | ${ }_{0.0}$ | 1．34．8．8 | ＋54080 | 1，5980 | 1，506． 0 | 1.002 .8 | 1．es2．80 |
|  |  | $0.0$ | 0.0 | 0 | ${ }_{0.0}^{0.0}$ | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 00 | 0.0 | 0.0 | 0 | 0.0 | 0 | 00 | 0.0 | 0.0 | 00 | 00 | 0 | 80 | 00 |
| Dtter Wall Pefortiance bee dotrivinetic |  | 0.0 | 08 | 0.8 | es． | 8. | $0 \cdot$ | $\square$ | a， | 08 | 0 O | 0.0 | 00 | 0.0. | 00 | 0.0 | \％8 | 2． 0. | \％ 0. |  |  | Q， 0 | 89. | 8.9 | 0.0 | 0.0 | 0.8 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Flead Conts |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ${ }_{\text {couche }}$ |  | $1{ }^{10}$ | 0.0 | 10.0 | 00 | 0.0 | 0.10 | 0.0 | a 0 | 0 | 0 | 10 | 00 | 0.0 | 20 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0 | 0.0 | 0.0 | 0.6 | 00 |
|  |  | ssis | 685 | 1838 |  | 9302 | 3 CO 2 | 300.4 | 50.8 | 18. | 608s | 80.4 | 62.1 | 84.8 | $0^{6} 1.8$ | 88.1 | 001.1 | sa0．p | cens | ग－7 | 70.1 | 724 | 724 | 7268 | 124.0 | 780．4 | rest |
|  |  | 81. | 31.8 | 034 | 39．4 | 38.1 | \＄5． 1 | 59.5 | s4． | B94 | cha |  | 602 | 0.0 | 020 |  | 68 | ＊． 7 | $0{ }^{4}$. |  | 67.7 | 8.7 | 60． 7 | 71.8 | 71.4 | 14.0 | TiO |
| tornerle Cumaty |  | 7ent | 720． | 417.0 | s17． | 021 | 8421 | tipd | 80.4 | \％3，${ }^{1}$ | 易込 | den ${ }^{1}$ | \＄202 | 9018． | 977 | W5\％ | \％ | 1．000．${ }^{\text {a }}$ | 1.00518 | 10， | 1，0397 | 1，000 ${ }^{\text {a }}$ | 1，08es， | 1，006． 8 | 1，025 8 | 1，131．3 | 1，1318 |
|  |  | 427.4 | 4274 | 40.5 | 40.5 |  | 4 | 187， 3 | 4885 | 414 | 4191 | das， | $4{ }^{46} 7$ | S00， | 3106 | 808 | $8 \times 1.8$ | 81.7 | S41．7 | 03.0 | siff | 3727 | 578.7 | 88.8 | 591．8 | 009.7 | ${ }^{804 .}$ |
| Penoty |  | 196 | $\log _{4} 4$ | ${ }^{104}$ | 104 | 170 | ${ }^{1078}$ | 1121 | 1208 | 11.1 | 1 | 1173 | Tras |  | ${ }^{131-1}$ | 1218 | ${ }^{124} 18$ | ${ }_{312}$ | ${ }_{1}^{1204}$ | 121 | ${ }^{125}$ | ${ }^{123}$ | ${ }_{3}$ | 518.4 | ${ }_{3}^{1408}$ | 14.8 | ${ }^{14.4 .6}$ |
|  |  | 38． | 2rd |  | 21.6 | 37. | 77.4 | 88 | 727 | ${ }_{17} 8.1$ | ${ }_{178.6}$ | 30， | Yad | ${ }_{5}$ | 38 | ${ }_{10,5}^{31.8}$ | ${ }_{192}$ | 32．8．8 | ${ }_{19}$ |  | 3 | 218 | H0， |  | 21.8 | 38.8 | ${ }^{200}$ |
| What |  | 18．0 | 150 | $1 \times 1$ | 16.1 | 20， | Tast | 2120 | 2120 |  | 214 | 2 mb | 2240 | 21.1 | 21.7 | 2 cas | 2 cos | 240.3 | 24 Al | 238.1 | 209 ${ }^{\text {a }}$ | 2407 | \％${ }_{\text {a }}$ | 2 ma | 2393 | 2768 | 278.8 |
| Stimationd |  | 30.6 | 2 m | 44.3 | ＊ 4. | 120 | 20 | 132 | 42 | 45 | 45 | 48.9 | 480 | 47. | 42 | 48 | 48.6 | \＄4． | E． 1 | 31．4． | 51.8 | $\mathrm{SH}_{3}$ | 332 | 51.4 | 3．${ }^{1}$ | 20.4 | 38.4 |
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| 2，5\％5 | co，xes | 197．64， | 180，903 | 18843 | $139 / 035$ | t31，058 | 128.281 | $17 \times 5$ | 122108 | 119032 | 118，147 | 112，064 | 108，743 | 10．6．0\％ | 102，85 | P0．118 | \＄1．56 | 88，47 | ¢ 04 | ＊0．100 | T4．900 | 6． 50 |
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## INSURANCE SCBEDULE

## PART AI

## Construction Phase Insurances

 (including the provision of Interim Services during the Construction Phase)Insurances for the construction phase insurances shall comprise:

## 1 Contractors "All Risks" Insurance

Insured Parties
(1) Summit
(2) The,Trust, its servants and agents
(3) The Contractor and/or any holding company or subsidiary thereof, or associated company and its permitted successors.
(4) (i) subcontractors of any tier
(ii) suppliers and/or any member of the project team in respect of their site activities only
(5) The financiers of the Project (the "Financiers") and their permitted successors, assigns, agents, directors, officers, employees and servants.

## Property Insured

All permanent and temporary works, materiais, temporary and/or permanent building and/or contents, constructional plant, tools and equipment (other than constructional plant, tools and equipment, survey and other instruments belonging to or the responsibility of the Contractor and its sub-contractors) and other property used or for use in connection with the project the Insured's own or that for which he is responsible.

Scope of Cover
"All Risks" of physical loss of or damage to the Property Insured from any cause not otherwise exciuded.

## Sum Insured

The full reinstatement value of the Property Insured.

## Geographical Limits

The Site and anywhere else in the United Kingdom in connection with the project
including inland transit and offsite temporary storage.

## Period

This insurance shall be maintained in force from the date of the issue of the Bonds to the Contractual Practical Completion Date plus 18 months maintenance thereafter.

## Maximum Excess

$£ 5,000$ each and every claim but $£ 100,000$ each and every clain in respect of DES extension.

## Priacipal Exclusions

The Insurer shall not be liable for:

- war risks, radioactive, chemical, biological contamination, as per standard market wordings;
- wear and tear;
- unexplained shortages;
- sonic boom;
- loss of or damage to contractors' and/or sub-contractors' equipment owned, borrowed, hired or leased
- Dispossession of property
- Terrorism in excess of $£ 100,000$
- wilful acts/wilful neglect
- money, deeds, bonds or securities
- vehicles,
- existing structures
- danns/coffer dams
- tunnels exceeding 10 m in length
- taken over use or occupation
- work in or adjacent to water
- bridges, fly-overs or viaducts, other than surfacing or resurfacing thereof
- nommal upkeep/making good


## Principal Extensions

- Additional charges ( $£ 2$ mililion)
- Additional cost of completion of the works [£5million limit]
- Automatic increase of sum insured clause $125 \%$
- Hired in plant
- Negligent breakdown
- Debris removal
- Professional fees
- Automatic reinstatement of Sum Insured
- Plans or specifications of the Insured Property ( $\mathbf{5 1 0 , 0 0 0 \text { ) } ) ~ ( 1 )}$
- Off site-storage (max. $£ 250,000$ )
- free issue materials
- Full Defective design, workmanship and materials cover (Design Improvement Exclusions, DE5)
- Local Authorities Reinstatement
- Full Value Terrorism cover (annually renewable)
- Munitions of War Clause
- Land clean up costs only insofar as relate to loss or damage on the Site resulting from a clam under Section :
- 50/50 Clause
- Concealed damage
- 72 hour clause
- Principal Interest
- Claim preparation
- Guarantee Maintenance
- Design Improvement Exclusion DE5


## 2. Public Liability Insurance

## Insured Parties

(1) Surnuit
(2) The Trust, its servants and agents
(3) The Contractor and/or any holding company, subsidiary or associated company thereof.
(4) (i) subcontractors of any tier
(ii) suppliers and/or any member of the project team in respect of their site activities only
(5) The financiers of the Project (the "Financiers") and their pernitted successors, assigns, agents, directors, officers, employees and servants in respect of their activities at the Site.

## Scope of Cover

The legal liability of an Insured arising from :
death, injury, disease or contracted iliness sustained by any person and damage to any property
obstruction, interference, loss of amenities, nuisance, interference, trespass, stoppage of traffic, interference with any easement or quasi easement, right of air, light, or way

## Sum Insured

Limit of Indemnity $£ 100,000,000$ any one occurrence and unlimited during the Period of Insurance but limited to $£ 100,000,000$ for pollution and contamination

## Period

This insurance shall be maintained in force from the date of issue of the Bonds to the date of Contractual Practical Completion plus 18 months maintenance thereafter.

## Excess

£5,000 each and every claim (3rd party property damage only)

## Principal Exclusions

- Employers Liability
- Damage to contract Works
- Vessel or craft intended to travel through water; air or space -
- Liability arising under penalty or liqquidated damages
- Pollution or contamination uniess caused by a sudden, identifiable, unintended or unexpected incident
- motor
- professional liability (fault, error or omission)
- property owned by or in the occupancy of the Insured


## Principal Extensions

- Cross Liabilities Clause
- Legal Costs in addition to limit of indemnity
- Health and Safety at Work Act
- prosecution - defence costs
- Worldwide jurisdiction clause (excluding punitive or explanatory damages)
- Contiagent Motor liability
- The Insured includes the respective officers, directors, agents, servants and employees of an Insured in respect of their activities at the Site
- Data Protection Act
- Defective Premises Act
- Indemnity to Principal


## 3. Advanced Loss of Profits Insurance

Insured Parties
(1) Summit
(2) The financiers of the Project (the "Financiers") and their permitted successors, assigns, agents, directors, officers, employees and servants.

## Scope of Cover

The Company will pay to the Named Insured in respect of each Item specified hereafter the amount of loss resulting from delay or disruption to the Business carried on by the Insured at the Site in consequence of Damage for which payment shall have been made or liability admitted or which but for the application of the Deductible would have been made or admitted under Section 1 of this Policy.
(a) Loss of Gross Revenue
(b) Additional expenditure necessarily and reasonably incurred by the Insured for the sole purpose of avoiding or diminishing payment sunder Item (a), but not exceeding the additional amount which would have been payable under item (a) bad such expenditure not been incurred.
(c) Liqưdated damages
less any sum saved during the Indemnity Period in respect of any charges and expenses of the Business payable out of Gross Revenue which may cease or be reduced in consequence of the Damage subject to the Limit of Indemnity shown in the Schedule of this Section

## Period

This insurance shall be maintained in force from the date of issue of the Bonds to the date of Contractual Practical Completion Date.

## Amount of Cover

$£ 94$ milion
Liquidated damages - $£ 1,000,000$ per month for 18 months

## Indemnity Period

48 months

## Principal Extensions

Denial of Access to the Site caused by damage to property in the vicinity
Utilities Suppliers (failure to supply) exceeding to the first 6 hours

- Suppliers' extension (Siemens)
- Construction plant and equipment


## Principal Exclusions

- non-availability of funds
- fines or damages for breach of contract, for late or non-completion of orders, or for any penalties of any nature, other than Liquidated Damages, specifically
insured
- additional insurance premium
- redesigning project


## Excess

£! million in aggregate

## 4. Employers Liability

Employers Liabitity Insurance covering direct employees of Sumuit in respect of illness, injury or death arising out of their employment for the construction, operation and maintenance of the Project in an amount not less than $£ 10,000,000$ any one occurtence and complying with the Employers Liability (Compulsory Insurance) Act 1969 and any succeeding Act of Parliament imposing similar obligations upon employers.

## PART A2

## Operating Phase Insurances

The following insurances shall be effective upon the Contractual Practical Completion Date and shall be maintained in full force on an annual basis, or otherwise, subject to availability on commercially reasonably terms throughout the operating phase.

## INSURANCE FROM HOSPITAL OPERATIONS DATE

## 1. ASSETS (MATERIAL DAMAGE "ALL RISKS")

## Insured Parties

Material Damage
(1) Summit
(2) The Trust
(3) Approved Service Providers
(4) The Financiers of the Project (the "Financiers") and their permitted successors, assigns, directors, officers, and servants

## The Insured Property

All property owned by the Insured or for which they are responsible and used for or in connection with the ownership, maintenance and operation of the Hospital other than land, vehicles licenced for road use, watercraft and aircraft, money and security of any description.

Sum Insured
The full reinstatement value of the Insured Property.

## Scope of Cover

"All Risks" of physical loss of or damage to the Property from any cause not otherwise excluded.

## Principal Exclusions

- War risks, radioactive contamination as per standard market wording
- Wear and tear, gradual deterioration but this shall not exclude subsequent damage resulting from an ensuing cause which is not otherwise excluded.
- Unexplained shortages.
- Defects in design, materials or workmanship other than subsequent damage resulting from an ensuing cause which is not otherwise excluded.
- Inherent vice, latent defect, frost, change in water table, operational error or omission, corrosion, rust, change in temperature, dampness, dryness, wet or dry rot, shrinkage, evaporation, loss of weight, change in colour, flavour or texture or finish, vermin, insects, marring or scratching.
- Deliberate act of supply authority in withholding the supply of water, gas, electricity or fiee.
- Normal settlement or bedding down of new structures.
- Acts of fraud or dishonesty.
- Collapse or cracking of buildings unless the damage to the building results from a defined peril (which term includes subsidence and landslip) and is not otherwise excluded.
- Darsage to moveable property in the open or feaces or gates caused by wind, rain, bail, sleet, snow, flood or dust.
- Damage to property undergoing any process.
- Perils covered by the Mechanical and Electrical Break Down Insurance.


## Principal Extensions

- Reinstatement as a dew basis of claims settlement
- Including pollution and contamination of the Insured Property arising from an event which itself is not otherwise excluded.
- Incidental Contract Works (as and when applicable either by extension or separate policy).
- Full Value Terrorism cover.
- Goods in transit (as and when applicable either by extension or separate policy).
- Debris removal costs
- Land, clean up costs only in so far as they relate to loss or damage on the Project Site resulting from a claim under this Policy.
- Automatic reinstatement of Sum Insured.
- Professional fees to normal scaje.
- Pubic Authorities Clause
- Cost of labour and computer time expended in reproducing documents or computer records including accidental or malicious erasure.
- 72 Hour Clause.


## Excess

- $\quad$ f500 per event;


## 2. BUSENESS INTERRUPTION

The Insured
(b) Summit
(2) Financiers and their permitted successors, assigns, agents, directors, officers, employees and servants in respect of their activities at the Site

## Scope of Cover

If any of the Insured Property under I is lost, destroyed or damaged by any of the risks insured under 1 , including loss or damage which woutd be indemnifiable but for the application of any excess/deductibles, which causes interruption to or interference with the operation of the Hospital, this insurance will indemnify
(a) the Insured (other than Approved Service Providers) in respect of (i) loss of gross revenue; and (ii) increase in cost of working, the additional expenditure necessarily incurred for the sole purpose of avoiding or diminishing the reduction in revenue which, but for that expenditure, would have taken place during the indemnity period in consequence of the damage, but not exceeding the ioss of gross revenue thereby avoided, and
(b) Approved Service Providers in respect of any reduction in payments to them by Summit.

## Sum Insured

| Items (a) (i) | A sum sufficient to represent the estimated gross revenue |
| :--- | :--- |
| and (ii) above - | during the maximum Indemnity period covered by this <br> Insurance. |
| Item (b) above - | £S million, every one occurrence |

Maximum Excess
£ 500 each and every occurrence combined with Assets Insurance

## Indemnity Period

From the date of damage until 48 months thereafter.

## Principal Exclusions

- As for perils covered by the Mechanical and Electrical Breakdown Insurance


## Priacipal Extensions

- Suppliers' Extension for Siemens and any other supplier deemed appropriate.
- Interruption caused or constituted by physical loss or damage to property in the vicinity of the Hospital which should prevent or hinder the use of the Hospital or access thereto.
- Intertuption caused by damage to the supply of water, gas, electricity or
teiecommunications system to the Hospital.
- Interruption caused by infections or disease or biological contamination whether at and/or in the vicinity of the Hospital, including such interruption by order of or on the advice of any public authority.


## 3. PUBLIC LLABLLITY

The Insured
(1) Summit
(2) Approved Service Providers
(3) Financiers and their permitted successors, assigns, agents, directors, officers, employees and servants in respect of their activities at the Site::

## Indemnity

The jegal liability of an Insured as a result of:

- death, injury, disease or contracted iliness sustained by any person and damage to any property; or
- obstruction / interference, loss of amenities, nuisance, interference, trespass, stoppage of traffic, interference with any easement, right of air, fight, water or way


## Jurisdiction

Woridwide excluding punitive or exemplary damages

## Limit of Indemnity

$£ 100,000,000$ any one occurrence or series of occurrences attributable to one cause and in the aggregate in the Period of Insurance in respect of Products Liability and poliution and contamination

## Maximum Excess

£500 each and every occurrence of third party property damage only

## Principal Extensions

- Cost liabilities clause.
- The Insured includes the respective officers, directors, agents, servants and employees of each Insured.
- To inciude cover for the following or their updated equivalent:- Consumer Protection Act 1987, Data Protection Act 1984, Health and Safety at Work etc.

Act 1974, Food Safety Act 1990 - prosecution defence costs.

- Defective Premises Act 1972.
- Canteen and Weffare facilities.
- Costs in addition to limit of indemnity (excluding USA and Canada).
- Contingent Motor Liability.


## Principal Exclusions

- Death of or bodily injury to or illness or disease contracted by the employees of the Insured arising out of or in the course of their employment.
- Property belonging to or in the charge or under the control of the Insured but this does not apply in respect of third party premises or property being worked upon.
- Liability arising out of the use of mechanically propelled vehicles to which compulsory insurance or security is required by legislation, except whilst in use as a tool of trade.
- Liability arising from pollution as contamination unless caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time and place anywhere in the world except the USA, its territories and possessions, Puerto Rico and Canada.
- No exclusion to apply in respect of liability assumed under contract.
- Professional negligence arising from medical and clinical practise.
- Fines or penalties and liquidated damages imposed by regulatory or statutory authorities or courts.
- War risks
- Radioactive contamination as per standard market wording.
- Aircraft and water borne craft.
- Professional advice.
- Deliberate acts and omissions.
- Defective work (but not the consequences thereor)


## 4. EMPLOYERS LIABLITY

Employers Liability insurance covering direct employees of Summit in respect of illness, injury or death arising out of their employment in relation to the ownership, operation and maintenance of the Hospital in an amount not less than $£ 10,000,000$ any one occurrence and complying with the Employers Liability (Compulsory Insurance) Act 1969 and any succeeding Act of Parliament imposing similar obligations upon employers.

## 5. MECHANICAL AND ELECTRICAL BREAKDOWN (ASSETS AND BUSENESS INTERRUPTION)

## Insured Parties

(1) Summit
(2) Approved Service Providers
(3) Financiers and their permitted successors, assigns, agents, directors, officers,
employees and servants.

## The Insured Property

All property owned by the Insured or for which they are responsible and used for or in connection with the ownership, maintenance and operation of the Hospital other than land, vehicles licensed for road use, watercraft and aircraft, money and securities of any description.

## Scope of Cover

Assets - Loss of or damage to the Property losured resulting from a sudden and accidental breakdown of any boiler: reffigerating system; mechanical or electrical machine; transformer or electrical apparatus iocated within 200 metres of the hospital and used to supply power solely to the hospital: or computer or computer process control equipment.

## Business Interruption

If any of the Insured Property is lost, destroyed or damaged by any of the risks insured under the Assets section of this policy, including loss or damage which would be indemnifiable but for the application of any excess/deductibles, which causes interruption to or interference with the operation of this Hospital, this insurance will indemnify
(a) the Inswred (other than Approved Service Providers) in respect of (i) toss of gross revenue: and (ii) increase in cost of working, the additional expenditure necessarily incurred for the sole purpose of avoiding or diministing the reduction in revenue which, but for that expenditure, would have taken place during the indemnity period in consequence of the damage, but not exceeding the loss of gross revenues thereby avoided; and
(b) Approved Service Providers in respect of any reduction in payments to them by Summit.

## Sum Insured

Assets - The full reinstatement value of The Insured Property.
Business Interruption

| Items (a) (i) - | A sum sufficient to represent the estimated gross revenue <br> and (ii) above <br> during the maximum indemnity period ( 48 months) covered by |
| :--- | :--- |
| Items (b) above - | \& 5 million, any one occurtence |

Principal Exclusions

- war risks, radioactive contamination as per standard market wording.
- wear and tear, depletion, deterioration, erosion of material.
- leakage at any valve, seal, joint etc.
- breakdown of any vacuum tube, gas tube or brush.
- normal functioning of any safety device.
- perils covered by the Assets policy.


## Principal Extensions

- Reinstatement as new basis of claims settlement.
- Debrís removal costs.
- Automatic reinstatement of Sum Insured.
- Professional fees to nomnal scale.
- Public Authorities clause.
- Cost of labour and computer time expended in reproducing documents or computer records including accidental or malicious erasure.


## Maximum Excess

Assets - $£ 500$ each and every occurrence.
Business Interruption - 12 hours each and every occurrence.

# INSURANCE SCBEDULE 

PART A1

## Construction Phase Insurances (including the provision of Interim Services during the Construction Phase)

Insurances for the construction phase insurances shall comprise:

## t Contractors "All Risks" Insurance

## Insured Parties

(1) Sunmit
(2) The Trust, its servants and agents
(3) The Contractor and/or any bolding company or subsidiary thereof, or associated company and its pernitted sucressors.
(4) (i) subcontractors of any tier
(ii) suppliers and/or any member of the project team in respect of their site activities only
(5) The financiers of the Project (the "Financiers") and their perwitted successors, assigns, agents, directors, officers, empioyees and servants.

## Property Insured

All permanent and temporary works, materials, temporary and/or permanent building and/or contents, constructional plant, toois and equipment (other than constructional plant, tools and equipment, survey and other instruments belonging to or the responsibility of the Contractor and its sub-contractors) and other property used or for use in connection with the project the Insured's own or that for which be is responsible.

Scope of Cover
"All Risks" of physical loss of or damage to the Property lnsured from any cause not otherwise excluded.

## Sum Insured

The full reinstatement value of the Property Insured.

## Geographical Limits

The Site and anywhere else in the United Kingdom in connection with the project

INSURANCE SCHEDULE

This is the Insurance Schedule referred to in the Project Agreement dated to June 1998 for the provision of the New Law District General Hospital between Law Hospital National Health Service Trust ("the Trust") and Summit Healthcare (Law) Limited ("Summit")


Quarriesfor Sumer Hachures ( $\mathrm{L}-\mathrm{o}$ ) Limited


For the Trust

MiGoper Arad



For Summit

Dated 18
June 1998

## INSURANCE SCHEDULE

## PART A1

## Construction Phase Insurances

 (including the provision of Interim Services during the Construction Phase)Insurances for the construction phase insurances shall comprise:

## 1. Contractors "All Risks" Insurance

Mnsured Parties
(1) Summit
(2) The 'Trust, its servants and agents
(3) The Contractor and/or any holding company or subsidiary thereof, or associated company and its permitted successors.
(4) (i) subcontractors of any tier
(ii) suppliers and/or any member of the project team in respect of their site activities only
(5) The financiers of the Project (the "Financiers") and their permitted successors, assigns, agents, directors, officers, employees and servants.

## Property Insured

All permanent and temporary works, materials, temporary and/or permanent building and/or contents, constructional plant, tools and equipment (other than constructional plant, tools and equipment, survey and other instruments belonging to or the responsibility of the Contractor and its sub-contractors) and other property used or for use in connection with the project the Insured's own or that for which he is responsible.

## Scope of Cover

"All Risks" of physical loss of or damage to the Property Insured from any cause not otherwise excluded.

Sum Insured
The full reinstatement value of the Property Insured.

## Geographical Limits

The Site and anywhere else in the United Kingdom in connection with the project
including infand transit and offsite temporary storage.

## Period

This insurance shall be maintained in force from the date of the issue of the Bonds to the Contractual Practical Completion Date plus 18 months maintenance thereafter.

## Maximum Excess

$£ 5,000$ each and every claim but $£ 100,000$ each and every claim in respect of DE5 extension.

## Principal Exclusions

The Insurer shall not be liable for:

- war risks, radioactive, chemical, biological contamination, as per standard market wordings;
- wear and tear;
- unexplained shortages;
- sonic boom;
- loss of or damage to contractors' and/or sub-contractors' equipment owned, borrowed, hired or leased
- Dispossession of property
- Terronism in excess of $£ 100,000$
- wilful acts/wilful negiect
- money, deeds, bonds or securities
- vehicles,
- existing structures
- dams/coffer dams
- unnels exceeding 10 m in length
- taken over use or occupation
- work in or adjacent to water
- bridges, fly-overs or viaducts, other than surfacing or resurfacing thereof
- normal upkeepimaking good


## Principal Extensions

- Additional charges ( $£ 2$ million)
- Additional cost of completion of the works [ 5.5 million limit]
- Automatic increase of sum insured clause $125 \%$
- Hired in plant
- Negligent breakdown
- Debris removal
- Professional fees
- Automatic reinstatement of Sum Insured
- Plans or specifications of the Insured Property ( $(10,000$ )
- Off site-storage (max. $£ 250,000$ )
- free issue materials
- Full Defective design, workmanship and materials cover (Design Improvement Exclusions, DES)
- Local Authorities Reinstatement
- Full Value Terrorism cover (annually renewable)
- Munitions of War Clause
- Land clean up costs only insofar as relate to loss or damage on the Site resulting from a claim under Section 1
- 50/50 Clause
- Concealed damage
- 72 hour clause
- Principal Interest
- Claim preparation
- Guarantee Maintenance
- Design Improvement Exclusion DE5


## 2. Public Liability Insurance

## Insured Parties

(1) Summit
(2) The Trust, its servants and agents
(3) The Contractor and/or any holding company, subsidiary or associated company thereof.
(4) (i) subcontractors of any tier
(ii) suppliers and/or any member of the project team in respect of their site activities only
(5) The financiers of the Project (the "Financiers") and their pernitted successors, assigns, agents, directors, officers, employees and servants in respect of their activities at the Site.

## Scope of Cover

The legal liability of an Insured arising from :
death, injury, disease or contracted illness sustained by any person and damage to any property
obstruction, interference, loss of amenities, nuisance, interference, trespass, stoppage of traffic, interference with any easement or quasi easernent, right of air, light, or way

## Sum Insured

Limit of Indemnity $\mathrm{f} 100,000,000$ any one occurrence and unlimited duting the Period of Insurance but limited to $x 100,000,000$ for pollution and contamination

## Period

This insurance shall be maintained in force from the date of issue of the Bonds to the date of Contractual Practical Completion plus 18 months maintenance thereafter.

## Excess

$\mathfrak{£}, 000$ each and every claim (3rd party property damage only)

## Principal Exclusions

- Employers Liability
- Damage to contract Works
- Vessel or craft intended to travel through water, air or space
- Liability arising under penalty or liquidated damages
- Pollution or contamination unless caused by a sudden, identifiable, unintended or unexpected incident
- motor
- professional liability (fault, error or omission)
- property owned by or in the occupancy of the Insured


## Principal Extensions

- Cross Liabilities Clause
- Legal Costs in addition to limit of indemnity
- Health and Safery at Work Act
- prosecution - defence costs
- Worldwide jurisdiction clause (excluding punitive or explanatory damages)
- Contingent Motor liability
- The Insured includes the respective officers, directors, agents, servants and employees of an Insured in respect of their activities at the Site
- Data Protection Act
- Defective Premises Act
- Indemnity to Principal


## 3. Advanced Lass of Profits Insurance

## Insured Parties

(1) Summit
(2) The financiers of the Project (the "Financiers") and their permitted successors, assigns, agents, directors, officers, employees and servants.

## Scope of Cover

The Company will pay to the Named Insured in respect of each Item specified hereafter the amount of loss resulting from delay or disruption to the Business carried on by the Insured at the Site in consequence of Damage for which payment shall kave been made or liability admitted or which but for the application of the Deductible would have been made or admitted under Section 1 of this Policy.

## (a) Loss of Gross Revenue

(b) Additional expenditure necessarily and reasonably incurred by the insured for the sole purpose of avoiding or diminishing payment sunder Item (a), but not exceeding the additional amount which would have been payable under Item (a) had such expenditure not been incurred.
(c) Liquidated damages
less any sum saved during the Indemnity Period in respect of any charges and expenses of the Business payable out of Gross Revenue which may cease or be reduced in consequence of the Damage subject to the Limit of Indemnity shown in the Schedule of this Section.

## Period

This insurance shall be maintained in force from the date of issue of the Bonds to the date of Contractual Practical Completion Date.

## Amount of Cover

£94 million
Liquidated damages - $£ 1,000,000$ per month for 18 months

## Indemnity Period

48 months

## Rrincipal Extensions

Denial of Access to the Site caused by damage to property in the vicinity
Utilities Suppliers (failure to supply) exceeding to the first 6 hours

- Suppliers' extension (Siemens)
- Construction plant and equipment


## Principal Exclusions

- non-availability of funds
- fines or damages for breach of contract, for late or non-completion of orders, or for any penalties of any nature, other than Liquidated Damages, specifically

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insured
- additional insurance premium
- redesigning project
```


## Excess

£1 million in aggregate

## 4. Employers Liability

Employers Liability Insurance covering direct employees of Summit in respect of illness, injury or death arising out of their employment for the construction, operation and maintenance of the Project in an amount not less than $£ 10,000,000$ any one occurrence and complying with the Employers Liability (Compulsory Insurance) Act 1969 and any succeeding Act of Parliament imposing similar obligations upon employers.

## PART A2

## Operating Phase Insurances

The foilowing insurances shall be effective upon the Contractual Practical Completion Date and shall be maintained in full force on an annual basis, or otherwise, subject to availability on commercially reasonably terms throughout the operating phase.

## INSURANCE FROM HOSPITAL OPERATIONS DATE

## 1. ASSETS (MATERIAL DAMAGE "ALL RISKS")

Insured Parties
Material Damage
(1) Summit
(2) The Trust
(3) Approved Service Providers
(4) The Financiers of the Project (the "Financiers") and their permitted successors, assigns, directors, officers, and servants

## The Insured Property

All property owned by the Insured or for which they are responsible and used for or in connection with the ownership, maintenance and operation of the Hospital other than land, vehicles licenced for road use, watercraft and aircraft, money and security of any description.

## Sum Insured

The full reinstatement value of the Insured Property,

## Scope of Cover

"All Risks" of physical loss of or damage to the Property from any cause not otherwise excluded.

## Principal Exclusions

- War risks, radioactive contamination as per standard market wording
- Wear and tear, gradual deterioration but this shall not exclude subsequent damage resulting from an ensuing cause which is not otherwise excluded.
- Unexplained shortages.
- Defects in design, materials or workmanship other than subsequent danage resulting from an ensuing cause which is not otherwise excluded.
- Inherent vice, latent defect, frost, change in water table, operational error or omission, corrosion, rust, change in temperature, dampness, dryness, wet or dry rot, shrinkage, evaporation, loss of weight, change in colour, flavour or texture or finish, vermin, insects, marring or scratching.
- Deliberate act of supply authority in withholding the supply of water, gas, electricity or fuel.
- Normal settlement or bedding down of new structures.
- Acts of fraud or dishonesty.
- Collapse or cracking of buildings unless the damage to the building results from a defined peril (which term inciudes subsidence and landslip) and is not otherwise excluded.
- Danage to moveable property in the open or fences or gates caused by wind, rain, hail, sleet, snow, flood or dust.
- Damage to property undergoing any process.
- Perils covered by the Mechanical and Electrical Break Down Insurance.


## Principal Extensions

- Reinstatement as a new basis of claims settlement.
- Including pollution and contamination of the Insured Property arising from an event which itself is not otherwise excluded.
- Incidental Contract Works (as and when applicable either by extension or separate policy).
- Full Value Terrorism cover.
- Goods in transit (as and when applicable either by extension or separate policy).
- Debris removal costs
- Land, clean up costs only in so far as they relate to loss or damage on the Project Site resulting from a claim under this Policy.
- Automatic reinstatement of Sum Insured.
- Professional fees to normal scale.
- Public Authorities Clause
- Cost of labour and computer time expended in reproducing documents or computer records including accidental or malicious erasure.
- 72 Hour Clause. .


## Excess

- $\quad £ 500$ per event;


## 2. BUSINESS INTERRUPTION

The insured
(1) Summit
(2) Financiers and their permitted successors, assigns, agents, directors, officers, employees and servants in respect of their activities at the Site

## Scope of Cover

If any of the Insured Property under 1 is lost, destroyed or danaged by any of the risks insured under 1 , including loss or damage which would be indemnifiable but for the application of any excess/deductibles, which causes interruption to or interference with the operation of the Hospital, this insurance will indemnify
(a) the Insured (other than Approved Service Providers) in respect of (i) loss of gross revenue; and (ii) increase in cost of working, the additional expenditure necessarily incurred for the sole purpose of avoiding or diminishing the reduction in revenue which, but for that expenditure, would haye taken place during the indemnity period in consequence of the damage, butmot exceeding the loss of gross revenue thereby avoided, and
(b) Approved Service Providers in respect of any reduction in payments to them by Summit.

## Sum Insured

Items (a) (i) A sum sufficient to represent the estimated gross revenue and (ii) above - during the maximum Indemnity period covered by this Insurance.

Item (b) above - $\quad f 5$ million, every one occurrence

## Maximan Excess

£500 each and every occurrence combined with Assets Insurance

## Indemnity Period

From the date of damage until 48 months thereafer.

## Principal Exclusions

- As for perils covered by the Mechanical and Electrical Breakdown Insurance


## Principal Extensions

- Suppliers' Extension for Siemens and any other supplier deemed appropriate.
- Interruption caused or constituted by physical loss or damage to property in the vicinity of the Hospital which should prevent or hinder the use of the Hospital or access thereto.
- Interruption caused by damage to the supply of water, gas, electricity or
telecommunications system to the Hospital.
- Interruption caused by infections or disease or biological contamination whether at and/or in the vicinity of the Hospital, including such interruption by order of or on the advice of any public authority.


## 3. PUBLIC LIABILITY

The Insured
(1) Summit
(2) Approved Service Providers
(3) Financiers and their permitted successors, assigns, agents, directors, officers, employees and servants in respect of their activities at the Site.*

## Indemnity

The legal liability of an Insured as a result of:

- death, injury, disease or contracted illness sustained by any person and damage to any property; or
- obstruction / interference, loss of amenities, nuisance, interference, trespass, stoppage of traffic, interference with any easernent, right of air, light, water or way


## Jurisdiction

Worldwide excluding punitive or exemplary damages

## Limit of Indemnity

£100,000,000 any one occurrence or series of occurrences attributable to one cause and in the aggregate in the Period of Insurance in respect of Products Liability and pollution and contamination

## Maximum Excess

£500 each and every occurrence of third party property damage only

## Principal Extensions

- Cost liabilities clause.
- The Insured includes the respective officers, directors, agents, servants and employees of each insured.
- To include cover for the following or their updated equivalent.- Consumer Protection Act 1987, Data Protection Act 1984, Health and Safety at Work etc.

Act 1974, Food Safety Act 1990 - prosecution defence costs.

- Defective Premises Act 1972.
- Canteen and Welfare facilities.
- Costs in addition to limit of indemnity (excluding USA and Canada).
- Contingent Motor Liability.


## Principal Exclusions

- Death of or bodily injury to or illness or disease contracted by the employees of the Insured arising out of or in the course of their employment.
- Property betonging to or in the charge or ander the control of the Insured but this does not apply in respect of third party premises or property being worked upon.
- Liability arising out of the use of mechanically propelled vehicles to which compulsory insurance or security is required by legislation, except whilst in use as a tool of trade.
- Liability anising from pollution as contamination unless caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time and place anywhere in the world except the USA, its territories and possessions, Puerto Rice and Canada.
- No exclusion to apply in respect of liability assumed under contract.
- Professional negligence anising from medical and clinical practise.
- Fines or penalties and liquidated damages imposed by regulatory or statutory authorities or courts.
- War risks.
- Radioactive contamination as per standard market wording.
- Aircraft and water borne craft.
- Professional advice.
- Deliberate acts and omissions.
- Defective work (but not the consequences thereof)


## 4. EMPLOXERS LLABLLITY

Erployers Liability insurance covering direct employees of Summit in respect of illness, injury or death arising out of their employment in relation to the ownership, operation and maintenance of the Hospital in an amount not less than $£ 10,000,000$ any one occurrence and complying with the Employers Liability (Compulsory Insurance) Act 1969 and any succeeding Act of Parliament imposing similar obligations upon employers.
5. MECHANICAL AND ELECTRICAL BREAKDOWN (ASSETS AND BUSINESS INTERRUPTION)

## Insured Parties

(1) Summit
(2) Approved Service Providers
(3) Financiers and their permitted successors, assigns, agents, directors, officers,
employees and servants.

## The Insured Property

All property owned by the Insured or for which they ase responsible and used for or in connection with the ownership, maintenance and operation of the Hospital other than land, vehicles licensed for road use, watercraft and aircraft, money and securities of any description.

## Scope of Cover

Assets - Loss of or damage to the Property Insured resulting from a sudden and accidental breakdown of any boiler: refrigerating system; mechanical or electrical machine; transfomer or electrical apparatus located within 200 metres of the hospital and used to supply power solely to the hospital: or computer or computer process control equipment.

## Business Interruption

If any of the Insured Property is lost, destroyed or damaged by any of the risks insured under the Assets section of this policy, including loss or damage which would be indemnifiable but for the application of any excess/deductibles, which causes interruption to or interference with the operation of this Hospital, this insurance will indemnify
(a) the Insured (other than Approved Service Providers) in respect of (i) loss of gross revenue: and (ii) increase in cost of working, the additional expenditure necessarily incurred for the sole purpose of avoiding or diminishing the reduction in revenue which, but for that expenditure, would have taken place during the indemnity period in consequence of the damage, but not exceeding the loss of gross revenues thereby avoided; and
(b) Approved Service Providers in respect of any reduction in payments to them by Summit.

## Sum Insured

Assets - The full reinstatement value of The Insured Property.
Business Interruption

| Items (a) (i) - <br> and (ii) above | A sum sufficient to represent the estimated gross revenue <br> during the maximum indemnity period (48 months) covered by <br> this insurance. |
| :--- | :--- |
| lterns (b) above - | f 5 milion, any one occurrence |

Principal Exclusions

- war risks, radioactive contamination as per standard market wording.
- wear and tear, depletion, deterioration, erosion of material.
- leakage at any valve, seal, joint etc.
- breakdown of any vacuum tube, gas tube or brush.
- normal functioning of any safety device.
- perils covered by the Assets policy.


## Principal Extensions

- Reinstatement as new basis of claims settiement.
- Debris removal costs.
- Automatic reinstatement of Sum Insured.
- Professional fees to normal scale.
- Public Authorities clause.
- Cost of labour and computer time expended in reproducing documents or computer records including accidental or malicious erasure.


## Maximum Excess

Assets - $£ 500$ each and every occurrence.
Business Internuption - 12 hours each and every occurrence.

