

**IN A MATTER CONCERNING THE GRENFELL TOWER INQUIRY**

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**EXHIBIT MFT/4**

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**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION LIMITED**

**SERVICE INFORMATION AND PREAMBLES  
FOR THE  
LIFT PREVENTATIVE PLANNED MAINTENANCE  
AND  
REPAIR CONTRACT  
2012 - 2017**

**ON BEHALF OF:**

**THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION LTD  
NETWORK HUB  
292A KENSAL ROAD  
LONDON W10 5BE**

**PREPARED ON BEHALF OF:**

**ROBERT BLACK  
CHIEF EXECUTIVE  
THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA  
TENANT MANAGEMENT ORGANISATION LTD**

**TELEPHONE NO.  
FAX NO.**





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# **SECTION ONE**

## **PRELIMINARIES**

## SECTION 1- PRELIMINARIES

### A10 PROJECT PARTICULARS

#### 110 The Works

Name: Lift Preventative Planned Maintenance and Repair Contract 2012-2017

Nature: Lift Maintenance and Repairs

Contract Area: The Royal Borough of Kensington & Chelsea, London.

#### 120 Employer (Client)

Name: The Royal Borough of Kensington & Chelsea

/O Tenant Management Organisation Ltd

Address: Network Hub, 292A Kensal Road, London, W10 5BE

Contacts:

**Service Manager:** Mr. R. Cahalarn, RBK&C Tenant Management Org Ltd, Tel [REDACTED]

**TMO Lift Administrator:** [REDACTED] M. Ares, RBK&C Tenant Management Org Ltd, Network Hub, 292A Kensal Road, London W10 5BE. Tel [REDACTED]

**Engineering Manager:** Mr. R. Sams, RBK&C Tenant Management Org Ltd, Network Hub, 292A Kensal Road, London W10 5BE. Tel [REDACTED]

#### 130 Principal Contractor (CDM)

Name: TBC

Address: TBC

Contact: TBC

Telephone: TBC

E-mail: TBC

#### 140 Contract Administrator (herein referred to as 'CA')

Name: Tenant Management Organisation Ltd

Address: Network Hub, 292A Kensal Road, London, W10 5BE

Contact: Mr. R. Cahalarn

Telephone: [REDACTED]

Email: [cahalarn@kctom.org.uk](mailto:cahalarn@kctom.org.uk)

#### 150 CDM Coordinator

Name: TBC

Address: TBC

Contact: TBC

Telephone: TBC

E-mail: TBC

#### 190 Clerk of Works

Name: Tenant Management Organisation Ltd

Address: Network Hub, 292A Kensal Road, London, W10 5BE

Telephone: [REDACTED]



200	<p><b>Responsive Repair Requests</b> For the purposes of receiving response repair requests the principal contacts will be at the following locations:</p> <ol style="list-style-type: none"> <li>1. The Lancaster West Estate Management Board Lancaster West Estate Office Grenfell Tower Lancaster West Estate London W11 1TQ</li> <li>2. Royal Borough of Kensington &amp; Chelsea, Tenant Management Organisation Limited Customer Services Centre The Hub 1<sup>st</sup> Floor 300 Kensal Road London W10 5BE</li> <li>3. Pinnacle Connect Unit 1 Nelson Street Studios Nelson Street Canning Town London E16 1DS</li> </ol> <p>(Pinnacle Maintenance Services are responsible for issuing out-of-hours emergency orders between 18:00 hours and 08:00 hours and during weekends and bank holidays). The Principal Contacts may change during the duration of the contract.</p> <p><b>A11 TENDER AND CONTRACT DOCUMENTS</b></p>				
160	<p><b>Preconstruction information</b> Format: The Preconstruction information is described in these preliminaries in Section A34. It refers to information given elsewhere in the preliminaries and other tender documents.</p>				
180	<p><b>Other documents</b> Inspection: Drawings and other documents relating to the Contract but not included in the tender documents may be seen by appointment during normal office hours at the office of Tenant Management Organisation Ltd The documents include: Maintenance and Repair Records</p>				
A12	<p><b>THE SITE/ EXISTING BUILDINGS</b></p>				
110	<p><b>The sites</b> Locations: The sites comprise housing estates managed by the Employer and properties managed by the Council including council offices, libraries, schools and social services premises as identified in Section 3.</p> <p>The possibility exists that 32 lifts may be removed from the Schedule of Installations as a result of the Employers involvement in the 'Tri Borough Project'. The 32 lifts that may be removed comprise 7 education, 3 libraries, 16 public buildings, and 6 social services.</p>				
KCTMO/LC/001	1/2		APRIL 2012		

All of the 32 can be identified as those within the Schedule of Installations which are not identified with an 'H' for housing.

Note: The Employer reserves the right to add, or omit individual lifts as directed by the Service Manager or operational circumstances. All maintenance costs shall be adjusted accordingly and claims for loss of profit or expenses shall not be accepted.

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**Contract area**

Location: The Royal Borough of Kensington & Chelsea.

180

**Access to the site**

Description: Via local road network.

220

**Use of the site**

General: Do not use the site for any purpose other than carrying out the Works.

230

**Surrounding land/ building uses**

General: Adjacent or nearby uses or activities are as follows:  
Residential/Commercial

240

**Health and safety hazards**

General: The nature and condition of the site/ building cannot be fully and certainly ascertained before it is opened up. However the following hazards are or may be present: Asbestos containing materials and sharps.

Information: The accuracy and sufficiency of this information is not guaranteed by the Employer or the Employer's representative. Ascertain if any additional information is required to ensure the safety of all persons and the Works.

Site staff: Draw to the attention of all personnel working on the site the nature of any possible contamination and the need to take appropriate precautionary measures.

250

**Site visits**

Assessment: Visit buildings, land or other places within the Contract Area to assess local conditions and restrictions likely to affect the execution of the Works.

Upon submitting the Tender, the Contractor shall be deemed to have visited sufficient lift installations, as indicated in the Schedule of Lift Installations, to ascertain the locations covered by the Contract, to determine particular access and/or parking restrictions and all other relevant information necessary to submit tenders.

Site visits: Arrangements: Site visit may be made by appointment with the Employer's Lift Administrator within office hours between 09:00 to 17:00 Mondays to Fridays excluding public holidays.

260

**Parking Restrictions**

Restrictions in respect of loading, unloading and parking of vehicles exist on all sites.

200

**Responsive Repair Requests**

For the purposes of receiving response repair requests the principal contacts will be at the following locations:



1.	<p>The Lancaster West Estate Management Board  Lancaster West Estate Office  Grenfell Tower  Lancaster West Estate  London W11 1TQ</p>				
2.	<p>Royal Borough of Kensington &amp; Chelsea, Tenant Management Organisation Limited  Customer Services Centre  The Hub  1<sup>st</sup> Floor  300 Kensal Road  London W10 5BE</p>				
3.	<p>Pinnacle Connect  Unit 1 Nelson Street Studios  Nelson Street  Canning Town  London E16 1DS</p> <p>(Pinnacle Maintenance Services are responsible for issuing out-of-hours emergency orders between 18:00 hours and 08:00 hours and during weekends and bank holidays).  The Principal Contacts may change during the duration of the contract.</p>				
A11	<b>TENDER AND CONTRACT DOCUMENTS</b>				
160	<p><b>Preconstruction information</b>  Format: The Preconstruction information is described in these preliminaries in Section A34. It refers to information given elsewhere in the preliminaries and other tender documents.</p>				
180	<p><b>Other documents</b>  Inspection: Drawings and other documents relating to the Contract but not included in the tender documents may be seen by appointment during normal office hours at the office of Tenant Management Organisation Ltd  The documents include: Maintenance and Repair Records</p>				
A12	<b>THE SITE/ EXISTING BUILDINGS</b>				
110	<p><b>The sites</b>  Locations: The sites comprise housing estates managed by the Employer and properties managed by the Council including council offices, libraries, schools and social services premises as identified in Section 3.</p> <p>The possibility exists that 32 lifts may be removed from the Schedule of Installations as a result of the Employers involvement in the 'Tri Borough Project'.</p> <p>The 32 lifts that may be removed comprise 7 education, 3 libraries, 16 public buildings, and 6 social services. All of the 32 can be identified as those within the Schedule of Installations which are not identified with an 'H' for housing.</p>				

Note: The Employer reserves the right to add, or omit individual lifts as directed by the Service Manager or operational circumstances. All maintenance costs shall be adjusted accordingly and claims for loss of profit or expenses shall not be accepted.

**Contract area**

Location: The Royal Borough of Kensington & Chelsea.

**Access to the site**

Description: Via local road network.

**Use of the site**

General: Do not use the site for any purpose other than carrying out the Works.

**Surrounding land/ building uses**

General: Adjacent or nearby uses or activities are as follows:  
Residential/Commercial

**Health and safety hazards**

General: The nature and condition of the site/ building cannot be fully and certainly ascertained before it is opened up. However the following hazards are or may be present: Asbestos containing materials and sharps.

Information: The accuracy and sufficiency of this information is not guaranteed by the Employer or the Employer's representative. Ascertain if any additional information is required to ensure the safety of all persons and the Works.

Site staff: Draw to the attention of all personnel working on the site the nature of any possible contamination and the need to take appropriate precautionary measures.

**Site visits**

Assessment: Visit buildings, land or other places within the Contract Area to assess local conditions and restrictions likely to affect the execution of the Works.

Upon submitting the Tender, the Contractor shall be deemed to have visited sufficient lift installations, as indicated in the Schedule of Lift Installations, to ascertain the locations covered by the Contract, to determine particular access and/or parking restrictions and all other relevant information necessary to submit tenders.

Site visits: Arrangements: Site visit may be made by appointment with the Employer's Lift Administrator within office hours between 09:00 to 17:00 Mondays to Fridays excluding public holidays.

**Parking Restrictions**

Restrictions in respect of loading, unloading and parking of vehicles exist on all sites.

Whilst undertaking works on the affected properties, parking permits will be available free from the Employer so as to avoid the risk of vehicle clamping. The permits will be issued after the Contractor has confirmed the registration, make and model of vehicle to the Service Manager.



Public highways are subject to normal traffic regulations and restrictions. However, the Council operate a "Silver Shields" scheme which allows Contractors working within the Borough 1 hour's free parking on single yellow lines on certain public highways for urgent works, including the release of trapped passengers. Permits will be issued once details of registration, make and model of the vehicle have been received by the Service Manager. The permits shall be issued when the application has been approved by the Council. There is a cost of £100.00 to the Contractor at present but this may change in the future.

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#### **Congestion Charge**

Parts of the Borough were subject to the congestion charge but this no longer applies after the 4th January 2011.

A13

#### **DESCRIPTION OF THE WORK**

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##### **Types of work**

Scope: The types of work within the Contract Area consist of the following:

Preventative planned maintenance and repairs to lifts.

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#### **JCT 2011 MEASURED TERM CONTRACT (MTC)**

##### **JCT 2011 MEASURED TERM CONTRACT**

The contract: JCT Measured Term Contract, (MTC), 2011 Edition.

Requirement: Allow for the obligations, liabilities and services described therein against the following headings:

#### **THE RECITALS**

##### **First The Contract Area**

Description: The Employer requires maintenance and minor works to be carried out in the area described in clause A12/120.

#### **THE ARTICLES**

##### **3 Contract Administrator**

Meaning: The term 'the Contract Administrator' in the said conditions: See clause A10/140.

##### **4 CDM Coordinator**

Meaning: The person listed in Clause A10/150.

##### **5 Principal Contractor**

Meaning: TBC

#### **CONSTRUCTION (DESIGN AND MANAGEMENT) REGULATIONS 2007**

If CDM Regulations should be found to apply for any instruction that the Service Manager issues, the Service Manager will appoint a CDM Co-ordinator.



It shall be the duty of the Contractor to inform the Service Manager should any of the Service Managers instructions require a team of labour of a magnitude in persons or person-days which falls within the CDM Regulations.

## **CONTRACT PARTICULARS**

### **First recital Properties and description of the types of work**

1.1: List of properties in the Contract Area in respect of which Orders may be issued:

Refer to Section 3.

1.2:

Description of the types of work for which Orders may be issued:  
General maintenance activities and such repairs as may arise. .

### **Sixth Recital and Schedule Supplemental provisions**

Collaborative working: Paragraph 1 applies

Health and safety: Paragraph 2 applies

Cost savings and value improvements: Paragraph 3 applies

Sustainable development and environmental considerations: Paragraph 4 applies

Performance indicators and monitoring: Paragraph 5 applies

Notification and negotiation of disputes: Paragraph 6 applies.

Where paragraph 6 applies, the nominees of the parties are:

- Employer's nominee: Mr. R. Black. CEO The Royal Borough of Kensington & Chelsea.
- Contractor's nominee: TBC

Or such other replacement as each Party may notify to the other from time to time.

### **Article 1 and clause 7.1 Contract Period**

Subject to clause 7.1. the Contract Period will be 60 months commencing on 1st June 2012.

If at the end of year 5 the Employer considers it appropriate then a further two years will be added to the contract term.

### **Article 7 Arbitration**

Article 7 and clauses 9.3 to 9.8 apply

### **Clause 2.4 Orders - minimum and maximum value**

Minimum value of any one Order to be issued: None.

Maximum value of any one Order to be issued: No maximum is set, but the majority of orders are expected not to exceed the value of £500.00

### **Clause 2.5 Orders - value of work to be carried out**

Approximate anticipated value of work to be carried out under this Contract: £316,000.00 per annum.

### **Clause 2.6 Orders - priority coding**

Priority codes:

Priority 'E4' - For Emergencies; to attend within 4 hours and complete within 24 hours.

Priority 1 - To attend within 24 hours and complete within 3 working days.

Priority 2 - To complete within 7 working days.

Priority 3 - To complete within 28 working days.

Priority 4 - To carry out under planned works within 2 months.

Priority 5 - To carry out under planned works within 12 months.

Priority 8 - To carry out under planned works within 3 months

Priority 9 - To carry out under planned works within 4 months

Priority 10 - To carry out under planned works within 6 months

**Clause 4.2 Construction Industry Scheme (CIS)**

The Employer at the commencement of the Contract period is a 'contractor' for the purposes of the CIS.

**Clause 4.3.1 Progress payments**

Estimated value of an Order above which progress payments can be applied for: N/A. Monthly progress payments apply.

**Clause 5.2 Responsibility for measurement and valuation**

The Contract Administrator shall measure and value each Order with an estimated value of £500.00 or more; The Contractor shall measure and value all other Orders.

**Clause 5.3, 5.6.1 and 5.6.2 Schedule of Rates**

The Schedule of Rates is: Enclosed in Appendix B, subject to adjustment of the rates listed in that Schedule by the Lifting Equipment Engineer's Association (LEEAA) of the Adjustment Percentage which is: TBC per annum.

Where the Schedule of Rates is the National Schedule of Rates, the following versions are to apply: Not Applicable.

**Clauses 5.6.1 and 5.6.2 Schedule of Rates - Fluctuations**

Fluctuations: Clause 5.6.1 applies

**Clauses 5.6.1 and 5.6.2 Schedule of Rates - Fluctuations**

Basis and dates of revision (not applicable where the National Schedule of Rates applies) is as follows: 1st August each year except year 1

**Clauses 5.4, 5.6.3 and 5.6.4. Daywork**

Valuation - Percentage additions. Where not included in or annexed to the Schedule of

Hourly Charges, the percentage additions to the invoice price of non-labour items are as follows:

- Overheads and profit on Materials: TBC via Tender
- Overheads and profit on Plant, Services and Consumable Stores: TBC via Tender
- Overheads and Profit on Sub-Contractors: TBC via Tender

Revision of Schedule of Hourly Charges: Clause 5.6.3 does not apply



**Clause 5.7 Overtime work**

The percentage addition in respect of overheads and profit for non-productive overtime is TBC via Tender

**Clauses 6.4.1.2, 6.9, 6.11 and 6.14 Insurance**

Insurance cover for any one occurrence or series of occurrences arising out of one event: £10,000,000.00

Percentage to cover professional fees: 15 per cent

Annual renewal date of insurance as supplied by the Contractor: TBC

Terrorism cover: Details of the required cover: Pool Re cover is required.

**Clause 7.1 Break provisions - Employer**

The Contract will be subject to annual performance reviews and there will be an Employer's break clause at the end of year 2.

This will be subject to 3 months notice in writing.

**Clauses 9.2, 9.3 and 9.4.1 Settlement of Disputes**

Adjudication:

- The Adjudicator is: President or a Vice President

- Nominating body: The Royal Institution of Chartered Surveyors

Arbitration:

- Appointer of Arbitrator (and of any replacement): President or a Vice President:

The Royal Institution of Chartered Surveyors

**Attestation**

The Contract will be executed: As a Deed.

**CONDITIONS****Section 1. Definitions and interpretation****Section 2. Carrying out Work****Section 3. Control of Work****Section 4. Payment****Section 5. Measurement and Valuation****Section 6. Injury, Damage and Insurance****Section 7. Break Provision - Rights of each Party****Section 8. Termination for Default, etc.****Performance Bonds/ Guarantees**

Performance bond: Not required.

Advance payment bond: Not required.

Other bonds/ guarantees:

The Contractor shall, where required by the Contract Documents or instructed by the Service Manager in a Works Order issued by the Employer on or before the relevant contract completion date, procure from any sub-contractor, supplier or manufacturer engaged in the supply of materials, workmanship, manufacture or installation (as the case may be) of works comprised in a Works Order, a guarantee or warranty in the form required by the Contract Documents, the Works Order or by the Service Manager.

Such guarantee or warranty shall subsist for a minimum period of twelve (12) months (or such other period specified in the Contract Documents or in the relevant Works Order (or by the Employer, as the case may be) and shall be entered into directly in favour of the Employer or, if entered into in favour of the Contractor, shall be capable of assignment to the Employer and in either case shall be capable of assignment by the Employer to a third party acquiring an interest in the works to which the guarantee or warranty relates.

The Contractor shall maintain a spreadsheet record of all such guaranteed or warranted components, fittings, materials, workmanship, manufacture process, installations or like items that have been supplied, fitted or installed and at the end of each calendar month provide a hardcopy and a copy on disk of this record to the Contracts Manager. The spreadsheet shall record the following information.

- a) Employer's Works Order Number.
- b) Date of Works Order.
- c) Location Address of work undertaken (site address and lift number).
- d) Date Work Completed.
- e) Date Item Purchased.
- f) Contractors Invoice Number to Employer
- g) Description of Item
- h) Manufacturer/Supplier providing guarantee or warranty
- i) Manufacturer's/Supplier's Serial or Identification number
- j) Manufacturer's/Supplier's Guarantee or Warranty period (and if extended)
- k) Assignment confirmed

The Contractor will throughout the duration of the Contract and for a period following the contract up to the expiry of the outstanding Guarantee or Warranty periods, monitor the Works Orders for the replacement of items under Guarantee or Warranty at no cost to the Employer. Any labour charges or other expenses occasioned by the replacement shall be recovered by the Contractor from the sub-contractor, supplier or manufacturer engaged in the supply of materials, workmanship, manufacture or installation under Guarantee or Warranty.



Should the Contractor replace the item under Guarantee or Warranty and submit an invoice against the Works Order for the repair no payment will be made for the replacement item or labour.

The Contractor will make all necessary arrangements to assign any Guarantee or Warranty from a sub-contractor, supplier or manufacturer engaged in the supply of materials, workmanship, manufacture or installation that has not expired by the end of the contracts defects liability period to the Employer. The Contractor must provide to the Employer written confirmation from the sub-contractor, supplier or manufacturer engaged in the supply of materials, workmanship, manufacture or installation that the Guarantee or Warranty has now been assigned to the Employer for every item.

### **Section 9. Settlement of Disputes**

**A30**

### **TENDERING/ SUBLETTING/ SUPPLY**

### **MAIN CONTRACT TENDERING**

**110**

#### **Scope**

General: These conditions are supplementary to those stated in the Invitation to Tender and on the form of tender.

**145**

#### **Tendering procedure**

General: In accordance with NBS Guide to Tendering for Construction Projects.

Errors: Alternative 1 is to apply.

**160**

#### **Exclusions**

Inability to tender: Immediately inform if any parts of the work as defined in the tender documents cannot be tendered.

Relevant parts of the work: Define those parts, stating reasons for the inability to tender.

**170**

#### **Acceptance of tender**

Acceptance: No guarantee is offered that any tender will be recommended for acceptance or be accepted, or that reasons for non acceptance will be given.

Costs: No liability is accepted for any cost incurred in the preparation of any tender.

**190**

#### **Period of validity**

Period: After submission or lodgement, keep tender open for consideration (unless previously withdrawn) for not less than 20 weeks from the date fixed for the submission or lodgement of tenders.

### **PRICING/ SUBMISSION OF DOCUMENTS**

**310**

#### **Tender**

General: Tenders must include for all work shown or described in the tender documents as a whole or clearly apparent as being necessary for the complete and proper execution of the Works.

Alterations: Do not alter or qualify the priced schedules of work without written consent.  
Tenders containing unauthorised alterations or qualifications may be rejected.

500

**Tender stage method statements**

Method statements: Provide 'standard' method statements associated with the undertaking of general lift maintenance and repair activities.  
Statements: Submit with the tender

530

**Substitute products**

Details: If products of different manufacture to those specified are proposed, submit details with the tender giving reasons for each proposed substitution. Substitutions, which have not been notified at tender stage, may not be considered.  
Compliance: Substitutions accepted will be subject to the verification requirements of clause A31/200.

550

**Health and safety information**

Content: Describe the organisation and resources to safeguard the health and safety of operatives, including those of subcontractors, and of any person whom the Works may affect.

Include:

- A copy of the contractor's health and safety policy document, including risk assessment procedures.
  - Accident and sickness records for the past five years.
  - Records of previous Health and Safety Executive enforcement action.
  - Records of training and training policy.
  - The number and type of staff responsible for health and safety on this project with details of their qualifications and duties.
- Submit: Within one week of request

595

**Environmental policy**

The Council of The Royal Borough of Kensington and Chelsea acknowledges the increasing public concern about the protection, preservation and enhancement of the Borough and about the global, national and local effects of pollution. Accordingly, Goods, Services and Works are to be provided by the Contractor at a standard which:

- a) Keeps the Borough clean and litter free;
- b) Reduces atmospheric pollution;
- c) Reduces risk of ill health from disposal or production of harmful substances;
- d) Reduces noise pollution and nuisances;
- e) Preserves and conserves its heritage.

The Employer has an active Environmental Policy and this will affect the provision of certain commodity groups. In particular, the following should be observed where practicable. The Employer will monitor the effectiveness of the Contractor:

- a) No chlorofluorocarbon (CFC) aerosol propellant may be used;
- b) No polystyrene packing containing CFC may be used;



- c) Printed Circuit Boards shall not be washed in F solutions;
- d) Bio-degradable or photo-degradable plastic use as packing shall be positively identified and shall not be burnt (including when burnt);
- e) All packaging shall be either recycled paper and cardboard and non-toxic (including when burnt);
- f) Printing inks shall be bio-degradable natural colorants;
- g) Conditions (a) to (f) shall not prejudice the reasonable protection that should be afforded to a commodity whether in transit or in stock pending issue.
- h) The Contractor shall indicate where items to be supplied under the Contract may be capable of recycling and whether the Contractor himself is able to receive such items for recycling. The Contractor shall under a number of circumstances, reimburse the Employer in a sum to be subsequently agreed by valuation in respect of each item returned for recycling.
- i) Replaced monitors, cameras, electronic equipment etc. must be disposed of in accordance with recommended methods in compliance with current COSHH regulations and the Environmental Protection Act to the approval of the Service Manager.
- j) Any equipment containing asbestos material must be correctly removed and disposed of in accordance with recommended methods in compliance with current COSHH regulations and the Environmental Protection Act to the approval of the Service Manager. These works must be undertaken by a licensed asbestos removal contractor.

Where the Contractor is able to offer an alternative product in an environmentally friendly or recyclable format, this should be noted on a separate sheet and clearly cross-referenced to the appropriate line number in the Schedule of Rates. Notwithstanding this condition, the 'traditional' product shall be priced in the Schedule, subject to availability.

The Employer shall have the option to purchase either or both the 'traditional' or environmentally friendly/recyclable product.

A31

## PROVISION, CONTENT AND USE OF DOCUMENTS

## DEFINITIONS AND INTERPRETATIONS

110

### Definitions

Meaning: Terms, derived terms and synonyms used in the preliminaries/ general conditions and specification are as stated therein or in the appropriate British Standard or British Standard glossary.

1 20

**Communication**

Definition: Includes advise, inform, submit, give notice, instruct, agree, confirm, seek or obtain information, consent or instructions, or make arrangements.

Format: In writing to the person named in clause A10/140 unless specified otherwise.

Response: Do not proceed until response has been received.

145

**Contractor's choice**

Meaning: Selection delegated to the Contractor, but liability to remain with the specifier.

150

**Contractor's Design**

Meaning: Design to be carried out or completed by the Contractor and supported by appropriate contractual arrangements, to correspond with specified requirements.

155

**Submit proposals**

Meaning: Submit information in response to specified requirements.

160

**Terms used in specification**

Remove: Disconnect, dismantle as necessary and take out the designated products or work and associated accessories, fixings, supports, linings and bedding materials. Dispose of unwanted materials. Excludes taking out and disposing of associated pipework, wiring, ductwork or other services.

Fix: Receive, unload, handle, store, protect, place and fasten in position and disposal of waste and surplus packaging including all labour, materials and site equipment for that purpose.

Supply and fix: As above, but including supply of products to be fixed. All products to be supplied and fixed unless stated otherwise.

Keep for reuse: Do not damage designated products or work. Clean off bedding and jointing materials. Stack neatly, adequately protect and store until required by the Employer/ Purchaser or for use in the Works as instructed.

Make good: Execute local remedial work to designated work. Make secure, sound and neat. Excludes redecoration and/ or replacement.

Replace: Supply and fix new products matching those removed. Execute work to match original new state of that removed.

Repair: Execute remedial work to designated products. Make secure, sound and neat. Excludes redecoration and/ or replacement.

Refix: Fix removed products.

Ease: Adjust moving parts of designated products or work to achieve free movement and good fit in open and closed positions.

Match existing: Provide products and work of the same appearance and features as the original, excluding ageing and weathering. Make joints between existing and new work as inconspicuous as possible.

System: Equipment, accessories, controls, supports and ancillary items, including installation, necessary for that section of the work to function.



170

**Manufacturer and product reference**

Definition: When used in this combination:

- Manufacturer: The firm under whose name the particular product is marketed.
- Product reference: The proprietary brand name and/ or reference by which the particular product is identified.

Currency: References are to the particular product as specified in the manufacturer's technical literature current on the date of the invitation to tender.

200

**Substitution of products**

Products: If an alternative product to that specified is proposed, obtain approval before ordering the product.

Reasons: Submit reasons for the proposed substitution.

Documentation: Submit relevant information, including:

- manufacturer and product reference;
- cost;
- availability;
- relevant standards;
- performance;
- function;
- compatibility of accessories;
- proposed revisions to drawings and specification;
- compatibility with adjacent work;
- appearance;
- copy of warranty/ guarantee.

Alterations to adjacent work: If needed, advise scope, nature and cost.

Manufacturers' guarantees: If substitution is accepted, submit before ordering products.

210

**Cross references**

Accuracy: Check remainder of the annotation or item description against the terminology used in the section or clause referred to.

Related terminology: Where a numerical cross-reference is not given the relevant sections and clauses of the specification will apply.

Relevant clauses: Clauses in the referred to specification section dealing with general matters, ancillary products and execution also apply.

Discrepancy or ambiguity: Before proceeding, obtain clarification or instructions.

230

**Equivalent products**

Inadvertent omission: Wherever products are specified by proprietary name the phrase 'or equivalent' is to be deemed included.

240

**Substitution of standards**

Specification to British Standard or European Standard: Substitution may be proposed complying with a grade or category within a national standard of another Member State of the European Community or an international standard recognised in the UK.

Before ordering: Submit notification of all such substitutions.

Documentary evidence: Submit for verification when requested as detailed in clause A31/200. Any submitted foreign language documents must be accompanied by certified translations into English.

250

**Currency of documents**

Currency: References to published documents are to the editions, including amendments and revisions, current on the date of the Invitation to Tender.

260

**Discrepancies**

Upon submitting the Tender, the Contractor shall be deemed to have read, and understood, all the above documents. In **ALL** cases where the Contractor notices any discrepancies, he shall immediately inform the Employers Service Manager. The Lift Specification calls for the complete maintenance and repair of the lifts and should any part of the same that may be considered essential for the correct maintenance and repair be omitted from the Lift Specification, then the Contractor shall include for the same in his tender price giving details thereof.

A32

**MANAGEMENT OF THE WORKS**

118

**Contractor's Code of Conduct**

The Contractor should be aware that although a property may be owned by the Employer it is someone's home and their privacy shall be respected.

The Contractor shall inform all staff and operatives of this Code of Conduct during their induction training which shall address the following:

- a) No work is to be undertaken privately for a member of the Employers staff or any close relative.
- b) The Contractor shall not under any circumstances either ask for or accept any tools, equipment or sundry materials from residents or use residents' telephones.
- c) All dealings with residents are to be undertaken with a polite attitude with strict observance of the requirements of Equal Opportunity and Racial Discrimination Regulation.
- d) The Contractors Operatives are to carry identification at all times and make such identification clearly and readily available for inspection by residents and the Employers staff.
- e) Particular care must be taken to ensure the comfort, safety and security of residents and adjoining householders during Work activity. All necessary reasonable action will be required to ensure the well being of both the property worked on, and those adjoining. Specifically, the Employers operatives will be required to employ the use of dustsheets and protective coverings whenever dust, dirt, paint, mortar or similar nuisance is liable to foul surrounding property, fauna or flora.
- f) Particular care must be exercised when Work is carried out in the vicinity of small children, particularly with regard to sharp tools, toxic substances and lift entrances.
- g) Care and consideration will be required when working in sheltered accommodation or Homes for the Elderly particularly with regard to restricting or impending movement around the property, tools and materials lying on floors.



- h) Any complaint arising from a dispute in any form, between residents and the Contractor must be referred IMMEDIATELY to the Service Manager.
- i) Show sensitivity to those with special needs, the elderly or disabled.
- j) Treat the Residents and any guest to their home with utmost courtesy.
- k) Make good any damage arising from your work.
- l) Always carry and display your identification cards without the Residents requesting this
- m) Not play your radios or use inappropriate language on the sites.
- n) You are required to behave professionally.
- o) All the operatives employed by the Contractor shall at all times wear overalls clearly and permanently bearing the Contractor's name on them.
- p) Smoking will not be permitted within any of the affected properties.
- q) In the interests of all concerned, whenever Contractor encounters a particularly difficult or a potentially violent situation they must leave the site immediately and contact the Service Manager as soon as possible.

120

#### **Insurance**

Documentary evidence: Before starting work on site submit details, and/ or policies and receipts for the insurances required by the Conditions of Contract.

130

#### **Insurance claims**

Notice: If any event occurs which may give rise to any claim or proceeding in respect of loss or damage to the Works or injury or damage to persons or property arising out of the Works, immediately give notice to the Employer, the person named in clause A10/140 and the Insurers.

Failure to notify: Indemnify the Employer against any loss, which may be caused by failure to give such notice.

150

#### **Ownership**

Alteration/ clearance work: Materials arising become the property of the Contractor except where otherwise stated. Remove from site as work proceeds.

420

#### **Removal/ replacement of existing work**

Extent and location: Agree before commencement.

Execution: Carry out in ways that minimize the extent of work.

430

#### **Proposed instructions**

Estimates: If a proposed instruction requests an estimate of cost, submit without delay and in any case within seven days.

Include:

- A detailed breakdown of the cost, including any allowance for direct loss and expense.
- Details of any additional resources required.
- Details of any adjustments to be made to the programme for the Works.

- Any other information as is reasonably necessary to fully assess the implications of issuing such an instruction.

Inability to comply: Inform immediately if it is not possible to comply with any of the above requirements.

440

**Measurement**

Covered work: Give notice before covering work required to be measured.

A33

**QUALITY STANDARDS/ CONTROL**

110

**Incomplete documentation**

General: Where and to the extent that products or work are not fully documented, they are to be:

- Of a kind and standard appropriate to the nature and character of that part of the Works where they will be used.

Suitable for the purposes stated or reasonably to be inferred from the project documents.

Contract documents: Omissions or errors in description and/ or quantity shall not vitiate the Contract nor release the Contractor from any obligations or liabilities under the Contract.

120

**Workmanship and Materials**

Operatives: Appropriately skilled and experienced for the type and quality of work.

Registration: With Construction Skills Certification Scheme.

Evidence: Operatives must produce evidence of skills/ qualifications when requested.

The Works shall be executed in a good and workmanlike manner in accordance with manufacturer's instructions, applicable Codes of Practice, British Standards and to the satisfaction of the Service Manager.

The Contractor shall ensure that all parts replaced and adjustments undertaken during the Works are in accordance with the original lift installer's specifications unless first otherwise agreed by the Service Manager.

Where the Service Manager permits substitution of a product of different manufacture to that specified and such substitution is desired, the Contractor before ordering the product submit for approval documentary evidence that the alternative product is equivalent in respect of material, safety, reliability, function, compatibility with adjacent construction, availability of compatible accessories and, where relevant, appearance and submit certified English translations of any foreign language documents.

All replacement components and equipment used in repairs or during maintenance shall be either new or re-conditioned parts that are free from damage, blemishes and distortions.



In the event that the component requiring replacement is no longer available due to that component being replaced by one of an upgraded, improved or different design, the Contractor shall fit the new component at no extra cost.

The Contractor shall ensure that replacement car and landing door shoes shall incorporate a robust safety flange extending downwards into the bottom track such that, in the event of the collapse or breaking adrift of the normal rubbing surfaces of the shoe, the safety flange will prevent the bottom of the door panel from being pushed into the lift well.

The Contractor shall be responsible for the immediate replacement of car and landing door shoes or guides as and when found necessary and without delay.

The Contractor shall ensure that all products, materials, etc., specified and installed shall fully comply with the requirements of the Electromagnetic Compatibility Regulation 1992.

For all electrical installation works associated with this contract, the relevant NICEIC Certificate shall be issued.

The Contractor is responsible for ensuring that completed Works and equipment have final tests and commissioning carried out in accordance with the manufacturers' instructions so that they are in full working order at completion.

When storing materials, the Contractor shall:

- a) Prevent over-stressing, distortion and any other type of physical damage.
- b) Keep clean and free from contamination. Prevent staining, chipping, scratching or other disfigurement, particularly of products exposed to view in the finished work.
- c) Keep dry, prevent premature setting, moisture movement and similar defects.
- d) Where appropriate store off the ground and allow free air movement around and between stored products.
- e) Prevent excessively high or low temperatures and rapid changes of temperature in the products.
- f) Protect adequately from rain, damp, frost, sun and other elements as appropriate.
- g) Ensure that products are at a suitable temperature and moisture content at time of use.
- h) So far as possible keep products in their original wrappings, packaging or containers, until immediately before they are used.

#### **Quality of products**

Generally: New. (Proposals for recycled products may be considered).

Supply of each product: From the same source or manufacturer.

Whole quantity of each product required to complete the Works:

Consistent in kind, size, quality and overall appearance.

130

Tolerances: Where critical, measure a sufficient quantity to determine compliance.

Deterioration: Prevent. Order in suitable quantities to a programme and use in appropriate sequence.

135

**Quality of execution**

Generally: Fix, apply, install or lay products securely, accurately, plumb, neatly and in alignment.

Colour batching: Do not use different colour batches where they can be seen together.

Dimensions: Check on-site dimensions.

Finished work: Not defective, e.g. not damaged, disfigured, dirty, faulty, or out of tolerance.

Location and fixing of products: Adjust joints open to view so they are even and regular.

150

**Inspections**

Products and executions: Inspection or any other action must not be taken as approval unless confirmed in writing referring to:

- Date of inspection.
- Part of the work inspected.
- Respects or characteristics which are approved.
- Extent and purpose of the approval.
- Any associated conditions.

170

**Manufacturer's recommendations/ instructions**

General: Comply with manufacturer's printed recommendations and instructions current on the date of the Invitation to tender.

Changes to recommendations or instructions: Submit details.

Ancillary products and accessories: Use those supplied or recommended by main product manufacturer.

Agreement certified products: Comply with limitations, recommendations and requirements of relevant valid certificates.

330

**Appearance and fit**

Tolerances and dimensions: If likely to be critical to execution or difficult to achieve, as early as possible either:

- Submit proposals; or
- Arrange for inspection of appearance of relevant aspects of partially finished work.

General tolerances (maximum): To BS 5606, tables 1 and 2.

410

**Services regulations**

New or existing services: Comply with the Byelaws or Regulations of the relevant Statutory Authority.

435

**Electrical installation certificate**

Submit: When relevant electrical work is completed.

Original certificate: To be lodged in the Building Manual.

440

**Gas, oil and solid fuel appliance installation certificate**

Before the completion date stated in the Contract: Submit a certificate stating:

- The address of the premises.



- A brief description of the new installation and/ or work carried out to an existing installation.
- Any special recommendations or instructions for the safe use and operation of appliances and flues.
- The Contractor's name and address.
- A statement that the installation complies with the appropriate safety, installation and use regulations.
- The name, qualification and signature of the competent person responsible for checking compliance.
- The date on which the installation was checked.

445

#### **Service runs**

General: Provide adequate space and support for services, including unobstructed routes and fixings.

Ducts, chases and holes: Form during construction rather than cut.

Coordination with other works: Submit details of locations, types/ methods of fixing of services to fabric and identification of runs and fittings.

510

#### **Supervision**

Replacement: Give maximum possible notice before changing person in charge or site agent.

540

#### **Defects in existing work**

Undocumented defects: When discovered, immediately give notice. Do not proceed with affected related work until response has been received.

Documented remedial work: Do not execute work which may:

- Hinder access to defective products or work; or
- Be rendered abortive by remedial work.

710

#### **Work before completion**

General: Make good all damage consequent upon the Works.

Temporary markings, coverings and protective wrappings: Remove unless otherwise instructed.

Cleaning: Clean the Works thoroughly inside and out, including all accessible ducts and voids. Remove all splashes, deposits, efflorescence, rubbish and surplus materials.

Cleaning materials and methods: As recommended by manufacturers of products being cleaned, and must not damage or disfigure other materials or construction.

COSHH dated data sheets: Obtain for all materials used for cleaning and ensure they are used only as recommended by their manufacturers.

Minor faults: Touch up in newly painted work, carefully matching colour and brushing out edges. Repaint badly marked areas back to suitable breaks or junctions.

Moving parts of new work: Adjust, ease and lubricate as necessary to ensure easy and efficient operation, including doors, windows, drawers, ironmongery, appliances, valves and controls.

720

#### **Security at completion**

General: Leave the Works secure with, where appropriate, all accesses closed and locked.

Keys: Account for and adequately label all keys and hand over to Employer with itemized schedule, retaining duplicate schedule signed by Employer as a receipt.

730

#### **Making good defects**

Remedial work: Arrange access with Employer

Rectification: Give reasonable notice for access to the various parts of the Works.

Completion: Notify when remedial works have been completed.

740

#### **Regulations**

The Contractor shall comply with all current Statutory Regulations, British and European Standards and other relevant codes of practice relating to the lift industry including, but not restricted to:

- Health and Safety at Work etc Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Regulatory Reform (Fire Safety) Order 2005
- Electricity at Work Regulations 1989
- I.E.T Regulations for Electrical Installations BS 7671 2008 + A1:2011
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
- British Standards Applicable to Lifts BS 5655, EN81 (All parts thereof)
- The Lift Regulations 1997 (As amended)
- Safe Working on Lifts BS 7255 (2001)
- The Lifting Operations and Lifting Equipment Regulations 1998
- The Provision and Use of Work Equipment Regulations 1998
- Offices, Shops and Railway Premises Act
- Supply of Machinery (Safety) Regulations 2008
- Electromagnetic Compatibility Regulations 2006
- The Construction (Health, Safety and Welfare) Regulations 1996
- The Workplace Health and Safety (Safety Signs and Signals) Regulations 1996
- The Construction (Design and Management) Regulations 2007
- The Workplace (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment Regulations 1992
- Manual Handling Operations Regulations 2002
- Confined Spaces Regulations 1997
- BS EN 13015:2001 + A1:2008 'Maintenance for Lifts and Escalators – Rules for Maintenance Instructions'
- BS EN 1050:1997 Safety of Machinery, Principles for Risk Assessment
- Environmental Protection Act
- The Factories Act
- LG1 SAFed Regulations
- PM26 Safe Working at Lift Landings
- Control of Pollution Act 1974
- Control of Substances Hazardous to Health (COSHH)
- Waste Electronic and Electrical Equipment Regulations 2006 (As amended)



- Control of Asbestos Regulations 2012
- The Building Regulations
- The Building Industry National Code of Practice for Passenger Lifts

All applicable Regulations listed above shall be as amended, re-enacted or extended at the relevant time.

Under this agreement the Contractor will have an obligation to notify the Employer of any changes to Regulations and practices that may affect the safety of the equipment or maintenance operations.

750

#### **Complaints**

Where a written complaint is received about the Contractor, it is the Contractor's responsibility to respond to the complaint, copying the Service Manager with the response.

The Service Manager shall issue a copy of the complaint to the Contractor who shall provide a draft response within five working days of receipt.

760

#### **Performance standards**

The performance of the Contractor shall be closely monitored against a number of key performance indicators (KPI). The Client and the Contractor shall work together to develop the key performance indicators during the course of the contract and these shall be based on but not limited to:

#### **Servicing**

- Tenant Satisfaction - 95%
- Percentage of Insurance Company's six-monthly inspection report items completed within a set time - 95% (this will not include non-contract repairs or recommendations).
- Percentage of property service visits completed within 12 months - 95%
- Percentage of properties attended within the time slot in accordance with programme required to be submitted by the Contractor - 95%.
- Percentage of Quality Control Checks passed by the Service Manager & Contractor - 95%.

#### **Breakdowns**

- Tenant satisfaction - 85%.
- Percentage of first time completions - 90%.
- Percentage calls completed within response time - 95%.
- Percentage of Quality Control Checks passed by Employer/Contractor - 95%.
- Percentage of Formal Complaints received and completed - 97%.

These target figures will be subject to annual review and possible variation. The Contractor shall present these figures to the Service Manager at monthly project meetings. The Average figure shall be presented at the annual meeting with the Employer prior to the Contract annual increment adjustment.

Reports for the Key Performance Indicators shall be submitted by the Contractor/Client on a monthly basis and discussed at the Contract Meetings.

The Contractor is required to demonstrate that he is analysing fault data, identifying instances of failure and taking appropriate planned and corrective actions as necessary to prevent further failure and improve lift availability.

770

#### **Contractor's operatives**

All maintenance, call outs, response repairs shall be attended to by a MINIMUM of two lift operatives one of whom shall be a skilled competent Lift Engineer who must hold, as a minimum qualification, NVQ Level 3 or similar and approved. The other must hold, as a minimum qualification, NVQ EOR 202 Basic Lift Safety.

Electricians employed by the Contractor on this contract for any electrical work must be competent to work to the current edition of the IEE Wiring Regulations and the electricians company must be registered with NICEIC.

It is the Contractor's responsibility to fully brief his operatives on the contract requirements and conditions and to ensure that the particulars of the contract are strictly adhered to.

The Contractor shall use only permanently employed P.A.Y.E. personnel and shall not sub-let any part of the contract to 'self-employed' persons.

The Contractor shall ensure that all operatives are 'competent' persons and that they are continually trained and updated with regards to all current and relevant Health and Safety Regulations, approved Codes of Practice and British Standards appertaining to lift maintenance.

The Contractor shall provide the Service Manager with the relevant certification for any operative employed to carry out lift related work, prior to the operative commencing work on the contract.

The Contractor shall only employ operatives on the Contract that have a proven track record with the Contractor and are known to be capable of undertaking the works properly. Where the Contractor employs newly appointed operatives on the Contract these shall be fully monitored by the Contractor during the initial stages of their work and regularly monitored thereafter. All operatives shall be regularly monitored during the course of their work and adequately supervised.

All engineering operatives engaged in the maintenance works shall carry a company mobile phone and be contactable at all times between 0800 to 1800 hours.



TUPE will be applicable to this Contract. Where TUPE applies at the expiry or sooner termination of the Contract the Contractor shall forthwith upon being called to do so by the Employer supply it with the details of all personnel in its employment who entered the employment exclusively for carrying out of the Contract. The "details" shall mean names, current pay, other emoluments such as pensions and all other elements of applicable employment history, details of Trade Union membership of personnel and of all relevant Recognition and other Collective Agreements with Trade Unions, while in the Contractor's employ which might be relevant to a potential new employer for the purposes of TUPE.

The successful tenderer shall be entitled to contact all such personnel with a view to enquiring if any of them wish to transfer employment to the person who contemplates or comes to execute either the remainder of the Contract (if uncompleted) or a new Contract being a similar Contract for the succeeding period for the Employer. In the event of such personnel wishing to leave the employment of the Contractor he shall release them at the time appropriate for them to commence employment in the execution of the new contract.

780

**Condition and asset reports**

The Contractor shall provide a report within the first six months of the contract detailing the condition of each lift, along with a complete asset list that includes each major component/piece of equipment of each lift. The report shall also contain any recommendations for remedial works.

The Contractor shall provide a report within the first six months of the contract listing hard-to-source equipment and spare parts. The list shall include recommended quantities and costs.

A34

**SECURITY/ SAFETY/ PROTECTION**

100

**Health and safety generally**

The Contractor shall ensure that his operatives wear hardwearing safety shoes with oil/water resistant non-slip soles with suitable heels whilst undertaking the Works. The wearing of training/sports shoes will not be permitted.

The Employer maintains a Register of Asbestos identified in properties and information is available on request from the Contractor.

No work shall start or continue in any building until all practicable steps have been taken to prevent danger to persons employed or living in the building at the time from any hazard which is liable to be a source of danger and the Contractor shall take all necessary safety measures accordingly.

The Contractor shall be responsible for ensuring that lift landing, car and machine room doors are left in a secure condition and locked shut on leaving site on the completion of each maintenance or repair visit. All guards and ladders shall be securely and correctly refitted following their removal for any maintenance purpose.

The Contractor shall be responsible for reporting to the Service Manager on his lift service report any Health and Safety defect to the installation including the correct provision of warning signs on machine room doors, electric shock notices in machine rooms, the safe access to machine rooms, the availability of ladders and of the security of their fixings, security of machine room and landing and car doors together with the safe access to any other part of the installation including the lift pit.

In the absence from site of any equipment required for the safe and satisfactory undertaking of the maintenance and/or repair of the lift installations, the Contractor shall be responsible for ensuring that his employees are fully aware of the relevant regulations and equipment required so as to enable his employees to undertake the maintenance and/or repair of the installations in a safe and satisfactory manner.

The Employer does not make available barriers on all the Affected Properties as described in the Health & Safety Executive Guidance Note. No. PM26. The Contractor shall be responsible for providing the aforementioned barriers as required so as to ensure the safety at lift landings whilst carrying out the works.

110

**Preconstruction information**

Location: Integral with the project Preliminaries, including but not restricted to the following sections:

- Description of project: Sections A10 and A11.
- Client's consideration and management requirements: Sections A12, A13 and A36.
- Environmental restrictions and on-site risks: Section A12, A35 and A34.
- Significant design and construction hazards: Section A34.
- The Health and Safety File: Section A37.

140

**Construction phase health and safety plan**

Submission: Present to the Employer/ Client no later than 2 weeks prior to commencement.

Confirmation: Do not start construction work until the Employer has confirmed in writing that the Construction Phase Health and Safety Plan includes the procedures and arrangements required by the CDM Regulations.

Content: Develop the plan from and draw on the Outline Construction Phase Health and Safety Plan, clause A30/570, and the Pre-tender Health and Safety Plan/ Preconstruction information.

150

**Security**

Protection: Safeguard the site, the Works, products, materials, and any existing buildings affected by the Works from damage and theft.

Access: Take all reasonable precautions to prevent unauthorized access to the site, the Works and adjoining property.

The Contractor shall report any matters relating to theft to the Service Manager and Police as soon as practicable following the incident.

All Employer lift plant rooms, electrical intake cupboards and loft access spaces are fitted with a Gerda security lock.



Keys will be made available to the successful Contractor but there will be deposit of £100.00 per key, refundable at the end of the Contract.

160

**Stability**

Responsibility: Maintain the stability and structural integrity of the Works and adjacent structures during the Contract.

Design loads: Obtain details, support as necessary and prevent overloading.

170

**Occupied premises**

Extent: Existing buildings will be occupied and/ or used during the Contract as follows: Residential.

Works: Carry out without undue inconvenience and nuisance and without danger to occupants and users.

Overtime: If compliance with this clause requires certain operations to be carried out during overtime, and such overtime is not required for any other reason, the extra cost will be paid to the Contractor, provided that such overtime is authorized in advance.

180

**Passes / Identity Cards**

Controlled areas: ID badges will be required for access to all sites.

The Contractor shall issue to all operatives employed by him or his sub-contractors and engaged upon the Works with an identification card of a type and in a form previously approved by the Service Manager.

All personnel working on the contract shall prominently display the ID card during the time they are carrying out the works.

The identification shall contain the following details within a laminated casing:

- a) Photograph of Operative
- b) Operative's name in bold capital letters
- c) Contractor's name, address and telephone number
- d) Expiry date of card
- e) Unique Reference Number, where applicable
- f) Signature of Contractors operative

Samples of the Cards shall be submitted to the Service Manager for approval (to be given in writing) prior to commencement of any works under the Contract, and the design of the cards shall not be changed without the written consent of the Service Manager.

The Contractor shall ensure that his operatives including sub-contractors are informed that it is a requirement of the Contract that identification cards are to be prominently displayed at all times, when the operatives are on the Affected Properties.

Operatives ceasing to be in the employment of the Contractor or his sub-contractors shall have their ID cards withdrawn.

200

**Mobile telephones and portable electronic equipment**

Restrictions on use: Not allowed.

210

**Employer's representatives site visits**

Safety: Submit details in advance, to the Employer or the person identified in clause

A10/140, of safety provisions and procedures (including those relating to materials, which may be deleterious), which will require their compliance when visiting the site.

Protective clothing and/ or equipment: Provide and maintain on site for the Employer and the person stated in clause A10/140 and other visitors to the site.

220

**Working precautions/ restrictions**

Hazardous areas: Operatives must take precautions as follows:

- Work area: Areas accessible by the general public.
- Precautions: Do not store materials or plant on access balconies, lobby areas and the like. Maintain at all times clear means of access and egress to all dwellings.

Access for the delivery of material and operatives shall be restricted to the immediate vicinity of the lift machine room and lift hoistway only. The Contractor shall be required to inform the Service Manager should he require using any other parts of the sites.

The Contractor shall ensure that no plant impedes the flow of pedestrian traffic around or through the accommodation. Failure to comply with this clause may result in the Contractor being prohibited from site.

Permit to work: Operatives must comply with procedures in the following areas:

- Work area: All
- Procedures: Operatives must follow HSE guidance and ensure that where required, a Permit to Work system is in operation including for hot work, storage of flammable liquids in containers and assessment of fire hazards from solid materials and the precautions required for their safe storage and use.

330

**Noise control**

Standard: Comply with the recommendations of BS 5228-1, in particular clause 7.3, to minimize noise levels during the execution of the Works.

Noise levels from the Works: Maximum level: 70 dB(A) when measured from outside the nearest window of the occupied room closest to the site boundary.

Equipment: Fit compressors, percussion tools and vehicles with effective silencers of a type recommended by manufacturers of the compressors, tools or vehicles.

Restrictions: Do not use:

- Pneumatic drills and other noisy appliances without consent before 10;00am and after 4.30pm.
- Radios or other audio equipment are not to be used at any time.



340

**Pollution**

Prevention: Protect the site, the Works and the general environment including the atmosphere, land, streams and waterways against pollution.

Contamination: If pollution occurs inform immediately, including to the appropriate Authorities and provide relevant information.

350

**Pesticides**

Use: Not permitted.

360

**Nuisance**

Duty: Prevent nuisance from smoke, dust, rubbish, vermin and other causes.

Surface water: Prevent hazardous build-up on site, in excavations and to surrounding areas and roads.

370

**Asbestos containing materials**

Duty: Report immediately any suspected materials discovered during execution of the Works.

- Do not disturb.
- Agree methods for safe removal or encapsulation.

The Contractor must always comply with requirements of the Health and Safety at Work Act 1974 and all associated Regulations and Approved Codes of Practice. In particular, work involving asbestos must only be carried out by approved asbestos Contractors licensed by the Health and Safety Executive and this work is to be in line with the requirements of the Control of Asbestos Regulations 2006 (as amended). Asbestos is classified as "special waste" and must be disposed of by licensed Contractors in accordance with relevant legislation.

371

**Dangerous or hazardous substances**

Duty: Report immediately suspected materials discovered during execution of the Works.

- Do not disturb.
- Agree methods for safe removal or remediation

380

**Fire prevention**

Duty: Prevent personal injury or death, and damage to the Works or other property from fire

Standard: Comply with Joint Code of Practice 'Fire Prevention on Construction Sites', published by the Construction Confederation and The Fire Protection Association (The 'Joint Fire Code').

No oils, grease or any inflammable materials are left on site, unless stored within suitable storage cabinets in the lift machine rooms where available.

All machine rooms and lift pits shall be left clean and tidy and free from rubbish after each inspection

All equipment shall be kept free from dirt or "fluff" to prevent the spread of fire.

390

**Smoking on site**

Smoking on site: Not permitted.

**400 Burning on site**  
Burning on site: Not permitted.

**420 Infected timber/Contaminated materials**  
Removal: Where instructed to remove material affected by fungal/ insect attack from the building, minimize the risk of infecting other parts of the building.  
Testing: carry out and keep records of appropriate tests to demonstrate that hazards presented by concentrations of airborne particles, toxins and other micro organisms are within acceptable levels.

**430 Waste**  
Includes: Rubbish, debris, spoil, containers and surplus material.  
Minimize: Keep the site and Works clean and tidy.  
Remove: Frequently and dispose off site in a safe and competent manner:  
- Non-hazardous material: In a manner approved by the Waste Regulation Authority.  
- Hazardous material: As directed by the Waste Regulation Authority and in accordance with relevant regulations.  
Voids and cavities in the construction: Remove rubbish, dirt and residues before closing in.  
Waste transfer documentation: Retain on site.

The Contractor shall on each and every occasion when works are carried out at the Affected properties and during the course of the works, remove all rubbish, shavings and litter and all redundant equipment and materials as they accumulate during the progress of the works, clean away all surplus plant and leave the sites internally and externally clean and tidy in every respect.

Remove all surplus hazardous materials and their containers regularly for disposal off site in a safe and competent manner as approved by a Waste Regulation Authority and in accordance with relevant regulations.

Ensure that non-hazardous material is disposed of at a tip approved by a Waste Regulation Authority and provide waste transfer documentation to the Service Manager.

**440 Electromagnetic interference**  
Duty: Prevent excessive electromagnetic disturbance to apparatus outside the site.

**460 Power actuated fixing systems**  
Use: Not permitted.

**510 Existing services**  
Confirmation: Notify all service authorities, statutory undertakers and/ or adjacent owners of proposed works not less than one week before commencing site operations.  
Identification: Before starting work, check and mark positions of utilities/ services. Where positions are not shown on drawings obtain relevant details from service authorities, statutory undertakers or other owners.



Work adjacent to services:

- Comply with service authority's/ statutory undertaker's recommendations.
- Adequately protect, and prevent damage to services: Do not interfere with their operation without consent of service authorities/ statutory undertakers or other owners.

Identifying services:

- Below ground: Use signboards, giving type and depth;
- Overhead: Use headroom markers.

Damage to services: If any results from execution of the Works:

- Immediately give notice and notify appropriate service authority/statutory undertaker.
- Make arrangements for the work to be made good without delay to the satisfaction of service authority/ statutory undertaker or other owner as appropriate.
- Any measures taken to deal with an emergency will not affect the extent of the Contractor's liability.

Marker tapes or protective covers: Replace, if disturbed during site operations, to service authority's/ statutory undertakers recommendations.

520

#### **Roads and footpaths**

Duty: Maintain roads and footpaths within and adjacent to the site and keep clear of mud and debris.

Damage caused by site traffic or otherwise consequent upon the Works: Make good to the satisfaction of the Employer, Local Authority or other owner.

560

#### **Existing features**

Protection: Prevent damage to existing buildings, fences, gates, walls, roads, paved areas and other site features, which are to remain in position during execution of the Works.

The Contractor shall:

- a) Take adequate measures to protect the Employers property whilst undertaking the Works and during cartage, loading or unloading or removal of materials.
- b) Prevent damage to existing buildings, fences, gates, walls, roadways, paths, landscaping and other areas and site features that are to remain in position during the execution of the Works.
- c) Prevent damage to any carpets, furniture, fittings and apparatus in the existing properties and move as necessary to enable the Works to be executed, cover and protect as necessary with clean linen dust cloths and replace in original positions at the end of each working day. Work areas should be vacuumed on completion with an industrial cleaner.

The Contractor shall be responsible for the costs associated with reinstating any damaged feature should he fail to adequately protect the aforementioned features

570

**Existing work**

Protection: Prevent damage to existing work, structures or other property during the course of the work.

Removal: Minimum amount necessary.

Replacement work: To match existing.

580

**Building interiors**

Protection: Prevent damage from exposure to the environment, including weather, flora, fauna, and other causes of material degradation during the course of the work.

600

**Existing furniture, fittings and equipment**

Protection: Prevent damage or move as necessary to enable the Works to be executed.

Reinstate in original positions.

630

**Existing structures**

Duty: Check proposed methods of work for effects on adjacent structures inside and outside the site boundary.

Supports: During execution of the Works:

- Provide and maintain all incidental shoring, strutting, needling and other supports as may be necessary to preserve stability of existing structures on the site or adjoining, that may be endangered or affected by the Works.
- Do not remove until new work is strong enough to support existing structure.
- Prevent overstraining of completed work when removing supports.

Adjacent structures: Monitor and immediately report excessive movement.

Standard: Comply with BS 5975 and BS EN 12812.

640

**Scaffolding**

The Contractor is required to provide all scaffolding to undertake the Works and all relevant health and safety procedures shall be adhered to when using the scaffolding. Accordingly the Employer expects that scaffold be professionally erected.

All scaffolding shall be erected by a registered scaffolding company with the works being carried out during normal working hours as specified in the Service Information.

No operative shall be allowed on the scaffolding until a safety inspection certificate has been issued by the scaffolding erector a copy of which shall be provided to the Service Manager.

The scaffolding should be dismantled and removed as soon as the work is completed.

No tenants or leaseholders shall be allowed on the scaffolding or any other Contractor without the Service Manager's permission.



A35	<b>SPECIFIC LIMITATIONS ON METHOD/ SEQUENCE/ TIMING</b>				
160	<b>Use or disposal of materials</b> Specific limitations: Remove from site and dispose in accordance with relevant regulations.				
170	<b>Working hours</b> Specific limitations: Follow those restrictions set out by RBKC with the exception of attending call-outs.				
180	<b>Contractor's Delay or Default</b> If the Contractor fails to carry out any repair or planned maintenance work or fails to properly respond to emergency call-out within the agreed response times or, fails to carry out any repair in response to an order issued by the Service Manager, or to remove or make good any defective or unsatisfactory work, materials and/or workmanship not in accordance with this Contract when ordered to do so by the Service Manager or fails to meet a prearranged appointment, the Employer may employ and pay any other person to carry out the Works and all costs incurred may be deducted as a debt or deducted from payments due to the Contractor under this contract with an addition of the Employer's administrative costs.  The Contractor must have a means of accessing lift plant rooms should the site ladder be damaged or not on site when attending for service or response to a call out to enable him to complete the works in an acceptable time.				
A36	<b>FACILITIES/ TEMPORARY WORK/ SERVICES</b>				
270	<b>Generally</b> The Contractor where necessary shall provide temporary power, artificial lighting and power for the Works, including sub-contractors, together with any temporary wiring, switchboards, distribution boards, poles, brackets, etc. and remove same on completion and make good all work disturbed				
280	<b>Accommodation Use/ Location</b> The use and location of facilities is to be agreed with the successful contractor prior to commencement.				
300	<b>Use of existing services</b> The Contractor shall be allowed use of the Landlords services to undertake the maintenance and repair works on site at no cost to the Contractor.  Due notice must be given wherever it is necessary to disconnect services or interrupt the use the services and such interruption shall be kept to a minimum. The Contractor is responsible for ensuring that, where appropriate, statutory consent is obtained before work commences.				
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The Contractor shall adequately protect and prevent damage to the services and shall not interfere with their operation without the consent of the service authority or Service Manager.

If any damage to services results from the execution of the Works, the Contractor shall notify the Service Manager and appropriate service authority without delay and make arrangements for the work to be made good without delay to the satisfaction of the service authority or other owner as appropriate. Any measures taken by the Service Manager to deal with an emergency will not affect the extent of the Contractor's liability.

Any work carried out to or which affects new or existing services must be in accordance with the Bye Laws or Regulations of the relevant Statutory Authority.

410

**Lighting**

Finishing work and inspection: Provide temporary lighting, the intensity and direction of which closely resembles that delivered by the permanent installation.

420

**Lighting and power**

Supply: Electricity from the Employer's mains may be used for the Works as follows:

- Metering: Free of charge
- Point of supply: Various
- Available capacity: TBC
- Frequency: 50 Hz.
- Phase: Three
- Current: Alternating.

Continuity: The Employer will not be responsible for the consequences of failure or restriction in supply.

430

**Water**

Supply: The Employer's mains may be used for the Works as follows:

- Metering: Free of charge
- Source: Various
- Location of supply point: Various

Continuity: The Employer will not be responsible for the consequences of failure or restriction in supply.

440

**Telephones and Communication**

Direct communication: As soon as practicable after the Date of Possession provide the Contractor's person in charge with a mobile telephone.

In addition to telephone, normal mail, facsimile and email, it is the Employers intention to use Internet technology to exchange information.

It is envisaged that a computer link will be established to enable information to be transferred between the Contractor and the Employer to allow all asset information, response callouts and service information to be available on a "real time" basis.



(We have assumed that the successful Contractor has or intends to develop a PDA system which will enable automatic transfer of servicing information and callouts etc. but for the interim period, monthly service reports shall be delivered electronically in portable document format).

Provision will be made by the Employer for a terminal to be sited within the Contractor's premises whereby the Contractor shall receive and update work orders and completion dates for the duration of the contract. All information on the system is subject to the data protection act.

As a minimum the Employer will require:-

- a) A dedicated telephone line within the Contractor's office for communications between the Employer and the Contractor exclusively.
- b) Computer fax technology using incoming and outgoing ISDN lines dedicated to the business use between the Employer and the Contractor.
- c) A dedicated back up fax machine for use if the computer system fails.
- d) A suitable E-mail address for the sole use of communications between the Employer and the Contractor
- e) Use of a reliable Internet Service Provider (ISP) to guarantee the fast and dependable delivery of E-mail.

The Contractor must ensure that the hardware and software products to be used for this purpose are compatible with the Employer's systems. The Employer's systems are listed below:-

- a) Mail System
- b) Microsoft Exchange 2003 using Microsoft Outlook Client
- c) Academy Repairs System
- d) Keystone Asset Management System

#### **Beneficial use of installed systems**

Permanent systems: Do not use for the Works.

Unless specific permission is given by the Service Manager, the Contractor shall not use the waste disposal, communications and utility systems within any of the Affected Properties.

Lifts shall only be used for the purposes of conveying operatives and equipment/tools not exceeding 40 kg in weight. Written permission must be obtained from the Service Manager before the lifts are used for the purposes of conveying redundant equipment and where permission is given, the Contractor shall be responsible for protecting the lift finishes from damage. The cost of rectifying any damage caused by non compliance with this clause shall be the Contractors responsibility.

530

A37

## OPERATION/ MAINTENANCE OF THE FINISHED WORKS

115

### Operation/ maintenance information

General: For each works order supply information that is required for inclusion in either the building manual or the health and safety file.

Compilation: Prepare information for Contractor designed or performance specified work including as built drawings.

- Include adequate information about the structure or materials used which might affect the health or safety of anyone carrying out construction or cleaning work or of anyone who may be affected by such work.
- Obtain or prepare other information to be included in the Manual.

Format: To match existing manual or file.

220

### Training

Objective: Where required, explain and demonstrate to the Employer's maintenance staff or the end users the purpose, function and operation of the installation including items and procedures listed in the Building Manual.



## **SECTION TWO**

### **SERVICE INFORMATION**





## **2.0 DESCRIPTION OF THE WORKS**

**2.0.1** The scope of the works is for the Contractor to provide a fully comprehensive servicing of the lifts throughout the Royal Borough of Kensington and Chelsea but not including any breakdown response repairs due to vandalism or misuse which shall be charged at hourly rates and the Schedule of Repair Rates as Appendix B.

The Works are essentially the routine inspection, maintenance and repair of lifts and the Works shall encompass, but not be limited to, the following basic areas of Work:

- a) The regular inspection and carrying out of all necessary maintenance, repairs and component replacements required in order to maintain the lifts, including the alarms and communication systems, in a safe and satisfactory working order, free from fault and defect, operating as designed and fit for the intended purpose.
- b) The provision of a 24 hour 365 days per year emergency response repair service for the attendance to lift breakdowns.
- c) The undertaking of any supplementary tests requested by the designated Competent Person as detailed within paragraph 1.1.1 of the SAFed Guidelines on supplementary tests of in service lifts 2006.
- d) The replacement of suspension and overspeed governor ropes.
- e) The correction of defects identified on the Employer's 6-monthly "Thorough Examination Reports" undertaken by the Employer's insurers.
- f) Repairs or replacements ordered by the Service Manager ranging from door rollers to controllers and drive units as complete systems.

**2.0.2** To achieve the necessary standard of maintenance and reliability required by the Employer, a maintenance schedule of frequencies, tasks and times per lift has been identified in Section 2.1.10. The Contractor shall allow what they consider to be adequate tasks and time but this must not be less than the minimum identified or otherwise identified by the manufacturer and installer.

**2.0.3** The maintenance tasks and frequencies schedule (identified in Section 2.1.10) does not intend to dictate new working practices but it does stipulate the minimum standards required.

**2.0.4** The Contractor shall price the maintenance schedule as identified by the Employer in this Specification which shall form part of the tender analysis. However, it is envisaged that the Employer and Contractor shall consider procedures during the term of the contract in order to identify whether efficiencies can be achieved in the maintenance programme without detriment to the reliability or safety of the lift service.

**2.0.5** The Contractor shall maintain lighting, emergency lighting and low power services within the lift rooms (identified in Section 2.1.10).

## 2.1 MAINTENANCE TASKS AND FREQUENCIES

- 2.1.1 The maintenance to each passenger or goods lift shall be undertaken monthly at 12 evenly and regular programmed visits. However, some non-passenger carrying hoists may have a specified lesser number of servicing visits. Prior to the works commencing on site, the Contractor shall provide his maintenance programme for acceptance by the Service Manager, this must show the expected week of each scheduled maintenance visit. The minimum period between each visit must not be less than 21 days.
- 2.1.2 In the event of any missed maintenance visit the Contractor shall immediately inform the Service Manager. The agreed re-scheduling of these visits must not interfere with the remainder of the agreed programme.
- 2.1.2 Maintenance shall only be carried out between the hours of 0800 -1700 Monday to Friday, excluding Bank Holidays, unless otherwise authorised by the Service Manager.
- 2.1.3 At the conclusion of each maintenance visit the lift shall be left in a safe and satisfactory working condition. Should any lift need to be "shut down" and withdrawn from service for repairs necessary for its safe operation, the Contractor shall immediately inform the Service Manager by telephone and in writing of the nature of the works required and the estimated "down time".
- 2.1.4 The Works do not include for any equipment upgrades requested by the Service Manager and for these a quotation will be required and agreed before commencement of any such works.
- 2.1.5 From time to time planned repairs are to be carried out as agreed by the Service Manager and these shall be charged in accordance with the priced Schedule of Rates (Appendix B).
- 2.1.6 Lift response repairs due to ~~vandalism or misuse~~ that are chargeable shall not include any travelling time. Only site time repairing the lift shall be included in the invoice sum.
- 2.1.7 The Works include servicing as specified on a regular basis and breakdown response repairs including those where the attending engineer finds the lift working on arrival, a door obstruction or unable to find the fault.
- 2.1.8 The undertaking of any SAFed supplementary tests and all rope renewals required by the insurance company or Contractor's reports or the Service Manager shall be included. Supplementary tests unless required sooner by the insurance company are to be carried out at 5-yearly intervals for the safety gear, governor and rupture valves and 10-yearly for main gear and pulley inspections. Certificates shall be provided within seven days after completion. (the latest dates that these have been carried out are detailed on the Asset Register).



- 2.1.9 This Section outlines the maintenance tasks and frequencies. The following abbreviations shall have the frequencies herein assigned to them:

Abbreviation	Frequency
M1	Monthly
M2	Every 2 months
M3	Every 3 months
M6	Every 6 months
M12	Every 12 months

## Machine Room

## Frequency

### Gearbox

The gearbox and other oil levels shall be checked for viscosity and as required, topped up and replaced.

M1

The inspection cover shall be removed and crown wheel checked for markings. Any running noises shall be noted and wear to the thrust race and other bearings reported and replaced when conditions warrant. The condition of sheaves and other pulleys and their bearings shall be observed and reported on and replaced when conditions warrant. The gearbox casting shall be cleaned and surplus oil removed from drip trays.

M3

### Motors and Generators

The motor and generator's bearings shall be checked for wear and correct lubrication levels.

M1

All DC motors and generators shall have their brush gear thoroughly cleaned, carbon deposits removed from the commutator and field windings.

M3

If conditions warrant, any worn motor or generator brushes shall be replaced with new, of the correct size and grade and adjusted so that they are correctly seated on the commutator surface.

### Brake

The brake drum and coil casting shall be thoroughly cleaned. Its operation shall be observed and checked for correct lift. The brake linings shall be checked for cleanliness and their rivets checked for security. When conditions warrant, any worn linings shall be replaced. All necessary adjustments shall be undertaken to ensure that the correct floor levels are maintained.

M1

### Controller

All selectors and associated relays shall be checked for correct operation and any necessary adjustments made. M1

All contactors, relays and switches shall be checked for correct operation and adjustment. All contact surfaces shall be cleaned with a non-abrasive material and any self-cleaning wipe action shall be maintained. Should any copper contacts require refacing, then an abrasive material should be used and checks made to ensure correct seating. M2

Any dust deposits within the controller shall be removed. M6

All circuits, including heavy current, shall be checked for integrity. M12

When conditions warrant all contacts, tails, resistors and capacitors shall be replaced.

### Overspeed Governor

The electrical switches shall be checked for operation. M1

The overspeed governor shall be cleaned and lead seals checked for integrity. The pulley and bearings shall be checked for wear and correct lubrication. The mechanical operating mechanisms and linkages shall be checked for freedom of movement and correct lubrications. The electrical switch terminals shall be checked for tightness and internal parts cleaned. M6

### Safety Rope Pulleys

The safety rope pulleys and bearings shall be checked for wear and correct lubrication. M6

The pulleys and supporting steel work shall be checked for integrity. M12

### Main Switch and/or Ellison Circuit Breaker

The main isolation switches and circuit breakers shall be checked, opened up and cleaned. The isolation switch shall be checked for correctly rated fuses and the circuit breaker shall be tested for accurate settings or tripping times. M12

### Emergency Hand winding Floor Level Indicator

The hand winding indicator shall be checked for correct operations. M1

### Floor

The floor shall be swept clean and any oil or grease spillage shall be removed. M1



### Machine Room Lighting

Replace lighting luminaries upon failure. M1

Check the operation of the machine room emergency lighting and record on the service report. M1

### **Lift Car**

#### Enclosure

The car floor levels pushes, door open and alarm pushes and position indicator (where fitted) and car lights shall be checked for correct operations. M1

The emergency car light and emergency alarm supplies shall be checked for correct operation and the car light diffuser cleaned from inside of light fitting. M3

The car overload devices (where fitted) shall be checked for correct operation and adjusted as required. On completion, the Contractor shall issue to the Engineer his test certificate in accordance with the requirements of the SAFed Guidelines on supplementary tests of in-service lifts 2006. M12

If conditions warrant, any worn part shall be replaced with new, together with any car light, indicator or push button acceptance lamp or diode.

#### Entrance

The car door operator shall be checked and adjusted as required to give a smooth and efficient operation. M1

The car door safety edge, light rays and infra-red detector shall be checked for correct operation. M1

The car to landing levels shall be observed for correct alignment and adjusted as necessary. M1

The bottom car track shall be cleaned. M1

All door suspension rollers and door shoes shall be checked for wear and replaced depending on their condition. The hanging rollers, pick up rollers and kick in rollers shall be adjusted as necessary to ensure the correct gaps and clearances are maintained. M3

All locks shall be inspected for mechanical and electrical operation and all electrical terminals shall be checked for tightness and internal parts cleaned. M6

The top track shall be cleaned and lightly lubricated. M12

### Mechanics Control Station

The mechanics car control station and associated buttons and switches shall be checked for correct operation. M1

### Car Sling and Guide Shoes

The car guide shoes shall be checked for wear, adjusted and any surface oil or grease removed from the outer casing. M3

The complete sling and car enclosure arrangement shall be checked for integrity. M12

### Safety Gear

The electrical switch shall be checked for operation. M1

The safety gear shall be cleaned, lubricated and all linkages checked for integrity and freedom of operation. The electrical switch terminals shall be checked for correct operation and tightness and internal parts cleaned. M6

### **Landing Entrances**

The push buttons and position indicators (where fitted) shall be checked for correct operation and all inoperative lamps replaced. M1

All safety edges and/or light rays (where fitted) shall be checked for correct operation. M1

The fireman's control switch (where fitted) shall be checked for correct operation, any damaged lens shall be replaced. M1

All bottom tracks shall be cleaned. M1

All door hanger suspension and kicking rollers shall be checked for wear and adjusted, replaced or reported on depending on their condition. All lock/drive block rollers shall be checked for integrity and freedom of movement and replaced or reported on depending on their condition. All frames and equipment shall be swept clean. M3

All door shoes and door closure devices shall be checked for wear and tightness and replaced or reported on depending on their condition. The correct running clearances between doors and architraves shall be maintained and the integrity of vision panels (where fitted) shall be checked and reported on depending on their condition. M3

All locks shall be inspected for mechanical and electrical operations, all lock covers replaced and all electrical terminals shall be checked for tightness and internal parts cleaned in accordance with the requirements of the SAFed Guidelines on supplementary tests of in-service lifts 2006. M12

All top tracks shall be cleaned and lightly lubricated. M12

As conditions warrant, any worn part shall be replaced with new, together with any indicator or push button acceptance lamp or diode.



## **Lift Shaft, Counterweight and Pit**

### **Counterweight**

The counterweight guide shoes shall be checked for wear, adjusted and any surface oil and grease removed from the outer castings. M3

The complete counterweight frame arrangement shall be checked for integrity. M12

### **Guides and Brackets**

The car and counterweight guides shall be checked for lubrication. M3

The car and counterweight guides and associated brackets shall be checked for integrity and all fixings checked for tightness. M12

### **Spring and oil filled buffer**

The car and counterweight buffers shall be checked for operation. Any electrical interlock switch shall be checked for operation and electrical terminals checked for tightness and internal parts cleaned. Oil levels shall be checked for viscosity and as required, topped up and replaced. M6

The buffers and steelwork shall be checked for integrity. M12

### **Switches and Limits**

The pit stop switch, terminal floor overtravel limits and maintenance limits shall be checked for correct operation. M1

The governor pit tension weight and bearings and selector tape and shaft switches shall be checked for correct operation and lubrication. M3

All electrical switches shall be internally inspected, their electrical terminals checked for tightness and internal parts cleaned and pivots lubricated. M12

### **Shaft Lights**

The shaft lights shall be checked for operation and any failed lamps replaced as required. M3

Because the illumination of shaft lights may create an attractive environment to unauthorised persons, particularly CHILDREN, the Contractor shall ensure that his engineers switch off the lights at the completion of every visit.

### **Lift Pit**

The pit shall be swept clean and all litter removed from site. All associate equipment in pit area shall be cleaned to prevent the risk of fire. M1

### General

As conditions warrant, all equipment shall be adjusted and any worn part replaced with new.

All cleaning materials and lubricants shall be included at no cost to the Employer.

Motor rewinds or any repairs to drive motor and the winding gear shall be included at no cost to the Employer.

### Ropes and Chains

All suspension, compensating, safety and governor ropes and suspension chains shall be checked and their condition reported in accordance with the requirements of the SAFed Guidelines on supplementary tests of in-service lifts 2006.

M3

All suspension, compensating, safety and governor ropes and suspension chain terminations shall be checked for integrity and reported on in accordance with the requirements of the SAFed Guidelines on supplementary tests of in-service lifts 2006.

M3

The Contractor shall undertake any maintenance and/or adjustments to the ropes or chains as conditions warrant.

### **Hydraulic Lifts (Additional Requirements)**

Hydraulic tanks shall be kept filled to the correct level with oil of the correct viscosity and specification to comply with the original manufacturer's specification. Any oil leak shall be reported to the CA together with the Contractors recommendations.

M1

All operating and isolating valves shall be checked for operational safety. Directional Valves shall be checked for levelling accuracy, adjustment and smooth operation.

M1

All pipes and joints shall be checked for integrity.

M6

The ram(s) shall be checked for scratches, abrasions or scores over the full length of travel. Any such scratch, abrasion or score shall be reported to the Engineer together with the Contractor's recommendations.

M6

The complete ram assembly and associated equipment shall be checked for integrity.

M12

Any leak and the necessary correction of and/or replacement of oil seals shall be the Contractor's responsibility.

- 2.1.10 The maintenance and response repair of equipment for lighting, emergency lighting and low power supplies are the responsibility of the Contractor. The Contractor shall also ensure that lift rooms are kept clean and tidy and that any security or access issues are reported to the Service Manager. The Works shall include, but not limited to, the following areas of work:



- Visual checks on lighting and emergency lighting on each maintenance visit
- Drop test of emergency lighting on each maintenance visit
- Replacement of lamps and bulbs
- Rectification of faults on the lighting, emergency lighting and low power equipment including the replacement of circuit breakers and residual current devices

The Contractor shall submit a report, to the Employer, on the general condition of the lighting, emergency lighting and low power equipment and systems contained within each lift room, including Health & Safety, access and security issues. The report shall include recommendations for remedial works, associated costs and be submitted within the first six months of the Contract commencement.

## 2.2 **Supervision**

- 2.2.1 The Contractor shall provide a very good level of contract administration and field supervision by the Contract Manager who must hold, as a minimum qualification, AMA NVQ Level 3 or similar and approved relevant experience. The Contract Manager shall be knowledgeable in the field of maintenance, response repairs, safety and problem solving to be able to offer solutions to the Service Manager.
- 2.2.2 The Contractor shall provide a very good level of Quality Assurance and Contract Monitoring by the 'Quality Assurance Engineer' (QAE) who must be adjudged to be a 'competent person'. The QAE shall hold sufficient NVQ or similar and approved lift qualifications.
- 2.2.3 The Contractor shall accept responsibility for co-ordination, supervision and administration and quality assurance of the Works, including that of all subcontractors. The Contractor shall arrange and monitor a programme with each subcontractor, supplier, local authority and statutory undertaker, and obtain and supply information as necessary for co-ordination of the work.
- 2.2.4 The Contractor shall give maximum possible notice to the Service Manager before changing the Contract Manager (CM). This should normally be within a period of 3 months or shorter only with the consent of the SM. Full details of proposed staff shall be forwarded to the SM at least 6 weeks prior to starting the Contract. The SM reserves the right to request that the CM be replaced. This will not be done vexatiously and the SM for this request shall give written reasons.
- 2.2.5 The CM shall allow for attending the Employer's offices to liaise, discuss and offer all necessary information and detail to the SM on at least 1 day during each working month and more often should the SM so require. It will be the responsibility of the CM to inform the SM of any delays or problems relating to works in progress and the CM will have sufficient experience, qualifications and competence to offer solutions to the problems encountered. The CM must be fully conversant with all the Employer's documents, Schedules and invoicing and payments procedures. The CM must be available for consultation (by telephone) with the SM during the working hours of 09:00 to 17:00. Contact phone and mobile phone numbers shall be provided for this, answer-phone will not be accepted.
- 2.2.6 The Contractor's Quality Assurance (QAE) engineer shall carry out quality assurance checks on all aspects of the works as detailed in 2.0.1.

- 2.2.7 Following a quality assurance check, if the QA engineer should find that the work is unsatisfactory they will immediately put in place such works as are necessary to correct the faults found. The QA engineer will arrange to re-visit the address to ensure that the works have been satisfactorily completed and will issue, in writing, confirmation to the SM that works are now complete.
- 2.2.8 The QA engineer will provide the SM with an "in advance" account of his intended visits.
- 2.2.9 The format of the QA engineer's reports shall be agreed, to the SM's satisfaction, before contract commencement.
- 2.2.10 The Employer reserves the right to engage an external auditor to inspect work and review reports, certificates and any documentation relevant to the works carried out by the Contractor or any of their sub-contractors.

### **2.3 SERVICE MANAGER'S (SM) INSTRUCTIONS**

- 2.3.1 From time to time the SM may appoint one or more authorised officers to act for the SM generally or for specified purposes or periods. When such appointments are made the SM will give written notice thereof to the Contractor.
- 2.3.2 All work and services performed by the Contractor under this Contract will be subject to inspection and acceptance by the SM or his nominated delegate whose decision shall be final in respect of inspection and acceptance.
- 2.3.3 Any direction by the SM with regards to the above shall be issued to the Contractor in writing.
- 2.3.4 The SM may from time to time during the Contract Period issue at any time to the Contractor, an official order (hereafter called an "order") instructing the Contractor to execute work at specified premises. The said orders may be in writing, or communicated by fax or email. In the case of orders given verbally the SM shall follow up with written confirmation.
- 2.3.5 The SM may withdraw an order at any time during the period of this Contract in accordance with the contract conditions.
- 2.3.6 Prior to the issue of a written instruction, the SM may at his option, require the Contractor to submit a budget estimate, based where possible, on the rates and prices contained in the Schedule of Rates and a proposed programme for the particular task to be performed under the Instruction.
- 2.3.7 The SM may (but not unreasonably or vexatiously) issue instructions requiring the exclusion from the Contract of any person employed by the Contractor.
- 2.3.8 The SM retains the right to instruct specialist contractors to carry out the specialist works not included within this contract.
- 2.3.9 The Employer may require the inclusion of additional items within the Schedule of Rates. In such situations the Employer will identify items and either pre-price these or request a price from the Contractor for negotiation, agreement and inclusion in the Schedule of Rates.



2.3.10 The SM shall order any extra work or to vary the work or to omit any part of the work, any such extras, variations or omissions to be paid for or allowed for at the rates contained in the Schedule of Rates together with the percentage adjustment thereto or to be agreed.

2.3.11 The Contractor shall, before commencing any such extra works, so ordered or giving effect to any such omissions or additions obtain a written instruction from the SM.

## **2.4 CONTRACT MEETINGS**

2.4.1 The Contractor shall attend contract progress meetings with the SM throughout the term of the contract on a monthly basis. The SM reserves the right to ask for further progress meetings, should operational reasons or non performance by the Contractor so dictate or should the key performance indicator (KPI) scores drop to an unacceptable level for two months running.

## **2.5 QUALITY ASSURANCE AND CONTRACT MONITORING**

2.5.1 The Contractor shall be responsible for maintaining Quality Control Checks on the work carried out under this contract. As a guide, the Employer expects a minimum of 10% of all servicing work and 10% of all response repairs to be inspected by the Quality Assessment Engineer (QAE).

2.5.2 The SM will require to see evidence of the Q.A. file maintained by the Contractor showing dates, property, order number, fault found, operative, action taken etc. on a monthly basis. Access to this file shall be available at any time

2.5.3. The QAE shall carry out checks equally among all the operatives working on the Contract, to provide a balanced inspection. The QAE shall make arrangements with Estate Office staff for access and "no-access" will not constitute a quality control inspection. The SM reserves the right to be in attendance with the QAE at the time he carries out the quality control inspections.

2.5.4 The QAE shall be a technically competent person to inspect the range of work carried out in this contract and have that ability to set up and maintain the Quality Control procedures. The QAE must also be electrically competent. The QAE shall not be the same person as the Contract Manager (CM). The SM shall be advised of the QAE's name and details at the pre-contract meeting.

2.5.5 The QAE shall meet the SM at the SM's offices once a month to discuss issues relating to Quality Control. For this meeting a working day shall be allowed, each month. At this meeting a typed Quality Control report sheet shall be submitted to the SM giving the following information:

- a) A list of lifts, in alphabetical order where the Quality Control Inspections took place including the tenant's name and phone number.
- b) The dates of the Quality Control Inspections.
- c) The nature of the work that has been quality checked.
- d) The name of the person who carried out the work.
- e) Compliance of the work with regards to:
  - Displaying ID cards
  - Making and keeping appointments

- Quality of materials used
  - Completion of Manufacturers Log Card
  - Replacement equipment.
  - Engineer's Service Report.
  - Invoice details and accuracy
  - In the event of non-compliance - what action was taken
  - The QAE shall sign each Quality Control Sheet.
- 2.5.6 The QAE shall make himself familiar with the requirements of the Service Manager's administrative procedures. Errors or omissions on invoices will result in the invoices being rejected.
- 2.5.7 The estimated number of Response Repairs orders raised for the financial year 2010-2011 are included in Section 5. These included orders for lift breakdowns, rope replacements and statutory inspections.
- 2.5.8 Carry out your work between the hours of 8am and 5pm Monday to Friday (Emergency works only will be undertaken at all other times).
- 2.5.9 Contractually, you are obliged to carry an adequate Stock of spares on your vehicle including reconditioned parts for older lifts and so complete the work in one visit.
- 2.5.10 The Contractor shall keep a Schedule of Parts within the engineers' vehicles and a copy shall be forwarded to the Service Manager at the start of the Contract.
- 2.6 ABORTIVE VISITS**
- 2.6.1 When the Contractor responds to a lift failure report and on arrival the lift is found to be working correctly or unable to find the fault with the lift's operation, the cost of the abortive call shall be at the Contractors own cost.
- 2.6.2 The Contractor, upon receipt of an Order, will immediately inform the Contract Administrator of any problem, which may lead to a delay or failure to complete the Work within the requested timescale.
- 2.6.3 If for any reason a Contractor feels unable to undertake specified work on any of the Employer's lifts then the Service Manager shall be informed immediately.
- 2.7 WORKS ORDERS**
- 2.7.1 Response Repair Orders
- a) In the event of a Response Repair, the Contractor will be issued with a work "order" number. This will be set against a particular lift and will be issued by the SM or authorised Officer, by phone, fax or e-mail.
  - b) Where order numbers are issued for a breakdown or need for repair, the works will not normally have been the subject of a pre-inspection by either the CA or the Authorised Officer and therefore the "order" will usually only give indicative notification and the symptom of the problem and/or the works to be carried out.



### 2.7.2 Planned Repairs

The Contractor shall carry out all required pre-inspection and/or identification of the work required in order that the repair work so requested can be completed and shall have deemed to have allowed in the Schedule of Rates together with his tendered percentage adjustment thereto for all such costs that compliance with the procedure will entail.

## 2.8 OUT OF HOURS REPAIRS

A Contractor's contact number must be made available to the Employer for the purpose of placing orders outside of normal working hours. An answer phone will not be acceptable.

## 2.9 EXECUTION OF THE WORKS

2.9.1 The Contractor shall at all times employ sufficient, competent, qualified and well-trained teams consisting of an engineer and assistant to carry out the works. The Contractor shall maintain adequate stocks of materials/equipment and plant to ensure that all of his obligations are met.

2.9.2 The Contractor shall undertake to carry out the Planned Maintenance during normal working hours. In addition, any work ordered by the SM shall also be carried out during the normal working hours unless the work is classed as Emergency – Priority E

2.9.3 If the Contractor is unable to properly complete the Response Repairs to the equipment, the Contractor shall immediately this becomes apparent, notify the SM by telephone or fax and seek the SM's approval as to the course of action to take and as soon as is practicable thereafter confirm the said notice in writing. On a daily basis a lift shut down report is to be sent to the Employer's SM giving details of any lifts shut down with reason and anticipated fix date.

2.9.4 The Contractor shall maintain full documentation showing the status of each job such as materials awaiting delivery, material delivery dates, estimated completion dates, together with such other details to allow the monitoring of the progress of each job.

2.9.5 The Contractor shall supply the status of each job whenever requested, by the CA. On an Emergency Call Out, if a temporary repair has been carried out to get the lift working, the Contractor shall inform the CA with details thereof together with confirmation as to when the permanent repair will be completed.

2.9.6 The Contractor shall produce an "Excel" spreadsheet on a monthly basis listing all lift breakdowns attended by the Contractor during that month. The spreadsheet shall identify in date order the date of attendance, lift number, address, details of work carried to reinstate lift, parts supplied and date work completed. The spreadsheet shall also identify whether the works are to be invoiced or carried out at no charge under the terms and conditions of the Contract. There may be occasions where call out information will be required during this period by the Employer's Administrator.

2.9.7 If a lift is shut down on a response repair call out for any reason then a sign must be attached to the ground floor landing door and Employer's site personnel informed if possible. The sign shall state the reason for shut down and anticipated time that the lift will be returned to service.

## **2.10 RESPONSE REPAIRS AND PLANNED MAINTENANCE WORKS**

- 2.10.1 Description of the types of works for which Orders under this Contract may be issued are Response and Scheduled Repairs, suspension rope replacements and LG examination as set out by SAFed. Details on when last done are included.

## **2.11 TERMS OF PAYMENT**

### **2.11.1 Payments**

- a) The Contractor shall prepare and present his account calculated in accordance with the Contract for each and every Order SEPARATELY (including any associated varying, modifying or cancelling Orders) within 28 days of completion of the Works. The CA shall within 30 days of receipt of a proper invoice, in accordance with the Employer's requirements, certify the account for payment certification of invoice. The CA may within a reasonable time before the expiration of such period require the Contractor to submit any relevant information or supporting documentation necessary for the checking or verification of the account.
- b) The final date for payment by the Employer of the amount due to the Contractor pursuant to any certificate (certified invoice) issued by the Contract Administrator shall be 14 days from the date of issue of the certificate.
- c) If the Employer wishes to recover by withholding and/or deduction from sums due to the Contractor then not later than 5 days before the final date for payment of the mount from which the withholding and/or deduction is to be made the Employer shall give a written notice to the Contractor which shall specify the amount proposed to be withheld and/or deducted from such amount, the ground or grounds of such withholding and/or deduction and the amount of the withholding and/or deduction attributable to each ground.
- d) If the Employer fails properly to pay the amount, or any part thereof, due to the Contractor by the final date for its payment the Employer shall pay to the Contractor in addition to the amount not properly paid simple interest thereon for the period until such payment is made. Payment of such simple interest shall be treated as a debt due to the Contractor by the Employer. The rate of interest payable shall be five percent (5%) over the Base Rate of the Bank of England, which is current at the date, the payment by the Employer became overdue. Any payment of simple interest under this Clause 4.15.4 shall not in any circumstances be construed as a waiver by the Contractor of his right to proper payment of the principal amounts due from the Employer to the Contractor in accordance with, and within the time stated in, the Conditions or of the rights of the Contractor in regard to suspension of the performance of his obligations under t his Contract to the Employer pursuant to Clause 4.16 or to determination of his employment pursuant to a significant suspension as referred to in Clause 7.1 obligations under this contract.

In the event of it being disclosed that the Contractor has persistently included in his accounts values in respect of work which he has not carried out or properly executed in accordance with this contract, the Council reserves the right to inspect all premises where it is purported that work has been carried out by the Contractor and the cost and expenses which the Employer will incur as a result of carrying out such inspection shall be recoverable from the Contractor by the



Employer. Recovery of such cost and expenses shall be without prejudice to any other rights or remedies, which the Council may have under this Contract.

- e) In addition to the above, if it is established that the Contractor has over claimed for units the Contractor will forfeit incorrect payments claimed on the invoice and with an addition of £80.00 per Works Order to cover the Employer's administrative costs.

## 2.12

### INVOICES

#### General

1. All invoices shall be submitted to the Contract Administrator at regular intervals
2. A separate invoice shall be submitted for each particular order; the invoice must be accompanied by a signed works sheet for the works undertaken.
3. All invoices shall be typed.
4. Supplier's invoices shall be presented for all non-schedule of rates items.
5. Any queries raised by the CA on the invoices must be replied to in writing within seven days of notification.
6. Invoices, if found upon receipt to be more than 56 days old from date of completion of the works, will incur a charge of £80.00 per invoice to cover Employer's administrative costs.
7. In the event that an invoice is not received after 90 days following completion of the works, it shall be deemed that the works were undertaken by the Contractor at no cost to the Employer.
8. Payments in respect of the maintenance carried out under the terms and conditions of this Specification shall be paid to the Contractor by the Employer one month in arrears.
9. The invoice will only be paid if the relevant Quarterly Service Reports have been received.
10. A standard retention will not be deducted but the Employer reserves the right to withhold payment for those lifts where maintenance has not been carried out. The amount withheld shall equate to 1/12<sup>th</sup> of the current annual service cost for each missed monthly service visit.
11. The Contractor shall accompany his invoice with a schedule detailing each individual lift, Employer's lift number and site address together with the cost for each lift. A sample invoice is identified in Appendix 'C'.
12. Overtime shall be worked only on the prior written instructions given to the Contractor by the Engineer except in the case of emergency calls to lift repairs when the Contractor shall send its engineer on receipt of verbal instructions issued through the Engineers official repair desks. Any such verbal instruction shall be accompanied by the Employer's official order number, which shall be confirmed later in writing.

The Contractor shall be responsible for all and any overtime costs incurred in attending to repairs if the repair undertaken was the Contractors responsibility under the Contract.

If overtime costs are incurred by the Contractor for emergency repairs outside of the Contractors responsibility, the Contractor shall be entitled to reimbursement of the net cost to him of the overtime 'premium' or 'non-productive' overtime payments (e.g. the half of time and a half etc.) paid directly to his employees concerned. The Contractor shall identify his overtime or "Premium" time in Section 4.5 of the term of tender.

13. No payment for any basic or premium times or payments of any other description will be considered by the Employer for repairs, which under the Contract, are the Contractors' responsibility.
14. Daywork for any additional works shall be undertaken on the prior written instructions given to the Contractor by the Engineer. When such works are authorised, they shall be paid for in respect of labour at the rates of wages actually and properly paid to the persons employed on such work, but not exceeding the rates which at the time of execution of such works have been established by the machinery of negotiation by the Engineering Employer's Federation for the Lift Trade and Industry in the district where such work is carried out with the addition thereto of the first percentage inserted by the Contractor in his Tender to cover all time-keeping, on-charges, superintendence, profit, employers contributions to National Insurance, holiday wages, out allowances, fares (town and country), dirty money, out-of-pocket expenses and all other contingencies.
15. The Contractor shall also be paid for any materials actually used in such works ordered on a day work basis at the market prices (including for delivery to site) current at the time when such work is executed with the addition thereto of the second percentage inserted by the Contractor in his tender.
16. Payment for additional works ordered will be made against direct orders issued to the Contractor by the Engineer and not as contract payments but subject as aforesaid to all the terms and conditions of this Contract (so far as they may be applicable), which shall have effect in relation to this additional work
17. All invoices for repairs must be accompanied by a signed work sheet and shall contain the following information and this is shown on Appendix C:-
  - Property Name and Lift Number.
  - Employer Order Number
  - Date and Time when Order was received.
  - Contractors Invoice Number
  - Invoice Date
  - Date when work was completed.
  - SOR Codes of work carried out, with brief description.
  - Full cost breakdown including details of materials used.
  - Completion target date from Employer order.



18. All orders that are given E and I priorities must be completed in the appropriate time scale, The completion date must be shown on the invoice – so as to meet the requirement of the Best Value Performance Indicators. The completion dates for all associated work additional to the original order must be recorded separately
19. All invoices for repairs shall be batch dated to the date when the invoice is posted or presented and must include the Employer's order number.
20. The Contractor shall be paid not later than 30 days following the certification by the SM, the value of work executed (labour and/or materials and/or plant supplied) in compliance with the relevant Order, after the deduction of any debts or monies due.
21. Fluctuation Provisions: The Contractors' Percentage Tender Adjustment would be uplifted annually in accordance with the Lift and Escalator Industry Association (LEIA) Contract Price Adjustment Index "Service Labour Cost Index – London". This increase will be subject to the Contractor reaching acceptable performance targets as set out in section 1.32.
22. The time incurred by the Contractor on a response call out where the Landlord's supply is not functioning is chargeable to the Employer.
23. When the Contractor responds to a lift call out and on arrival the lift door(s) are found to be obstructed by a foreign object which has caused no damage but only the obstruction of the lift door and the operation of associated door overloads or other protection devices the works associated with returning the lift to service shall be deemed to be included in the contract cost submitted.
24. The Employer reserves the right implement an alternative invoicing arrangement whereby the Contractor will submit a single monthly invoice in arrears accompanied by a schedule of charges for that month for maintenance, response repair and any chargeable works. The Employer will notify the Contractor of the change in invoicing arrangements at least one month in advance and stipulate the format of the schedule of charges.

## **2.13 DEFECTS LIABILITY**

- 2.13.1 Defects in workmanship and/or materials, which appear within 12 months of the completion of the Works carried out under any Order, or from first occurring before completion of the Works shall be made good by the Contractor at his own cost.

## 2.14 ACCEPTANCE OF TENDER:

2.14.1 The Employer and his representatives will evaluate the tenders based on the following criteria:

a) The evaluation will be measured within the weighting parameters below:

- (i) Assessment of the Contractor's submission in respect of Quality 50%
- (ii) Projected annual contractual cost using the Schedule of Rates Pricing 50%

b) The assessment of the Quality will be calculated based upon the visit's made to Contractor's offices, discussions and interviews which have taken place.

c) To ensure an equitable method of evaluation of the costs, the following weightings will be applied:

Item	Score
Maintenance costs (para.4.9)	30%
Hourly rate for 2 man working (para. 4.4)	10%
Average mark up (para. 4.2)	5%
Minor works (taken from a random selection of App. C)	5%

The weightings applied to the sub-sections will be:

Maintenance costs (para.4.9)	Score
Lowest prices tendered	30%
Prices tendered within 10% of lowest prices received	20%
Prices tendered within 20% of lowest prices received.	10%
Prices in excess of 20% of lowest prices received	5%
Prices in excess of 50% of lowest prices received	- 10%

Hourly rate for 2 man working (para. 4.4)	Score
Lowest prices tendered	10%
Prices tendered within 10% of lowest prices received	5%
Prices tendered within 30% of lowest prices received.	2%
Prices in excess of 30% of lowest prices received	- 2%



Average mark up (para. 4.2)	Score
Lowest prices tendered	5%
Prices tendered within 10% of lowest prices received	3%
Prices tendered within 30% of lowest prices received.	1%
Prices in excess of 30% of lowest prices received	- 1%

Minor works (taken from a random selection of App. C)	Score
Lowest prices tendered	5%
Prices tendered within 10% of lowest prices received	3%
Prices tendered within 30% of lowest prices received.	1%
Prices in excess of 30% of lowest prices received	- 1%

## **2.15 SCHEDULE OF RATES**

- 2.15.1 A Schedule of Rates is included with the tender document for completion by the Contractor.

## **2.16 SCAFFOLDING AND THE LIKE:**

- 2.16.1 The Contractor is required to provide all requisite ladders, trestles, scaffolding, mobile access platforms, etc. and the cost of these is deemed to be included in the percentage adjustment to the schedule of rates.

## **2.17 PRICING OF SPECIFICATION:**

- 2.17.1 Tenders containing unauthorised alterations and qualifications will be rejected.

## **2.19 QUALITY CONTROL RESOURCES:**

- 2.19.1 A statement must be submitted describing the organisation and resources, which the Contractor proposes and undertakes to provide to control the quality of the Works, including the work of subcontractors.
- 2.19.2 The statement must include the number and type of staff responsible for quality control, with details of their qualifications and duties.

## **2.20 HEALTH AND SAFETY POLICY:**

- 2.20.1 During the course of the Contract the Contractor will be required to provide method statements for site operations where there is a risk to Health and Safety of the Contractor's operatives, any residents or the general public.

## **2.21 COMPETENCY**

- 2.21.1 The Contractor shall nominate one person from within their organisation to be the account manager. The account manager must be in a position where they can deal with all issues in respect of this Contract.
- 2.21.2 The Contractor shall ensure that all persons employed by them shall have had adequate instruction in the correct method of servicing appliances in the appropriate fixing and maintenance regulations and manufacturer's instructions and that all persons are fully competent to read and understand manufacturer's instructions.
- 2.21.3 All electrical work carried out as part of this contract must comply with the current edition of the IET Wiring Regulations BS7671 (As amended).

## **2.22 SUPERVISION:**

- 2.22.1 The Contractor shall accept responsibility for co-ordination, supervision and administration and quality assurance of the Works, including all subcontractors. The Contractor shall arrange and monitor a programme with each subcontractor, supplier, local authority and statutory undertaker, and obtain and supply information as necessary for co-ordination of the work.
- 2.22.2 The Employer will expect the quality of planned maintenance and repair works to be inspected at regular intervals by the Contractor's nominated supervisor.
- 2.22.3 The CA shall be at liberty by notice in writing to the Contractor to object to any representative or person employed by the Contractor in the execution of or otherwise about the Works who shall, in the opinion of the CA, misconduct himself or be incompetent or negligent, and the Contractor shall remove such person from the Works.
- 2.22.4 The Contractor's account manager shall allow for attending the Employer's offices to liaise, discuss and offer all necessary information and detail to the CA on at least 1 day during each working month and more often should the CA so require. It will be the responsibility of the Contractor's account manager to inform the CA of any delays or problems relating to works in progress and the account manager will have sufficient experience, qualifications and competence to offer solutions to the problems encountered. The account manager must be fully aware of all the Council's documents, Schedules and invoicing and payments procedures. The Contractor's account manager must be available for consultation (by telephone) by the CA during the working hours of 08:00 to 18:00 Monday to Friday and 08:00 to 12:00 on Saturdays. Contact phone and mobile phone numbers shall be provided for this, answer-phone will not be accepted.

## **2.23 CONTRACT ADMINISTRATOR'S (CA) INSTRUCTIONS**

- 2.23.1 From time to time the CA may appoint one or more authorised officers to act for the CA generally or for specified purposes or periods. When such appointments are made the Contractor Administrator will give written notice thereof to the Contractor.



- 2.23.2 The CA will be empowered to direct, in respect of any Works Order given hereunder, that the Contractor shall at his own cost rectify forthwith to the satisfaction of the CA, all defects due to materials or workmanship not in accordance with this Contract which may be discovered or become apparent in the work executed under such Works Order during a period of twelve calendar months from and after the date of completion of the work as certified by the CA, notwithstanding that this Contract may have expired or been determined prior to the expiration of such period, but the Council and its servants, Tenants and occupiers shall be at liberty to use the said work or any part thereof during such period.
- 2.23.3 All work and services performed by the Contractor under this Contract will be subject to inspection and acceptance by the CA or his nominated delegate whose decision shall be final in respect of inspection and acceptance.
- 2.23.4 Any direction by the CA with regards to the above shall be issued to the Contractor in writing.
- 2.23.5 The Contractor shall give notice to the CA when any works which will be covered up are ready for inspection. In default, the Contractor will be required to uncover such works and recover them at their own expense.
- 2.23.6 The CA may from time to time during the Contract Period issue at any time to the Contractor, an official order (hereafter called an "order") instructing the Contractor to execute work at specified premises. The said orders may be in writing, or communicated by fax machine. In the case of orders given verbally the CA shall follow up with written confirmation.
- 2.23.7 The CA may withdraw an order at any time during the period of this Contract in accordance with the contract conditions.
- 2.23.8 Prior to the issue of a written instruction, the CA may at his option, require the Contractor to submit a budget estimate, based where possible, on the rates and prices contained in the Schedule of Rates and a proposed programme for the particular task to be performed under the instruction.
- 2.23.9 Upon receipt of an order, if the Contractor does not attend site within the response times stated and/or does not carry out the work to standards specified in this document, the Employer may employ and pay other persons to execute any work whatsoever which may be necessary to give effect to such instruction and all costs incurred thereby, together with a sum of £80.00 to cover administrative costs may be deducted from any monies due or to become due to the Contractor under this Contract or shall be recoverable from the Contractor by the Employer as a debt.
- 2.23.10 The CA may (but not unreasonably or vexatiously) issue instructions requiring the exclusion from the Contract of any person employed by the Contractor.
- 2.23.11 The CA retains the right to instruct specialist contractors to carry out the specialist works not included within this Contract.
- 2.23.12 The Employer may require the inclusion of additional items within the Schedule of Rates. In such situations the Employer will identify items and either pre-price these or request a price from the Contractor for negotiation, agreement and inclusion in the Schedule of Rates.

- 2.23.13 The CA shall order any extra work or to vary the work or to omit any part of the work, any such extras, variations or omissions to be paid for or allowed for at the rates contained in the Schedule of Rates together with the percentage adjustment thereto or to be agreed.
- 2.23.14 The Contractor shall, before commencing any such extra works, so ordered or giving effect to any such omissions or additions obtain a written instruction from the CA.
- 2.23.15 Any inconsistency in or between the Preambles and the Schedule of Rates shall be corrected and any such correction, which results as an addition, omission or other change will be rectified by means of instructions issued by the CA.

## **2.24 PROGRAMME OF WORKS**

- 2.24.1 The Contractor shall provide a detailed programme identifying the order in which the lifts will be maintained on a monthly basis.
- 2.24.2 No alteration to the agreed servicing programme or deterioration in the Contractor's performance shall be accepted due to a shortage of labour or any other reason
- 2.24.3 Upon agreement by the CA of the agreed Maintenance Programme the Contractor shall implement the programme until otherwise agreed by the CA.
- 2.24.4 The Employer retains the right to add or delete individual lifts as dictated by the CA or operational circumstances and any claims for loss of profit or expenses will not be accepted. Maintenance costs will be adjusted accordingly following written confirmation from the CA.
- 2.24.5 The Employer shall have the right to at any time during the contract term, on the expiry of 12 weeks' notice to the Contractor in writing to determine the Contract in its entirety. The Contractor's right to payment in respect of any lift or lifts cancelled as provided in this clause hereof will cease on the expiry of the period of notice set out herein.
- 2.24.6 The Contractor shall have the right to at any time during the contract term, on the expiry of 24 weeks' notice to the Employer in writing to determine the Contract in its entirety. The Contractor's right to payment in respect of any lift or lifts cancelled as provided in this clause hereof will cease on the expiry of the period of notice set out herein.



## **2.25 RESPONSIVE REPAIRS - ADDITIONAL WORK**

- 2.25.1 The Contractor shall make available all components and parts replaced during responsive repair works for inspection and possible retention by the CA. Failure to comply with this clause may result in delay of payment as the work will have to be fully inspected and this will attract a charge of £80.00 per works order to cover the Employer's administrative costs.

## **2.26 SERVICE SHEETS**

- 2.26.1 At intervals of three calendar months, the Contractor shall issue to the Employer a Service Report. The report shall be similar in presentation to that as detailed in Appendix 'C'.

The Report shall in respect of each lift:

- (a) Relate to the inspections carried out to each lift only.
- (b) State the Employer's lift number and site address.
- (c) Be typed and signed by the person who undertook the inspections and countersigned by the Contractor's Service Manager.
- (d) Be available at the Employer's office not later than 14 working days after the date of the last inspections to which the report relates.
- (e) State clearly the work carried out and parts replaced during maintenance.
- (f) State the dates of monthly inspections.
- (g) State the condition of all the equipment of the lift and details any unsatisfactory items and any further work which may be considered necessary. Any unsatisfactory items outside of the Contractor's responsibility shall be accompanied by the Contractor's quotation.
- (h) Certify that the lift is or is not in a satisfactory safe and serviceable condition.

- 2.26.2 When an order has been issued to carry out any work indicated as necessary on a Contractor's report, and that work has NOT been completed when any subsequent report is issued, the Contractor shall indicate on such reports together with the reasons and the action being taken and with the Employer's order number issued for the outstanding work.

- 2.26.3 The Contractor shall issue an interim report should any inspection reveal any items of an unsatisfactory and urgent nature not included in the last preceding report. Such interim report shall be submitted within 7 working days of such inspection and following immediate notification to the CA by telephone.

- 2.26.4 As detailed in this Specification, payment of the maintenance contract shall be one month in arrears. On receipt of the quarterly maintenance invoice, the Employer reserves the right to withhold payment for those lifts for which no Service Report has been received and until such report has been received by the Employer.

## **2.27 SITE LOG CARD**

- 2.27.1 The Contractor shall provide and locate in each machine room and for each lift a site log card enclosed in a plastic protective wallet the face of which shall bear the Employer's lift number and site address. After every visit, repair or call out the Contractor shall enter the details of fault and the work undertaken together with the date of said works followed by the signature of the attending engineer.
- 2.27.2 Copies of the latest SAFed Test and Examination of Lifts Certificate are to be left in the plastic protective wallet.
- 2.27.3 Such entry may be considered as proof of attendance and if such details are not entered, the Employer reserves the right to withhold payment. When the log card becomes full, the Contractor shall forward the card to the Employer whose property it is.

## **2.28 SUPERVISION**

- 2.28.1 In addition to the constant management and supervision of the works provided by the Contractor's account manager, all significant types of work must be under the close control of competent supervisors to ensure maintenance of satisfactory quality and progress. The Contractor is to state their minimum site personnel. A full detailed chart will be provided detailing all the Contractor's key personnel. The list will include all office and mobile numbers.

### **To be included:**

Director, Regional manager, Local managers/supervisors, Technicians

## **2.29 QUALITY ASSURANCE AND CONTRACT MONITORING**

- 2.29.1 The Contractor is required to demonstrate the existence of a documented quality management system by having third party accreditation to ISO9000: 1994. Certificates will be required to be verified.
- 2.29.2 The Contractor will be required to submit details of their procedures for the processing of orders, the control of documents and data; their organisation and quality records for the indexing, filing, storing. Records of complaints received shall also be maintained.
- 2.29.3 The Contractor shall be responsible for maintaining Quality Control Checks on the work carried out under the Contract. As a guide, the Employer expects a minimum of 10% of all planned inspection and response repairs, which have been carried out throughout each month, to be inspected by a Quality Control Supervisor (QCS) employed by the Contractor.
- 2.29.4 The CA will require to see evidence of the Q.A. file maintained by the Contractor showing dates of inspections, property inspection, details of inspection and any action taken. A copy of the inspection reports is to be supplied to the CA at the Monthly Contract Meeting. Access to this file shall be available at any time.
- 2.9.5 If the Contractor fails to carry out and demonstrate the stipulated number of Quality Control checks, the CA reserves the right to employ an independent contractor to carry out the checks and all costs incurred, including an additional £80 to cover the Employer's administrative costs per address, will be recovered from the Contractor.



- 2.29.6 The QCS shall carry out checks equally among all the operatives working on the Contract, to provide a balanced inspection. The QCS shall make arrangements with Estate Office staff for access. No-access will not constitute a Quality Control inspection. The CA reserves the right to be in attendance with the QCS at the time they carry out the Quality Control inspections.
- 2.29.7 The QCS must be lift competent. The CA shall be advised of the QCS's name and details at the pre-contract meeting.
- 2.29.8 The QCS shall meet once a month to discuss issues relating to Quality Control. At this meeting a typed Quality Control report sheet shall be submitted to the CA giving the following information:
- a) A list of properties, in alphabetical order where the Quality Control inspections took place.
  - b) The dates of the Quality Control inspections.
  - c) The name of the person who carried out the Quality Control inspection.
  - d) Compliance of the work with regards to:
    - Quality of materials used
    - Quality of workmanship - compliance of installation and work in accordance with current British Standards
    - Application of Identification Labels
    - Replacement equipment. In the event of non-compliance - what action was taken
    - The QCS shall sign each Quality Control Sheet
    - That the site log card has been completed correctly
    - Compliance with monthly maintenance requirements
- 2.29.9 Within 2 weeks of each monthly meeting, a second meeting shall take place. On this day, the CA and QCS will visit sites selected by the CA, auditing the Contractor's Quality Control. The QCS shall provide transport facilities (car) for the QCS and CA to travel to the sites and return to the office of the CA.
- 2.29.10 The QCS shall carry with them basic tools (e.g. to remove covers together with appropriate test equipment).
- 2.29.11 The QCS shall make themselves familiar with the requirements of the Employer's administrative procedures.
- 2.30 DISRUPTION OF LIFT SERVICES**
- 2.30.1 Where repairs and/or renewal of equipment is to occur and there will be disruption to the premises and service in general, before work is commenced, explain the nature of works, anticipated disruption and programme of workers to the CA prior to the works being carried out.





## **SECTION THREE**

### **SCHEDULE OF LIFT INSTALLATIONS**

## **SCHEDULE OF LIFT INSTALLATIONS**

### **3.1 UNIT COST IDENTIFICATION**

The Contractor shall enter the cost for the maintenance, inspection and repair against each lift scheduled the total sum of which shall be carried over to the Tender Summary at Section 4.

### **3.2 ABBREVIATIONS**

The abbreviations detailed in the column headed 'Remarks' shall have the following means herein assigned to them:

<u>Abbreviation</u>	<u>Meaning</u>
1. T	Traction
2. H	Hydraulic

### **3.3 MAINTENANCE HOURS**

The column headed 'Hours' shall mean the minimum number of maintenance hours per month or quarter the Contractor shall undertake to each lift.

### **3.4 ROPES AND CHAINS**

The Ropes will be renewed as advised by the Employer's Insurance Surveyor or the Employer Service Manager. Rope Test Certificates are to be supplied to the Employer upon completion of the works.

### **3.5 PRICED SCHEDULE**

The contractor is to fully price the below Schedule and carry the total forward to item 4.9 of the form of tender.



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
E001	S217000617701	St. Thomas More RC School, 43 Cadogan Street, SW3 5AB	Hydraulic	Otis 1994	8P 630KG	G.1.2.		1.0 Monthly	
E002	S217000617702	St. Joseph's RC School, 43 Cadogan Street, SW3 5AB	Traction. Electric 0.45 M/S	Enford Lifts 1992	100KG	G.1.	Kitchen lift.	1.0 Every 3 months	
E003	S217005017701	Bousfield Primary School, South Boltons Gardens, SW5 5AB	Hand Power	George Johnson. Install date unknown	1.5 CWT	G.1.	Kitchen lift	1.0 Every 3 months	
E004	S217010410001	St. Francis of Assisi RC School, Treadgold Street, W11 4BJ	Hydraulic. 0.3 M/S A.C	Stannah 1994	8P 630KG	G.1.	Hydraulic	1.5 Monthly	
E005	S217008457701	Colville Nursery Centre, 4/5 Colville Square, W11 2BD	Hand power	Enford Lifts 1992	56LBS	G.1.	Kitchen lift	1 Hour every 3 months	
E006	S217001530001	Marlborough School, Draycott Avenue, SW3 3AP		City Lifts 2000	8P 630KG	G.1.2.3	Hydraulic Pass/Goods	1.5Monthly	
E007	S217010410001	St. Francis of Assisi RC School, Treadgold Street, W11 4BJ	Hydraulic	Gartec 2002	5P 400KG	G.1		1.5 hours every 3 months	
H001	S217012740008	Greaves Tower, Worlds End Estate, SW10 0EA	Traction. 1.6 M/S VVVF	Thyssen 2005	10P 750KG	G.1.2.4.6.8.10. 12.14.16.18.19	GAL & ACVF Vector MS6809	2.0 Monthly	
H002	S217012740008	Greaves Tower, Worlds End Estate, SW10 0EA	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.3.4.5.7.9 11.13.15.17.19	GAL& ACVFVector MS6809	2.0 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H003	S217012740010	Whistler Tower, Worlds End Estate, SW10 0EA	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.3.4.6.8.10. 12.14.16.17.	GAL& ACVFVector MS6809	2.0 Monthly	
H004	S217012740010	Whistler Tower, Worlds End Estate, SW10 0EA	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.3.4.5.7.9.11. 13.15.17.	GAL& ACVFVector MS6809	2.0 Monthly	
H005	S217012740012	Ashburnham Tower, Worlds End Estate, SW10 0EE	Traction. 1.6 M/S VVVF	Thyssen 2005	10P 750KG	G.1.2.4.6.8.10. 12.14.16.	GAL& ACVFVector MS6809	2.0 Monthly	
H006	S217012740012	Ashburnham Tower, Worlds End Estate, SW10 0EE	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.3.4.5.7.9. 11.13.15.16.11. 13.15.16.	GAL & ACVF Vector MS6809	2.0 Monthly	
H007	S217012740006	Dartrey Tower, Worlds End Estate, SW10 0EB	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.4.6.8.10. 12.14.16.17.	GAL& ACVFVector MS6809	2.0 Monthly	
H008	S217012740006	Dartrey Tower, Worlds End Estate, SW10 0EB	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.3.4.5.7.9. 11.13.15.17.	GAL& ACVFVector MS6809	2.0 Monthly	
H009	S217012740014	Blantyre Tower, Worlds End Estate, SW10 0EB	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.4.6.8.10. 12.14.16.18.	GAL& ACVFVector MS6809	2.0 Monthly	
H010	S217012740014	Blantyre Tower, Worlds End Estate, SW10 0EB	Traction. 1.6 M/S VVVF	Thyssen 2005	10P 750KG	G.1.3.4.5.7.9.11. 13.15.17.18	GAL& ACVFVector MS6809	2.0 Monthly	
H011	S217012740016	Chelsea Reach Tower, Worlds End Estate, SW10 0EB	Traction. 1.6 M/S VVVF	Thyssen 2005	10P 750KG	G.1.2.4.6.8.10. 12.14.16.18.19	GAL& ACVFVector MS6809	2.0 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H012	S217012740016	Chelsea Reach Tower, Worlds End Estate, SW10 OEB	Traction. 1.6 M/S VVVF	Thyssen 2005	10P 750KG	G.1.2.3.4.5.7.9 11.13.15.17.19	GAL& ACVFVector MS6809	2.0 Monthly	
H013	S217012740002	Berenger Tower, Worlds End Estate, SW10 OEB	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.2.4.6.8.10. 12.14.16.17.	GAL& ACVFVector MS6809	2.0 Monthly	
H014	S217012740002	Berenger Tower, Worlds End Estate, SW10 OEB	Traction. 1.6 M/S VVVF	Thyssen 2004	10P 750KG	G.1.3.4.5.7.9.1 1.13.15.17.	GAL& ACVFVector MS6809	2.0 Monthly	
H015	S217012740015	Blantyre Walk, Worlds End Estate, SW10 OEB	Hydraulic. 1.6M?S	Thyssen 2004	2250KG 30Persons	G.1.2.3.4.	Goods lift Manual Doors Hylogic Microprocesso r	1.0 Monthly	
H016	S217012760006	Jean Darling House, Millmans St, Cremorne Estate, SW10 0BY	Hydraulic. 0.4 M/S	Leonards Lifts 1988	8P 630KG	G.1.2.	Hydraulic. Sheltered accomodation. TVL	1.0 Monthly	
H018	S217008550001	King Charles House, Wandon Rd, SW6 2JH	Traction. 0.75 M/S A.C	Bennie 1984	12P 900KG	G.1.2.3.45.6.7. 8.9.10.	Lift renewal due to commence Jan 2012	2.0 Monthly	
H019	S217008550001	King Charles House, Wandon Rd, SW6 2JH	Traction. 0.75 M/S A.C	Bennie 1984	12P 900KG	G.1.2.3.45.6.7. 8.9.10.	Lift renewal due to commence Jan 2012	2.0 Monthly	
H020	S217012760002	Lacland House, Flats 1/16, Cremorne Estate, Ann Lane, SW10 0BP	Traction. 0.63 M/S A.C	Apex 2010	3P 300KG	G.1.2.3.4.5.6.7	new lift installed 12.04.10	1.5 Monthly	
H021	S217012760002	Lacland House, Flats 17/32, Cremorne Estate, Ann Lane, SW10 0BP	Traction. 0.63 M/S A.C	Apex 2009	3P 300KG	G.1.2.3.4.5.6.7	New lift installed 15.12.09	1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H022	S217012760003	Riley House, Flats 1/16, Cremorne Estate, Ann Lane, SW10 0BS	Traction. 0.63M/S A.C	Apex 2009	3P 300KG	G.1.2.3.45.6.7.	new lift installed 15.12.09	1.5 Monthly	
H023	S217012760003	Riley House, Flats 17/32, Cremorne Estate, Ann Lane, SW10 0BS	Traction. 0.63 M/S A.C	Apex 2009	3P 300KG	G.1.2.3.45.6.7.	new lift installed 09.12.09	1.5 Monthly	
H024	S217012760004	Gilray House, Flats 1/16, Cremorne Estate, Anne Lane, SW10 0BS	Traction. 0.63M/S A.C	Apex 2010	3P 300KG	G.1.2.3.45.6.7.	new lift installed 19.04.10	1.5 Monthly	
H025	S217012760004	Gilray House, Flats 17/32, Cremorne Estate, Ann Lane, SW10 OBS	Traction. 0.63M/S A.C	Apex 2010	3P 300KG	G.1.2.3.45.6.7.	new lift installed 07.05.10	1.5 Monthly	
H026	S217012760005	Milman House, Flats 1/16, Cremorne Estate, Ann Lane, SW10 OBS	Traction. 0.63 M/S A.C	Apex 2009	3P 300KG	G.1.2.3.45.6.7.	new lift installed 15.12.09	1.5 Monthly	
H027	S217012760005	Milman House, Flats 17/32, Cremorne Estate, Ann Lane, SW10 OBS	Traction. 0.63 M/S A.C	Apex 2010	3P 300KG	G.1.2.3.45.6.7.	new lift installed 12.04.10	1.5 Monthly	
H028	S217000980001	Brunel House, Cheyne Walk, SW3 5HL	Traction. 1.0 M/S Omron VVVF	Key Elevators 2000	8P 600kg	G.1.2.3.	GAL/ILE Interflite	1.0 Monthly	
H030	S217009580001	Nursery Lane, Highlever Rd, W10 6PN	Hydraulic. 0.31 M/S	Apollo 1998	8P 630KG	G.1.	Hydraulic Tank room ground floor /Sheltered accom-	1.0 Monthly	
H031	S217000310006	Mulberry Close, Beaufort St, SW3 5AB	Traction. 0.63 M/S A.C	Liftec 2011	8P 630KG	G.1.2.3.4.	new lift into service 11/08/11 to be added to bulk contract 7th	1.0 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
							Sep 2012		
H032	S217011667701	Wiltshire Close, Flats 1/26, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H033	S217011667710	Wiltshire Close, Flats 35/60, Draycott Avenue, SW32NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H034	S217011667705	Wiltshire Close, Flats 155/180, Draycott Avenue, SW32NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H035	S217011667708	Wiltshire Close Flats 189/214, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H036	S217011667713	Wiltshire Close, Flats 69/146, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H037	S217011667713	Wiltshire Close, Flats 69/146, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Bardeck 2008	8P 630KG	G.1.2.3.4.5.	new lift into service 28/01/2008	1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
							Sep 2012		
H032	S217011667701	Wiltshire Close, Flats 1/26, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H033	S217011667710	Wiltshire Close, Flats 35/60, Draycott Avenue, SW32NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H034	S217011667705	Wiltshire Close, Flats 155/180, Draycott Avenue, SW32NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H035	S217011667708	Wiltshire Close Flats 189/214, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H036	S217011667713	Wiltshire Close, Flats 69/146, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Axis 2010	8P 630KG	G.1.2.3.4.5	new lifts into service Nov 2010 to be added to bulk contract Nov 2011	1.0 Monthly	
H037	S217011667713	Wiltshire Close, Flats 69/146, Draycott Avenue, SW3 2NT	Traction. 1.0 M/S	Bardeck 2008	8P 630KG	G.1.2.3.4.5.	new lift into service 28/01/2008	1.5 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H038	S217003310001	Curran House, Lucan Place, SW3 3PG	Traction. 0.63 M/S A.C	Liftec 2011	3P 250KG	G.1.2.3.4.	new lift into service 24/05/11 to be added to bulk contract 7th Sep 2012	1.0 Monthly	
H039	S217002180001	Keppel House, Fulham Rd, SW3 6RA	Traction. 0.63M/S A.C	Liftec 2011	3P 250KG	G.1.2.3.4.5.	new lift into service 14/06/11 to be added to bulk contract 7th Sep 2012	1.0Monthly	
H040	S217002180002	Elm Park House, Fulham Rd, SW10 9QD	Traction. 1.0 M/S VAC	Express 1985	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10.		1.5 Monthly	
H041	S217002180002	Elm Park House, Fulham Rd, SW10 9QD	Traction. 1.0 M/S VAC	Express 1985	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10.		1.5 Monthly	
H042	S217001880035	Elm Park Gardens, Block 110, SW10 9QD	Traction. 0.5 M/S A.C	Otis 1978	4P 300KG	G.1.2.3.4.		1.5 Monthly	
H043	S217001880034	Elm Park Gardens, Block 104, SW10 9QD	Traction 100 FPM A.C	Express 1962	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H044	S217001880033	Elm Park Gardens, Block 98, SW10 9QD	Traction. 100 FPM A.C	Express 1961	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H045	S217001880008	Elm Park Gardens, Block 93, Flats 21/40, SW10 9QD	Traction. 100 FPM A.C	Express 1974	6P 900LB	G.1.2.3.4.5.6.		1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H046	S217001880008	Elm Park Gardens, Block 93, Flats 21/40, SW10 9QD	Traction. 100 FPM A.C	Express 1974	6P 900LB	G.1.2.3.45.6.		1.5 Monthly	
H047	S217001880032	Elm Park Gardens, Block 92, SW10 9QD	Traction. 100 FPM A.C	Express 1958	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H048	S217001880031	Elm Park Gardens, Block 86, SW10 9QD	Traction. 100 FPM A.C	Express 1958	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H050	S217001880029	Elm Park Gardens, Block 74, SW10 9QD	Traction. 100 FPM A.C	Express 1962	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H051	S217001880007	Elm Park Gardens, Block 71, SW10 9QD	Traction. 0.5 M/S A.C	Otis 1978	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H052	S217001880028	Elm Park Gardens, Block 68, SW10 9QD	Traction. 100 FPM A.C	Express 1965	4P 600KG	B.G 1.2.3.4.		1.5 Monthly	
H053	S217001880028	Elm Park Gardens, Block 68, SW10 9QD	Chain-Hydraulic	Aldous Campbell 1965	15CWT	B.G.	Dust bin hoist	1.5 Every 3 Months	
H054	S217001880006	Elm Park Gardens, Block 67, Flats 21/40, SW10 9QD	Traction. 100 FPM A.C	Express 1970	6P 900LB	G.1.2.3.4.5.6.		1.5 Monthly	
H055	S217001880006	Elm Park Gardens, Block 67, Flats 1/20, SW10 9QD	Traction. 100 FPM A.C	Express 1970	6P 900LB	G.1.2.3.4.5.6		1.5Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H056	S217001880024	Elm Park Gardens, Block 55, SW10 9QD	Traction. 0.5 M/S A.C	Bennie 1978	4P 300KG	B.G.1.2.3.4		1.0Monthly	
H057	S217001880017	Elm Park Gardens, Block 40, SW10 9QD	Traction. 0.5 M/S A.C	Bennie 1978	4P 300KG	G.1.2.3.4.		1.0 Monthly	
H058	S217001880004	Elm Park Gardens, Block 35, SW10 9QD	Traction. 100 FPM A.C	Express 1956	4P 600LB	G.1.2.3.4.		1.0 Monthly	
H059	S217001880016	Elm Park Gardens, Block 34, SW10 9QD	Traction. 0.5 M/S A.C	Otis 1978	4P 300KG	G.1.2.3.		1.0 Monthly	
H060	S217001880015	Elm Park Gardens, Block 28, SW10 9QD	Traction. 0.5 M/S A.C	Otis 1978	4P 300KG	G.1.2.3.		1.0 Monthly	
H061	S217001880014	Elm Park Gardens, Block 22, SW10 9QD	Traction. 100 FPM A.C	Express 1960	4P 300KG	G.1.2.3.		1.0 Monthly	
H062	S217001880013	Elm Park Gardens, Block 16, SW10 9QD	Traction. 100 FPM A.C	Express 1960	4P 300KG	G.1.2.3.		1.0 Monthly	
H063	S217001880012	Elm Park Gardens, Block 10, SW10 9QD	Traction. 0.5 M/S A.C	Otis 1978	4P 300KG	G.1.2.3.		1.0 Monthly	
H064	S217001880003	Elm Park Gardens, Block 7, Flats 1/20, SW10 9QD	Traction. 150 FPM A.C	Express 1967	6P 900 lb	G.1.2.3.4.5.6.		1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H065	□□□□□□□ 80003	Elm Park Gardens, Block 7, Flats 1/20, SW10 9QD	Traction. 150 FPM A.C	Express 1967	6P 900 lb	G.1.2.3.4.5.6.		1.5 Monthly	
H066	S217001880002	Elm Park Gardens, Block 5, Flats 21/40, SW10 9QD	Traction. 150 FPM A.C	Express 1967	6P 450KG	G.1.2.3.4.5.6.		1.5 Monthly	
H067	S217001880002	Elm Park Gardens, Block 5, Flats 21/40, SW10 9QD	Traction. 150 FPM A.C	Express 1967	6P 900LB	G.1.2.3.4.5.6.		1.5 Monthly	
H068	S217002180003	Fulham Rd, Block 361, SW10 9TW	Traction. 1.0 M/S VVVF	Bardeck 2002	8P 630KG	G.1.2.3.4.	GAL/ILE Interflite	1.0 Monthly	
H069	S217002180005	Fulham Rd, Block 437, SW10 9TW	Traction. 1.0 M/S VVVF	Bardeck 2002	8P 630KG	G.1.2.3.4.	GAL/ILE Interflite	1.0 Monthly	
H070	S217002090001	Cecil Court, Fawcett St, SW10 9HP	Traction. 1.0 M/S VF	Bardeck 2001	6P 450KG	G.1.2.3.4.		1.0 Monthly	
H071	S217011160001	Broadwood Terrace, Pembroke Rd, W8 6PL	Traction. 1.0 M/S VF	Guidelines 2002	16P	1. P.2.	GAL &TVL Onix	1.0 Monthly	
H072	S217011780001	Chesterton Square, Pembroke Rd, W8 6PH	Traction. 1.0 M/S VF	Guidelines 2001	16P 2500LB	1.2.	GAL & TVL Onix	1.0 Monthly	
H073	S217011780001	Chesterton Square. Pembroke Rd, W8 6PH	Traction. 1.0 M/S VF	Guidelines 2001	16P 2500LB	1.2.	GAL &TVL Onix	1.0 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H074	S217002640001	Ingelow House, Flats 1/16, Holland Street, W8 4NE	Traction. 0.75 M/S A.C	Lifcran 1984	5P 400KG	B.G.1.2.3.	TVLM 6808	1.0 Monthly	
H075	S217002640001	Ingelow House, Flats 17/32, Holland Street, W8 4NE	Traction. 0.75 M/S A.C	Lifcran 1984	5P 400KG	B.G.1.2.3.	TVLM 6808	1.0 Monthly	
H076	S217007500002	Campden House, Block 1, Peel Street, W8 7PJ	Traction. 0.5 M/S A.C	Express 1983	8P 600KG	G.1.2.3.4.5.	Flats1-17	1.5 Monthly	
H077	S217007500003	Campden House, Block 2, Peel Street, W87PJ	Traction. 0.5 M/S A.C	Express 1983	8P 600KG	G.1.2.3.4.5.	Flats18-34	1.5 Monthly	
H078	S217007500004	Campden House, Block 3, Peel Street, W8 7PJ	Traction. 0.5 M/S A.C	Express 1984	8P 600KG	G.1.2.3.4.5.	Flats35-53	1.5 Monthly	
H079	S217007500005	Campden House, Block 4, Peel Street, W8 7PJ	Traction. 0.5 M/S A.C	Express 1984	8P 600KG	G.1.2.3.4.5.	Flats54-72	1.5 Monthly	
H080	S217007500006	Campden House, Block 5, Peel Street, W8 7PJ	Traction. 0.5 M/S A.C	Express 1984	8P 600KG	G.1.2.3.4.5.	Flats73-91	1.5 Monthly	
H081	S217007500007	Campden House, Block 6, Peel Street, W8 7PJ	Traction. 0.5 M/S A.C	Bennie 1987	8P 600Kg	G.1.2.3.4.5.	Flats 92-108	1.5 Monthly	
H082	S217007500008	Campden House, Block 7, Peel Street, W8 7PJ	Traction. 0.5 M/S A.C	Bennie 1987	8P 600KG	G.1.2.3.4.5.	Flats109-125	1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H083	S217008860002	Hesketh Place, Block 6, W11 4HN	Traction. 0.75 M/S A.C	Otis 1978	8P 600KG	G.1.2.		1.0 Monthly	
H084	S217009920002	Runcorn Place, Block 7, W11 4HR	Traction. 0.75 M/S A.C	Otis 1978	8P 600KG	G.1.2.		1.0 Monthly	
H085	S217010050007	Carton House, Henry Dickens Court, W11 4DH	Traction. 1.0 M/S VF	Pickerings 1998	8P 630KG	G.1.2.3.4.5.6.7 . 8.9.10.	GAL	1.5 Monthly	
H086	S217010050007	Carton House, Henry Dickens Court, W11 4DH	Traction. 1.0 M/S VF	Pickerings 1998	4P 300KG	G.1.2.3.4.5.6.7 . 8.9.10.	GAL	1.5 Monthly	
H087	S217010050008	Marley House, Henry Dickens Court, W11 4DJ	Traction. 1.0 M/S VF	Pickerings 1998	8P 630KG	G.1.2.3.4.5.6.7 . 8.9.10.	GAL	1.5 Monthly	
H088	S217010050008	Marley House, Henry Dickens Court, W11 4DJ	Traction. 1.0 MPS VF	Pickerings 1998	4P 300KG	G.1.2.3.4.5.6.7 . 8.9.10.	GAL	1.5 Monthly	
H089	S217008170001	Treadgold Hse, 25 Bomore Road, W11 4BL	Traction. 0.75 M/S A.C	Lifcran 1986	8P 630KG	G.1.2.3.4.	TVLM 6808	1.0 Monthly	
H090	S217008800001	Grenfell Tower, Lancaster West Estate, W11 1TG	Traction. 2.0 M/S VVVF	Apex 14.5.06	12P 900 KG	Street Walkway 1st through to 20	Concierge. Reception. GAL&TVL Onix	2.0 Monthly	
H091	S217008800001	Grenfell Tower, Lancaster West Estate, W11 1TG	Traction. 2.0 M/S VVVF	Apex 14.5.06	12P 900 KG	Street Walkway. 1st through to 20	Concierge. Reception. GAL&TVL Onix	2.0 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H092	S217008800001	Grenfell Tower, Social Services Office, Lancaster West Estate, W11 1TG	Hydraulic. Direct Acting BucherHydrauli cVVVF	Apex 2006	8P 630KG	Street Office	GALTVLOnix	1.0 Monthly	
H093	S217008560001	Dixon House, Silchester Estate, Darfield Way, W10 6TU	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.2.4.6.8.10. 12.14.16.18.19	GAL & TVLM6808	2.0 Monthly	
H094	S217008560001	Dixon House, Silchester Estate, Darfield Way, W10 6TU	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.1.3.5.7.9.11. 13.15.17.19.	GAL& TVLM6808	2.0 Monthly	
H095	S217008740001	Frinstead House, Silchester Estate, Darfield Way, W10 6TY	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.2.4.6.8.10.1 2. 14.16.18.19.	GAL&TVLM 6808	2.0 Monthly	
H096	S217008740001	Frinstead House, Silchester Estate, Darfield Way, W10 6TY	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.1.3.5.7.9.11. 13.15.17.19.	GAL&TVLM 6808	2.0 Monthly	
H097	S217008560002	Markland House, Silchester Estate, Darfield Way, W10 6UA	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.2.4.6.8.10.1 2.14.16.18.19.	GAL&TVLM 6808	2.0 Monthly	
H098	S217008560002	Markland House, Silchester Estate, Darfield Way, W10 6UA	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.1.3.5.7.9.11. 13.15.17.19.	GAL&TVLM 6808	2.0 Monthly	
H099	S217009980001	Whitstable House, Silchester Estate, Silchester Road, W11 6SB	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.2.4.6.8.10. 12.14.16.18.19	GAL&TVLM 6808	2.0 Monthly	
H100	S217009980001	Whitstable House, Silchester Estate, Silchester Road, W11 6SB	Traction. 1.6 M/S	Leonard Lifts 1994	16P 2500LB 1200KG	G.1.3.57.9.11. 13.15.17.19.	GAL&TVLM 6808	2.0 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H101	S217009090002	Whitchurch House, Kingsdown Close, W11	Traction. 0.75 M/S A.C	Otis 1979	8P 600KG	G.1.2.	Sheltered accomodation.	1.0 Monthly	
H102	S217009100001	Talbot House, 10 Ladbroke Crescent, W11 6SL	Traction. 0.5 M/S A.C	Lifcran 1981	6P 450KG	G.1.2.3.4.		1.0 Monthly	
H103	S217010570003	Lowerwood Court, 351 Westbourne Park Road, W11 1EU	Traction. 1.0 MPS VF	Axis 1999	8P 630 KG	G.1.3.5.7.	ILE	1.0 Monthly	
H104	S217010570003	Lowerwood Court, 351 Westbourne Park Road, W11 1EU	Traction. 1.0 MPS VF	Axis 1999	8P 1200LB	G.2.4.6.8.	ILE	1.0 Monthly	
H105	S217010350001	Tavistock Road, Block 70, W11 1AD	Traction. 100 FPM A.C	Lifcran 1981	8P 600KG	G.1.2.3.	Sheltered accomodation. ILE SKYCOM	1.0 Monthly	
H106	S217010570001	Clydesdale House, 255 Westbourne Park Road, W11 1ED	Traction. 0.5 M/S A.C	Lifcran 1981	6P 450KG	G.2.4.		1.0 Monthly	
H107	S217012270005	Ledbury House, Portobello Court Estate, Lonsdale Road, W11 2DH	Traction. 100 FPM A.C	Express 1977	4P 600LB	G.1.2.3.4.		1.0 Monthly	
H108	S217012270006	Lonsdale House, Flats 1/16, Portobello Court Estate, Lonsdale Road, W11 2DG	Traction. 100 FPM A.C	Express 1977	4P 600LB	G.1.2.3.4.5.6.7		1.5 Monthly	
H109	S217012270006	Lonsdale House, Flats 17/32, Portobello Court Estate, Lonsdale Road, W11 2DG	Traction. 100 FPM A.C	Express 1977	4P 600LB	G.1.2.3.4.5.6.7		1.5 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H110	S217012270006	Lonsdale House, Flats 33/48, Portobello Court Estate, Lonsdale Road, W11 2DG	Traction. 100 FPM A.C	Express 1977	4P	G.1.2.3.4.5.6.7		1.5 Monthly	
H111	S217012270006	Lonsdale House, Flats 49/64, Portobello Court Estate, Lonsdale Road, W11 2DG	Traction. 100 FPM A.C	Express 1977	4P 600LB	G.1.2.3.4.5.6.7		1.5 Monthly	
H112	S217012270006	Lonsdale House, Flats 65/80, Portobello Court Estate, Lonsdale Road, W11 2DG	Traction. 100 FPM A.C	Express 1977	4P 600LB	G.1.2.3.4.5.6.7		1.5 Monthly	
H113	S217010560001	Longlands Court, Flats 1/12, Westbourne Grove, W11 2QE	Traction. 100 FPM A.C	Express 1978	3P 225KG	G.1.2.3.4.5.		1.5 Monthly	
H114	S217010560001	Longlands Court, Flats 13/24, Westbourne Grove, W11 2QE	Traction. 100 FPM A.C	Express 1979	3P 225KG	G.1.2.3.4.5.		1.5 Monthly	
H115	S217010560001	Longlands Court, Flats 25/36, Westbourne Grove, W11	Traction. 100 FPM A.C	Express 1978	3P 225KG	G.1.2.3.4.5.		1.5 Monthly	
H116	S217010560001	Longlands Court, Flats 37/48, Westbourne Grove, W11 2QE	Traction. 100 FPM A.C	Express 1979	3P 225KG	G.1.2.3.4.5.		1.5 Monthly	
H117	S217010560001	Longlands Court, Flats 49/81, Westbourne Grove, W11 2QE	Traction. 100 FPM A.C	Express 1980	3P 225KG	G.1.2.3.4.5.		1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H118	S217007857701	Acklam Road. Swinbrook Estate, W10 5YU	Traction. 0.5 M/S A.C	Bennie 1983	8P 600KG	G.1.2.		1.0 Monthly	
H119	S217007857701	Acklam Road, Swinbrook Estate, W10 5YU	Traction. 0.5 M/S A.C	Bennie 1983	8P 600KG	G.1.		1.0 Monthly	
H120	S217008650001	Edenham Way, Flats 15/50, Cheltenham Estate, W10 5NT	Traction. 1.0 M/S VVVF	Liftec 2005	8P 600KG	G.1.3.5.	GAL/TVL Onix	1.0 Monthly	
H121	S217008650001	Edenham Way, Flats 15/50, Cheltenham Estate, W10 5NT	Traction. 1.0 M/S VVVF	Liftec 2005	8P 600KG	G.2.4.5.	GAL/TVL Onix	1.0 Monthly	
H122	S217008650002	Edenham Way, Flats 51/80, Cheltenham Estate, W10 5NT	Traction. 1.0 M/S VVVF	Liftec 2005	8P 600KG	1.3.5.6.	GAL/TVL Onix	1.0 Monthly	
H123	S217008650002	Edenham Way, Flats 51/80, Cheltenham Estate, W10 5NT	Traction. 1.0 M/S VVVF	Liftec 2005	8P 600KG	1.2.4.6.	GAL/TVL Onix	1.0 Monthly	
H124	S217008770001	Trellick Tower, 5 Golborne Road, W10 5PA	Traction. 1.5 M/S VAC	ERS 1992	18P 1350KG	LG.G.2.3.6.9. 12.15.18. 21.24.27.30.	Lift renewal due to commence Jan 2012	1.5 Monthly	
H125	S217008770001	Trellick Tower, 5 Golborne Road, W10 5PA	Traction. 1.5 M/S VAC	ERS 1992	18P 1350KG	LG.G.2.3.6. 9.12.15.18. 21.24.27.30.	Lift renewal due to commence Jan 2012	1.5 Monthly	
H126	S217008770001	Trellick Tower, 5 Golborne Road, W10 5PA	Traction. 1.5 M/S VAC	ERS 1992	18P 1350KG	LG.G.2.3.6.9. 12.15.18. 21.24.27.30.	Lift renewal due to commence Jan 2012	1.5 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H127	S217007970002	Adair Tower, Appleford Road, W10 5EA	Traction. 1.0 M/S A.C	Bennie 1984	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10.11.12.1 3.		1.5Monthly	
H128	S217007970002	Adair Tower, Appleford Road, W10 5EA	Traction. 1.0 M/S A.C	Bennie 1984	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10.11.12.1 3.		2.0 Monthly	
H129	S217008750001	Hazlewood Tower, Golborne Road, W.10 5TD	Traction. 1.0 M/S A.C	Easton 1984	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10.11.12.1 3.		2.0. Monthly	
H130	S217008750001	Hazlewood Tower, Golborne Road, W.10 5DT	Traction. 1.0 M/S A.C	Easton 1984	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10.11.12.1 3.		2.0 Monthly	
H131	S217009380001	Manchester Drive, Southern Row, W10	Traction. 1.0 M/S	ILS 2003	8P 600KG	G.2.	GAL/TVL Onix	1.0 Monthly	
H132	S217009380002	Manchester Drive, Southern Row, W10 5BB	Traction. 1.0 M/S	ILS 2002	8P 600KG	G.2.	GAL/TVL Onix	1.0 Monthly	
H133	S217010420002	Raymede Tower, Treverton Street, W10 6BQ	Traction. 150 FPM A.C	Guideline 1982	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10	Lift renewal due to commence Jan 2012	1.5 Monthly	
H134	S217010420002	Raymede Tower, Treverton Street, W10 6BQ	Traction. 150 FPM A.C	Guideline 1982	8P 600KG	G.1.2.3.4.5.6.7 . 8.9.10	Lift renewal due to commence Jan 2012	1.5 Monthly	
H135	S217010420001	Treverton Tower, Ladbroke Grove, W10 6BG	Traction. 150 FPM A.C	Bennie 1983	8P 600KG	B.G.1.2.3.4.5. 6.7.8.9.10.	Lift renewal due to commence Jan 2012	1.5 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
H136	S217010420001	Treverton Tower, Ladbroke Grove, W10 6BG	Traction. 150 FPM A.C	Bennie 1983	8P 600KG	B.G.1.2.3.4.5. 6.7.8.9.10	Lift renewal due to commence Jan 2012	1.5 Monthly	
H137	S217010200001	St. Quintins Avenue, Block 69, W10 6NZ	Hydraulic. 0.45 MPS	Apollo 2001	5P 480 KG	B,G,1,2,3	Hydraulic Motor room above	1.0 Monthly	
H138	S217009700001	Portobello Road, Block 375, W11	Traction. 0.75 M/S A.C	Cable 1989	8P 630KG	G.2.3.		1.0 Monthly	
H139	S217009626601	Oxford Gardens, Block 34, W10 5UL	Traction. 0.75 M/S A.C	Cable 1989	8P 630KG	G.1.3.5.		1.0 Monthly	
H147	S217010650001	Burgess Fields, 57 Wornington Road, Swinbrook Estate, W10 5PT	Traction. 0.63 M/S A.C	Liftec 2011	13P 1000KG	G.1.2.	lift put into service 07/09/11 will be added to contract after warranty 7th Sep 2012	1.0 Monthly	
H149	S217008280003	Cambridge Gardens, Block 118, W10 5UB	Hydraulic. 0.63 M/S	Jackson 1992	13P 1000KG	G.1.2.	Direct Acting	1.0 Monthly	
H150	S217009620006	Oxford Gardens, Block 36, W10 5UL	Traction. 1.0 M/ S VF	Guidelines 2000	10P 1500	B.G.1.2.		1.0 Monthly	
L501	S217007207702	Central Library, Phillimore Walk, W8 7SA	Traction. 1.0 M/S	Bardeck 2005	8P630KG	SB.B.LG G.1.2.	West lift Reception	1.5 Monthly	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
L502	S217007207702	Central Library, Phillimore Walk, W8 7SA	Traction. 1.0 M/S	Bardeck 2005	8P 630KG	SB.B.L.G.G.1. 2.	East lift Library	1.5 Monthly	
L503	S217009127702	North Kensington Library, 108 Ladbroke Grove, W11 1PZ	Hydraulic. 0.63 M/S A.C	D&A Lifts 1996	8P 630KG	B.G.		1.0 Monthly	
P201	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 1.0 M/S TVL M6809	Apex 2004	16P 2500LB	B3.B2.B1.G.1. 2.3.	GAL/TVL M6809	1.5 Monthly	
P202	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 1.0 M/S TVL M6809	Apex 2004	16P 2500LB	B3.B2.B1.G.1. 2.3.	GAL/TVL M6809	1.5 Monthly	
P203	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 1.0 M/S TVL M6809	Apex 2004	16P 2500LB	B1.G.1.2.3.	GAL/TVL M6809	1.5 Monthly	
P204	S217007207701	Kensington Town Hall, Hornton Street, W8	Traction. 1.0 M/S TVLM6809	Apex 2004	16P 2500LB	B1.G.1.2.3.4+ F160	GAL/TVL M6809	1.0 Monthly	
P205	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction 1.0M/s TVLM6809	Bardeck 2001	10P 1500	B3.B2.G.		1.5 Monthly	
P206	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 1.0 M/S TVLM6809	Apex 2004	10P 1500	G.1.M.2.3.	GAL/TVLM6 809	1.0 Monthly	
P207	S217007207701	Kensington Town Hall, Hornton Street, W8	Traction. 1.0 M/S TVLM6809	Apex 2004	16P 2500LB	B1.G.1.	GAL/TVLM6 809	1.0 Monthly	

Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
P208	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 1.0 M/S TVLM6809	Apex 2004	12P 2240LB	B2.B1.G.1	GAL/ TVL M6809	1.0 Monthly	
P209	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 0.75 M/S A.C	Bardeck 2002	10P 1500	B3.B2.G.		1.0 Monthly	
P210	S217007207701	Kensington Town Hall, Hornton Street, W8	Traction. 1.0 M/S	Apex 2004	10P 1500	B1.G.1.2.3.	GAL/TVLM6 809	1.0 Monthly	
P211	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 1.0 M/S	Apex 2004	8P 1200LB	B3.B2.B1. G.1.2.3	GAL/ TVL M6809	1.5 Monthly	
P212	S217007207701	Kensington Town Hall, Hornton Street, W8 1PZ.	Traction. 0.63 M/S	Apex 2004	8P 630KG	B2.G.	Cashiers hoist	1.0 Monthly	
P214	S217011680001	The Chelsea Centre, Worlds End Place, Worlds End Estate,	Traction. 0.75 M/S A.C	Schindler 1977	8P 600KG	G.1.		1.0 Monthly	
P216	S217002990001	Chelsea Old Town Hall, Kings Road, SW3 5EE	Traction. 0.75 M/S	Bardeck 2005	8P 630KG	B.G.1.	Library. TVL/Onix.	1.0 Monthly	
P221	Z217011167702	Council Offices, 76 Pembroke Rd, W8 6LZ	Chain. 20 FPM	Baron & Shepherd 1975	1000KG	G.B.	Goods/Pass Shutter Gates Chain driven	1.0 Monthly	
P222	Z217011167702	Council Offices, 76 Pembroke Road, W8 6LZ	Chain. 20 FPM	Baron & Shepherd 1975	500KG	G. Kitchen	Electric Service Lift	1.0 Every 3 months	



Lift No.	property ref no.	Address	Type	Manufacture Date	Load Person KG/LB	Floors Served	Remarks	Minimum Hours	maintenance costs
S301	S217001510001	Thamesbrook Home for the Elderly, 2 Dovehouse St, SW3 6LA	Hydraulic 0.25 M/S	Thyssen 1997	24P 1800 KG	G.1.2.		1.0 Monthly	
S302	S217001510001	Thamesbrook Home for the Elderly, 2 Dovehouse St, SW3 6LA	Hydraulic. 0.25 M/S	Thyssen 1997	24P 1800 KG	G.1.2.		1.0 Monthly	
S306	U217002140001	Violet Melchett Centre, Flood Walk, SW3 5RR	Electric. Traction.	Husband 1984	51 KG	Kitchen 1st		1.5 Every 3 Months	
S307	S217010180001	Scope, !-9, St Marks Road, W11 1RG	Traction.	D&A Lifts 1996	1000KG 13persons	B.LG.M.UG.1 .2		1.5 Monthly	
S312	S21700912770	Westway Information Centre W10 5ND	scissor platform lift	Enford Lifts 1989		G.1	wheelchair access platform	1.00 every 3 months	
S315	U217002140002	Violet Melchett Centre, Flood Walk, SW3 5RR	Hydraulic. 0.15 M/S	Pickerings 1998	8P 630KG	G.1.2.	Passenger Lift	1.0 Monthly	

**TOTAL to be carried forward to Form of Tender** £ \_\_\_\_\_

**SECTION FOUR**

**FORM OF TENDER**



**The Royal Borough of Kensington and Chelsea  
Tenant Management Organisation Ltd**

**NON-COLLUSIVE TENDERING CERTIFICATE**

**Comprehensive Maintenance Inspection and Repair of Various Lift Installations 2012-2017**

In recognition of the principle that the essence of selective tendering is that the Council shall receive bona fide competitive tenders from all those tendering.

**WE CERTIFY THAT:**

1. The tender submitted herewith is a bona fide tender intended to be competitive.
2. We have not fixed or adjusted the amount of the tender under or in accordance with any agreement or arrangement with any other person.
3. We have not done and we undertake that we will not do at any time any of the following acts:
  - 3.1 communicated to a person other than the person calling for this tender the amount or approximate amount of the proposed tender (except where the disclosure, in confidence, of the approximate amount of the tender was essential to obtain insurance premium quotations required for the preparation of the Tender);
  - 3.2 entered into any agreement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted; and
  - 3.3 offered or paid or given or agreed to give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender any act or thing of the sort described above.

**In this certificate:-**

- a) "Person" shall include any individual or any company or association corporate or incorporate.
- b) "Any agreement or arrangement" shall include any transaction of the sort described above, formal or informal and whether legally binding or not.

**DATED** ..... day of ..... 20 .....

**SIGNED (as in tenders)** .....

**Duly authorised to sign**

**For and in behalf of** .....

## **4.0 TENDER SUMMARY**

### **4.1 INFORMATION**

The tender shall complete ALL sections of the Tender Summary and shall not make any alterations on penalty of disqualification.

### **4.2 DAYWORK RATES**

If the Engineer permits extra work to be undertaken on a daywork basis, the work shall be priced on the rates entered below by the Tenderer.

1. Labour at National Agreement plus \_\_\_\_\_% required for overheads and profit.
2. Materials as used and at current market prices plus \_\_\_\_\_% required for overheads and profit.
3. Specialist Sub-Contractors quoted price plus \_\_\_\_\_% required for overheads and profit.
4. Plant, if required, shall be at rates to be agreed.

### **4.3 REPAIRS**

For repairs undertaken outside the Contractors Contract responsibilities the Contractors on cost shall be \_\_\_\_%.

### **4.4 LIFT FAILURES IN NORMAL DAYTIME HOURS**

The Tenderers hourly rate for the attendance to lift failures shall be:

Fitter - £ \_\_\_\_\_ per hour.

Assistant - £ \_\_\_\_\_ per hour

### **4.5 OVERTIME PREMIUM**

The Contractor shall be entitled to the reimbursement of overtime costs.  
The Tenderer shall enter below the hourly rates paid directly to his employees concerned and the Contractor normal and overtime working hours deleting or amending as required, those overtime hours not applicable to the Contractors working condition.



### Hourly Rates

1. Fitter £ \_\_\_\_\_ per hour
2. Assistant £ \_\_\_\_\_ per hour

### Hours

1. Normal Hours Mon – Fri From \_\_\_\_\_ a.m to \_\_\_\_\_ p.m
2. AT 125% Hours Mon – Fri From \_\_\_\_\_ a.m to \_\_\_\_\_ p.m
3. AT 150% Hours Mon – Fri From \_\_\_\_\_ a.m to \_\_\_\_\_ p.m
4. Sat \_\_\_\_\_ % Hours From \_\_\_\_\_ a.m to \_\_\_\_\_ p.m
5. Sun \_\_\_\_\_ % Hours From \_\_\_\_\_ a.m to \_\_\_\_\_ p.m
6. Bank Hol \_\_\_\_\_ % Hours From \_\_\_\_\_ a.m to \_\_\_\_\_ p.m

## **4.6 REPORTING OF LIFT FAILURES**

The Tenderer shall enter below his telephone numbers for the reporting of lift failures giving a 24 hour, 7 day week cover.

1. Normal Working Hours  
Monday to Friday  
\_\_\_\_\_ a.m to \_\_\_\_\_ p.m Tel: \_\_\_\_\_
2. At all other times: Tel: \_\_\_\_\_

## **4.7 ACCEPTANCE OF TENDER**

The Tender shall remain open for acceptance from the date of Tender for: \_\_\_\_\_ weeks.

## **4.8 COMMENCEMENT OF CONTRACT**

The commencement of the Contract shall be based on receipt of an order to the Contractor on: \_\_\_\_\_

## 4.9

**MAINTENANCE, INSPECTION AND REPAIR CONTRACT**

1. Labour cost for service, inspection and repair  
element, LG inspection, breakdown attendance and  
renewal of safety and suspension ropes. £ \_\_\_\_\_
2. Cost of Materials element £ \_\_\_\_\_
- TOTAL** £ \_\_\_\_\_

This is to certify that our offer for the complete works all in accordance with the  
preceding Specification for the Maintenance, Inspection and Repair of the lifts  
identified in Section 3 of the Specification will amount to (in words and figures):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ £

**Name or Trading Name of Firm Tendering:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Telephone No.**

\_\_\_\_\_

**Directors Signature:**

\_\_\_\_\_

**Date:**

\_\_\_\_\_

**Name of Tenderer's representative to contact to discuss tender**

\_\_\_\_\_



## **APPENDIX A**

### **SCHEDULE OF RESPONSE REPAIR ATTENDANCE TIMES**

## **1.0 SCHEDULE OF RESPONSE REPAIR ATTENDANCE TIMES**

**1.1 Priority 'E4' - For Emergencies; to attend within 4 hours and complete within 24 hours.**

**Priority 1 - To attend within 24 hours and complete within 3 working days.**

**Priority 2 - To complete within 7 working days.**

**Priority 3 - To complete within 28 working days.**

**Priority 4 - To carry out under planned works within 2 months.**

**Priority 5 - To carry out under planned works within 12 months.**

**Priority 8 - To carry out under planned works within 3 months**

**Priority 9 - To carry out under planned works within 4 months**

**Priority 10 - To carry out under planned works within 6 months**

**1.2 All response repair call outs shall be attended to as listed below:-**

**Normal daytime hours Mon - Fri -08.00 - 17.00 within 2 hours**

**Out of normal daytime hours, Saturday, Sunday and all Bank Holidays within 3 hours.**

**Lift trappings in normal daytime hours Mon - Friday, 08.00 - 17.00 within 30 minutes.**

**Out of normal daytime hours, Saturday, Sunday and all Bank Holidays within 60 minutes.**

**Reference to time shall be construed during the period of summer time to be British Summer Time and otherwise to be Greenwich Mean Time.**

**The Contract Administrator reserves the right to vary the Priority and response time for any work.**



**APPENDIX B**  
**SCHEDULE OF RATES**

## SCHEDULE OF RATES

All sums shall be inclusive of materials, labour and any other emoluments.

### INDEX

#### MOTOR ROOM:

CONTROLLER	
MACHINE	
TRACTION SHEAVE & DIVERTER PULLYES	
HYDRAULIC TANK/VALVE UNITS	
OVERSPEED GOVERNOR	
MACHINE GUARDING & ROPE HOLE UPSTANDS	
MOTOR ROOM ANCILLARY'S	

#### LIFT CAR:

DOOR OPERATOR	
DOOR PROTECTION	
CAR DOOR PANELS	
CAR DOOR BOTTOM TRACKS	
CAR TOP CONTROL UNITS	
CAR TOP ANCILLARY'S	
CAR PUSH STATION	
INDICATORS, VOICE SYNTHESISERS & AUTODIALLER	
CAR LIGHTING	
CAR INTERIOR FEATURES	
CAR FLOORING	

#### SHAFT:

DIVERTER PULLEYS	
TRAILING FLEXES	
SHAFT SWITCHING EQUIPMENT	
SHAFT LIGHTING	



**LANDINGS:**

LANDING DOOR EQUIPMENT & LANDING LOCK RELEASES	
LANDING DOOR PANELS	
LANDING ENTRANCE BOTTOM TRACKS	

**PIT AREA:**

PIT BUFFERS	
RETURN PULLEYS & RETURN PULLEY GUARDS	
PIT STOP SWITCHES	
OIL DRIP TRAYS	
PIT LADDERS	
PIT PROP SYSTEMS	

**MISCELLANEOUS:**

AUTODIALLER/EMERGENCY TELEPHONE SYSTEM:	
COMPLIANT TO, EN81/82 AND EN81/28:	
PUMP OUT PIT USING WATER PUMP, ENSURING PIT IS LEFT CLEAN AND DRY.	
REINSTATE LIFT MOTOR ROOM LIGHTING	
LG INSPECTIONS	
WORKING ON ARRIVAL	
REGLAZE LIFT MOTOR ROOM WINDOW	

**MOTOR ROOM:****CONTROLLER:****Cost - £**

RENEW CONTROLLER RELAY, INCLUDING BENNIE REMNANT	
RENEW CONTROLLER CONTACTOR	
RENEW FREQUENCY DRIVE REGULATOR (4-7.5 KW)	
RENEW FREQUENCY DRIVE REGULATOR (7.5-11 KW)	
RENEW FREQUENCY DRIVE REGULATOR (11-15.5 KW)	
RENEW FREQUENCY DRIVE REGULATOR (15.5-18 KW)	
RENEW FREQUENCY DRIVE REGULATOR (18-25 KW)	
RENEW MAIN MICROPROCESSOR BOARD T.V.L.C.	
RENEW MAIN MICROPROCESSOR BOARD I.L.E.	
RENEW PHASE FAILURE AND REVERSAL UNIT:	
(A) ELECTRONIC TYPE	
(B) ELECTRO-MECHANICAL TYPE	
RENEW 1 PHASE MAINS TRANSFORMER	
RENEW 2 PHASE MAINS TRANSFORMER	
RENEW 3 PHASE MAINS TRANSFORMER	
RENEW DOOR OVERLOAD UNIT	
RENEW CONTROL CIRCUIT OVERLOAD	
RENEW 1 OR 2 PHASE RECTIFIER	
FIT WIRING DIAGRAMS IN MACHINE ROOM	
S & F MOTOR ROOM WARNING NOTICE	
SUPPLY RUBBER MAT TO CONTROLLER	
RENEW CONTROLLER FUSE	



**MACHINE:**

RECUT 4 GROOVE SHEAVE	
RECUT 6 GROOVE SHEAVE	
RENEW 4 GROOVE SHEAVE	
RENEW 6 GROOVE SHEAVE	
DRAIN FLUSH AND RENEW GEAR OIL	
RENEW BRAKE SHOE LININGS	
RENEW BRAKE SOLENOID AND PLUNGER	
REWIND MAIN MOTOR - 4-7. to 5 kW	
REWIND MAIN MOTOR - 7.5 to 11 kW	
REWIND MAIN MOTOR - 11 to 15.5 kW	
REWIND MAIN MOTOR - 15.5 to 18 kW	
REWIND MAIN MOTOR - 18 to 25 kW	
RENEW THRUST BEARING	
RENEW GLAND PACKING ON MAIN GEAR	
SUPPLY AND FIT DRIVE SHEAVE GUARD	
SUPPLY AND FIT TO FLOOR TO MACHINE STEEL, GUARD	
SUPPLY AND FIT FLY WHEEL GUARD	
SUPPLY AND FIT ROPE HOLE UPSTANDS	
PAINT MOVING PARTS OF MACHINERY YELLOW	
SUPPLY AN EMERGENCY STOP SWITCH ADJACENT TO THE WINDING MACHINE	
SUPPLY BRAKE RELEASE TOOL	
SUPPLY AND FIX HAND WINDING INSTRUCTIONS	
SUPPLY AND FIT AN AUDIO/VISUAL EMERGENCY HANDWINDING INDICATOR UNIT WITHIN THE MACHINE ROOM	
(A) 2-4 FLOORS	
(B) 5-9 FLOORS	
(C) 10-30 FLOORS	
PAINT LIFT MOTOR ROOM FLOOR	

**HYDRAULIC SYSTEM:**

SUPPLY AND FIT A NEW HYDRAULIC VALVE BLOCK, INCLUSIVE OF COUPLINGS, FLEXIBLE HOSES, FILTERS AND REPLENISHMENT OF HYDRAULIC OIL.	
BERINGER-LRV	
G.M.V.	
BLAIN	
RENEW HYDRAULIC OIL AND MAIN FILTERS UP TO 250L	
SUPPLY AND FIT EMERGENCY STOP SWITCH TO HYDRAULIC TANK UNIT.	
REMOVE EXISTING ALARM BATTERY. SUPPLY AND FIT AN EMERGENCY POWER SUPPLY, CAPABLE OF MAINTAINING A SUPPLY TO THE ALARM BELL/SIREN FOR A MINIMUM OF 3 HOURS, IN THE EVENY OF A POWER FAILURE. COMPLETE WITH ANCILLARY WIRING AND GALVANISED CONDUIT.	
SUPPLY AND FIX MACHINE ROOM DANGER NOTICES	

**LIFT CAR:**

RENEW CAR DOOR OPERATOR MOTOR (EXPRESS)	
RENEW CAR DOOR OPERATOR MOTOR (OTIS)	
RENEW CAR DOOR OPERATOR MOTOR (BENNIE)	
RENEW CAR DOOR OPERATOR MOTOR (GAL-MOD)	
RENEW DOOR OPERATOR GEAR AND MOTOR (EXPRESS)	
RENEW DOOR OPERATOR GEAR AND MOTOR (OTIS)	
RENEW DOOR OPERATOR GEAR AND MOTOR (BENNIE)	
RENEW DOOR OPERATOR GEAR AND MOTOR (GAL-MOD)	
RENEW COMPLETE DOOR ARM LINK ROD (EXPRESS)	
RENEW COMPLETE DOOR ARM LINK ROD (OTIS)	
RENEW COMPLETE DOOR ARM LINK ROD (BENNIE)	
RENEW COMPLETE DOOR ARM LINK ROD (GAL-MOD)	
RENEW METAL SAFETY EDGE	
RENEW VANDAL RESISTANT METAL SAFETY EDGE	
RENEW SAFETY EDGE RUBBER	
SUPPLY AND FIT A NEW PASSIVE INFRARED DOOR DETECTOR "MEMCO PANA-40"	
RENEW CAR DOOR SINGLE SPEED TOP TRACK	
RENEW CAR DOOR TWO SPEED TOP TRACK	
RENEWAL OF A DOUBLE SKINNED CAR DOOR PANEL(S). THE	





CUT OUT THE WORN CAR FLOOR COVERING, TREAT EXISTING SUB FLOORING WITH APPROVED WATER RESISTANT SOLUTION PAINT THE METAL WORK WITH ANTI-RUST SOLUTION AND LAY NEW JOINTLESS FLOORING IN DOLOMENT, LEATHER FLOOR, OR OTHER EQUAL AND APPROVED PRODUCT. THE FLOOR COVERING IS TO BE A MINIMUM 13MM THICK AND IS TO BE SUITABLY KEYED TO THE STEEL OR WOODEN CAR PLATFORM:	
(A) PER TWELVE PERSON 900 KG LIFT	
(B) PER EIGHT PERSON 600 KG LIFT	
(C) PER SIX PERSON 450 KG LIFT	
(D) PER FOUR PERSON 300 KG LIFT	
(E) PER TWO PERSON 150 KG LIFT	
REWIRE THE CAR LIGHT CIRCUIT IN HEAT RESISTANT WIRING	
RENEW CAR OPERATING PANEL – BOTTOM SLIP PANEL	
RENEW CAR OR LANDING BOTTOM DOOR SHOES	
RENEW CAR LIGHTING DIFFUSER	
RENEW VR PUSH UNITS	
REPLACE TUNGSTEN LIGHT FITTING WITH FLUORESCENT FITTING, INCLUSIVE OF EMERGENCY CAR LIGHTING	
RENEW CAR LOAD PLATE	
SUPPLY AND FIT 35MM DIAMETER TUBULAR STAINLESS STEEL HAND RAILS, TO REAR AND FLANK WALLS.	
SUPPLY AND FIT TIP UP SEAT.	
SUPPLY AND FIT HALF HEIGHT MIRROR TO REAR WALL. MIRROR TO BE SILVER GREY AND TO BE A TOUGHENED SAFETY GLASS OF A MINIMUM OF 6MM.	
SUPPLY AND FIT A VOICE SYNTHESISER, COMPLIANT TO EN81-1/2 AND EN81-70. MESSAGES TO BE APPROVED BY THE CLIENT.	
SUPPLY AND FIT A DIGITAL POSITION/MESSAGE INDICATOR, WITHIN A 30 DEGREE SURFACE MOUNTED ANGLED BOX IN A STAINLESS STEEL FINISH.	
SUPPLY AND FIT CALL SOUNDERS TO THE EXISTING CAR PUSH UNITS.	
SUPPLY & FIT A BS7255 COMPLIANT CAR TOP CONTROL UNIT	
RENEW CAR GUIDE SHOES INSERTS-PER SET OF 4	
RENEW CAR GUIDE SHOES	
SUPPLY & FIT A FLOOR SELECTOR FLOATING TAPE HEAD SYSTEM, COMPLETE WITH TAPE HEAD UNIT, TOP & BOTTOM TAPE MOUNTING BRACKETS, STAINLESS STEEL TAPE AND MAGNETS:	
(A) UP TO FOUR FLOORS PER LIFT	



(B) UP TO SIX FLOORS PER LIFT	
(C) UP TO EIGHT FLOORS PER LIFT	
(D) UP TO 30 FLOORS	
SUPPLY & FIT FLAT FORM TRAILING FLEXES:	
(A) 6 WAY UP TO 10 METRES IN LENGTH	
(B) 12 WAY UP TO 10 METRES IN LENGTH	
(C) 18 WAY UP TO 10 METRES IN LENGTH	
(D) 24 WAY UP TO 10 METRES IN LENGTH	
(E) 6 WAY UP TO 15 METRES IN LENGTH	
(F) 12 WAY UP TO 15 METRES IN LENGTH	
(G) 18 WAY UP TO 15 METRES IN LENGTH	
(H) 24 WAY UP TO 15 METRES IN LENGTH	
(I) 6 WAY UP TO 20 METRES IN LENGTH	
(J) 12 WAY UP TO 20 METRES IN LENGTH	
(K) 18 WAY UP TO 20 METRES IN LENGTH	
(L) 24 WAY UP TO 20 METRES IN LENGTH	
(M) 6 WAY UP TO 25 METRES IN LENGTH	
(N) 12 WAY UP TO 25 METRES IN LENGTH	
(O) 18 WAY UP TO 25 METRES IN LENGTH	
(P) 24 WAY UP TO 25 METRES IN LENGTH	
(Q) 6 WAY UP TO 30 METRES IN LENGTH	
(R) 12 WAY UP TO 30 METRES IN LENGTH	
(S) 18 WAY UP TO 30 METRES IN LENGTH	
(T) 24 WAY UP TO 30 METRES IN LENGTH	
RENEW PROXIMITY INDUCTOR SWITCH	
RENEW LIMIT SWITCH-KIT (HEAD OF SHAFT)	
RENEW LIMIT SWITCH-KIT (BOTTOM OF SHAFT)	
REMOVE THE EXISTING ALARM BELL. SUPPLY AND FIT AN ELECTRONIC SOUNDER WITH A MINIMUM OF 100db.	
CLEAN DOWN OF LIFT SHAFT	

**LANDING ENTRANCES:**

RENEW LANDING DOOR ESCUTCHEON PLATES LBC APPROVED PATTERN DROP RELEASE KEY TYPE:	
PER SINGLE UNIT FITTED	
PER EXTRA UNIT RENEWED AT THE TIME	
SUPPLY & FIT ANTI VANDAL LOCK RELEASES, INCLUSIVE OF TWO RELEASE KEYS PER LIFT	
UP TO FOUR ENTRANCES PER LIFT	
UP TO SIX ENTRANCES PER LIFT	
UP TO EIGHT ENTRANCES PER LIFT	
REPLACE VISION PANEL WITH STANDARD COUNCIL SLOT TYPE PATTERN, APPROXIMATE SIZE OF VIEWING WINDOW 20MM WIDE X 135MM HIGH:	
(A) PER SINGLE DOOR	
(B) PER EXTRA DOOR REPLACED AT THE SAME TIME	
RENEW LANDING DOOR ONE SPEED BRONZE BOTTOM TRACK.	
RENEW LANDING DOOR TWO SPEED BRONZE BOTTOM TRACK.	
RENEW LANDING DOOR SINGLE SPEED TOP TRACK	
RENEW LANDING DOOR TWO SPEED TOP TRACK	
RENEW ELECTRO/MECHANICAL DOOR PICK UP VANE ASSEMBLY	
SUPPLY & FIT AN ELECTRICAL INTERLOCK TO THE SLOW SPEED LANDING DOOR PANEL	
FOR AN EXPRESS LIFT UP TO 6 FLOORS	
FOR AN EXPRESS LIFT BETWEEN 7 & 12 FLOORS	
FOR A BENNIE LIFT UP TO 6 FLOORS	
FOR A BENNIE LIFT BETWEEN 7 & 12 FLOORS	
FOR AN H & C LIFT UP TO 6 FLOORS	
FOR AN H & C LIFT BETWEEN 7 & 12 FLOORS	
FOR AN OTIS LIFT UP TO 6 FLOORS	
FOR AN OTIS LIFT BETWEEN 7 & 12 FLOORS	
SUPPLY A GAL SPRING CLOSER	
SINGLE SPEED DOOR PANEL	
TWO SPEED DOOR PANEL	
TWO SPEED PANEL @ 1200MM CLEAR OPENING	
RENEWAL OF A DOUBLE SKINNED LANDING DOOR PANEL. THE REAR OF THE PANEL BEING 1.63MM THICK ZINTEC STEEL. THE FRONT FACE OF THE PANEL BEING PATTERN STAINLESS STEEL, GRADE 316, 16 GAUGE. INCLUSIVE OF SIGHT GUARD, DOOR	



RELEASE APETURE AND DOOR SHOES	
SINGLE SPEED PANEL @ 700/800MM CLEAR OPENING	
TWO SPEED PANEL @ 700/800 MM CLEAR OPENING	
TWO SPEED PANEL @ 900/1000 MM CLEAR OPENING	

**LANDINGS:**

SUPPLY AND FIT A DIGITAL POSITION/MESSAGE INDICATORS, WITHIN A 30 DEGREE SURFACE MOUNTED ANGLED BOX IN A STAINLESS STEEL FINISH:	
(A) 2-4 FLOORS	
(B) 5-8 FLOORS	
(C) 9-12 FLOORS	
SUPPLY AND FIT CALL SOUNDERS TO THE EXISTING LANDING PUSH UNITS.	

**PIT AREA:**

RENEW OVERSPEED GOVERNOR RETURN PULLEY	
SUPPLY AND FIT AN OVERSPEED GOVERNOR RETURN PULLEY GUARD	
SUPPLY AND FIT NEW PIT BUFFERS:	
(A) OILDRUALIC @ 630 KG @ 0.63 MPS	
(B) OILDRUALIC @ 630 KG @ 1.0 MPS	
(C) OILDRUALIC @ 750 KG @ 0.63 MPS	
(D) OILDRUALIC @ 750 KG @ 1.0 MPS	
(E) OILDRUALIC @ 1000 KG @ 1.0 MPS	
(F) OILDRUALIC @ 1000 KG @ 1.5 MPS	
(G) OILDRUALIC @ 1250 KG @ 1.0 MPS	
(H) OILDRUALIC @ 1250 KG @ 1.5 MPS	
HYDRAULIC APPLICATIONS:	
(A) CELLULAR BUFFERS UP TO 0.63 MPS MAX-LOAD 900 KG	
(B) CELLULAR BUFFERS UP TO 0.63 MP MAX-LOAD 1000KG	
(C) CELLULAR BUFFERS UP TO 0.63 MPS MAX-LOAD 1130KG	
(D) CELLULAR BUFFERS UP TO 0.63 MPS MAX-LOAD 4000KG	
(E) CELLULAR BUFFERS UP TO 0.63 MPS MAX-LOAD 3500KG	
(F) CELLULAR BUFFERS UP TO 0.63 MPS MAX-LOAD 300KG	
SUPPLY & FIT NEW PIT LADDER, COMPLETE WITH HAND HOLDS	

SUPPLY & FIT ONE PIT STOP SWITCH-TO BS7255	
SUPPLY TWO PIT STOP SWITCHES-TO BS7255	
SUPPLY AND FIT GUIDE BASE OIL DRIP TRAYS	
SUPPLY & FIT A PIT PROP CONSTRUCTED OF 95MM X 95MM STEEL BOX SECTION, WITH 3MM WALL THICKNESS, WITH A MINIMUM HEIGHT OF 1800MM. COMPLETE WITH ELECTRICAL INTERLOCKING OF THE STORAGE RETAINING BRACKETS AND SUITABLE BASE PLATE.	
SUPPLY AND FIT PIT AREA EMERGENCY LIGHTING	
DEGREASE LIFT PIT FLOOR	
DEGREASE AND PAINT LIFT PIT FLOOR	
RENEW GROUND FLOOR FIRE CONTROL SWITCH	

**MISCELLANEOUS:**

AUTO DIALLER/EMERGENCY TELEPHONE SYSTEM COMPLIANT TO EN81/82 AND EN81/28.	
PUMP OUT PIT USING WATER PUMP, ENSURING PIT IS LEFT CLEAN AND DRY.	
REGLAZE LIFT MOTOR ROOM WINDOW	
S & F LAGGING TO STEEL BEAM IN LIFT MOTOR ROOM	



## **APPENDIX C**

### **EXAMPLE OF QUARTERLY MAINTENANCE REPORT**

## EXAMPLE OF QUARTERLY LIFT MAINTENANCE REPORT

CONTRACTOR'S NAME \_\_\_\_\_

Lift No. \_\_\_\_\_

Site Address: \_\_\_\_\_

Inspections: (1) \_\_\_\_\_

(2) \_\_\_\_\_

(3) \_\_\_\_\_

<u>MACHINE ROOM</u>	<u>CODE</u>	<u>LANDINGS</u>	<u>CODE</u>
GEAR/OIL/BEAR'S/SEALS		PUSHES/P'INDICATORS	
SHEAVES/V/DIVERter/AUX		S'EDGE/RAYS	
SHEAVE BEARINGS		FIRE CONTROL	
MOTOR/COMM/BRUSH/BEAR'S		DOORS/SHOES/VP'S	
MG/COMM/BRUSH/BEAR'S		DOOR ROLLERS/CLOSURES	
BRAKE/LININGS		DOOR D'BLOCKS/SKATES	
CONTROLLER		LOCKS MECH/ELEC	
MCB/ELLISON/AUX		TRACKS/FRAMES	
SELECTOR MCH/TAPE/ROPE			
GOV/SR PULLEYS		<u>WELL</u>	
HW INDICATORS/TOOLS/SIGNS		DIR' SWITCHES/LIMITS	
HYDRO PUMP UNIT/OIL		O'TRAVEL LIMITS/MAINT'	
PIPES/JOINTS/SEALS		PIT STOP SWITCH	
		TENSION WEIGHT/SWITCH	
<u>CAR</u>		CWT SHOES	
PUSHES/P'INDICATOR		BUFFER/SWITCHES	
ALARM/LIGHTS/EM.SUPPLY		WEL LIGHTING	
S'EDGE/RAYS		HYDRO PIPES/SEALS	
OPERATOR/RAMP/SKATES		RAM(S)	
DOOR GEAR/MOTOR/CLUTCH		GUIDES/BRKTS/CWT SLING	
MECH STN/SWITCHES			
PROX/DET'HEAD		<u>ROPES/CHAINS</u>	
DOOR TRACKS/ROLLERS		SUS ROPE/CHAIN/ANCHOR	
DOOR/SHOES/VP		COMP ROPE/CHAIN/ANCHOR	
GUIDE SHOES		GOV/SAFETY ROPE/ANCHOR	
S'GEAR/SWITCH			
LOCK MECH/ELEC			
ENCLOSURE/SLING			
OVERLOAD DEVICE			

CODES:

S

SERVICEABLE

WBS WORN BUT SERVICEABLE

\*RA

REQUIRE ATTENTION

\*SBR SHOULD BE RENEWED

NA

NOT APPLICABLE

(\*ELABORATE ON BACK)



PARTS REPLACED DURING  
THIS MAINTENANCE PERIOD:

REPAIRS ORDERS RECEIVED  
AND NOT COMPLETED:

WORKS RA/SBR AND  
HEALTH AND SAFETY DEFECTS:  
(QUOTES ATTACHED)

GENERAL COMMENTS:

LAST LG INSPECTION

DATE:

LANDING/CAR DOOR LOCKS  
GEAR  
SAFETY GEAR/L/ RUPTURE VALVE  
GOVERNOR  
CAR OVERLOAD  
ROPES/CHAINS REPLACED

The lift has been serviced in accordance with the Contract and has been left in service in a satisfactory, safe and serviceable condition.

All equipment is in satisfactory condition excepting those items requiring attention as identified above.

Service Engineer: \_\_\_\_\_ Service Manager: \_\_\_\_\_

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

NOTE: Maintenance report may be double sided in presentation.

## **APPENDIX D**

### **EXAMPLE OF INVOICE PRESENTATION**



## EXAMPLE OF INVOICE PRESENTATION

EMPLOYER'S NAME AND ADDRESS  
EMPLOYER ORDER NUMBER  
CONTRACTOR'S ORDER NUMBER  
SITE ADDRESS  
EMPLOYER LIFT NUMBER

CALL RECEIVED DATE  
PRIORITY COMPLETION DATE  
ACTUAL COMPLETION DATE

FOUND LIFT OUT OF SERVICE AT GROUND FLOOR WITH  
EXPRESS SAFETY EDGE COVER VANDALISED

EXPRESS SAFETY EDGE COVER £19.31 + 15% ON COST	22.21
1½ HOURS LABOUR @ £25.00 PER HOUR	37.50
NET TOTAL	59.71
V.A.T. @ 17.5%	10.45
TOTAL £	70.66

NOTE: COST OF PARTS, CONTRACTOR'S % ON COST AND LABOUR EXAMPLES  
ONLY

## **APPENDIX E**

**LG'S CARRIED OUT FROM 01/04/2010- 30/09/2011**



DATE	ADDRESS	LIFT ID.	DESCRIPTION
20-Jul-10	MARLBOROUGH PRIMARY SCHOOL	E006	LG10 INSPECTION COMP 28.09.10
19-May-10	ELM PARK GARDENS 110 (1-9)	H042	LG10 INSPECTION COMP 26.06.10
23-Aug-11	104 ELM PARK GARDENS	H043	LG10 INSPECTION COMP 05.09.11
29-Apr-10	98 ELM PARK GARDENS	H044	LG10 INSPECTION COMP 26.06.10
29-Apr-10	93 ELM PARK GARDENS	H046	LG10 INSPECTION COMP 06.06.10
23-Aug-11	92 ELM PARK GARDENS	H047	LG10 INSPECTION COMP 05.09.11
20-Jul-10	74 ELM PARK GARDENS	H050	LG5 INSPECTION COMP 27.09.10
23-Aug-11	74 ELM PARK GARDENS	H050	LG10 INSPECTION COMP 02.09.11
23-Aug-11	71 ELM PARK GARDENS	H051	LG10 INSPECTION COMP 02.09.11
23-Aug-11	68 ELM PARK GARDENS	H052	LG10 INSPECTION COMP 05.09.11
29-Apr-10	67 ELM PARK GARDENS	H054	LG10 INSPECTION COMP 06.06.10
23-Aug-11	55 ELM PARK GARDENS	H056	LG10 INSPECTION COMP 01.09.11
23-Aug-11	40 ELM PARK GARDENS	H057	LG10 INSPECTION COMP 02.09.11
29-Apr-10	34 ELM PARK GARDENS	H059	LG10 INSPECTION COMP 13.06.10
29-Apr-10	28 ELM PARK GARDENS	H060	LG10 INSPECTION COMP 22.07.10
29-Apr-10	10 ELM PARK GARDENS	H063	LG10 INSPECTION COMP 27.06.10
20-Jul-10	5 ELM PARK GARDENS	H066	LG10 INSPECTION COMP 26.09.10
25-May-11	BROADWOOD TERRACE	H071	LG10 INSPECTION COMP 13.07.11
25-May-11	CHESTERTON SQUARE	H072	LG10 INSPECTION COMP 13.07.11
25-May-11	CHESTERTON SQUARE	H073	LG10 INSPECTION COMP 13.07.11
25-May-11	GRENFELL TOWER	H090	LG5 INSPECTION COMP 13.07.11
25-May-11	GRENFELL TOWER	H091	LG5 INSPECTION COMP 13.07.11
25-May-11	GRENFELL TOWER	H092	LG5 RUPTURE INSPECTION 04.08.11
29-Apr-10	DIXON HOUSE	H093	LG5 INSPECTION COMP 14.06.10
29-Apr-10	DIXON HOUSE	H094	LG5 INSPECTION COMP 14.06.10
29-Apr-10	FRINSTEAD HOUSE	H095	LG5 INSPECTION COMP 12.06.10
29-Apr-10	FRINSTEAD HOUSE	H096	LG5 INSPECTION COMP 12.06.10
29-Apr-10	MARKLAND HOUSE	H097	LG5 INSPECTION COMP 14.06.10
29-Apr-10	MARKLAND HOUSE	H098	LG5 INSPECTION COMP 14.06.10
29-Apr-10	WHITSTABLE HOUSE	H099	LG5 INSPECTION COMP 12.06.10
29-Apr-10	WHITSTABLE HOUSE	H100	LG5 INSPECTION COMP 12.06.10
25-May-11	WHITCHURCH HOUSE	H101	LG10 INSPECTION COMP 13.07.11
20-Jul-10	TALBOT HOUSE	H102	LG10 INSPECTION COMP 26.09.10
06-Jul-10	LOWERWOOD COURT	H103	LG5 INSPECTION COMP 18.10.10
06-Jul-10	LOWERWOOD COURT	H104	LG5 INSPECTION COMP 18.10.10
06-Jul-10	70-80 TAVISTOCK ROAD	H105	LG10 INSPECTION COMP 26.09.10
06-Jul-10	CLYDESDALE HOUSE	H106	LG10 INSPECTION COMP 02.10.10
23-Aug-11	LEDBURY HOUSE	H107	LG10 INSPECTION COMP 06.09.11
25-May-11	LONGLANGS COURT	H113	LG10 INSPECTION COMP 13.07.11
25-May-11	LONGLANGS COURT	H114	LG10 INSPECTION COMP 13.07.11
25-May-11	LONGLANGS COURT	H115	LG10 INSPECTION COMP 14.07.11
25-May-11	LONGLANGS COURT	H116	LG10 INSPECTION COMP 18.07.11
25-May-11	LONGLANGS COURT	H117	LG10 INSPECTION COMP 19.07.11

DATE	ADDRESS	LIFT ID.	DESCRIPTION
06-Jul-10	ACKLAM ROAD	H118	LG5 INSPECTION COMP 27.09.10
06-Jul-10	ACKLAM ROAD	H119	LG5 INSPECTION COMP 27.09.10
20-Jul-10	15-50 EDENHAM WAY	H120	LG5 INSPECTION COMP 22.09.10
20-Jul-10	15-50 EDENHAM WAY	H121	LG5 INSPECTION COMP 22.09.10
20-Jul-10	51-80 EDENHAM WAY	H122	LG5 INSPECTION COMP 22.09.10
20-Jul-10	51-80 EDENHAM WAY	H123	LG5 INSPECTION COMP 22.09.10
06-Jul-10	RAYMEDE TOWER	H133	LG10 INSPECTION COMP 26.09.10
06-Jul-10	RAYMEDE TOWER	H134	LG10 INSPECTION COMP 26.09.10
25-May-11	ST QUINTIN AVENUE	H137	LG5 INSPECTION COMP 21.07.11
25-May-11	36 OXFORD GARDENS	H150	LG10 INSPECTION COMP 15.07.11
20-Jul-10	CENTRAL LIBRARY	L501	LG10 INSPECTION COMP 08.10.10
20-Jul-10	CENTRAL LIBRARY	L502	LG10 INSPECTION COMP 25.09.10
25-May-11	CHELSEA THEATRE	P214	LG10 INSPECTION COMP 12.08.11
25-May-11	CHELSEA OLD TOWN HALL	P216	LG5 ISNPECTION COMP 26.07.11
20-Jul-10	WARWICK ROAD CENTRAL DEPOT	P222	LG5 INSPECTION COMP 18.10.10



**APPENDIX F**

**LIFT CALL OUTS CARRIED OUT FROM**  
**01/10/2010-30/09/2011**

LIFT ID	ADDRESS	WOA/NO FAULT FOUND	DOOR OBSTRUCTIONS	VANDALISM / OTHERS CHARGEABLE	COVERED BY CONTRACT	TOTAL
E001	ST THOMAS MORE SCHOOL	0	0	0	0	0
E002	ST JOSEPH'S SCHOOL	0	0	0	0	0
E003	BOUSFIELD SCHOOL	0	0	0	1	1
E004	ST FRANCIS OF ASSISI RC	0	0	0	1	1
E005	COLVILLE NURSERY CENTRE	0	0	1	0	1
E006	MARLBOROUGH PRIMARY SCHOOL	0	1	0	3	4
E007	ST FRANCIS OF ASSISI RC	0	0	0	0	0
H001	GREAVES TOWER 4-62	1	6	2	1	10
H002	GREAVES TOWER 4-62	1	2	1	0	4
H003	WHISTLER TOWER 1-61	1	2	2	3	8
H004	WHISTLER TOWER 1-61	1	2	2	0	5
H005	ASHBURNHAM TOWER 1-50	6	2	6	1	15
H006	ASHBURNHAM TOWER 1-50	1	4	6	0	11
H007	DARTREY TOWER 1-49	2	6	5	10	23
H008	DARTREY TOWER 1-49	3	0	2	4	9
H009	BLANTYRE TOWER 1-65	3	0	5	2	10
H010	BLANTYRE TOWER 1-65	1	3	1	1	6
H011	CHELSEA REACH TOWER 1-65	3	2	3	1	9
H012	CHELSEA REACH TOWER 1-65	3	2	1	1	7
H013	BERENGER TOWER 1-51	1	2	2	2	7
H014	BERENGER TOWER 1-51	0	0	2	0	2
H015	BLANTYRE WALK 1-42	0	0	1	0	1
H016	JEAN DARLING HOUSE	2	1	0	1	4
(3) H018	KING CHARLES HOUSE	6	1	5	2	14
(3) H019	KING CHARLES HOUSE	1	2	1	5	9
(1) H020	LACLAND HOUSE	0	0	2	1	3
(1) H021	LACLAND HOUSE	0	0	0	0	0
(1) H022	RILEY HOUSE	0	0	0	1	1
(1) H023	RILEY HOUSE	0	0	2	1	3
(1) H024	GILLRAY HOUSE	0	0	2	1	3
(1) H025	GILLRAY HOUSE	2	0	1	1	4
(1) H026	MILMAN'S HOUSE	2	0	1	2	5
(1) H027	MILMAN'S HOUSE	0	0	1	0	1
H028	BRUNEL HOUSE	0	0	0	0	0
H030	1 NURSERY LANE	0	1	0	0	1
(2) H031	MULBERRY CLOSE	2	0	4	4	10
(2) H032	WILTSHIRE CLOSE	1	0	1	2	4
(2) H033	WILTSHIRE CLOSE	0	0	7	3	10
(2) H034	WILTSHIRE CLOSE	1	0	3	4	8
(2) H035	WILTSHIRE CLOSE	3	2	2	4	11



	LIFT ID	ADDRESS	WOA/NO FAULT FOUND	DOOR OBSTRUCTIONS	VANDALISM / OTHERS CHARGEABLE	COVERED BY CONTRACT	TOTAL
(2)	H036	WILTSHIRE CLOSE ESTATE	1	1	0	3	5
	H037	69-146 WILTSHIRE CLOSE	1	3	1	5	10
(2)	H038	CURRAN HOUSE	0	0	0	0	0
(2)	H039	KEPPEL HOUSE	0	0	0	1	1
	H040	ELM PARK HOUSE	0	0	0	0	0
	H041	ELM PARK HOUSE	1	0	1	1	3
	H042	ELM PARK GARDENS 110 (1-9)	0	0	0	0	0
	H043	104 ELM PARK GARDENS	0	0	0	0	0
	H044	98 ELM PARK GARDENS	0	0	0	3	3
	H045	93 ELM PARK GARDENS	0	0	0	1	1
	H046	93 ELM PARK GARDENS	0	0	0	0	0
	H047	92 ELM PARK GARDENS	0	0	0	0	0
	H048	86 ELM PARK GARDENS	0	1	1	1	3
	H050	74 ELM PARK GARDENS	0	0	0	0	0
	H051	71 ELM PARK GARDENS	1	0	3	3	7
	H052	68 ELM PARK GARDENS	0	0	0	0	0
	H053	68 ELM PARK GARDENS	0	0	0	0	0
	H054	67 ELM PARK GARDENS	0	0	0	0	0
	H055	67 ELM PARK GARDENS	0	0	0	0	0
	H056	ELM PARK GARDENS 55 (1-9)	1	0	0	0	1
	H057	40 ELM PARK GARDENS	0	0	0	3	3
	H058	35 ELM PARK GARDENS	0	0	0	2	2
	H059	34 ELM PARK GARDENS	0	0	0	0	0
	H060	28 ELM PARK GARDENS	0	0	1	2	3
	H061	22 ELM PARK GARDENS	0	0	0	0	0
	H062	16 ELM PARK GARDENS	0	0	0	0	0
	H063	10 ELM PARK GARDENS	0	1	0	0	1
	H064	7 ELM PARK GARDENS	0	0	1	0	1
	H065	7 ELM PARK GARDENS	1	0	0	0	1
	H066	5 ELM PARK GARDENS	0	0	0	0	0
	H067	5 ELM PARK GARDENS	0	2	0	0	2
	H068	361 FULHAM ROAD	0	0	0	0	0
	H069	437-449 FULHAM ROAD	2	0	0	0	2
	H070	CECIL COURT	0	0	0	1	1
	H071	BROADWOOD TERRACE 1-24	2	0	0	0	2
	H072	CHESTERTON SQUARE 1-92	0	0	0	0	0
	H073	CHESTERTON SQUARE 1-92	1	0	1	2	4
	H074	INGELOW HOUSE	1	0	0	2	3
	H075	INGELOW HOUSE	2	0	0	1	3
	H076	CAMPDEN HOUSES	0	0	0	1	1
	H077	CAMPDEN HOUSES	0	0	0	2	2

LIFT ID	ADDRESS	WOA/NO FAULT FOUND	DOOR OBSTRUCTIONS	VANDALISM / OTHERS CHARGEABLE	COVERED BY CONTRACT	TOTAL
H078	CAMPDEN HOUSES	0	0	0	1	1
H080	CAMPDEN HOUSES	0	0	0	1	1
H081	CAMPDEN HOUSES	2	0	0	1	3
H082	CAMPDEN HOUSES	0	2	1	2	5
H083	6-16 HESKETH PLACE	0	0	1	2	3
H084	7-12 RUNCORN PLACE	0	0	0	0	0
H085	CARTON HOUSE	1	0	6	1	8
H086	CARTON HOUSE	1	0	2	1	4
H087	MARLEY HOUSE	2	1	5	0	8
H088	MARLEY HOUSE	0	0	2	2	4
H089	TREADGOLD HOUSE	1	0	2	7	10
H090	GRENFELL TOWER	3	0	7	8	18
H091	GRENFELL TOWER	4	4	4	6	18
H092	GRENFELL TOWER	1	0	0	2	3
H093	DIXON HOUSE	0	2	2	4	8
H094	DIXON HOUSE	3	5	3	9	20
H095	FRINSTEAD HOUSE	2	3	5	2	12
H096	FRINSTEAD HOUSE	0	0	1	0	1
H097	MARKLAND HOUSE	4	4	4	7	19
H098	MARKLAND HOUSE	1	2	6	5	14
H099	WHITSTABLE HOUSE	4	0	5	3	12
H100	WHITSTABLE HOUSE	2	2	1	0	5
H101	WHITCHURCH HOUSE	0	0	0	1	1
H102	TALBOT HOUSE	1	0	0	0	1
H103	LOWERWOOD COURT	3	3	4	4	14
H104	LOWERWOOD COURT	0	1	1	1	3
(4) H105	70-80 TAVISTOCK ROAD	3	0	0	16	19
H106	CLYDESDALE HOUSE	1	0	0	3	4
H107	LEDBURY HOUSE	0	2	3	5	10
H108	LONSDALE HOUSE	0	1	0	3	4
H109	LONSDALE HOUSE	5	0	0	1	6
H110	LONSDALE HOUSE	1	0	1	0	2
H111	LONSDALE HOUSE	1	2	2	5	10
H112	LONSDALE HOUSE	1	1	3	3	8
H113	LONGLANDS COURT	2	0	3	3	8
H114	LONGLANDS COURT	0	1	0	2	3
H115	LONGLANDS COURT	0	0	0	1	1
H116	LONGLANDS COURT	0	3	1	3	7
H117	LONGLANDS COURT	2	0	2	3	7
H118	ACKLAM ROAD	1	1	9	2	13
H119	ACKLAM ROAD	3	2	1	1	7



	LIFT ID	ADDRESS	WOA/NO FAULT FOUND	DOOR OBSTRUCTIONS	VANDALISM / OTHERS CHARGEABLE	COVERED BY CONTRACT	TOTAL
	H120	EDENHAM WAY	1	0	0	1	2
	H121	EDENHAM WAY	0	0	0	0	0
	H122	EDENHAM WAY	0	0	0	0	0
	H123	EDENHAM WAY	0	0	0	0	0
(5)	H124	TRELICK TOWER	14	9	16	9	48
(5)	H125	TRELICK TOWER	4	5	2	2	13
(5)	H126	TRELICK TOWER	5	2	7	2	16
	H127	ADAIR TOWER	2	1	4	7	14
	H128	ADAIR TOWER	3	2	0	8	13
	H129	HAZLEWOOD TOWER	8	3	3	1	15
	H130	HAZLEWOOD TOWER	1	0	0	5	6
	H131	MANCHESTER DRIVE 1-16	5	0	0	1	6
	H132	MANCHESTER DRIVE 67-82	1	0	2	0	3
(5)	H133	RAYMEDE TOWER	1	2	2	3	8
(5)	H134	RAYMEDE TOWER	3	0	1	1	5
(5)	H135	TREVERTON TOWER	4	1	5	5	15
(5)	H136	TREVERTON TOWER	2	2	2	3	9
	H137	69 ST QUINTIN AVENUE	3	1	0	2	6
	H138	375 PORTOBELLO ROAD	1	1	1	3	6
	H139	34 OXFORD GARDENS	3	0	0	7	10
(2)	H147	BURGESS FIELDS	0	0	2	0	2
	H149	118 CAMBRIDGE GARDENS	0	0	0	2	2
	L501	CENTRAL LIBRARY	4	1	1	10	16
	L502	CENTRAL LIBRARY	0	1	1	10	12
	L503	NORTH KENSINGTON LIBRARY	0	0	3	0	3
	P201	KENSINGTON TOWN HALL	0	0	5	5	10
	P202	KENSINGTON TOWN HALL	0	0	2	5	7
	P203	KENSINGTON TOWN HALL	0	0	3	4	7
	P204	KENSINGTON TOWN HALL	0	2	1	1	4
	P205	KENSINGTON TOWN HALL	1	0	0	1	2
	P206	KENSINGTON TOWN HALL	1	0	2	1	4
	P207	KENSINGTON TOWN HALL	1	1	1	1	4
	P208	KENSINGTON TOWN HALL	0	0	0	0	0
	P209	KENSINGTON TOWN HALL	0	0	1	0	1
	P210	KENSINGTON TOWN HALL	0	0	1	2	3
	P211	KENSINGTON TOWN HALL	0	1	0	1	2
	P212	KENSINGTON TOWN HALL	0	0	0	0	0
	P214	CHELSEA COMMUNITY CENTRE	0	0	0	8	8
	P216	CHELSEA OLD TOWN HALL	0	0	0	0	0
	P221	WARWICK ROAD CENTRAL DEPOT	0	0	1	0	1
	P222	WARWICK ROAD CENTRAL DEPOT	0	0	4	0	4

LIFT ID	ADDRESS	WOA/NO FAULT FOUND	DOOR OBSTRUCTIONS	VANDALISM / OTHERS CHARGEABLE	COVERED BY CONTRACT	TOTAL
S301	THAMESBROOK	1	0	0	5	6
S302	THAMESBROOK	0	0	2	0	2
S306	DAY NURSERY VIOLET MELCHETT CE	0	1	1	0	2
S307	1-9 ST MARKS ROAD	0	0	0	2	2
S312	WESTWAY INFO CENTRE	1	0	1	0	2
S315	MEDICAL CENTRE VIOLET MELCHETT	0	0	0	2	2

TOTALS	186	127	247	337	897
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- (1) Lift renewed in 2010
- (2) Lift renewed in 2011
- (3) Lift due to be renewed in 2011
- (4) Due for door equipment refurbishment in 2011
- (5) Lift due to be renewed in 2012



**APPENDIX G**  
**REPAIRS NOT TO CONTRACT FROM**  
**01/10/2010-30/09/2011**

DATE	ADDRESS	DESCRIPTION
01-Oct-10	ACKLAM ROAD	H118 VANDALISM TO TOP FLR LANDING DOOR RQ68537 COMP 11.10.10
08-Oct-10	ADAIR TOWER	H127/ H128 UPGRADE GRD FLR POS INDI QUOTE RQ68552 COMP1.11
13-Oct-10	COLVILLE NURSERY CENTRE	E005 S/F 10 METRE CHAIN HAULING ROPE RQ68557 COMP 19.11.10
13-Oct-10	1-17 CAMPDEN HOUSES	H076 UPGRADE CAR LIGHT FITTING RQ68555 COMP 20.10.10
19-Oct-10	CENTRAL LIBRARY	L502 S & F NEW MONDOPAVE FLRNG & SKIRTING RQ68588 COMP 01.11
27-Oct-10	BROADWOOD TERRACE 1-24	H071 NEW BLACK MONDOPAVE FLOORING RQ68680 COMP 09.11.10
27-Oct-10	GRENFELL TOWER	H090 OVERTRAVELLED TOP FLR ENCODER PURCHASED FOR STOCK 27.10
03-Nov-10	TREVERTON TOWER	H135/H136 UPGRADE GRND FLR POSITION INDICATORS RQ68707 19.11
18-Nov-10	DIXON HOUSE	H094 SUPP & FIT NEW TAPE HEAD EQUIPMENT RQ68818 COMP 24.11
07-Dec-10	KING CHARLES HOUSE	H018-H019 PUMP OUT WATER FROM BOTH LIFTS RQ68897 COMP 07.12
16-Dec-10	68 ELM PARK GARDENS	H053 REPLACE BURST HYDRO PIPE RQ68902 COMP 07.01.11
11-Jan-11	68 ELM PARK GARDENS	H053 PLEASE PROVIDE DANGER LIFT MOTOR SIGN COMP 20.01.11
12-Jan-11	KING CHARLES HOUSE	H018-H019 S & F NEW CAR LIGHT DIFFUSERS RQ68982 COMP 09.03.
12-Jan-11	KING CHARLES HOUSE	H018-H019 S & F NEW CAR LIGHT DIFFUSERS RQ68982 COMP 09.03.
12-Jan-11	KING CHARLES HOUSE	H018-H019 UPGRADE GRND FLR POSITION INDICATORS RQ68981 25.01
12-Jan-11	RAYMEDE TOWER	H133-H134 UPGRADE GRND FLR POSITION INDICATORS RQ68979 26.01
26-Jan-11	7-12 RUNCORN PLACE	H084 SUPPLY & FIT MAINS ISOLATOR RQ69019 COMP 29.03.11
11-Mar-11	WHISTLER TOWER 1-61	H03-H04 CARRY OUT CONTROLLER MODIFICATIONS RQ69257 COMP 16.3
28-Mar-11	GREAVES TOWER 4-62	H001-H002 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	WHISTLER TOWER 1-61	H003-H004 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	ASHBURNHAM TOWER 1-50	H005-H006 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	DARTREY TOWER 1-49	H007-H008 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	BLANTYRE TOWER 1-65	H009-H010 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	CHELSEA REACH TOWER 1-65	H011-H012 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	BERENGER TOWER 1-51	H013-H014 CARRY OUT LOAD TESTS BOTH LIFTS AS PER QUOTE
28-Mar-11	69-146 WILTSHIRE CLOSE	H037 NEW MONDOPAVE BLUE CAR FLOORING RQ69297
28-Mar-11	CARTON HOUSE	H085 UPGRADE ROOF TOP CONTROL LIGHTING AS PER QUOTE RQ69251
28-Mar-11	CARTON HOUSE	H086 UPGRADE ROOF TOP CONTROL LIGHTING RQ69253
28-Mar-11	TREVERTON TOWER	H135 S & F NEW CAR DOOR SKATE RQ69310
04-Apr-11	68 ELM PARK GARDENS	H053 NOTICE IN LIFT PASSENGERS MUST NOT RIDE IN CAGE RQ69122
04-Apr-11	10 ELM PARK GARDENS	H063 NEW LADDER BAR AND REPAIR HATCH RQ68324 COMP 25.05.11
04-Apr-11	5 ELM PARK GARDENS	H066 UPGRADE LIGHTING IN LIFT CAR & WIRING RQ67675 COMP 19.4
04-Apr-11	5 ELM PARK GARDENS	H067 S & F GAL AUTO CLOSERS & S.W.L PLATE TO CAR RQ69248
04-Apr-11	INGELOW HOUSE	H074 UPGRADE CAR LIGHT FITTING RQ69074 COMP 14.04.11
04-Apr-11	INGELOW HOUSE	H074 RESET/REPAINT & CLEAN CORRODED TOE GUARD RQ69198 14.04.
04-Apr-11	INGELOW HOUSE	H075 S & F RESTRICTED HEAD NOTICE; CLEAN TOE GUARD RQ69199



DATE	ADDRESS	DESCRIPTION
04-Apr-11	LONSDALE HOUSE	H112 NEW CAR DOOR TO BE FITTED RQ69095 COMP 13.05.11
04-Apr-11	ACKLAM ROAD	H118 RQ 69097 CORROSION WORKS TO CAR DOOR COMP 21.04.11
04-Apr-11	HAZLEWOOD TOWER	H129 UPGRADE ROOF TOP CONTROL RQ69108 COMP 03.05.11
04-Apr-11	HAZLEWOOD TOWER	H130 UPGRADE ROOF TOP CONTROL RQ69112 COMP 03.05.11
11-Apr-11	MARLEY HOUSE	H087 UPGRADE ROOF TOP CONTROL LIGHTING RQ69333 COMP 18.04.11
11-Apr-11	MARLEY HOUSE	H088 UPGRADE ROOF TOP CONTROL LIGHTING RQ69334 COMP 18.04.11
11-Apr-11	TALBOT HOUSE	H102 RENEW SWITCHES TO ROOF TOP CONTROL RQ69347 COMP 11.05
12-Apr-11	KENSINGTON TOWN HALL	P208 FIT COUNTERWEIGHT SCREEN IN PIT AREA RQ67753 COMP 09.06
15-Apr-11	LONSDALE HOUSE	H112 NEW BULLNOSE SAFETY EDGE RQ69355 COMP 13.05.11
15-Apr-11	118 CAMBRIDGE GARDENS	H149 REPLACE WINDCREST AUTODIALLER RQ69356 COMP 21.04.11
18-Apr-11	HAZLEWOOD TOWER	H129 NEW SAFETY EDGE TO BE FITTED RQ69371 COMP 19.04.11
03-May-11	KENSINGTON TOWN HALL	P202 S & F 2 X ASTRAGAL STRIPS & REFIX AS PER QUOTE RQ69388
06-May-11	BLANTYRE WALK 1-42	H015 S & F NEW 4TH FLOOR SHUTTER GATE RQ69401 COMP 23.06.11
06-May-11	CHESTERTON SQUARE 1-92	H073 UPGRADE DRIVEUNIT & SETUP RQ69397 COMP11.5
10-May-11	71 ELM PARK GARDENS	H051 S & FIT NEW MEMCO DOOR DETECTORS RQ69402 COMP 24.05.11
11-May-11	TALBOT HOUSE	H102 UPGRADE FIRE CONTROL SWITCH DROP RELEASE TYPE RQ69405
19-May-11	ASHBURNHAM TOWER 1-50	H005 S & F NEW GORNERVOR ROPE RQ69420 COMP 24.05.11
19-May-11	GREAVES TOWER 4-62	H001-H002 S & F 2ND BRACKETS TO ALL GAL DOOR CLOSERS RQ69418
19-May-11	WHISTLER TOWER 1-61	H003-H004 S & F 2ND BRACKETS TO ALL GAL DOOR CLOSERS RQ69418
19-May-11	ASHBURNHAM TOWER 1-50	H005-H006 S & F 2ND BRACKETS TO ALL GAL DOOR CLOSERS RQ69418
19-May-11	DARTREY TOWER 1-49	H007-H008 S & F 2ND BRACKETS TO ALL GAL DOOR CLOSERS RQ69418
19-May-11	BLANTYRE TOWER 1-65	H009-H010 S & F 2ND BRACKETS TO ALL GAL DOOR CLOSERS RQ69418
19-May-11	CHELSEA REACH TOWER 1-65	H011-H012 S & F 2ND BRACKETS TO ALL GAL DOOR CLOSERS RQ69418
19-May-11	BERENGER TOWER 1-51	H013-H014 S & F 2ND BRACKETS TO GAL DOOR CLOSERS RQ69418 8.7
19-May-11	RAYMEDE TOWER	H133 S & F NEW BLUE MONDOPAVE FLOORING RQ69422 COMP 26.05.11
20-May-11	HAZLEWOOD TOWER	H130 NEW SUSPENSION ROPES/V SHEARE RENEWAL RQ69423 COMP 21.6
25-May-11	BROADWOOD TERRACE 1-24	H071 LG10 INSPECTION COMP 13.07.11
25-May-11	CHESTERTON SQUARE 1-92	H072 LG10 INSPECTION COMP 25.07.11
25-May-11	CHESTERTON SQUARE 1-92	H073 LG10 INSPECTION COMP 15.07.11
25-May-11	WHISTLER TOWER 1-61	H004 S & F NEW OVERSPEED GOVERNOR ROPE RQ69445 COMP 09.06.11
25-May-11	DARTREY TOWER 1-49	H008 S & F NEW OVERSPEED GOVERNOR ROPE RQ69446 COMP 09.06.11
25-May-11	GRENFELL TOWER	H090 LG5 INSPECTION COMP 13.07.11
25-May-11	GRENFELL TOWER	H091 LG5 INSPECTION COMP 13.07.11
25-May-11	GRENFELL TOWER	H092 LG5 INSPECTION RUPTURE COMP 04.08.11
25-May-11	WHITCHURCH HOUSE	H101 LG10 INSPECTION COMP 13.07.11
25-May-11	LONGLANDS COURT	H113 LG10 INSPECTION COMP 13.07.11
25-May-11	LONGLANDS COURT	H114 LG10 INSPECTION COMP 13.07.11
25-May-11	LONGLANDS COURT	H115 LG10 INSPECTION COMP 14.07.11



DATE	ADDRESS	DESCRIPTION
25-May-11	LONGLANDS COURT	H116 LG10 INSPECTION COMP 18.07.11
25-May-11	LONGLANDS COURT	H117 LG10 INSPECTION COMP 19.07.11
25-May-11	CHELSEA COMMUNITY CENTRE	P214 LG10 INSPECTION COMP 12.08.11
25-May-11	CHELSEA OLD TOWN HALL	P216 LG5 INSPECTION COMP 26.07.11
25-May-11	69 ST QUINTIN AVENUE	H137 LG5 INSPECTION COMP 21.07.11
25-May-11	36 OXFORD GARDENS	H150 LG10 INSPECTION COMP 15.07.11
31-May-11	WARWICK ROAD CENTRAL DEPOT	P221 PROVIDE H/WIND NOTICE & BRAKE RELEASE LEVER 17.06.11
02-Jun-11	1 NURSERY LANE	H030 S & F ENGINEER'S CAR TOP STAND ON TRAY RQ69467 11.07.11
02-Jun-11	CHESTERTON SQUARE 1-92	H073 S & F SERVICE KEY SWITCH IN CAR RQ69468 COMP 24.06.11
02-Jun-11	CAMPDEN HOUSES	H076 NOTICES AND PAINTING AS PER QUOTE RQ69469 COMP 22.06
02-Jun-11	CAMPDEN HOUSES	H077 NOTICES AND PAINTING AS PER QUOTE RQ69470 COMP 22.06
02-Jun-11	CAMPDEN HOUSES	H078 NOTICES AND PAINTING AS PER QUOTE RQ69471 COMP 21.06
02-Jun-11	CAMPDEN HOUSES	H079 NOTICES AND PAINTING AS PER QUOTE RQ69478 COMP 22.06
02-Jun-11	CAMPDEN HOUSES	H80 UPGRADE CAR LIGHTING; S & F RAIL DRIP TRAYS RQ69479 20.6
03-Jun-11	CAMPDEN HOUSES	H081 S & F DEEP PIT NOTICE & GUIDE RAIL DRIP TRAYS RQ69480
03-Jun-11	CAMPDEN HOUSES	H82 UPGRADE CAR LIGHT & FURTHER WORKS SEE NOTES RQ69481 20.6
03-Jun-11	6-16 HESKETH PLACE	H083 RENEW THE LIFT CAR FLOORING RQ69482 COMP 14.06.11
03-Jun-11	6-16 HESKETH PLACE	H083 RENEW FIRE SWITCH/ EMERGENCY STOP AS PER QUOTE RQ69482 13.06
03-Jun-11	6-16 HESKETH PLACE	H83 REWIRE CARSTATION PANEL TO NEW TERMINATION BLOCK RQ69482
03-Jun-11	7-12 RUNCORN PLACE	H084 UPGRADE FIREMAN'S SWITH & CAR LIGHTING RQ69483 13.6.11
03-Jun-11	7-12 RUNCORN PLACE	H84 REWIRE CARSTATION PANEL TO NEW TERMINATION BLOCK RQ69483
03-Jun-11	CARTON HOUSE	H086 VARIOUS WORKS SEE NOTES AS PER QUOTE RQ69487 COMP 10.06
03-Jun-11	CARTON HOUSE	H086 FULL SHAFT CLEANDOWN AFTER BUILDING WORKS RQ69487 15.6
03-Jun-11	CARTON HOUSE	H085 RENEW CAR TRACKS/CORROSION WORKS AS PER QUOTE RQ69486 17.06.11
03-Jun-11	TREADGOLD HOUSE	H089 SHAFT CORRISION QUOTE RQ69488 PART 1 COMP 17.06.11
03-Jun-11	TREADGOLD HOUSE	H089 LIFT CAR CORROSION WORKS QUOTE RQ69488 PART 2 COMP 24.06
07-Jun-11	LANCASTER WEST ESTATE STAGE 1	H090 RENEWED DETECTOR EDGES DUE TO WATER COMP 07.06.11
08-Jun-11	ST JOSEPHS RC PRIMARY SCHOOL	E002 S & F LADDER & HOOKS & BAR TO MOTOR ROOM RQ69187
15-Jun-11	MARKLAND HOUSE	H098 UPGRADE EXISTING FIREMAN'S SWITCH RQ69526 COMP 24.06
15-Jun-11	TREVERTON TOWER	H135 AS PER QUOTE SEE NOTES RQ69523 COMP 13.06.11
22-Jun-11	LONSDALE HOUSE	H112 UPGRADE EXISTING CORRODED DOOR CLOSER RQ69532 27.06.11
22-Jun-11	MARLEY HOUSE	H087-H088 SHAFT CLEANDOWNS TO BOTH LIFTS RQ69533 COMP 07.07.
06-Jul-11	KENSINGTON TOWN HALL	P201 UPGRADE SKATE WITH LOCKING ZONE RQ69569 COMP 05.07.11
18-Jul-11	INGELOW HOUSE	H075 UPGRADE CAR LIGHT & REWIRE RQ69586 COMP 19.07.11
21-Jul-11	LONGLANDS COURT	H113-H117 NEW DIFFUSERS AS PER QUOTE RQ69606 COMP 27.07.11



DATE	ADDRESS	DESCRIPTION
26-Jul-11	ASHBURNHAM TOWER 1-50	H006 REPAIR WORKS TO VANDALISED DOORS QUOTE RQ69626 COMP 5.8
22-Aug-11	CENTRAL LIBRARY	L501-L502 UPGRADE CONTROLLER HANDWINDING UNITS RQ69674
22-Aug-11	ELM PARK GARDENS 55 (1-9)	H056 S & F NEW SURFACE MOUNTED LIGHT FITTING RQ69642
23-Aug-11	LONGLANDS COURT	H113 S & F NEW OVERSPEED GOVERNOR ROPE RQ69654
23-Aug-11	LONGLANDS COURT	H114 S & F NEW OVERSPEED GOVERNOR ROPE RQ69655
23-Aug-11	LONGLANDS COURT	H115 S & F NEW OVERSPEED GOVERNOR ROPE RQ69656
23-Aug-11	LONGLANDS COURT	H116 S & F NEW OVERSPEED GOVERNOR ROPE RQ69653
23-Aug-11	104 ELM PARK GARDENS	H043 LG10 INSPECTION
23-Aug-11	92 ELM PARK GARDENS	H047 LG10 INSPECTION
23-Aug-11	74 ELM PARK GARDENS	H050 LG10 INSPECTION
23-Aug-11	71 ELM PARK GARDENS	H051 LG10 INSPECTION
23-Aug-11	68 ELM PARK GARDENS	H052 LG10 INSPECTION
23-Aug-11	ELM PARK GARDENS 55 (1-9)	H056 LG10 INSPECTION
23-Aug-11	40 ELM PARK GARDENS	H057 LG10 INSPECTION
23-Aug-11	LEDBURY HOUSE	H107 LG10 INSPECTION
25-Aug-11	CENTRAL LIBRARY	L501 PUMP OUT THE LIFT PIT RQ69702
26-Aug-11	INGELOW HOUSE	H074-H075 FIT EMERGENCY SIGNS INSIDE LIFT CAR RQ69704
26-Aug-11	CAMPDEN HOUSES	H076-H082 FIT EMERGENCY SIGNS INSIDE CAR LIFT RQ69704
26-Aug-11	CARTON HOUSE	H085-H088 FIT EMERGENCY SIGN INSIDE CAR LIFT RQ69704
26-Aug-11	ACKLAM ROAD	H118-H119 FIT EMERGENCY SIGN INSIDE CAR LIFT RQ69704
26-Aug-11	ADAIR TOWER	H127-H128 FIT EMERGENCY SIGN INSIDE CAR LIFT RQ69704
26-Aug-11	HAZLEWOOD TOWER	H129-H130 FIT EMERGENCY SIGN INSIDE CAR LIFT RQ69704
26-Aug-11	MEDICAL CENTRE VIOLET MELCHETT	S315 FIT EMERGENCY SIGN INSIDE CAR LIFT RQ69704
30-Aug-11	MARLBOROUGH PRIMARY SCHOOL	E006 UPGRADE 3 X NEW FITZGERALD CAR LIGHT FITTINGS RQ69671
02-Sep-11	34 OXFORD GARDENS	H139 S & F NEW FIREMAN'S SWITCH RQ69717
13-Sep-11	ACKLAM ROAD	H118 REPLACE CAR DOOR ASTRAGAL & HOLDER RQ69740
13-Sep-11	LOWERWOOD COURT	H103 S & F SKATE COMPLETE WITH ZONE LOCKING RQ69741
15-Sep-11	TREVERTON TOWER	H135 NEW GAL PICKUP ASSEMBLY ;NEW DOOR CLOSER RQ69745
26-Sep-11	WORLDS END ESTATE	H001-H014 S & F SIGNS REPLACE PIT LADDER CORRECTLY" RQ69750"
27-Sep-11	34 OXFORD GARDENS	H139 S & F NEW CAR POSITION INDICATOR RQ69755
29-Sep-11	LEDBURY HOUSE	H107 S & F NEW GOVERNOR ROPE RQ69760

**APPENDIX H**

**TUPE QUESTIONNAIRE PARTS 1 TO 5**

**COMPLETED BY ILS**





## **Part One: Instructions for Completing this Questionnaire**

1. Royal Borough of Kensington & Chelsea Tenant Management Organisation (KCTMO) is in the process of retendering for the planned and responsive maintenance of Lifts in the borough's public, corporate and housing stock.
2. The purpose of this document is to give the Authorities information about the workforce currently carrying out the services/works necessary to facilitate the Authorities in conducting the procurement process and to meet any regulatory and/or best practice requirements in relation to the handling of workforce matters in public sector contracting. Such information will be circulated to prospective contractors to assist in the preparation of their tenders and cost proposals.
3. The questionnaire and any supporting documents will be retained by the Authorities.
4. In completing this questionnaire, you should include the full range of functional areas that relate to the services/works, including:
  - carrying out repairs/maintenance
  - providing administration and support
  - processing invoices/payments
  - handling of telephone calls from residents/customers
5. Please complete parts 2-4 of this questionnaire. Please also complete one part 5 Employee Information Pro-forma for each full-time, part-time, fixed-term contract, temporary, agency or casual employee engaged wholly or partly in providing the services/works together with any staff of any of your subcontractors who are engaged in providing the services/works.
6. Your attention is drawn to the Transfer of Undertakings (Protection of Employment) Regulations 2006. Please note in particular, but without limitation, that references to "employee" or "employees" in this document has the same meaning as that set out in the aforementioned regulations.
7. All answers and supporting documents must be in English and all sums of money must be in pounds sterling.
8. Please mark all supporting documents clearly with the name of your organisation and the number of the question to which it relates
9. If there are any significant changes to the information supplied in this questionnaire after you have submitted it you must let the Authorities know or otherwise misleading information may be given to prospective contractors.
10. If you have any questions or require assistance in completing the questionnaire please contact Keith Fifield by telephone on [REDACTED] or by email on [kfifield@kctmo.org.uk](mailto:kfifield@kctmo.org.uk)
11. The questionnaire must be completed and returned, along with any supporting documents, by Monday 24th January 2012 to Keith Fifield, Kensington & Chelsea TMO, Network Hub, 292a Kensal Road, London. W10 5BE





## Part Two: General Information

Please provide the following general information about your organisation and the person completing the questionnaire.

1. Full name of your organisation	Independent Lift Services Ltd
2. Address of registered office or principal place of business as appropriate	Unit 2abc Barlow Way Industrial Park Essex RM13 8BT Fairview Rainham
3. Telephone number	1708527300
4. Facsimile number	1708555951
5. Name of the person from whom clarification can be sought if required	Name: Richard Bourke Email: Richard.bourke@independentliftservices.co.uk





**Part Three: Services/Works and Staff**

1. How many staff are currently performing the services/works? Please include without limitation in your response (and in your subsequent responses) all full-time, part-time, fixed-term contract, temporary, agency or casual employee engaged wholly or partly in providing the services/works together with any staff of any of your subcontractors who are engaged in providing the services/works.	7
2. How many of these staff, in your opinion, are likely to transfer in the event of a new provider taking over provision of the services/works under the regulations referred to in Part one? In particular, but without limitation, please consider in formulating this view the new definitions of "employee", "relevant transfer" and "service provision change" set out in the regulations.	5
3. Contract areas: If you provide the services/works over a number of contracts/contract areas for the Authorities, please supply a breakdown showing the numbers, grades and hours of staff engaged in each area. Please indicate where one member of staff works on more than one contract/contract area	<b>ILS047 Supervisor 68.3% Working in Kensington</b> <b>ILS106 Engineer 79.55% Working in Kensington</b> <b>ILS198 Engineer 89.66% Working in Kensington</b> <b>ILS185 Assistant 79.55% Working in Kensington</b> <b>ILS195 Assistant 89.66% Working in Kensington</b> <b>ILS072 Repair Engineer 33.16% Working in Kensington</b> <b>ILS184 Repair Engineer 33.16% Working in Kensington</b>





#### Part Four: Pension Arrangements

1. Please provide full details of your organisation's pension scheme.

N/A





## Part Five: Employee Pro-forma

In relation to **each** member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide **one** copy of this pro forma for each member of staff, using a recognisable abbreviation to

## 1 General Employee Information

1.1	Employee number:	ILS047
1.2	Job description	Lift Engineer Supervisor
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£34,800.00
1.5	Length of service	08/06/1998
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	68.30%

## 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)		
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee		
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No	
2.4	Periods of notice	1 Month	
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Anually - due April 2012	Review
2.6	Are there any agreed pay settlements yet to come into effect	No	
2.7	Annual leave entitlement	25 Days	
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments	
2.9	Maternity/paternity leave arrangements	As per employment Law	
2.10	Special leave arrangements	With the sanction of senior management	
2.11	Terms and conditions of transfer	ILS T & C's Attached	
2.12	Season ticket loan (if provided)	No	
2.13	Car leasing scheme (if provided)	No	
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None	
2.15	Arrangements for overtime and whether this is contractual	Rostered Out of hours working and Technical Back up	





### 3 General Information

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None





## Part Five: Employee Pro-forma

In relation to **each** member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide **one** copy of this pro forma for each member of staff, using a recognisable abbreviation to

## 1 General Employee Information

1.1	Employee number:	ILS072
1.2	Job description	Repair Engineer
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£36,000.00
1.5	Length of service	30/08/2002
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	33.16%

## 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)		
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee		
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No	
2.4	Periods of notice	1 Month	
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Annually - due April 2012	Review
2.6	Are there any agreed pay settlements yet to come into effect	No	
2.7	Annual leave entitlement	25 Days	
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments	
2.9	Maternity/paternity leave arrangements	As per employment Law	
2.10	Special leave arrangements	With the sanction of senior management	
2.11	Terms and conditions of transfer	ILS T & C's Attached	
2.12	Season ticket loan (if provided)	No	
2.13	Car leasing scheme (if provided)	No	
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None	
2.15	Arrangements for overtime and whether this is contractual	Rostered Out of hours working and Technical Back up	



### 3 General Information

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None





## Part Five: Employee Pro-forma

In relation to **each** member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide **one** copy of this pro forma for **each** member of staff, using a recognisable abbreviation to

### 1 General Employee Information

1.1	Employee number:	ILS106
1.2	Job description	Lift Engineer
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£30,000.00
1.5	Length of service	11/03/2002
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	79.55%

### 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)	
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee	
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No
2.4	Periods of notice	1 Month
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Anually - Review due April 2012
2.6	Are there any agreed pay settlements yet to come into effect	No
2.7	Annual leave entitlement	25 Days
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments
2.9	Maternity/paternity leave arrangements	As per employment Law
2.10	Special leave arrangements	With the sanction of senior management
2.11	Terms and conditions of transfer	ILS T & C's Attached
2.12	Season ticket loan (if provided)	No
2.13	Car leasing scheme (if provided)	No
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None
2.15	Arrangements for overtime and whether this is contractual	Rosterred Out of hours working and Technical Back up





### 3 General Information

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None



## Part Five: Employee Pro-forma

In relation to **each** member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide **one** copy of this pro forma for **each** member of staff, using a recognisable abbreviation to

### 1 General Employee Information

1.1	Employee number:	ILS184
1.2	Job description	Repair Engineer
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£36,000.00
1.5	Length of service	06/05/2008
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	33.16%

### 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)	
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee	
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No
2.4	Periods of notice	1 Month
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Anually - Review due April 2012
2.6	Are there any agreed pay settlements yet to come into effect	No
2.7	Annual leave entitlement	23 Days
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments
2.9	Maternity/paternity leave arrangements	As per employment Law
2.10	Special leave arrangements	With the sanction of senior management
2.11	Terms and conditions of transfer	ILS T & C's Attached
2.12	Season ticket loan (if provided)	No
2.13	Car leasing scheme (if provided)	No
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None
2.15	Arrangements for overtime and whether this is contractual	Rosterred Out of hours working and Technical Back up





### 3 General Information

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None





## Part Five: Employee Pro-forma

In relation to **each** member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide **one** copy of this pro forma for **each** member of staff, using a recognisable abbreviation to

### 1 General Employee Information

1.1	Employee number:	ILS185
1.2	Job description	Assistant Lift Engineer NVQ2
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£16,200.00
1.5	Length of service	06/05/2008
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	79.55%

### 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)	
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee	
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No
2.4	Periods of notice	1 Month
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Anually - Review due April 2012
2.6	Are there any agreed pay settlements yet to come into effect	No
2.7	Annual leave entitlement	23 Days
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments
2.9	Maternity/paternity leave arrangements	As per employment Law
2.10	Special leave arrangements	With the sanction of senior management
2.11	Terms and conditions of transfer	ILS T & C's Attached
2.12	Season ticket loan (if provided)	No
2.13	Car leasing scheme (if provided)	No
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None
2.15	Arrangements for overtime and whether this is contractual	Rosterred Out of hours working and Technical Back up



### 3 General Information

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None





## Part Five: Employee Pro-forma

In relation to each member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide **one** copy of this pro forma for each member of staff, using a recognisable abbreviation to name each completed pro forma.

### 1 General Employee Information

1.1	Employee number:	ILS198
1.2	Job description	Lift Engineer
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£30,000.00
1.5	Length of service	21/06/2010
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	89.66%

### 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)	
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee	
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No
2.4	Periods of notice	1 Month
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Anually - Review due April 2012
2.6	Are there any agreed pay settlements yet to come into effect	No
2.7	Annual leave entitlement	21 Days
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments
2.9	Maternity/paternity leave arrangements	As per employment Law
2.10	Special leave arrangements	With the sanction of senior management
2.11	Terms and conditions of transfer	ILS T & C's Attached
2.12	Season ticket loan (if provided)	No
2.13	Car leasing scheme (if provided)	No
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None
2.15	Arrangements for overtime and whether this is contractual	Rostered Out of hours working and Technical Back up





### 3 General Information

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None



## Part Five: Employee Pro-forma

In relation to each member of staff referred to in Part 3 Item 1, please provide the information and documentation set out in this questionnaire. You should provide one copy of this pro forma for each member of staff, using a recognisable abbreviation to

### 1 General Employee Information

1.1	Employee number:	ILS195
1.2	Job description	Assistant Lift Engineer (on EOR202) to be completed by May 2012
1.3	Area in which employee works (if borough wide, please state "Borough wide")	Borough wide
1.4	Gross Salary	£15,000.00
1.5	Length of service	19/02/2009
1.6	Hours of work	08:00-17:00
1.7	Percentage of this workers time spent on the KCTMO contract	89.66%

### 2 Terms and Conditions of Employment

2.1	Please return a copy of this Employee's terms and conditions of employment with this completed pro forma. Please use the employee number to identify the file. (Please note that if more than one employee is covered by the same terms and conditions then you are only required to provide one copy marked with the employee numbers of the employees to which they apply)	
2.2	In addition please provide full details of the following principal terms and conditions of employment which relate to this employee	
2.3	Probationary period (if any, and if so, whether this is current)	6 Months No
2.4	Periods of notice	1 Month
2.5	Current pay arrangements (i.e. is pay reviewed annually. When is the next planned pay review)	Salaried staff - Reviewed Anually - Review due April 2012
2.6	Are there any agreed pay settlements yet to come into effect	No
2.7	Annual leave entitlement	23 Days
2.8	Sick leave arrangements	SSP is paid However ILS Reserve the right to make payments
2.9	Maternity/paternity leave arrangements	As per employment Law
2.10	Special leave arrangements	With the sanction of senior management
2.11	Terms and conditions of transfer	ILS T & C's Attached
2.12	Season ticket loan (if provided)	No
2.13	Car leasing scheme (if provided)	No
2.14	Pension arrangements (if provided please give details of the applicable scheme)	None
2.15	Arrangements for overtime and whether this is contractual	Rostered Out of hours working and Technical Back up





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**3 General Information**

3.1	Please provide details of any relevant collective agreements	None
3.2	Please give details of any sporting, social, welfare or facilities provided by your organisation which may be asserted to be employment benefits of your staff	None





**APPENDIX I**

**ILS STATEMENT OF MAIN TERMS OF  
EMPLOYMENT**



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

## Employs ILS184

Your employment began on 06/05/2008 and no previous employment counts as part of your continuous period of employment.

Current Position Start Date 06/05/2008  
JOB TITLE Lift Repair Engineer

### PLACE OF WORK

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

### HOURS OF WORK

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

### REMUNERATION

Your salary is currently £36,000.00 per annum, payable monthly on or around the 19th by credit transfer as detailed on your pay statement. No additional payments will be made for repairs/calls received before 16.45 pm. Should you be invited to work on the out of hours rota you will receive an additional payment as agreed under a separate document.

### COLLECTIVE AGREEMENTS

No collective agreements directly affect your terms and conditions of employment.

### BENEFITS

Your position may have the use of a company vehicle, details of which are shown separately.

### ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 25 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

Conditions relating to the taking of annual holidays are shown in the Employee Handbook to which you should refer.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or in the event of you working on one of the above days an additional payment will be made or you may be granted a day off in lieu.

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

NB. Additional declared 'Public Holidays' may be allowed only at the Companys discretion.

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

PPE All issued PPE must be returned prior to leaving this employment, the cost of replacing any damaged or missing equipment will be deducted from your final salary payment.

## SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

## CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

## CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

## GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.

1 month but less than 5 years' service - 1 month.

5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.

1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

## PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

..... (Date)  
For and on behalf of the Employer

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee) ..... (Date)

# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

## **Employs ILS185**

Your employment began on **06/05/2008** and no previous employment counts as part of your continuous period of employment.

Current Position Start Date **06/05/2008**  
JOB TITLE **Assistanat Lift Engineer**

### **PLACE OF WORK**

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

### **HOURS OF WORK**

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

### **REMUNERATION**

Your salary is currently **£16,200.00** per annum, 1/12th payable on 19th or next working day monthly by credit transfer as detailed on your pay statement. No additional payments will be made for repairs/calls received before 16.45 pm. The night service rota for your particular area will receive an additional payment as agreed.

### **COLLECTIVE AGREEMENTS**

No collective agreements directly affect your terms and conditions of employment.

### **BENEFITS**

Your position does not have the use of a company vehicle, except when specifically requested by your supervisor from time to time subject to the Companys requirements. (Subject to holding a valid UK driving Licence)

### **ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS**

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 25 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or alternative days as decided by us:-

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

In the event of you working on one of the above days an additional payment will be made or you may be granted a day off in lieu.



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
**Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT**

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

## SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

## CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

## CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

## GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.  
1 month but less than 5 years' service - 1 month.  
5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.  
1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

## PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

.....  
For and on behalf of the Employer

06/05/2008 (Date)

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee)

06/05/2008 (Date)



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

## Employs ILS195

Your employment began on **19/02/2009** and no previous employment counts as part of your continuous period of employment.

Current Position Start Date **19/02/2009**  
JOB TITLE **Assistanat Lift Engineer**

### PLACE OF WORK

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

### HOURS OF WORK

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

### REMUNERATION

Your salary is currently **£15,000.00** per annum, 1/12th payable on 19th or next working day monthly by credit transfer as detailed on your pay statement. No additional payments will be made for repairs/calls received before 16.45 pm. The night service rota for your particular area will receive an additional payment as agreed.

### COLLECTIVE AGREEMENTS

No collective agreements directly affect your terms and conditions of employment.

### BENEFITS

Your position does not have the use of a company vehicle, except when specifically requested by your supervisor from time to time subject to the Companys requirements. (Subject to holding a valid UK driving Licence)

### ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 25 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or alternative days as decided by us:-

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

In the event of you working on one of the above days an additional payment will be made or you may be granted a day off in lieu.

## STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your  
(except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

### SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

### CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

### CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

### GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

### NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.  
1 month but less than 5 years' service - 1 month.  
5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

### NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.  
1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

### PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

..... 19/02/2009 (Date)  
For and on behalf of the Employer

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee) 19/02/2009 (Date)



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your  
(except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

## Employs ILS198

Your employment began on **21/06/2010** and no previous employment counts as part of your continuous period of employment.

Current Position Start Date **21/06/2010**  
**JOB TITLE Lift Engineer**

### PLACE OF WORK

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

### HOURS OF WORK

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

### REMUNERATION

Your salary is currently **£30,000.00** per annum, payable monthly on or around the 19th by credit transfer as detailed on your pay statement. No additional payments will be made for repairs/calls received before 16.45 pm. Should you be invited to work on the out of hours rota you will receive an additional payment as agreed under a separate document.

### COLLECTIVE AGREEMENTS

No collective agreements directly affect your terms and conditions of employment.

### BENEFITS

Your position may have the use of a company vehicle, details of which are shown separately.

### ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 25 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

Conditions relating to the taking of annual holidays are shown in the Employee Handbook to which you should refer.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or in the event of you working on one of the above days an additional payment will be made or you may be granted a day off in lieu.

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

NB. Additional declared 'Public Holidays' may be allowed only at the Company's discretion.



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your  
(except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

**PPE** All issued PPE must be returned prior to leaving this employment, the cost of replacing any damaged or missing equipment will be deducted from your final salary payment.

## SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

## CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

## CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

## GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.

1 month but less than 5 years' service - 1 month.

5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.

1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

## PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

..... (Date)  
For and on behalf of the Employer

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee) ..... (Date)

# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

**Employs**  
**ILS106**

Your employment began on **11/03/2002** and no previous employment counts as part of your continuous period of employment.

Current Position Start Date **30/11/2004**  
**JOB TITLE Lift Engineer**

## PLACE OF WORK

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

## HOURS OF WORK

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

## REMUNERATION

Your salary is currently **£30,000.00** per annum, payable monthly on or around the 19th by credit transfer as detailed on your pay statement. No additional payments will be made for repairs/calls received before 16.45 pm. Should you be invited to work on the out of hours rota you will receive an additional payment as agreed under a separate document.

## COLLECTIVE AGREEMENTS

No collective agreements directly affect your terms and conditions of employment.

## BENEFITS

Your position may have the use of a company vehicle, details of which are shown separately.

## ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 25 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

Conditions relating to the taking of annual holidays are shown in the Employee Handbook to which you should refer.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or in the event of you working on one of the above days an additional payment will be made or you may be granted a day off in lieu.

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

NB. Additional declared 'Public Holidays' may be allowed only at the Companys discretion.



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your  
(except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

**PPE** All issued PPE must be returned prior to leaving this employment, the cost of replacing any damaged or missing equipment will be deducted from your final salary payment.

## SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

## CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

## CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

## GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.  
1 month but less than 5 years' service - 1 month.  
5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.  
1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

## PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

..... (Date)  
For and on behalf of the Employer

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee) ..... (Date)



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
Independent Lift Services Limited,  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

**Employs**  
**ILS072**

Your employment began on 30/08/2002 and no previous employment counts as part of your continuous period of employment.

Current Position Start Date 13/11/2004  
JOB TITLE Lift Repair Engineer

## PLACE OF WORK

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

## HOURS OF WORK

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

## REMUNERATION

Your salary is currently £36,000.00 per annum, payable monthly on or around the 19th by credit transfer as detailed on your pay statement. No additional payments will be made for repairs/calls received before 16.45 pm. Should you be invited to work on the out of hours rota you will receive an additional payment as agreed under a separate document.

## COLLECTIVE AGREEMENTS

No collective agreements directly affect your terms and conditions of employment.

## BENEFITS

Your position may have the use of a company vehicle, details of which are shown separately.

## ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 25 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

Conditions relating to the taking of annual holidays are shown in the Employee Handbook to which you should refer.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or in the event of you working on one of the above days an additional payment will be made or you may be granted a day off in lieu.

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

NB. Additional declared 'Public Holidays' may be allowed only at the Company's discretion.

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken.

# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your  
(except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
**Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT**

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

**PPE** All issued PPE must be returned prior to leaving this employment, the cost of replacing any damaged or missing equipment will be deducted from your final salary payment.

## SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

## CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

## CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

## GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.

1 month but less than 5 years' service - 1 month.

5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.

1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

## PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

..... (Date)  
For and on behalf of the Employer

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee) ..... (Date)



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

**Employs**  
**ILS047**

Your employment began on **08/06/1998** and no previous employment counts as part of your continuous period of employment.

Current Position Start Date **01/07/2010**  
**JOB TITLE Lift Engineer Supervisor**

## PLACE OF WORK

You will normally be required to work from Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT. You will not be required to work outside the United Kingdom.

## HOURS OF WORK

Your normal hours of work are 8.00 am to 5.00 pm, Monday to Friday with a 60 minute unpaid break each day. You are required to complete your duties on site prior to leaving. You may be required to work additional hours when authorised and as necessitated by the needs of the business.

## REMUNERATION

Your salary is currently **£34,800.00** per annum, payable monthly on or around the 19th by credit transfer as detailed on your pay statement.

## COLLECTIVE AGREEMENTS

No collective agreements directly affect your terms and conditions of employment.

## BENEFITS

Your position may have the use of a company vehicle.

## ANNUAL LEAVE AND PUBLIC/BANK HOLIDAYS

Your holiday year begins on 1st January and ends on 31st December each year. You will receive a paid holiday entitlement of twenty working days during a complete holiday year. You will also receive an additional day for each complete year of service up to a maximum of 27 days. For part years of service your entitlement will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year.

Conditions relating to the taking of annual holidays are shown in the Employee Handbook to which you should refer.

In addition to the annual holiday entitlement you are allowed the following public/bank holidays each year with pay or in the event of you working on one of the below days an additional payment will be made or you may be granted a day off in lieu.

New Year's Day	The last Monday in May
Good Friday	The last Monday in August
Easter Monday	Christmas Day
The first Monday in May	Boxing Day

NB. Additional declared 'Public Holidays' may be allowed only at the Company's discretion.



# STATEMENT OF MAIN TERMS OF EMPLOYMENT

This Statement, together with the Employee Handbook, forms part of your (except where the contrary is expressly stated) and sets out particulars of the main terms of Contract  
**Independent Lift Services Limited,**  
Unit 2a, b, c, Barlow Way, Fairview Industrial Park, Rainham, Essex, RM13 8BT

In the event of termination of employment your entitlement to annual leave will be calculated as 1/12th of the annual entitlement for each completed month of service during that holiday year and any annual leave accrued but not taken will be paid for. However, in the event of you having taken annual leave in the current holiday year, which has not been accrued pro-rata, then the appropriate payments will be deducted from your final wages/salary.

**PPE** All issued PPE must be returned prior to leaving this employment, the cost of replacing any damaged or missing equipment will be deducted from your final salary payment.

## SICKNESS PAY AND CONDITIONS

There is no contractual sickness/injury payments scheme in addition to SSP. Any additional payments which may be made will be at our absolute discretion.

## CAPABILITY AND DISCIPLINARY PROCEDURES

The disciplinary rules that form part of your contract of employment and the procedures that will apply when dealing with capability or disciplinary issues are shown under the headings "Capability Procedures" and "Disciplinary Procedures" in the Employee Handbook to which you should refer.

## CAPABILITY/DISCIPLINARY APPEAL PROCEDURE

Should you be dissatisfied with any decision to take action or dismiss you on capability/disciplinary grounds, you should apply, either verbally or in writing, to the Managing Director within five working days of the decision you are complaining against. Further information can be found in the Employee Handbook under the heading "Capability/Disciplinary Appeal Procedure" to which you should refer.

## GRIEVANCE PROCEDURE

Should you feel aggrieved at any matter relating to your employment, you should raise the grievance with your Line Manager, either verbally or in writing. Further information can be found in the Employee Handbook.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYER

Under 1 month's service - Nil.

1 month but less than 5 years' service - 1 month.

5 years' service or more - 1 week for each completed year of service to a maximum of 12 weeks after 12 years.

## NOTICE OF TERMINATION TO BE GIVEN BY EMPLOYEE

Under 1 month's service - Nil.

1 month's service or more - 1 month.

We reserve the contractual right to give pay in lieu of all or any part of the above notice.

## PENSION AND PENSION SCHEME

There is a stakeholder pension scheme applicable to your employment. Further details are available from the Managing Director. A Pensions Scheme contracting-out certificate is not in force in respect of your employment.

Any amendments to this statement will be agreed with you and confirmed in writing within one month.

..... (Date)  
For and on behalf of the Employer

I acknowledge receipt of this statement and agree that, for the purpose of the Working Time Regulations, any applicable entitlements and provisions constitute a Relevant Agreement.

..... (Employee) ..... (Date)

**APPENDIX J**

**ILS EMPLOYEE HANDBOOK**







## EMPLOYEE HANDBOOK

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## INDEPENDENT LIFT SERVICES LTD

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### INTRODUCTION

The success of any organisation and that of its employees depends very largely on the employees themselves, and so we look to you to play your part as we shall continue to play ours.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability. We will apply employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business. We look to your support in implementing these policies to ensure that all employees are accorded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

We will not condone any discriminatory act or attitude in the conduct of our business with the public or our employees. Acts of harassment or discrimination on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability are disciplinary offences.

We welcome you and express our sincere hope that you will be happy here in our team. We ask that you study carefully the contents of this Employee Handbook as, in addition to setting out our rules and regulations, it also contains a great deal of helpful information.







### JOINING OUR ORGANISATION

#### A) PROBATIONARY PERIOD

You join us on an initial probationary period of six months. During this period your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, we may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time.

We reserve the right not to apply our full contractual capability and disciplinary procedures during your probationary period.

#### B) JOB DESCRIPTION

You have been provided with a job description of the position to which you have been appointed but amendments may be made to your job description from time to time in relation to our changing needs and your own ability. During holiday periods, etc. it may be necessary for you to take over some duties normally performed by colleagues.

#### C) EMPLOYEE TRAINING

At the commencement of your employment you will receive training for your specific job, and as your employment progresses your skills may be extended to encompass new job activities within the business.

The company has a policy of encouraging its employees to undertake training in order to further their career within the organisation. This will include assisting with costs of the training. However, in the event of termination of employment, for whatever reason, the company will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

For engineer training the company may pay for the first two years of training (which may be extended with express permission from a Director).

It is the responsibility of the employee to keep the training going. Any additional training costs incurred (including cancellation for whatever reason) may result in any loss incurred being charged to you. Furthermore, failure to complete essential training required to fulfill your duties may ultimately result in the termination of your employment.

#### D) PERFORMANCE AND REVIEW

Our policy is to monitor your work performance on a continuous basis so that we can maximise your strengths, and help you overcome any possible weaknesses.

#### E) JOB FLEXIBILITY

It is an express condition of employment that you are prepared, whenever necessary, to transfer to alternative departments or duties within our business. This flexibility is essential as the type and volume of work is always subject to change, and it allows us to operate efficiently and gain maximum potential from our work force.

#### F) MOBILITY

Although you are usually employed in one particular area, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.





## INDEPENDENT LIFT SERVICES LTD

### **SICKNESS/INJURY PAYMENTS AND CONDITIONS**

#### **A) NOTIFICATION OF INCAPACITY FOR WORK**

1. You must notify your 'Line Manager' by telephone on the first day of incapacity by 9.15 am at the latest. You should try to give some indication of your expected return date and notify us as soon as possible if this date changes. Notification should be made personally (or if you are unable to do so, then by a relative, neighbour or friend), to your Line Manager. In addition, where applicable you must page your Area Supervisor so that all Field Operatives are aware of your absence.
2. If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter.

#### **B) EVIDENCE OF INCAPACITY**

1. In cases of incapacity (up to three working days) you must sign a self-certification absence form on your return to work.
2. If your sickness has been (or you know that it will be) for longer than three working days you should see your doctor and make sure he/she gives you a medical certificate and forward this to us without delay. Subsequently you must supply us with consecutive doctor's medical certificates to cover the whole of your absence. Should a charge be rendered by your doctor for provision of a certificate, on production of an authenticated receipt, payment will be made.

#### **C) PAYMENTS**

1. You are entitled to statutory sick pay (SSP) if you are absent because of sickness or injury provided you meet the criteria in the current SSP regulations. When you are absent for four or more consecutive days you will be paid SSP by us if you are eligible. This is treated like wages and is subject to normal deductions.
2. Qualifying days are the only days for which you are entitled to SSP. These days will be notified to you. The first three qualifying days of absence are waiting days for which SSP is not payable. Where a second or subsequent period of incapacity (of four days or more) occurs within 56 days of a previous period of incapacity, waiting days are not served again.
3. Any contractual sickness/injury payments are shown in your individual statement of main terms of employment (form SMT).
4. Where the circumstances of your incapacity are such that you receive or are awarded any sum by way of compensation or damages in respect of the incapacity from a third party, then any payments which we may have made to you because of the absence (including SSP) shall be repaid by you to us up to an amount not exceeding the amount of the compensation or damages paid by the third party.

#### **D) RETURN TO WORK**

1. You should notify your Line Manager and the office as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.
2. If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
3. On return to work after any period of sickness/injury absence (including absence covered by a medical certificate), you are also required to complete a self-certification absence form and hand this to your Line Manager and the office.







**E) GENERAL**

1. Submission of a medical certificate or sickness self-certification absence form, although giving us the reason for your absence may not always be regarded by us as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to us.
2. In deciding whether your absence is acceptable or not we will take into account the reasons and extent of all your absences, including any absence caused by sickness. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces our efficiency.
3. We will take a serious view if you take sickness/injury leave which is not genuine, and it will result in disciplinary action being taken.
4. If we consider it necessary, we may ask your permission to contact your doctor or for you to be independently medically examined.





## SICKNESS SELF-CERTIFICATION ABSENCE

Form SCA

**This form should be completed on your return to work following any period of sickness.**

**If you are returning to work after a period of sickness of more than 7 calendar days a medical certificate or certificates should already have been provided to cover the period of absence in excess of these first seven days.**

NAME: _____	
<b>Dates of sickness (Including non-working days)</b>	
<b>FROM</b>  _____ am/pm _____ day _____ date	<b>TO</b>  _____ am/pm _____ day _____ date
<b>Dates of absence</b>	
<b>FROM</b>  _____ am/pm _____ day _____ date	<b>TO</b>  _____ am/pm _____ day _____ date
<b>Details of sickness or injury</b>  _____ _____ _____	
<b>Did you consult a Doctor? YES/NO. If YES please give details of: Doctor's name, address, date of visit, treatment received and any current treatment. If NO please state why not.</b>  _____ _____ _____	
<b>Declaration</b>	
I certify that I was incapable of work because of my sickness/injury on the dates shown above and that this information is true and accurate.  I acknowledge that false information will result in disciplinary action.  I hereby give my employer permission to verify the above information.	
Signed _____ (employee)	Acknowledged _____ (for employer)
Date _____	





## INDEPENDENT LIFT SERVICES LTD

### **SAFEGUARDS**

#### **A) RIGHTS OF SEARCH**

- 1 Although we do not have the contractual right to carry out searches of employees and their property (including vehicles) whilst they are on our premises, we would ask all employees and to assist us in this matter should we feel that such a search is necessary. These searches are random and do not imply suspicion in relation to any individual concerned.
- 2 Employees must abide by any regulations and safeguards including rights of search of the client for whom they are working.
- 3 We reserve the right to call in the police at any stage.

#### **B) CONFIDENTIALITY**

1. All information that:-
  - a. is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence,
  - b. relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
  - c. has not been made public by, or with our authority,

shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our written consent.

2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession.

#### **C) DATA PROTECTION ACT 1998**

The above act was introduced to regulate personal data held either on computer or within a manual filing system. As an employer it is our responsibility to ensure that the documentation held is relevant, accurate and where necessary, kept up to date. Any data held shall be processed fairly and lawfully and in accordance with the rights of data subjects under the Act. As an employee you will have the right, upon written request, to be told what personal data about you is being processed. You will also have the right to be informed of the source of the data and to whom it may be disclosed.

We are not obliged to supply this information unless you make a written request and for such requests, a fee will be payable.

#### **D) COPYRIGHT**

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

#### **E) STATEMENTS TO THE MEDIA**

Any statements to reporters from newspapers, radio, television, etc. in relation to our business will be given only by the Managing Director or an authorised nominee.







## INDEPENDENT LIFT SERVICES LTD

### F) INVENTIONS/DISCOVERIES

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:-

- a. in the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- b. outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these; and
- c. during the course of any of your duties, and at the time you had a special obligation to further our interests arising from the nature of those duties, and your particular responsibilities.

### G) VIRUS PROTECTION PROCEDURES

In order to prevent the introduction of virus contamination into the software system the following must be observed:-

- a. unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used; and
- b. all software must be virus checked using standard testing procedures before being used.

### H) USE OF COMPUTER EQUIPMENT

In order to control the use of the company's computer equipment and reduce the risk of contamination the following will apply:-

- a. The introduction of new software must first of all be checked and authorised by a nominated senior member of the company before general use will be permitted.
- b. Only authorised staff should have access to the company's computer equipment.
- c. Only authorised software may be used on any of the company's computer equipment.
- d. Only software that is used for business applications may be used.
- e. No software may be brought onto or taken from the company's premises without prior authorisation.
- f. Unauthorised access to the computer facility will result in disciplinary action.
- g. Unauthorised copying and/or removal of computer equipment/software will result in disciplinary action, such actions could lead to dismissal.

The company has installed IT monitoring software enabling the company to view internet usage, all incoming and outgoing e-mails and keystrokes. This has been done primarily for security reasons but we reserve the right to use such information in disciplinary/capability issues.







### **I) E-MAIL AND INTERNET POLICY**

#### **1. Introduction**

The purpose of the Internet and E-mail policy is to provide a framework to ensure that there is continuity of procedures in the usage of Internet and E-mail within the company. The Internet and E-mail system have established themselves as an important communications facility within the company and have provided us with contact with professional and academic sources throughout the world. Therefore, to ensure that we are able to utilise the system to its optimum we have devised a policy that provides maximum use of the facility whilst ensuring compliance with the legislation throughout.

#### **2. Internet**

Where appropriate, duly authorised staff are encouraged to make use of the Internet as part of their official and professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the company name. Where personal views are expressed a disclaimer stating that this is the case should be clearly added to all correspondence. The intellectual property right and copyright must not be compromised when publishing on the Internet. The availability and variety of information on the Internet has meant that it can be used to obtain material reasonably considered to be offensive. The use of the Internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action which could lead to dismissal.

#### **3. E-mail**

The use of the E-mail system is encouraged as its appropriate use facilitates efficiency. Used correctly it is a facility that is of assistance to employees. Inappropriate use however causes many problems including distractions, time wasting and legal claims. The procedure sets out the company's position on the correct use of the E-mail system.

#### **4. Procedures - Authorised Use**

- a. Unauthorised or inappropriate use of the Internet and E-mail system may result in disciplinary action which could include summary dismissal.
- b. The E-mail system is available for communication and matters directly concerned with the legitimate business of the company. Employees using the E-mail system should give particular attention to the following points:-
  - i) all comply with company communication standards;
  - ii) E-mail messages and copies should only be sent to those for whom they are particularly relevant;
  - iii) E-mail should not be used as a substitute for face-to-face communication or telephone contact. Flame mails (i.e. E-mails that are abusive) must not be sent. Hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
  - iv) if E-mail is confidential the user must ensure that the necessary steps are taken to protect confidentiality. The company will be liable for infringing copyright or any defamatory information that is circulated either within the company or to external users of the system; and
  - v) offers or contracts transmitted by E-mail are as legally binding on the company as those sent on paper.





## INDEPENDENT LIFT SERVICES LTD

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- c. The company will not tolerate the use of the **Internet and E-mail** system for unofficial or inappropriate purposes, including:-
- i) any messages that could constitute bullying, harassment or other detriment;
  - ii) **excessive** personal use (e.g. **social websites**, social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
  - iii) on-line gambling;
  - iv) accessing or transmitting pornography;
  - v) transmitting copyright information and/or any software available to the user;  
or
  - vi) posting confidential information about other employees, the company or its customers or suppliers.







## INDEPENDENT LIFT SERVICES LTD

### STANDARDS

#### A) WASTAGE

1. We maintain a policy of "minimum waste" which is essential to the cost-effective and efficient running of all our operations.
2. You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc., and the following points are illustrations of this:-
  - a. Handle machines, equipment and stock with care.
  - b. Turn off any unnecessary lighting and heating. Keep doors closed whenever possible and do not allow taps to drip.
  - c. Ask for other work if your job has come to a standstill.
  - d. Start with the minimum of delay after arriving for work and after breaks.
3. The following provision is an express written term of your contract of employment:-
  - a. Any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence, or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement.
  - b. Any loss to us that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work will render you liable to re-imburse to us the full or part of the cost of the loss.
  - c. Company vehicles will be inspected annually and any damage recorded. Employees who have incurred damage or accident to their vehicle during the previous 12 months which is directly attributed to them will pay the excess liability, which is currently £200. Employees who have not incurred any damage to their vehicle or accident which is not their fault will be rewarded by a payment equal to the excess of the insurance liability (currently £200). **Failure to report any damage to the vehicles will result in the cost of any damage found (at any time) being charged to you.**
4. In the event of failure to pay, we have the contractual right to deduct such costs from your pay.

#### B) STANDARDS OF DRESS

As you are liable to come into contact with customers and members of the public, it is important that you present a professional image with regard to appearance and standards of dress. Where company clothing and/or PPE is provided, this must be worn at all times whilst at work and laundered/cleaned on a regular basis. Where no company clothing or PPE is not provided, you should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

#### C) HOUSEKEEPING

Both from the point of view of safety and of appearance, work areas must be kept clean and tidy at all times.







## HEALTH, SAFETY, WELFARE AND HYGIENE

### A) SAFETY

1. You should make yourself familiar with our Health and Safety Policy parts 1 and 2 and your own health and safety duties and responsibilities, as shown separately.
2. You must not take any action which could threaten the health or safety of yourself, other employees, customers or members of the public.
3. Protective clothing and other equipment which may be issued for your protection because of the nature of your job must be worn at all appropriate times. Failure to do so could be a contravention of your health and safety responsibilities. Once issued, this protective wear is your responsibility.
4. You should report all accidents and injuries at work, no matter how minor, in the accident book that can be found in the Main Office.
5. You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

### B) KITCHEN

We provide a kitchen and refreshment facilities for your use, which must be kept clean and tidy at all times.

### C) SMOKING POLICY

Our policy of no smoking in company premises or vans must be observed at all times. Designated smoking areas have been provided for your use on authorised breaks.

### D) ALCOHOL & DRUGS POLICY

Under legislation we, as your employer, have a duty to ensure so far as is reasonably practicable, the health and safety and welfare at work of all our employees and similarly you have a responsibility to yourself and your colleagues. The use of alcohol and drugs may impair the safe and efficient running of the business and/or the health and safety of our employees.

The effects of alcohol and drugs can be numerous:-

(These are examples only and not an exhaustive list).

- a. absenteeism (e.g. unauthorised absence, lateness, excessive levels of sickness, etc.);
- b. higher accident levels (e.g. at work, elsewhere, driving to and from work); and
- c. work performance (e.g. difficulty in concentrating, tasks taking more time, making mistakes, etc.).

Where the Company has a reasonable belief that you are under the influence of some form of intoxicants it may at its discretion send you home for the remainder of the day without pay. This is not considered a form of disciplinary action but is done solely in the interests of the Health and Safety of you, your work colleagues and any customers.

If your performance or attendance at work is affected as a result of alcohol or drugs, or we believe you have been involved in any drug related action/offence, you may be subject to disciplinary action and, dependent on the circumstances, this may lead to your dismissal.





1. Any exposed cut or burn must be covered with a first-aid dressing.
2. If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.
3. Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

## Introduction

## Working alone on our premises

**Employees should only be alone in building when absolutely necessary.**

**There should be no face-to-face client contact when working alone in the building.**

**All doors should be locked at all times when you are working alone.**

**The intercom system must be used and you should not answer the door if you are unsure of your safety.**

**You should check that the building is empty when you leave.**

**You should notify a colleague of the time you expect to leave the building and inform them if this differs.**

**Any problems re: building, alarm etc must be reported to a Director.**

**You should always ensure that we are aware of the address of the client you are meeting and the time and expected duration of the meeting. You ensure that you have notified your Line Manager of the details in advance of your visit.**







**GENERAL TERMS OF EMPLOYMENT, INFORMATION AND PROCEDURES**

**A) CHANGES IN PERSONAL DETAILS**

You must notify us of any change of name, address, telephone number, etc., so that we can maintain accurate information on our records and make contact with you in an emergency, if necessary, outside normal working hours.

**B) OTHER EMPLOYMENT**

If you already have any other employment or are considering any additional employment you must notify us so that we can discuss any implications arising from the current working time legislation. Please note that employment on behalf of any other company engaged in lift engineering will not be tolerated under any circumstances, and will be considered as gross misconduct. Unauthorised use of company vehicles in respect of any other employment is a disciplinary matter.

**C) TIME OFF**

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons. Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of your Line Manager and will normally be without pay.

**D) BEREAVEMENT LEAVE**

In the event of the death of a close relative (e.g. spouse, child, parent, brother, sister, grandparent) you will be accorded two days leave with pay, by the agreement of your Line Manager. Any further time required shall either be taken as part of your annual holiday entitlement or un-paid leave, at the discretion of the Managing Director

**E) TRAVEL EXPENSES**

We will reimburse you upon production of receipts, for costs involved whilst travelling in company vehicles on our business. Details of which will be issued separately.

**F) COMMUNICATIONS**

All authorised notices displayed are expected to be read and observed. We will try to keep you informed about items of interest by means of our notice board. You should use this, if you wish (with permission), to promote any particular item of interest to other employees.

**G) EMPLOYEES' PROPERTY**

We do not accept liability for any loss of, or damage to, property which you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

**H) LOST PROPERTY**

Articles of lost property should be handed to your Line Manager who will retain them whilst attempts are made to discover the owner.

**I) MAIL**

All mail received by us will be opened, including that addressed to employees. Private mail, therefore, should not be sent care of our address. No private mail may be posted at our expense except in those cases where a formal re-charge arrangement has been made.







## INDEPENDENT LIFT SERVICES LTD

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### J) USE OF TELEPHONES AND PAGERS

Telephones are essential for our business. Personal telephone calls are allowed only in the case of emergency and with the prior permission of your Line Manager. Mobile telephones are issued for the specific purpose of the Company's business and must not be used for private use; all private calls may be recharged to the individual. The use of a mobile telephone should be kept to a bare minimum in accordance with Health and Safety recommendations. Any telephones, pagers etc. must be left on during all working periods and when on standby. You must endeavor to answer the phone during working hours and whilst on 'standby'. When this is not possible you must call back as soon as possible.

It is illegal to use a mobile phone whilst driving (without a hands free set). It is our company policy that if you do not have a company fitted hands free kit (or one that the company can verify is suitable) you should not use any mobile phones whilst driving. You should pull over to the side of the road in an appropriate place before making or receiving any telephones calls. In the event of you being unable to pick up a call because you cannot find a safe place to stop, you must return the call as soon as conveniently possible.

### M) CAR INSURANCE

If you are using your own car for business purposes, you must ensure that your car insurance provides adequate cover. Proof of adequate insurance, Driving Licence, Tax and an MOT Certificate must be produced for scrutiny by the Organisation, upon renewal and at any time when so requested.

### N) FINES

We will not be held responsible for any fines (e.g. parking, speeding, congestion charges etc.) incurred by you whilst working for us. If we receive the summons on your behalf, we may pay the fine and deduct the cost from any monies owing to you. This is an express written term of your contract of employment.

The company automatically pays for congestion charges for all company vehicles. However, if you are driving a hired or leased vehicle and travel into a congestion charge zone, it is your responsibility to ensure you have paid for entering these areas. Failure to do so will result in the company being charged for the cost of any fines. We will pass those charges onto the driver responsible and if not paid within 10 days we will make the deductions from any pay owing to you. This is an express written term of your contract of employment.

Furthermore, if you repeatedly generate fines during execution of your job we may take disciplinary action against you.

### O) DRIVING LICENCE

If it is a requirement of your job duties that you possess a current driving licence, the loss of such a licence as a result of a motoring conviction or on health grounds, may, if we are unable to provide suitable alternative employment, lead to the termination of your employment. You are required, wherever requested, to produce your driving licence for our inspection at any time when so requested.

### P) IDENTITY CARDS

Engineers must carry their identity cards during working hours and produce them on request.





## INDEPENDENT LIFT SERVICES LTD

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### Q) CLIENT RELATIONS

Our business involves the provision of services to clients and some of our employees are employed to perform work on behalf of those clients, sometimes on the client's own premises. Because of this relationship, our clients may, on rare occasions, require that such an employee be removed from a job in accordance with their contract with us. In such circumstances we will investigate the reasons for such requests. However, if our client maintains their stance we will then take all reasonable steps to ensure that alternative work is provided. If this is not possible we may have no alternative but to terminate such an individual's employment. This procedure is separate from any concurrent disciplinary matter that may need to be addressed.

### R) CONDUCT

Employees are expected to act whole heartedly in the interests of the Organisation at all times. Any conduct detrimental to its interests or its relations with its customers, suppliers, the general public, or damaging to its public image shall be considered to be a breach of the Organisation's rules.







### MAKING A PROTECTED DISCLOSURE

#### A) INTRODUCTION

1. Under certain circumstances, employees have legal protection if they make disclosures about organisations for whom they work. These employees are commonly referred to as 'whistle blowers' and their activities have often received wide publicity in the media.
2. An employee who believed, for example, that organisations were disposing of toxic waste illegally may have 'blown the whistle' directly to the press or television, perhaps because of concern for the environment, a belief that the organisation would attempt a 'cover-up' if asked to stop, or for financial gain.
3. Employees, who blew the whistle on organisations, were often treated detrimentally by them or their engagements were terminated. This discouraged employees from whistle blowing even where such action would be for the good of the public. The legislation is designed to protect employees from suffering any detriment or termination of engagement for whistle blowing.

#### B) QUALIFYING DISCLOSURES

1. Certain disclosures are prescribed by law as 'qualifying disclosures'. Disclosures are qualifying disclosures where it can be shown that the company commits a 'relevant failure' by:-
  - a. committing a criminal offence;
  - b. failing to comply with a legal obligation;
  - c. a miscarriage of justice;
  - d. endangering the health and safety of an individual;
  - e. environmental damage; or
  - f. concealing any information relating to the above.
2. These acts can be in the past, present or future, so that, for example, a disclosure qualifies if it relates to environmental damage that has happened, is happening, or is likely to happen.

#### C) THE PROCEDURE

1. If you so wish you should in the first instance report any concerns you may have to your Manager who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the Police, the Environment Agency, Health and Safety Executive or Social Services Department.
2. If you do not report your concerns to your Manager you may take them direct to the appropriate organisation or body.

#### D) GENERAL NOTES

1. The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your contract terminated for 'whistle blowing' and we take very seriously any concerns which you may raise under this legislation.
2. We encourage you to use the procedure if you are concerned about any wrong doing at work. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of engagement or such lesser disciplinary sanction as may be appropriate in the circumstances.







### CAPABILITY AND CAPABILITY DISMISSAL PROCEDURES

#### A) INTRODUCTION

We recognise that during your employment with us your capability to carry out your duties may deteriorate. This can be for a number of reasons, the most common ones being that either the job changes over a period of time and you fail to keep pace with the changes, or you change (most commonly because of health reasons) and you can no longer cope with the work.

#### B) JOB CHANGES/GENERAL CAPABILITY ISSUES

1. If the nature of your job changes or if we have general concerns about your ability to perform your job we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.
2. If your standard of performance is still not adequate you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.
3. If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on our organisation or reputation, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.
4. If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

#### C) PERSONAL CIRCUMSTANCES/HEALTH ISSUES

1. Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (e.g. a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice. Under normal circumstances this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.
2. There may also be personal circumstances which prevent you from attending work, either for a prolonged period(s) or for frequent short absences. Under these circumstances we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with us in your current role or, where circumstances permit, in a more suitable role.

#### D) SHORT SERVICE STAFF

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing and you will have the right to appeal.





### **DISCIPLINARY AND DISCIPLINARY DISMISSAL PROCEDURES**

#### **A) INTRODUCTION**

1. It is necessary to have a minimum number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals, where they are failing to meet the required standards, and not be seen merely as a means of punishment. **We reserve the right to amend these rules and procedures where appropriate.**
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. The following rules and procedures should ensure that:-
  - a. the correct procedure is used when **requiring you to attend** a disciplinary hearing;
  - b. you are fully aware of the standards of performance, action and behaviour required of you;
  - c. disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
  - d. you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on full pay may be necessary in order that an uninterrupted investigation can take place. This must not be regarded as disciplinary action or a penalty of any kind;
  - e. other than for an "off the record" informal reprimand, you have the right to be accompanied by a fellow employee at all stages of the formal disciplinary process;
  - f. you will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct; and
  - g. if you are disciplined, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

#### **B) DISCIPLINARY RULES**

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and gross misconduct shown in this handbook, a breach of other specific conditions, procedures, rules etc. **that are contained within this handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.**







**C) RULES COVERING UNSATISFACTORY CONDUCT AND MISCONDUCT**

(These are examples only and not an exhaustive list.)

You will be liable to disciplinary action if you are found to have acted in any of the following ways:-

- a. failure to abide by the general health and safety rules and procedures;
- b. smoking in designated non smoking areas;
- c. consumption of alcohol during working hours;
- d. persistent absenteeism and/or lateness;
- e. unsatisfactory standards or output of work;
- f. rudeness towards customers, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- g. failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- h. unauthorised use of E-mail and Internet;
- i. failure to carry out all reasonable instructions or follow our rules and procedures;
- j. unauthorised use or negligent damage or loss of our property;
- k. failure to report immediately any damage to property or premises caused by you;
- l. use of our vehicles without approval or the private use of our commercial vehicles without authorisation;
- m. failure to report any incident whilst driving our vehicles, whether or not personal injury or vehicle damage occurs;
- n. if your work involves driving, failure to report immediately any type of driving conviction, or any summons which may lead to your conviction;
- o. Carrying unauthorised goods or passengers in our commercial vehicles or the use of our vehicles for personal gain; and
- p. loss of driving licence where driving on public roads forms an essential part of the duties of the post.







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### **D) SERIOUS MISCONDUCT**

1. Where one of the unsatisfactory conduct or misconduct rules has been broken and if, upon investigation, it is shown to be due to your extreme carelessness or has a serious or substantial effect upon our operation or reputation; you may be issued with a final written warning in the first instance.
2. You may receive a final written warning as the first course of action, if, in an alleged gross misconduct disciplinary matter, upon investigation, there is shown to be some level of mitigation resulting in it being treated as an offence just short of dismissal.

### **E) RULES COVERING GROSS MISCONDUCT**

(These are examples only and not an exhaustive list.)

You will be liable to summary dismissal if you are found to have acted in any of the following ways:-

- a. grossly indecent or immoral behaviour, deliberate acts of unlawful discrimination or serious acts of harassment;
- b. dangerous behaviour, fighting or physical assault;
- c. incapacity at work or poor performance caused by intoxicants or drugs;
- d. possession, supply or use of illicit drugs;
- e. deliberate falsification of any records (including time sheets, absence records and so on, in respect of yourself or any fellow employee);
- f. undertaking private work on the premises and/or in working hours without express permission;
- g. working in competition with us;
- h. taking part in activities which result in adverse publicity to ourselves, or which cause us to lose faith in your integrity;
- i. theft or unauthorised possession of money or property, whether belonging to us, another employee, or a third party;
- j. destruction/sabotage of our property, any property on the premises;
- k. serious breaches of health and safety rules (including those within the Employee Safety Handbook) that endanger the lives of or may cause serious injury to employees or any other person;
- l. interference with or misuse of any equipment for use at work that may cause harm;
- m. gross insubordination and/or continuing refusal to carry out legitimate instructions;
- n. abuse of the personal harassment policy; and
- o. abuse of the protected disclosure provisions.





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### F) DISCIPLINARY PROCEDURE

1. Disciplinary action taken against you will be based on the following procedure:-

OFFENCE	FIRST OCCASION	SECOND OCCASION	THIRD OCCASION	FOURTH OCCASION
UNSATISFACTORY CONDUCT	Formal verbal warning	Written warning	Final written warning	Dismissal
MISCONDUCT	Written warning	Final written warning	Dismissal	
SERIOUS MISCONDUCT	Final written warning	Dismissal		
GROSS MISCONDUCT	Dismissal			

2. We retain discretion in respect of the disciplinary procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal but you will retain the right to a disciplinary hearing and you will have the right of appeal.
3. If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.
4. In all cases warnings will be issued for misconduct, irrespective of the precise matters concerned, and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings are not heeded.







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### G) DISCIPLINARY AUTHORITY

The operation of the disciplinary procedure contained in the previous section is based on the following authority at the various levels of disciplinary action.

#### PERSON AUTHORISED TO TAKE DISCIPLINARY ACTION IN THE CASE OF:

	MANAGEMENT	OTHER EMPLOYEES
Formal verbal warning	Managing Director	Manager
Written warning	Managing Director	Manager
Final written warning	Managing Director	Manager
Dismissal	Managing Director	Managing Director

### H) PERIOD OF WARNINGS

#### 1. Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a 12 month period.

#### 2. Written warning

A written warning will normally be disregarded for disciplinary purposes after a 12 month period.

#### 3. Final written warning

A final written warning will normally be disregarded for disciplinary purposes after a 12 month period.

### I) GENERAL NOTES

1. If you are in a supervisory or managerial position then demotion to a lower status may be considered as an alternative to dismissal except in cases of gross misconduct.

2. In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for gross misconduct) may be considered by the person authorised to dismiss.

3. Gross misconduct offences will result in dismissal without notice.

4. You have the right to appeal against any disciplinary action.







**CAPABILITY/DISCIPLINARY APPEAL PROCEDURE**

1. You have the right to lodge an appeal in respect of any capability/disciplinary action taken against you.
2. If you wish to exercise this right you should apply either verbally or in writing to the person indicated in your individual Statement of Main Terms of Employment.
3. It may be necessary, because of the size of our organisation, for the appeal to be heard by the person who took the original action and it is therefore important that your appeal gives details of why the penalty imposed is either too severe, inappropriate or unfair in the circumstances.
4. If you are appealing on the grounds that you have not committed the offence, it may be necessary for the person conducting the appeal to have a complete re-hearing so that there can be a reappraisal of all matters before a decision is made to grant or refuse the appeal.
5. You may be accompanied at the appeal hearing by a fellow employee of your choice and the result of the appeal will be made known to you in writing, normally within five working days after the hearing. This is the final stage of the appeal process.





## GRIEVANCE PROCEDURE

1. It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which such a grievance can be aired and, where appropriate, resolved.
2. Nothing in this procedure is intended to prevent you from informally raising any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.
3. You have the right to be accompanied at any stage of the procedure by a fellow employee who may act as a witness or speak on your behalf to explain the situation more clearly.
4. If you feel aggrieved at any matter relating to your work (except personal harassment, for which there is a separate procedure following this section), you should first raise the matter with the person specified in your Statement of Main Terms of Employment, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten working days of the meeting, including your right of appeal.
5. If you wish to appeal you must inform your Manager within five working days. You will then be invited to a further meeting, which you must take all reasonable steps to attend. As far as reasonably practicable, the company will be represented by a more senior manager than attended the first meeting (unless the most senior manager attended that meeting).
6. Following the appeal meeting you will be informed of the final decision, normally within ten working days, which will be confirmed in writing.







## PERSONAL HARASSMENT POLICY AND PROCEDURE

### A) INTRODUCTION

1. Many people in our society are victimised and harassed as a result of their race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.
2. Personal harassment takes many forms ranging from tasteless jokes and abusive remarks to pestering for sexual favours, threatening behaviour and actual physical abuse. Whatever form it takes, personal harassment is always taken seriously and is totally unacceptable.
3. We recognise that personal harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by interfering with their job performance or by creating a stressful, intimidating and unpleasant working environment.

### B) POLICY

1. We deplore all forms of personal harassment and seek to ensure that the working environment is sympathetic to all our employees.
2. We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.
3. We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

### C) EXAMPLES OF PERSONAL HARASSMENT

1. Personal harassment takes many forms and employees may not always realise that their behaviour constitutes harassment. Personal harassment is unwanted behaviour by one employee towards another and examples of harassment include:
  - a. insensitive jokes and pranks;
  - b. lewd or abusive comments about appearance;
  - c. deliberate exclusion from conversations;
  - d. displaying abusive or offensive writing or material;
  - e. unwelcome touching; and
  - f. abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of personal harassment.







### D) COMPLAINING ABOUT PERSONAL HARASSMENT

#### 1. Informal complaint

We recognise that complaints of personal harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper. This person cannot be a Director, who will be responsible for investigating the matter if it becomes a formal complaint.

If you are the victim of minor harassment you should make it clear to the harasser on an informal basis that their behaviour is unwelcome and ask the harasser to stop. If you feel unable to do this verbally then you should hand a written request to the harasser, and your confidential helper can assist you in this.

#### 2. Formal complaint

Where the informal approach fails or if the harassment is more serious, you should bring the matter to the attention of a Director as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the harassment so that the written complaint can include:-

- a. the name of the alleged harasser;
- b. the nature of the alleged harassment;
- c. the dates and times when the alleged harassment occurred;
- d. the names of any witnesses; and
- e. any action already taken by you to stop the alleged harassment.

On receipt of a formal complaint we will take action to separate you from the alleged harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged harasser to another work area or suspension with pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a draft report of the findings and of the investigator's proposed decision will be sent, in writing, to you and to the alleged harasser.

If you or the alleged harasser are dissatisfied with the draft report or with the proposed decision this should be raised with the investigator within five working days of receiving the draft. Any points of concern will be considered by the investigator before a final report is sent, in writing, to you and to the alleged harasser. You have the right to appeal against the findings of the investigator in accordance with the appeal provisions of the grievance procedure.





## **EQUAL OPPORTUNITIES POLICY**

### **A) STATEMENT OF POLICY**

1. We recognise that discrimination is unacceptable and although equality of opportunity has been a long standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.
2. The aim of the policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, gender, marital status, sexual orientation, gender reassignment, age or disability.
3. We will ensure that the policy is circulated to any agencies responsible for our recruitment and a copy of the policy will be made available for all employees and made known to all applicants for employment.
4. The policy will be communicated to all private contractors reminding them of their responsibilities towards the equality of opportunity.
5. The policy will be implemented in accordance with the appropriate statutory requirements and full account will be taken of all available guidance and in particular any relevant Codes of Practice.
6. We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

### **B) RECRUITMENT AND SELECTION**

1. The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.
2. Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.
3. Job descriptions, where used, will be revised to ensure that they are in line with our equal opportunities policy. Job requirements will be reflected accurately in any personnel specifications.
4. We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.
5. We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.
6. All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.
7. All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.
8. Short listing and interviewing will be carried out by more than one person where possible.







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9. Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.
10. We will not disqualify any applicant because he/she is unable to complete an application form unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the job.
11. Selection decisions will not be influenced by any perceived prejudices of other staff.

### **C) TRAINING AND PROMOTION**

1. Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.
2. All promotion will be in line with this policy.

### **D) MONITORING**

1. We will maintain and review the employment records of all employees in order to monitor the progress of this policy.
2. Monitoring may involve:-
  - a. the collection and classification of information regarding the race in terms of ethnic/national origin and gender of all applicants and current employees;
  - b. the examination by ethnic/national origin and gender of the distribution of employees and the success rate of the applicants; and
  - c. recording recruitment, training and promotional records of all employees, the decisions reached and the reason for those decisions.
3. The results of any monitoring procedure will be reviewed at regular intervals to assess the effectiveness of the implementation of this policy. Consideration will be given, if necessary, to adjusting this policy to afford greater equality of opportunities to all applicants and staff.







## INDEPENDENT LIFT SERVICES LTD

### TERMINATION OF EMPLOYMENT

#### A) RETIREMENT

The normal age for retirement is 65, and it is our policy for employees to retire at the end of the week in which their 65th birthday falls.

#### B) TERMINATING EMPLOYMENT WITHOUT GIVING NOTICE

If you terminate your employment without giving or working the required period of notice, as indicated in your individual statement of main terms of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you. This is an express written term of your contract of employment.

#### C) RETURN OF VEHICLES

On termination of your employment you must return your company vehicle to our premises. Failure to return the vehicle will result in the cost of its recovery being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

#### D) RETURN OF OUR PROPERTY

On the termination of your employment you must return all Company clothing and our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding to you. This is an express written term of your contract of employment.

#### E) GARDEN LEAVE

Once either side has given notice of termination of employment, we may, at any time and for any period, require you to cease performing your job and/or exclude you from entering any of our premises. During such period of garden leave, we will continue to pay your wage/salary and provide all benefits that form part of your contract of employment.

Please sign below as proof of its issue & your understanding of the Employee Handbook of INDEPENDENT LIFT SERVICES LTD

**This section must be returned to your 'Line Manager' upon completion**

*I confirm that I have received the Employee Handbook and agree to its contents.*

*Name*.....*Sign*.....

*Date*.....

*Department*.....

