

Estates Output Requirement

1. Definitions

Any reference to "Output Requirement" in this Annexure shall be reference to this Estates Output Requirements (including the Appendices hereto).

In this Output Requirement the following words and phrases shall have the following meaning:

"Authorised Person"	Has the meaning described to "Authorised Person" in HTM Guidance Notes.
"Competent Person"	Has the meaning described to "Competent Person" as defined in HTM Guidance Notes.
"Condition B"	Has the meaning described to "Condition B" as defined in NHS Estatecode.
"District Valuer"	Means an officer of the Commissioners of Inland Revenue for the Estate Site.
"Equipment"	Is fixed or loose equipment where Project Co has the responsibility for maintenance and or replacement of the equipment during the life of the contract.
"Estate Services"	Means the Services to be carried our pursuant to this Output Requirement.
"Estate Site"	Means as defined in accordance with the site plans.
"Fire Certificate"	Means fire certificate required pursuant to these provisions of the Fire Precautions Act 1971.
"Immediate"	Means direct action is taken on receipt of report.
"Infrastructure Services"	Means the provision of: <ul style="list-style-type: none">a) Planned preventive maintenance.b) Reactive maintenance (Mechanical & Electrical/Building & Civil Engineering).c) Forward maintenance/planning.d) Sanitation and drainage systems.e) Fuel and storage plant.f) Electricity distribution systems.g) Foods distribution systems.
"M.D.A."	Means the Medical Devices Agency.
"Maintenance Users"	The Trust's Employees, agents, visitors and Patients who are users of the Estates Services.
"Maintenance"	Is any maintenance, upkeep; repair, replacement or renewal of any part of any building on the Estate Site, including Plant or Equipment and "Maintain" shall be construed accordingly.
"Mechanical and"	Means the mechanical and electrical services infrastructure within

Electrical Services”	the site boundary including plant and equipment.
“Planned Preventative Maintenance Programme”	The programme prepared by Project Co to carry out planned preventive maintenance requirements on all relevant equipment in accordance with the provisions of sections 10-18 (Planned Preventative Maintenance).
“Plant”	Is the infrastructure, building, fixed and immovable equipment and systems installed pursuant to this Agreement (excluding Equipment) and as replaced from time to time.
“Reactive Maintenance”	Means the Maintenance undertaken pursuant to sections 19 and 20 of this Output Requirement.
“Rectification”	Means bring back to normal working condition.
“Response”	Means the acknowledgement, recording and taking of any necessary action to make safe by Project Co.
“Service Standards”	Means the standards set out or referred to in this Output Requirement.
“Site Fire Procedures Policy”	Is the Trust’s policy of that name.
“Specialist Services”	Those Services (including related plant) set out in Appendix A, Table A2 ‘Specialist Services’.
“Staff”	Those persons engaged or employed by Project Co to carry out the Estates Services.
“Suitably Qualified Person”	Has the meaning ascribed to “Suitably Qualified Person” in the HTM Guidance Notes.
“Temporary Rectification”	Means making safe and restoring functionality, including all the Availability Conditions in the affected Area(s).

2. Key Objectives

2.1 Project Co shall provide a high quality Estates Service that ensures:

- 2.1.1 the continuous provision of functionally suitable facilities for healthcare provision creating a safe pleasant environment internally and externally; and
- 2.1.2 maintenance of the integrity of the building fabric and building Services, public health and utility systems equipment and site infrastructure which comprises the Facilities.

2.2 Project Co shall:

- 2.2.1 Minimise disruption to the Trust's operation in the delivery of the Estate Services;
- 2.2.2 Provide an efficient, responsive, comprehensive and effective Estates Service which is cost effective and is based on sound technical and operational

requirements in compliance with codes and policies of good practice and industry and statutory standards ;

2.2.3 Ensure that all plant, equipment, buildings, utility Services and site infrastructure do not cause or create any hazard to the environment and/or any person on the Trust Site and

2.2.4 Maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system, to be approved by the Trust, to ensure that standards stay high, and that any slippage is recognised and corrected.

3. Key Customers

3.1 The key customers for this Service are:

- 3.1.1 Patients;
- 3.1.2 Staff;
- 3.1.3 Visitors;
- 3.1.4 Service Providers;
- 3.1.5 Infection Control Teams.

4. Process

4.1 Scope

4.1.1 Project Co shall comply with all requirements relevant to the delivery of the Estates Service.

4.1.2 In addition to the applicable provisions set in the Technical Requirement, Project Co shall comply with the Service Standards and Service Requirements of this Output Requirement.

4.1.3 Project Co shall provide the Estates Service 24 hours per day 365(6) days per year in accordance with the requirements of this Output Requirement

4.1.4 Project Co shall provide to the Trust the following elements under this Output Requirement:

- (i) Planning, Design and Project Management Service;
- (ii) Comprehensive Maintenance Service including Planned Preventative and Reactive Maintenance;

- (iii) Fire, Systems Service;
- (iv) Asset and Property Management Service.

4.1.5 Under the obligations of the Maintenance Services the Project Co shall be responsible, but not limited to the following elements of the Trust Site/Facilities in accordance with the Service Standards and Service Requirements of this Output Requirement, life cycle replacement programs and hand back conditions within the project agreement All activities must be carried out in compliance with statutory requirements, industry standards, policies and codes of good practice etc:

- (i) Programmed External replacements;
- (ii) External and internal repairs;
- (iii) Internal and external painting/redcoration programmes;
- (iv) Programmed Internal replacements;
- (v) Maintenance and programmed replacement of gutters and rainwater systems;
- (vi) Maintenance and programmed replacement of drainage and sewerage systems;
- (vii) Maintenance and programmed replacement of chimneys and lightning conductor systems;
- (viii) Maintenance and programmed replacement of water storage, distribution and treatment systems;
- (ix) Maintenance and programmed replacement of air conditioning and ventilation systems;
- (x) Maintenance and programmed replacement of boilers, calorifier and heat exchanger systems;
- (xi) Maintenance and programmed replacement of generating plant and uninterruptable power supply systems (UPS);
- (xii) Maintenance and programmed replacement of battery systems;
- (xiii) Maintenance and programmed replacement of electrical systems including HV and LV systems;

- (xiv) Maintenance and programmed replacement of lifts and lifting equipment;
- (xv) Maintenance and programmed replacement of compressors and vacuum plant systems;
- (xvi) Maintenance and programmed replacement of heating and domestic hot water systems;
- (xvii) Maintenance and programmed replacement of energy and Environmental Management Systems (Using NHS Greencode Methodology);
- (xviii) Maintenance and programmed replacement of fire alarm and fire prevention systems;
- (xix) Maintenance and programmed replacement of security and surveillance equipment and systems;
- (xx) Maintenance of general equipment excluding medical and specialist equipment services;
- (xxi) Maintenance and programmed replacement of waste disposal systems;
- (xxii) Maintenance and of Catering equipment;
- (xxiii) Programmed Plant replacements;
- (xxiv) Maintenance and programmed replacement of street and security lighting systems;
- (xxv) Maintenance and programmed replacement of medical gas systems;
- (xxvi) Not used;
- (xxvii) Maintenance and programmed replacement of IT and telephone cabling and outlet infrastructure;

4.1.6 Project Co shall provide, unless otherwise stated, all requisite plant, equipment, apparatus and consumable items required for the proper execution of all work which Project Co is required to carry out under this specification; including scaffolding, crange, tackle, machinery, tools or other appliances and all items necessary for undertaking the work, and shall be responsible for their conveyance, use, subsequent removal, making good and cleaning.

4.1.7 In addition to the legislation and guidance stated in the Technical Requirement, Project Co shall ensure that they identify and comply with all appropriate legislative requirement, the following list is not an exhaustive list and is provided as an example of legislative requirements:

- (i) Trust policies and procedure documentation e.g. Fire, Equipment, Major Incidents, Health & Safety incl. Accident & Incident reporting;
- (ii) Fire Practice Notes;
- (iii) NHS Estates Policy letters or Estate Code;
- (iv) The Management of Health and Safety at Work Regulations 1992;
- (v) The Electricity at Work Regulations 1989;
- (vi) The Electricity Supply Regulations 1988;
- (vii) The Workplace (Health, Safety and Welfare) Regulations 1992;
- (viii) Control of Pollution Regulations et seq;
- (ix) Gas Safety (Installation And Use) Regulations 1994;
- (x) The Manual Handling Operations Regulations 1992;
- (xi) Gas Burning Installations;
- (xii) Confined Spaces Regulations 1997;
- (xiii) The Personal Protective Equipment at Work Regulations 1992;
- (xiv) Health and Safety Executive Booklet HS(G)54;
- (xv) The Provision and Use of Work Equipment Regulations 1992;
- (xvi) Control of Hazardous Substances to Health Regulations 1994;
- (xvii) Noise At Work Regulations 1989;
- (xviii) Fire Precautions Act 1971;
- (xix) Fire Precautions (Workplace) (Amendment) Regulations 1999;
- (xx) The Pressure Systems Safety Regulations 2000;
- (xxi) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

All enactments, regulations and working rules relating to safety, health and welfare.

4.2 Service Requirements

Statutory Testing

01 Project Co shall advise the Trust in writing of all statutory and regulatory tests which require to be carried out; attend upon and undertake where appropriate insurance, statutory and regulatory tests required by law or the Trust's insurers, in

SP01

liaison with the Trust; and prepare boilers, lifts, hoists, calorifiers, sterilisers, air receivers etc for insurance company inspections.

- 02** Project Co shall prepare and reinstate the Plant required to enable Engineering Insurance Surveyors to carry out inspections. Project Co shall assume responsibility for planning and organising arrangements with the Surveyors that shall be integrated in to the Planned Preventative Maintenance Schedule. **SP02**
- 03** Project Co shall be responsible for all corrective actions arising from such inspections and shall undertake such works to ensure Plant attains the standards required. **SP03**
- 04** Project Co shall be responsible for commissioning all new plant and equipment. This shall include the production of maintenance manuals within agreed timescales. **SP04**
- 05** Project Co shall be responsible for the routine/regular testing of standby generators, standby domestic pumps, fire alarms, emergency lighting systems and exit signs and electrical distribution systems etc; the testing and servicing of hand fire appliances; and testing associated with the prevention of legionella. **SP05**
- 06** Project Co shall be responsible for the testing, labelling and recording of all portable appliances, as required under PAT Legislation. This shall include but not be limited to the following tasks: **SP06**
- a) Testing and certifying all portable test equipment, pressure gauges and recording equipment;
 - b) Testing and certifying all fixed instrumentation and shall take the necessary action to repair, replace and adjust such devices as required; and
 - c) Ensuring that all test equipment is itself tested and carries the necessary valid certification.

Permits to Work

- 07** Project Co shall apply to the Trust for Permits to Work where any work may affect Trust operations. This includes, but is not limited to works involving or affecting the following: **SP07**
- a) Fire and security Alarms;
 - b) Trust operations;
 - c) Confined Spaces;
 - d) Hot Works including drilling and cutting;
 - e) Works on Electrical systems, Patient Call systems, I.T and Telephone systems
 - f) Pressure Systems;
 - g) Energy systems; and
 - h) Roof working;

and any other area or type of work so identified by the Trust.

Pest Reporting

- 08** In carrying out the duties described within this Output Requirement Project Co shall report all evidence that indicates the presence of vermin or pests, identified while the Estates Service is being provided, to Trust's Representative. **SP08**
- For the avoidance of doubt, the Estates Service shall not be deemed to include
 - any measures or procedures required to manage any occurrence of Pests in

the Facilities as this shall be provided through the Pest Control Services.

Planning, Design and Project Management

- 09** Project Co shall provide a comprehensive Planning, Design and Project Management Service to the Trust to the scope and standard described in Table 1 – Planning, Design and Project Management Service Standard.

Table 1 - Planning, Design and Project Management Service Standard

Service	Standard	PP Ref
Planning, Briefing & Design	<ul style="list-style-type: none"> ▪ Provide a complete planning, briefing and design Service which maximises functional content and space utilisation with the needs of medical care and support Service requirements and utilises good design logic and practice. ▪ Produce briefs, data sheets, layout plans and drawings, timescales and costing information etc for future projects and schemes. ▪ Liaise with the Trust throughout the planning, briefing, design and tendering phases of any project to ensure the Trust's requirements are adequately taken account of at all stages of the process. ▪ Project Co shall ensure that all additions/ alterations to the Facilities comply with the Building Standards requirements for insulation of buildings and the Trust's Energy requirement and achieve an overall energy performance of no more than 50gj/100cu.m. ▪ Data sheet information must show all the requirements to complete the project including those which are to be purchased directly as part of the scheme or those which are to be transferred from other areas of the Trust. ▪ Loaded drawings shall ensure that all facilities can be accommodated within the space available and that it reflects the Trust's layout and operational requirements and can be maintained/replaced as necessary. 	SP09a
Tendering and Contracting	<ul style="list-style-type: none"> ▪ Project Co shall undertake tendering and contract appointment procedures, contract management and administration, commissioning and training procedures and provide direct support for decant planning and work activities. ▪ Liase with the Trust throughout the planning, briefing, design and tendering phases of any project to ensure the Trust's requirements are adequately taken account of at all stages of the process. 	SP09b
Project Management	<ul style="list-style-type: none"> ▪ Projects undertaken shall utilise project management techniques to ensure that projects are completed on time, within budget and to acceptable quality standards. ▪ Appoint a project manager to provide the project management element on all schemes and projects undertaken within the Trust. 	SP09c
Financial Management	<ul style="list-style-type: none"> ▪ Budget costs to be within +/- 10% of PTE ▪ PTE to be within +/- 3% of tender price ▪ Scheme cost at outturn within approved figure 	SP09d
Commissioning and Training	<ul style="list-style-type: none"> ▪ Project Co shall ensure that all requisite building regulations and planning permission approvals are obtained and that any other necessary consultation with regulatory bodies is carried out and their recommendations included within the project brief. ▪ New work meets the prescribed design and quality requirements. 	SP09e

Maintenance

General

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| 10 | Project company shall provide a Planned Preventative and Reactive Maintenance Service on a day to day basis to meet the requirements of the Trust in all Areas of the Site in accordance with this Service Level Specification, the Service Standards, set out in Appendix A and within the Service Response Rectification times set out in Table 4 Appendix B. | PI Ref.
SP10 |
| 11 | In the event that a Functional Part is in use by the Trust during the Access Times detailed in Table 2 the Trust may inform Project Co that the Estate Service shall not be carried out due to the disruption to Trust Operations. Project Co shall liase with the Trust to agree an alternative time to carry out the Service. Where Project Co carries out the Service at the agreed alternative time, Project Co shall be deemed to have complied with carrying out the Service | SP11 |

Table 2 - Access Times

FUNCTIONAL PART	ACCESS TIMES
Planned Preventative Maintenance	As agreed with Trust at the time included in the Planned Maintenance Information agreed with the Trust.
Reactive Maintenance	As required to meet the relevant Fault Response Time and Rectification Times specified in Table 4 in Appendix B.
Asset Management	As defined in the Programmed Maintenance Information provided by the project co and agreed with the Trust.
Fire Safety Systems and Procedures	As defined in the agreed Programmed Maintenance Information.

Service Diversions

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| 12 | Project Co shall, insofar as possible, avoid the need for Service diversions. Where diversions are necessary, Project Co shall (other than in an emergency) contact the Trust and gain approval to divert the same as required. The work shall be carried out with the minimum of interference to existing installations and the normal operation of the building. | SP12 |
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Staff Competencies

- 13** Project Co shall ensure Authorised Persons, Competent Persons and Suitably Designated Persons as required by relevant standards and Good Industry Practice are available 24 hours a day 365(6) days per year to undertake Maintenance tasks. **SP13**

Planned Preventative Maintenance

- 14** Project Co shall establish and maintain suitable systems and procedures to ensure that planned preventive maintenance is carried out at such times and in such manner that the Service Standards and legislation is met in relation to the Trust Site(s), the Facilities, Plant and Equipment. Project Co shall provide a Planned Preventative Maintenance (PPM) Service, which actively reduces the risk of Reactive Repairs and Maintenance work affecting Trust operations. **SP14**
- 15** Project Co's PPM Service shall include, but not limited to maintenance of: **SP15**
- a) Utility service connections and distribution systems, and on-site infrastructure including Roads, footpaths, car parks, hard standings, access ways etc. so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance.
 - b) internal and external fabric of the Facilities so that they are properly and safely maintained and remain functional, safe, operationally sound and of good appearance.
 - c) mechanical and electrical Services including air conditioning, hot and cold water system, electrical and cabling systems, heating and vent systems energy management system I.T. and Telecommunication infrastructure and the alarm system, such that they are properly and safely maintained and remain functional, safe and operational.
 - d) Specialist Services so that they are properly and safely maintained to remain fully functional, safe and operational.
 - e) Maintain the quality and safety of medical gases, vacuum and anaesthetic scavenging systems; and
 - f) All Equipment (Group 1 and 2) as listed in the Annexures.
- 16** Project Co shall bear all costs associated with: **SP16**
- a) Inspecting and testing building fabric, utilities, mechanical and electrical Services, site infrastructure roads footpaths and car parks etc. to ensure they are compliant with applicable Legislation and Trust requirements, and Good Industry Practice.
 - b) Producing such reports as required by applicable Legislation and other regulations, informing the Trust which statutory reports have been carried out and making available to the Trust copies of such reports.
 - c) The project companies participation in and promotion of the Trust's program of environmental and energy efficiency measures in respect of staff awareness and use of resources.
- 17** Project Co shall produce and issue to the Trust for approval: **SP17**
- a) Five year rolling PPM Plans for the Facilities, including life-cycle maintenance, planned improvement and replacement programmes, and a report for the Facilities,

on every anniversary of the Agreement, from the Commencement Date, in a format to be agreed between the parties;

- b) Detailed PPM Programmes for every 12-month period. Subject to the terms of Clause 28.1 of this Agreement in the first Contract Year 12-month PPM Programmes shall be submitted to the Trust at least four months in advance of the Commencement Date or subsequent anniversary. The PPM Programmes shall include but not be limited to information relating to any implications arising from carrying out the work content of the report and its effects, if any, on Clinical Services while work is in progress; and
- c) A Monthly Maintenance Report for each calendar month, in a format agreed with the Trust, which includes:
 - i) All maintenance (planned or otherwise) undertaken in that month.
 - ii) A schedule of all failures to comply with the requirements of this Specification and Project Co's procedures in connection with the provision of Services as previously agreed with the Trust.
 - iii) Details of training of personnel, changes of personnel, testing (statutory, PAT, insurance company and legionella) and changes to established working practices that have occurred in that month and that shall be undertaken during the following two months.
 - iv) Energy and environmental performance reports.

18 In addition to describing the performance of the previous month the Monthly PPM reports shall include details of the forthcoming month's work and shall include the following information as a minimum: **SP18**

- a) Location of the work to be undertaken clearly identifying activities which are anticipated to cause disruption to the Trust's operations.
- b) Risk Assessment including Health & Safety and COSHH implications.
- c) Method statement.
- d) Time period when the work is to be undertaken.
- e) Standards and quality to be achieved.
- f) Asset conditions.
- g) Resources/sub-Project Companies used.
- h) Permits to Work needed.

Reactive Repairs & Maintenance

19 Project Co shall provide a complete and comprehensive reactive repairs and maintenance (RRM) Service including a Service giving immediate technical and managerial support and advice 24 hours per day, 365(6) days per year. The Service shall be consistently delivered, sensitive to clinical and patient care needs and responsive to the changing requirement of the National Health Service. **SP19**

20 Project Co shall respond and rectify within the parameters stated in Table 4 in Appendix B. Each fault shall be classified by the Trust as one of the following: **SP20**

- a) Priority 1 Emergency;
- b) Priority 2 Urgent;
- c) Priority 3 Routine.

Fire Safety Systems & Procedures

- 21** Project Co shall provide a planned and reactive maintenance Service that shall regularly maintain, repair and replace where necessary all, emergency vehicle access ways, fire exit routes, fire notices, fire prevention/detection equipment, including fire safety systems and equipment, automatic fire detection and alarm systems, portable and fixed fire fighting systems and equipment at the Facilities as may be required from time to time to maintain all fire equipment in compliance: **SP21**
- a) In accordance with applicable Legislation, Trust Policies and any other regulations and guidance notes in force from time to time; and
 - b) The Service Standards set out in Appendix A of this Output Requirement.
- Where any such equipment requires replacement, Project Co shall replace such equipment with equipment of equivalent or higher standard.
- 22** Project Co shall establish and maintain suitable systems and procedures to ensure that all fire equipment is examined and tested and shall keep records of all tests and the dates thereof in an accurate and sufficiently detailed manner. **SP22**

- 23** Project Co shall collaborate with the Trust within timescales set out by NHS Firecode and/or other legislative requirements, or where these are not stated within reasonable periods of time, to agree all emergency procedures and contingency plans as these shall relate to the provision of any aspect of Project Co's obligations and responsibilities as set out in the Contract. **SP23**

For the avoidance of doubt Project Co shall have a sole obligation to maintain in readiness and implement where necessary, contingency plans should any of the Fire Safety Systems in the Facilities fail to function as intended.

- 24** Project Co shall establish and implement procedures for fire drills in liaison with the fire authority, or as required by regulations in relation to buildings on the Estates Site Project Co's nominated fire officer shall liaise with the Trust's designated manager in respect of procedures for the evacuation of buildings in the event of fire. Project Co shall ensure that fire drills are carried out as agreed with the fire authority or as may be directed by the Trust Fire officer or other authorised person, in relation to buildings in the Facilities. **SP24**

- 25** In addition the maintenance of fire systems Project Co shall additionally ensure that: **SP25**

- a) Trust Employees., Project Co staff or Service Provider Staff shall, if at any time they believe that any matter constitutes a fire risk, report this immediately to the Trust's Representative and take such remedial action as may be necessary;
- b) Project Co Staff are given fire safety lectures in compliance with HTM 83 section 5
- c) Any person carrying out hot working activities on the Estates Site does so only after receipt of an approved permit to work, which shall include full details of proposed activities.

Asset & Property Management

- 27** Project Co shall provide a comprehensive Estates Asset Management System that shall include: **SP27**
- a) Maintenance of estate records and information;
 - b) Provision of Estate information to Authorised Persons or statutory bodies;
 - c) Administration of Estate information and business.

28 Project Co shall collect, manage and update all Estate records and information on behalf of the Trust. This shall include but not be limited to the information regarding: **SP28**

- a) Physical characteristics of the Estate including but not limited to:
 - i) the description and address of the Facilities;
 - ii) all area and buildings volume data;
 - iii) condition surveys;
 - iv) all location plans, boundaries and titles relating to the Trust Site;
 - v) Up to date CAD drawings for both building and Services which is to be linked to the Trusts systems. Ensure that all systems provided are compatible for access of information by the Trust and Project Co.
- b) Legal or equitable interests in or rights over the Facilities or Site and in addition Project Co shall retain to keep safe all original documentation relating to any such rights or interests;
- c) Specific licence requirements where Project Co is responsible for obtaining such licences. Where the Trust is responsible, Project Co shall only be obliged to maintain records that have been provided to it by the Trust;
- d) Test certificates and appropriate documentation and records (in particular those relating to any aspects of safety or statutory compliance) shall be maintained accurately and shall be updated appropriately and shall be available for inspection by the Trust or any other relevant party;

Project Co shall ensure all information and records are complete, precise and clearly identifiable and as a minimum be kept to a standard that shall satisfy the requirements of the NHS Estate Code. All such information shall be available for inspection at the reasonable request of the Trust Representative or any other relevant Authorised Person.

29 In addition Project Co shall: **SP29**

- a) Maintain hazard notices and safety signs including those issued by the Trust and maintain a record of all such hazard notices and safety signs and put in place approved procedures to ensure they are located and displayed correctly, and are fully Serviceable;
- b) Ensure that all required notification procedures to the NHS and Medical Devices Agency (MDA) of any Equipment or Plant failure are complied with;
- c) To the extent that Project Co is required to maintain Equipment, be responsible for supplying, administering and distributing Equipment evaluation records required by the NHS and MDA in accordance with required distribution procedures;

Providing Information

30 Project Co shall prepare and supply all information reasonably required by any person, firm, governmental authority or other body to whom the Trust is obliged to present information at any time in relation to the performance of the Estates Service. **SP30**

For the avoidance of doubt this shall include relevant Scottish Executive and associated agencies returns.

31 Project Co shall keep the Trust's Representative informed and appraised of the records **SP31**

specified and liase and co-operate fully with the duly appointed officers of appropriate authorities including but not limited to the District Valuer.

- 32** Project Co shall also maintain records detailing any complaints made with respect to the Service and response action taken. **SP32**
- 33** In addition Project Co shall provide the following in support of the Asset and Property Management Service: **SP33**
- a) Provide hardware and software to the hospital to run relevant linked systems. Equipment and software is to be kept upgraded to reflect market standards;
 - b) With any upgrade of software Project Co is to ensure that the Trust systems are compatible and if not allow for the upgrade of the Trusts systems to meet the requirements. Ensure that all Project Co Staff or Trust Employee users of specific software/systems are trained and competent to meet the requirements;
 - c) Monitor rent and/or rates reviews and challenge where unduly charged.

TABLE 1

Performance Parameters – Estates Services

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP01a	Trust is notified at least 1 month prior to statutory or regulatory inspection dates	QF	Low	N/A	N/A	Q	1, 3, 4, 5, 8
SP01b	A programme for testing and inspections for forthcoming 12 months is in operation.	QF	Med	N/A	N/A	A	3, 4, 5, 8
SP02	Necessary preparation for inspections are made and Statutory and Insurance surveys and inspections are completed by the agreed date.	QF	High	N/A	N/A	B	1, 4, 5, 8
SP03	All corrective actions arising from inspections are remedied promptly in accordance with agreed Rectification Time.	QF	High	N/A	N/A	Following Inspections	1, 4, 5, 8
SP04	All new plant and equipment has been successfully commissioned and maintained in accordance with manufacturer's instructions and maintenance manuals.	QF	Medium	N/A	N/A	B	1, 3, 4, 5, 8
SP05	Statutory testing of equipment and systems is carried out by competent operator in line with manufacturer's instructions within the agreed statutory or manufacturer's prescribed test period.	QF	High	N/A	N/A	As Statutory Requirements	1, 3, 4, 5, 8
SP06	Compliance with PAT testing legislation including correct labelling and certification procedures.	QF	High	N/A	N/A	Q	2, 4, 7, 8

LANARKSHIRE PRIMARY CARE NHS TRUST
STONEHOUSE HOSPITAL PPP PROJECT

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP07	All maintenance work is carried out in accordance with the Permit to Work system.	QF	High	N/A	N/A	M	1, 4, 5, 8
SP08	Pest and or the evidence of infestation is reported the Pest Control Service Provider promptly.	QF	Low	N/A	N/A	As required	1, 4, 5, 8
SP09a	Planning, Briefing and Design activities delivered to the agreed project timetable in the correct format, quality and Standard.	QF	Med	N/A	1 week	M	2, 4, 6, 8
SP09b	Tendering and Contracting activities delivered to the agreed project timetable in the correct format, quality and quantity.	QF	Med	N/A	1 week	M	2, 4, 6, 8
SP09c	Project Management activities are delivered to the agreed project timetable in the correct format, quality and quantity and the project is kept programme.	QF	Med	N/A	1 week	M	2, 4, 6, 8
SP09d	Actual project costs over life of project to be +/- 10% of PTE	QF	Medium	N/A	N/A	M	2, 4, 6, 8
SP09d	PTE to be within +/- 3% of tender price	QF	Medium	N/A	N/A	M	2, 4, 6, 8
SP09d	Scheme cost at outturn within approved figure	QF	Medium	N/A	N/A	M	2, 4, 6, 8
SP09e	Project complies with all statutory and design requirements and user training has been completed according to project programme.	QF	High	N/A	N/A	M	2, 4, 6, 8
SP10	Planned and reactive maintenance service provided to all of the Trust estate	QF	High	N/A	N/A	M	2, 4, 6, 8
SP11	No work is carried out in areas outside agreed Access Times without prior written consent from the Trust Representative.	QF	High	N/A	N/A	M	1, 2, 3, 4, 5, 6, 8

LANARKSHIRE PRIMARY CARE NHS TRUST
STONEHOUSE HOSPITAL PPP PROJECT

Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP12	No Service diversions have been carried out without prior consent by the Trust Representative.	QF	High	N/A	N/A	M	1, 2, 3, 4, 5, 8
SP13a	24 hour authorised person emergency cover is maintained	QF	Low	N/A	N/A	M	1, 2, 5, 8
SP13a	24 hour competent person emergency cover is maintained.	QF	Low	N/A	N/A	M	1, 2, 4, 5, 8
SP13a	24 hour suitably designated person cover is maintained	QF	Low	N/A	N/A	M	1, 2, 4, 5, 8
SP14	Systems and procedures ensuring that planned preventative maintenance complies with service standards legislation are in place and maintained	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	External and Internal Building related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Fixtures and Fitting related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Floor and covering related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Infrastructure related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Decorative Finish related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Hot and Cold Water System related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Heating, Air conditioning and mechanical ventilation related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Specialist Services related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Electrical Power and Cabled System related PPM is carried out in accordance with PPM programme	QF	High	N/A	N/A	M	1, 2, 4, 5, 8

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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP15	Public Health and Drainage related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP15	Fire Equipment related PPM is carried out in accordance with PPM programme	QF	Medium	N/A	N/A	M	1, 2, 4, 5, 8
SP16	All legislative and Trust required inspections and tests are carried out by the due date and the resulting report is given to the Trust Representative within the agreed timescale.	QF	Medium	N/A	N/A	As required	1, 2, 3, 4, 8
SP17	5 year PPM programmes are produced at the agreed time to the agreed format and quality.	QF	Low	N/A	N/A	A	1, 2, 3, 4, 8
SP17	12 Monthly PPM programme is produced at the agreed time to the agreed format and quality. and presented to the Trust 4 months in advance.	QF	Medium	N/A	N/A	M	1, 2, 3, 4, 8
SP17	Monthly PPM report submitted in agreed format to the Trust Representative.	QF	Low	N/A	N/A	M	1, 2, 3, 4, 8
SP17	Critical PPM works carried out in accordance with the agreed PPM Programme	QF	High	N/A	N/A	M	1, 2, 3, 8
SP18	Monthly forthcoming PPM programme to include information as agreed.	QF	Low	N/A	N/A	M	1, 2, 3, 4, 8
SP19	Project Co and the Trust shall meet at least bi-annually to discuss the impact of forthcoming various seasonal or patient loads.	QF	Low	N/A	N/A	B	4, 8
SP20	Emergency requests for reactive maintenance are carried out in accordance with Service Response Times and Standards.	FE	A-D	5 minutes	12 hours	Per Request	1, 2, 4, 8

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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP20	Urgent requests for reactive maintenance are carried out in accordance with Service Response Times and Standards.	FE	A-D	15 minutes	24 hours	Per Request	1, 2, 4, 8
SP20	Routine requests for reactive maintenance are carried out in accordance with Service Response Times and Standards.	FE	A-D	2 hours	36 hours	Per Request	1, 2, 4, 8
SP21	Fire Safety Systems are compliant with statutory regulations and Service Standards at all times	QF	High	N/A	N/A	M	1, 2, 3, 4, 8
SP22	Annual Fire Certificate is retained	QF	High	N/A	N/A	A	4, 7, 8
SP22	Fire systems are tested regularly against legislation and Service Standards	QF	Medium	N/A	N/A	As appropriate	1, 2, 3, 4, 7, 8
SP23	Emergency and Fire contingency plans have been developed and the necessary training has taken place.	QF	Medium	N/A	N/A	B	1, 2, 4, 7, 8
SP24	Fire drills are carried out in accordance with Trust and Fire Officer's instructions.	QF	Medium	N/A	N/A	B	1, 2, 3, 4, 8
SP25	Staff have been trained in HTM83 processes	QF	Low	N/A	N/A	M	2, 4, 5, 8
SP26	Annual report is provided to the Trust Representative on the anniversary of the contract commencement date in the agreed format, quality and standard.	QF	Medium	N/A	N/A	A	3, 4, 8
SP27	All statutory estates data is accurately recorded, regularly updated and available for inspection by the Trust Representative.	QF	High	N/A	N/A	Q	3, 4, 8
SP28	All Quality Assurance data requirements are accurately recorded, stored and are available for inspection.	QF	Low	N/A	N/A	Q	1, 2, 3, 4, 5, 6, 7, 8
SP29	Project Co has an up to date record of the latest HTMs, MDA Notices and Safety Notices and has traceable evidence that relevant action has been taken to	QF	Low	N/A	N/A	Q	4, 7, 8
SP30	Requests for information are administered in a timely manner	QF	Low	N/A	N/A	PR	1, 4, 5, 7, 8

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Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8
Ref	Parameter	SF Type	Category	Response	Rectification	Recording Freq.	Monitoring Method
SP31	Requests for information from authorised personnel is provided by the agreed date, quality and format.	QF	Low	N/A	N/A	M	1, 3, 4, 7, 8
SP32	Complaints procedures are in place and being used to monitor complaints effectively	QF	Low	N/A	N/A	M	1, 2, 3, 4, 8
SP33	All hardware and software used in the delivery of the Estates Service hold valid licenses, are registered in the Trust's name and are compliant with Trust software and hardware.	QF	Low	N/A	N/A	B	3, 4, 7, 8

Appendix A – Quality Standards

A.1 Buildings, Car Parks, Roads, Hard-standings

Element	Standard
<p>Car Parks, Roads, Hard-standings Including:</p> <ul style="list-style-type: none"> ▪ Access ways ▪ Roads ▪ Car Parks ▪ Footpaths ▪ Hard standings 	<ul style="list-style-type: none"> ▪ All access ways and surfaces shall be maintained in a fully functional condition free of damage obstruction or hazards and suitable for their intended use. ▪ Surface drainage shall be maintained fully operational in a condition capable of dealing with the disposal of surface water and prevention of flooding. ▪ Road lining shall be maintained in a clearly visible condition suitable for traffic flow guidance.
<p>Building Fabric External Including:</p> <ul style="list-style-type: none"> ▪ External walls ▪ Roof ▪ Fire escapes, ▪ Walkways, ▪ safety barriers ▪ balconies ▪ eaves ▪ rendering 	<ul style="list-style-type: none"> ▪ All elements of building fabric, finishes, furniture and Equipment or a Services system component shall be functional, operational and satisfy the performance requirements. ▪ Sound secure and weatherproof where appropriate. ▪ Free from damp penetration or spalling. ▪ Claddings, copings and parapets are structurally sound and secure. ▪ Free from vermin and/or pests. ▪ Chimney stacks/flues are structurally sound and secure and flue is free from blockages/excess soot. ▪ Free from debris and moss growth.
<p>Building Fabric Internal Including:</p> <ul style="list-style-type: none"> ▪ Internal walls ▪ Partitions ▪ Ceilings 	<ul style="list-style-type: none"> ▪ All elements of building fabric, finishes, furniture and Equipment or a Services system component shall be functional, operational and satisfy the performance requirements. ▪ Free from structural cracks and/or deflection. ▪ Free from damp and vermin. ▪ Free from undue damage and of reasonable appearance for location. ▪ Comply with the requirements set out in CIBSE guidelines. ▪ Free from asbestos.
<p>Fixtures and Fittings Including:</p> <ul style="list-style-type: none"> ▪ doors (external, internal and fire) ▪ windows and cills, ▪ hatches, ▪ vents, ▪ ironmongery, ▪ shelving ▪ cupboards, ▪ railings, ▪ racking, ▪ notice boards, ▪ mirrors, ▪ balustrades ▪ Magnetic door holders 	<ul style="list-style-type: none"> ▪ Operate as intended, in a safe way, without making undue noise and without including observable stains on hinges, locks, catches and handles, and without binding, rubbing or catching in any way. ▪ Shall function as intended, and shall be free from all but minor surface blemishes and wear and tear. ▪ Luminescent strips, signs, notices, warning signs where appropriate are intact, legible and illuminated where appropriate. ▪ Free from corrosion.
<p>Floor and Floor Coverings</p>	<ul style="list-style-type: none"> ▪ The floor covering is complete, according to specification. ▪ The floor covering is fully fixed to the floor so as not to cause a health and safety hazard. ▪ The floor/floor covering is free from tears, scoring, cracks or any other damage that is unsightly and/or could cause a health and safety hazard. ▪ Floor coverings/surfaces shall be maintained in such a way as to provide a suitable uniform surface (taking into account the pre-

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	<p>existing sub-surface), with minimal resistance, for wheeled beds trolleys, wheel chairs and any other wheeled vehicle in use in the Facilities.</p> <ul style="list-style-type: none"> ▪ Allow adequate drainage where necessary. ▪ Free from pests.
<p>Decorative Finishes Including:</p> <ul style="list-style-type: none"> ▪ Paintwork ▪ Fabric and special finishes applied to walls; ceilings; woodwork, metalwork; pipework and other visible elements 	<ul style="list-style-type: none"> ▪ Decorative finishes are complete according to their specification, ▪ Free from all but minor surface blemishes or undue wear and tear; ▪ Free from cracks, or any other surface degradation inconsistent with a building maintained in accordance with Good Industry Practice.

A.2 Systems

Element	Requirement
<p>Infrastructure Services Including:</p> <ul style="list-style-type: none"> ▪ Sanitation and drainage systems ▪ Water systems ▪ Fuel storage plan ▪ Electricity distribution system ▪ Gas distribution system 	<ul style="list-style-type: none"> ▪ To be maintained in fully operational condition fully compliant with statutory requirements supporting a safe and healthy environment within the facilities at all times.
<p>Emergency Power Supply</p>	<ul style="list-style-type: none"> ▪ Standby power source shall be operational, secure and tested regularly. ▪ Emergency lighting units shall comply with BS5299, be free from dust, operational and fully charged. ▪ Batteries and Battery rooms shall be adequately ventilated, free from acid leakage; batteries shall be topped up and fully charged. ▪ Static inverters shall be in working order and not overheat during normal operational loading.
<p>L&MV Distribution System Including:</p> <ul style="list-style-type: none"> ▪ Distribution equipment and protective devices fuse switches, isolators, distribution boards, fuses, MCBs, ACB, ELCBs and RCD's, exposed distribution cables 	<ul style="list-style-type: none"> ▪ Ratings shall be clearly marked. ▪ Fuse elements or circuit breaker mechanisms in working order. ▪ Contacts and connections clean and mechanically tight. ▪ No overheating during normal operating loads. ▪ Secure to authorised access only. ▪ Recording instruments operational where necessary. ▪ Cable joint boxes free from compound leaks. ▪ Marker and covering notices where necessary.

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<p>HV Distribution System Including:</p> <ul style="list-style-type: none"> ▪ Distribution equipment, protective devices, isolators, distribution units, OCBs, ACBs and ELCBs 	<ul style="list-style-type: none"> ▪ Ratings shall be clearly marked. ▪ Fuse elements or circuit breaker mechanisms in working order. ▪ Contacts and connections clean and mechanically tight. ▪ No overheating during normal operating loads. ▪ Secure to authorised access only. ▪ Recording instruments operational where necessary. ▪ Transformers are free from oil leaks. ▪ Protective coatings are intact. ▪ No signs of excessive heating. ▪ Electric strength of oil satisfactory. ▪ Cable joint boxes free from compound leaks. ▪ Marker and covering notices where necessary.
<p>Hot & Cold Water Systems</p>	<ul style="list-style-type: none"> ▪ Deliver water at the temperatures defined in Technical Requirement without undue noise and vibration. ▪ Taps, valves and other related fittings and fixtures function as intended. ▪ Pipework and fittings shall be fastened securely to their intended points of anchorage. ▪ There shall be no drips or leaks of water from pipework, taps, valves and/or fittings.
<p>Heating, Air Conditioning and Mechanical ventilation Systems Including:</p> <ul style="list-style-type: none"> ▪ Fume cupboards ▪ Humidifiers ▪ Heaters ▪ Ductwork ▪ Mixing boxes and dampers ▪ Coolers ▪ Inlet/outlet grilles ▪ Refrigeration plant ▪ Cooling towers ▪ And other local ventilation systems) 	<ul style="list-style-type: none"> ▪ All ventilation systems shall function as intended without undue noise or vibration. ▪ Air changes and ventilation levels as required to achieve Availability. ▪ Ductwork, fittings and pipework shall be securely fastened to their intended points of anchorage. ▪ There shall be no leakage of water (or other heating/cooling medium) or air from ventilation systems. ▪ Secure to authorised access only. ▪ Free from corrosion, erosion and organic growth.
<p>Specialist Services Including:</p> <ul style="list-style-type: none"> ▪ Un-interruptable power supply systems, nurse call, emergency alarm systems and equipment, energy management system 	<ul style="list-style-type: none"> ▪ All Specialist Service shall function as intended, at the correct temperatures, quality and standards and flow rates as defined in Technical Requirement without undue noise or vibration. ▪ All pipework and fittings shall be fastened securely to their intended points of anchorage. There shall be no leaks of piped gases and/or liquids and/or solids.
<p>Electrical Power and other Cabled Systems Including:</p> <ul style="list-style-type: none"> ▪ External lighting installation ▪ Internal electrical power and lighting installations ▪ Emergency Lighting Systems ▪ Communications Systems including Bedside Communication Units ▪ Data and Telephone Cabling ▪ Security and Fire alarm systems ▪ Fixed and portable electrical appliances ▪ Space heating systems ▪ Ventilation extracts and air 	<ul style="list-style-type: none"> ▪ All electrical installations to comply with BS7671 and the requirements set out in the Technical Requirement. ▪ weatherproof where appropriate. ▪ Function as intended without undue noise or vibration. ▪ Wiring, fittings, fixtures, controls and safety devices shall be properly housed and fastened securely to their intended point of anchorage and labelled. ▪ Lighting conductor should be complete, isolated and comply with BS6651. ▪ MICC cable protective coatings intact. ▪ Light emittance within design Lux levels.

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<p>systems</p> <ul style="list-style-type: none"> ▪ Fire extinguishing systems ▪ Electrical mains distribution system ▪ Emergency electrical generation plant and equipment ▪ Thermal Systems and distribution systems ▪ Heating, Plant, steam and hot water storage and distribution systems ▪ Emergency Electrical Central Battery Systems ▪ Refrigeration equipment ▪ Fixed and Portable First Aid Fire Fighting Systems 	
<p>Public health and other drainage systems Including:</p> <ul style="list-style-type: none"> ▪ All sanitary ware and associated fittings 	<ul style="list-style-type: none"> ▪ shall function as intended, without undue noise and vibration. ▪ provide a safe and comfortable environment. ▪ all pipework and fittings fastened securely to their intended points of anchorage. ▪ there shall be no leakage of waste and/or foul water and/or rain water.
<p>Energy / Environmental Controls</p> <p>The Facilities must be maintained in compliance with the Trust's Energy requirements achieving and maintaining an overall energy performance of no more than 50gj/100cu.m throughout the duration of the contract.</p> <p>The contractor must participate in and promote the Trust's program of environmental and energy efficiency measures in respect of staff awareness and use of resources.</p>	<p>The facilities, plant and controls must be maintained in a manner which accommodates the following:</p> <ul style="list-style-type: none"> ▪ Fully functional approved energy management system compatible with and linked to the existing Trust Energy management system (Trend) maintained in full working order to provide relevant and accurate information to measure compliance with agreed indicators and standards. ▪ Meters in full working condition for all fuel and water, accessible to the Trust to verify accuracy of all meters and readings. ▪ Continuous achievement of energy consumption targets. ▪ Continuous efficient operation of plant and controls ▪ Safe conditions in respect of hot water and surface temperatures. ▪ Continuous control of ventilation and heating systems to achieve appropriate temperatures and internal environmental conditions. ▪ Control of emissions to avoid atmospheric land or water pollution. ▪ Continued compliance with statutory requirements regarding control of pollution.
<p>Equipment</p>	<p>The Contractor shall include the testing and maintenance of non-clinical equipment.</p> <ul style="list-style-type: none"> ▪ Undertaking Portable Appliance Tests as required under Electrical Safety Regulations. Where personal property requires to be tested prior to authorising its use within The Facilities this will be treated by the contractor as a Priority 3 response as indicated paragraphs 5.5. and 5.6. ▪ In relation to all relevant items the Contractor shall carry out diagnostic inspections and where appropriate carry out minor repairs and/or replace any required consumables ("First Line

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	<p>Maintenance”).</p> <ul style="list-style-type: none"> ▪ The contractor will require to implement routine tests and (where reasonably appropriate) P.P.M. inspections, of all non-clinical equipment to ensure safe and efficient operation of each item. ▪ Major or substantial repairs to items of non clinical equipment shall be subject to agreement with the appropriate Trust manager and shall be based on a condition report which the contractor shall provide containing details of repair costs, to allow a value for money judgement.
<p>Security</p>	<p>Security</p> <p>The Facilities shall be maintained in a manner which minimises security risks.</p> <p>Systems shall be maintained in full working condition functioning as intended at all times including but not restricted to:</p> <ul style="list-style-type: none"> ▪ High Illumination Security lighting to car parks footpaths and premises access points ▪ CCTV cameras, to be provided within the entrance area. ▪ Compliance with the Data Protection Act 1998 for CCTV systems. ▪ Fully operational security alarm systems and connections to 24 hr a monitoring base in all areas which are unoccupied outwith normal working hours (8.00am-6.00pm or otherwise stated) and/or week ends. ▪ Fully operational access control measures and release mechanisms for use in the event of a fire. ▪ Fully operational personal attack alarms. ▪ Fully maintained containment measures for external areas designated for in patient activity e.g. fences walls hedges. ▪ Fully operational nurse call systems.
<p>Fire Fighting Equipment</p>	<ul style="list-style-type: none"> ▪ Fire extinguishers and other fire fighting equipment shall be maintained in accordance with British Standard 5306 Part 3 Code of Practice. ▪ Sound, secure and fixed to their intended point of anchorage. ▪ Fully operational within manufacturer’s recommendations. ▪ Hydrants, shall be at correct operating pressure and capacity. ▪ Pipework shall be free from corrosion, leaks and drips. Be of suitable type and quantity for the hazards present within their vicinity.

NB. The examples provided in Appendix A (A1 and A2) are not exhaustive. Project Co must fully ascertain the total requirements.

Appendix B - Response and Rectification

For the purpose of determining Response Times and Rectification Times the failure or request for Service shall be categorised as Priority 1 Emergency, Priority 2 Urgent or Priority 3 Routine. Table 3 provides the relevant definitions.

Table 3 - Failure or request for Service categories

Category	Definition
<p>Priority 1 (Emergency)</p>	<ul style="list-style-type: none"> ▪ Any events felt to be life threatening or serious enough to cause significant damage. ▪ Any request for a Service which is required to avoid a life threatening event or an event serious enough to cause significant damage or unavailability or major disruption to wards, departments or the running of "The Facility". ▪ Work which, if not carried out immediately, will endanger the health, safety and welfare of patients, staff and the general public. ▪ Work which if not undertaken immediately will present an unacceptable security risk.
<p>Priority2 (Urgent)</p>	<ul style="list-style-type: none"> ▪ Any faults that shall cause operational problems if not attended to quickly, or which may develop into an emergency if not remedied. Any request for a Service which requires attendance quickly to avoid operational problems, or will give rise to an Emergency situation if not remedied. ▪ Faults which do not present an immediate threat to health and safety and/or welfare of patients, staff and or the general public but is work which if not carried out within the required period presents a significant risk that it would become such a threat and may result in the need for staff to be called out after normal working hours
<p>Priority 3 (Routine)</p>	<ul style="list-style-type: none"> ▪ Any faults that are not seen as immediately detrimental, and will not cause operational problems if attended to out with the above time scales.

For the purpose of determining Service Response Times, Fault Response Times and Rectification Times the Facilities shall be categorised according to the Functional Part Categorisations given in Table A2.

Table 4 - Response Requirements for different Functional Part Categories

Response Category	Response Time	Rectification Time
Priority 1 EMERGENCY	Immediate	12 hours
Priority 2 URGENT	15 Minutes	24 hours
Priority 3 ROUTINE	2 Hours	36 hours dependent on necessity for Temporary Rectification works which must be approved by the Trust prior to proceeding

Notes

1. Response and Rectification Times run concurrently.