

## 4C TECHNICAL AND PROFESSIONAL ABILITY

4C.1 *For public works contracts only, please provide relevant examples of works carried out in the past five years as specified in the Contract Notice:*

**Contractor 1** (???) is a leading provider of gas services and reactive repairs, together with ad-hoc boiler and full system renewal contracts to the public sector and has a wealth of experience in Scotland.

- ?? Housing Association
- ?? Council
- ?? Council
- ?? Housing Association
- ?? Council
- ?? Property Services

To demonstrate our relevant experience further, we have listed below further information on two similar contracts:

- ?? Council
- ?? Housing Association

The descriptions of the ?? contracts are supported by a client reference are attached

As a contractor who currently works with Test HA we are fully aware to the complexities and issues surrounding the offering a service to Test customers. We currently work with a range of customers with disabilities from mild learning difficulties to more profound learning difficulties, physical difficulties and mental health issues. We understand and know the process behind working with support staff interacting with support staff and taking direction from them, working collaboratively to get a solution of the customer no matter the cost. We often work with support staff around the special circumstances or requirements within or around the properties to get the works complete with as little disruption and change for the norm as possible.

**?? Council**

**Role & Tasks undertaken**

Provision of Annual Servicing, All inclusive Repairs & Maintenance Contract for Gas Appliances, Solar Technology, Hot Water Systems and Air Source Heat Pumps in Domestic Council Properties in ?? including 24 Hour Call Out Service.

**Experience gained**

We were successfully awarded this contract and ??? Council advised ??? on 4 August 2016 that the contract was due to commence on 1 September 2016. We were able to use our extensive previous experience of working with local government(s) in similar contracts covering many properties and significant areas like the geographical spread of the ??? district(s) plus we TUPE'd over the gas team from the previous contractor which ensured smooth and seamless transition. We are now expanding our capability to cover not only gas works but Solar Technology (currently sub-contacted but from February 2019 will be done in-house) and Air Source Heat Pumps.

**Outcome**

The mobilisation period was a short period of only three weeks which we successfully achieved and were in a position to commence on 1 September 2016. We have since been awarded further additional works by ??? Council working with SGN to make meter box alternations and related works including flue extension to allow ??? Council to complete external cladding works to circa 40 properties.

**Benefits & Lessons learned in delivering the works**

The work has been undertaken without using significant sub-contractors, no gas work has been sub-contracted and we are looking to offer more services as we good forward including Air Source Heat Pumps. ??? Council contract have benefitted from the efficiencies for our technology updates updated i.e. PDA's, vehicle trackers, electronic data transfer, and client live web portal etc. We have a dedicated, knowledgeable and fully qualified workforce where we employ locally and provide a dedicated 24/7 helpdesk

The timescales to commence this contract were exceptionally tight. However we were confident that we would and did meet this. We are proud that through our extensive experience, available resources, TUPE employees, IT Systems, PPE, vehicles and paperwork was in all place by 1st September 2014. One Test lesson was that the client was not able to supply complete up to date data and we communicated daily with the client but on reflection“ bedding in period/formal weekly contract review meeting” may have been more advantageous.

**KPIs**

In August we achieved 94.81% attendance to repairs and maintenance visits within allocated time – 87.35% year to date.

**Role & Tasks undertaken**

Provision of Annual Servicing, All inclusive Repairs & Maintenance Contract for Gas Heating systems in 1680 Domestic Properties in ?? including 24 Hour Call Out Service.

This contract involves the provision of annual services, responsive maintenance and installation for central heating to 1640 domestic and commercial installations. These include a sheltered housing complex and woman's refuge. We have also carried out an Internal Wall Insulation contract for ??? HA. We provide support for this contract from our fully manned 24-hour call centre.

Our engineers all use handheld tablets to provide real time updates to our system. We also produce electronic CP12s, leaving CP12 receipt with tenant and full CP12 sent to ??? HA next day via secure Drop Box.

??? HA have direct access to our Work Management System via a Web based portal which is updated real time by our office and field staff. This has been tailored to the client's specific requirements and lists all services/repairs carried out/planned and has the facility to generate various reports including completed breakdown/ASV, ASV no access and out of hours.

The engineers working on this contract are solely dedicated to this contract and are provided with a van stock specific to the boiler stock of ??? HA. By having engineers based in the local area, we ensure that all jobs are reachable within the 2-hour emergency response time. The specific van stock also increases our first-time fix rate.

We have 6 years' experience working on this contract which has enabled us to focus on Test areas, improve service levels and communication for all parties whilst managing costs. This has provided ??? HA with increased benefits without ever increasing costs. ??? have helped the Association reduce their carbon footprint by ensuring the stock is maintained to a very high level. The replacement of old inefficient boilers with energy efficient condensing boilers have also helped reduce the fuel consumption and energy bills for their tenants. As part of the recent IWI project, we also employed 2 local individuals (previously unemployed) to carry out this work, 1 of whom gained long term employment on completion of this project.

We work with ??? HA to identify vulnerable tenants (including elderly, physical disabilities, mental health issues) and their concerns and provide a service in line with any additional requirements. We have utilised our Tenant Liaison Officer throughout the contract to provide additional support where required. We also have a female engineer who is used within the Women's Refuge complex. Within our WMS we hold access passwords for our customers and encourage their use. We liaise with support staff, carers, housing officers and family members where required prior to, during and after any work carried out.

We produce various reports to the Association to enable monitoring of KPIs both by us and by the Association independently. We have worked with the Association to meet the challenging and demanding reporting requirements of the Scottish Housing Regulator. We consistently exceed the service level requirements set out in this contract and continue to do so.

**KPI's/CSS Results:**

Average time to complete emergency repair – 1.58 hours (Target: 2 hours)

%age of Emergency jobs attended within 2 hours – 100% (Target: 100%)

First Time Fix – 81% (Target: 80%)

Customer Satisfaction Results – 99.2% (Target: 97%)

4C.2 *Please provide details of the technicians or technical bodies the bidder can call upon, especially those responsible for quality control in relation to this procurement exercise:*

As a company, **Contractor 1 (???)** has all the relevant accreditation to carry out gas servicing, reactive repairs, ad-hoc boiler and full system renewal contracts, including Gas Safe and F Gas – copy of accreditations contained at the end of this question.

### **Technical Qualifications**

Test HA will be gas servicing and reactive repairs will be carried out by dedicated service engineers Scott Clapperton and Matthew Coyle.

#### **?? - Gas Services Engineer**

?? has over 30 years' experience working as a gas and heating services engineer, specialising in domestic properties.

#### *Test skills*

- Experienced in servicing and repairs
- Holds current gas tickets for domestic appliances
- Excellent communication skills, both written and verbal
- Disclosure Scotland certificate
- Hold full clean UK driving licence

#### *Qualifications / Training*

- City and Guilds in Mech Eng
- Gas Registration Card
- Asbestos Awareness
- CPA 1
- CENWAT
- CCN1
- CKR1
- HTR1

#### **?? - Gas Services Engineer**

?? is an experienced and highly skilled gas, plumbing and heating engineer with over 14 years' experience.

#### *Test skills*

- Highly experienced in heating and boiler installations, servicing boilers and fires
- landlords gas safety inspections, fault finding and repair
- Greendeal boiler installations
- Disclosure Scotland certificate

#### *Qualifications / Training*

- SVQ Mechanical Engineering Services Domestic Plumbing
- Asbestos Awareness
- Gas Registration Card
- Core Domestic Gas Safety
- CPA
- CENWAT
- CCN1
- CKR1
- HTR1
- Energy Efficiency Domestic Heating

Our core team of Scott and Matthew will be supported by all our full time and experienced engineers operating across Scotland. Our engineers are fully qualified in gas, heating, ventilation, air conditioning, mechanical, and electrical maintenance; many of whom are multi-skilled.

### Quality Control

??? has the following accreditations:

- ISO 9001:2008 Quality Management System
- ISO 14001:2004 Environmental Management System
- CHAS

Our Health, Safety, Environmental & Quality (HSEQ) policy is based on the principles of our ISO 9001 and 14001 accreditations.

We ensure compliance with all relevant legislation using a comprehensive set of documentation which we disseminate to staff via our Integrated Management Systems (IMS). Each document has been specifically designed to meet the criteria of the works being undertaken by ??? and to meet the client expectations. These are continually developed and reviewed.

The policy is supported by a comprehensive Integrated Management System (IMS), consisting of policies, procedures and standard operating procedures which assist in the company meeting the objectives HSEQ legislation.

Our goal for all projects is 'Zero-Defect Installations' our quality control process ensures that all remedial work if required is completed quickly and efficiently, to the pilot house standard, prior to handover to ensure handover is as programmed and agreed.

All projects have constant quality inspections and rigorous inspections throughout the project. We monitor quality on 3 levels,

1. In Action
2. Retrospectively
3. Independently

All qualitative issues are noted and recorded electronically on our 'Performance & Quality Database'. This way we can identify easily all the inspections that are completed throughout the project and rectify any issue early on the process. We highlight these issues and the expected level of performance and quality to all staff at our weekly Toolbox Talks, through our CPD programme and at 6 monthly appraisals and TNA for all operatives' site and office based. We furthermore highlight these issues as a 'Test Inspection Items' for further checks to monitor patterns and trends for future training requirements.

We are very focused on quality control and `customer satisfaction we put great importance in making sure we achieve this from inception to completion of the project. We regularly meet prior, during and after the completion of a contract with the Test project personnel, clients and stakeholders to assess any issues that may be raised and deal with these in a structured and controlled method that will demonstrates to our clients of our willingness to learn and commitment to continuous improvement.

*4C.4 - Please provide a statement of the relevant supply chain management and/or tracking systems used:*

### E- Management Systems

We have worked with our developers **MADE-UP** and developed and implemented a state of the art Business Management System called '**Made-up**'. This system **Made-up** is a highly developed and extremely user friendly system that allows a fully integrated, paper-free process for works, job lines, certification and all other documentation. The '**Made-up**' operating system has been tailored to suit our back office systems and client requires such as our MTC contract currently with Test.

Our '**Made-up**' operating system operates and ensures real-time information transfer and reporting. As a windows based software it can interface with all housing management systems and allow as much or as little interaction as is required, from full operation and booking of jobs to report viewer access for running real-time reports. Our system **Made-up** has the functionality to allow Secure Remote Access we currently have 3 'live' licences for client operatives in action using our **Made-up** system.

Our database allows us to track and monitor the visits of our Engineers and on receipt of a job request we can easily check and send an Engineer based upon an availability, skill and location. We also ascertain priority calls which ensure that the most urgent calls are sent to the Engineers PDA computer device, giving him all the details necessary for work to be carried out to satisfied completion. Once the task is complete the information is electronically sent back to our control advising if further visits or parts are required or of job is complete to satisfaction.

Our Job cards state the start and finish time, the Signature of the Engineer attending the visit and Materials used and work description. It also allows us to programme a further visit should the Engineer require parts etc. With our hand-held technology, we capture acceptance signatures, any customer feed-back - good or bad. Once this has been electronically returned to our control, information is assessed, stored and acted upon.

Because of our use of Handhelds (OnCall) for all engineers, our database is always up to date – to the second. Using the Client Application above you are able to use the system as free as we can or alternatively just view the progress of your calls as at that moment. This also applies to reporting, reports are run from our client access system (MK Query) the data is direct from our live system, therefore there is no delay in the information. "Real Time" database integration to the Handheld device also allows us to keep the engineer up to date with information should the client require to change job information at the last minute. On our we currently offer AM/ PM appointments which are then allocated and scheduled on our management system. We have recently developed an application which allows us to make these appointments while the tenant or client is on the phone to the contact centre.

Once the jobs are completed they are invoiced directly via **Made-up**, **Made-up** integartes with all windows based finance packages for accounting. Our system can print and we post the invocie or alternatively we prefer to batch and e-invoie to our customers at agreed intervals.

We can provide a Demo version of [made-upsoftware.com/field-service-management-software-made-up-service - demo](http://made-upsoftware.com/field-service-management-software-made-up-service-demo) if you want to see the system in action.

clik Remote (Customer/Clik Service)  
 (Priority Group)

Dashboard

Dashboard

0 All Jobs Scheduled for Today  
View Details

122 Active SLAs  
View Details

10 Jobs Complete Not Yet Invoiced  
View Details

0 Planned Work Delay  
View Details

0 Service Incidents Not Yet Today  
View Details

156 Invoice Pending  
View Details

Outstanding Jobs by Status

Outstanding Jobs by Category

Outstanding Jobs by Fault Code

Outstanding Jobs by Site

Customers Module

clik Remote (Customer/Clik Service)  
 (Priority Group)

Dashboard

Jobs

New Job

Print To

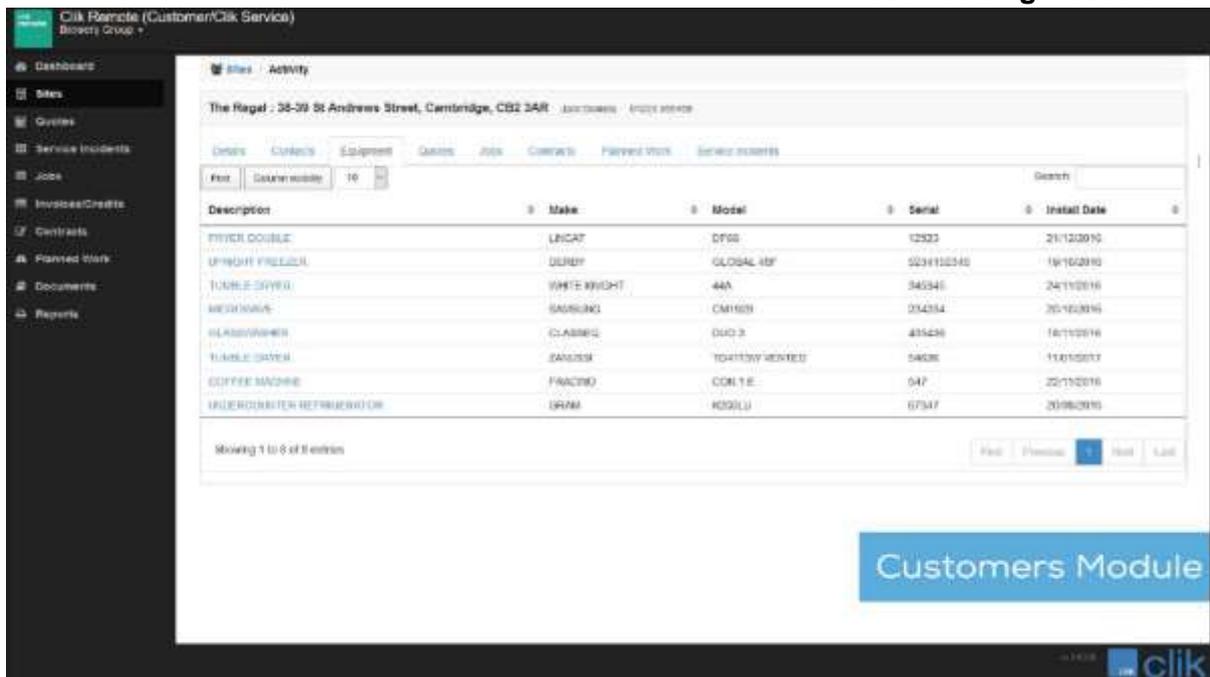
Dispatch: Outstanding Status: All Category: All Fault Code: All Invoiced: All

Per Page: 10 entries

Job No	Site	Start Date	End Date	Category	Status	Fault Code
1042	The Screen Stars	01/07/2014	01/07/2014	Misc	Awaiting Customer	P1
1385	The Knights Templar	28/06/2016	28/06/2016	Call Out	Complete	P1
1414	Head Office	01/07/2016	01/07/2016	Call Out	Awaiting Parts	P1
1571	The Fox on the Hill	04/07/2016	04/07/2016	Parts Supply	Awaiting Customer	P1
1589	The Screen Stars	04/07/2016	04/07/2016	Call Out	Awaiting Arrivals	P1
1446	Head Office	05/07/2016	05/07/2016	Call Out	Complete	P1
1588	Head Office	05/08/2016	05/08/2016	Call Out	Pending	P2
1072	The Screen Stars	05/08/2016	05/08/2016	Installation	Pending	P3
1027	The Knights Templar	11/08/2016	11/08/2016	Repair	Awaiting Parts	P4
1047	The Screen Stars	12/08/2016	12/08/2016	Call Out	Awaiting Parts	P1

Showing 1 to 10 of 62 entries

Customers Module



## Our System - Overview

Our '**Made-up**' operating system operates and ensures real-time information transfer and reporting. As a windows based software it can interface with all housing managements systems and allow as much or as little interaction as is required, from full operation and booking of jobs to report viewer access for running real-time reports. A simple job process is summarised below,

1. Customer communicates the fault,
2. Office operative inputs the details to the works order,
3. Order is transferred electronically to the PDA of most geographically appropriate & best skilled operatives, this includes review current van stock,
4. Operative accepts the job, and the system gives and Estimated Time of Arrival (ETA) to the customer,
5. Engineer attends site,
6. Work are completed,
7. Works order is completed and signed by the customer, date stamped,
8. CSS is completed and signed by the customer, date stamped,
9. PDA communicates to office and order completion is automatically sent to the main server,
10. Client receives the certificate or completed works order via secured PDF format every 15 mins or specific time periods as requested 1hr, every 2hrs etc.

Our database allows us to track and monitor the visits of our Engineers and on receipt of a job request we can easily check and send an Engineer based upon an availability, skill and location. We also ascertain priority calls which ensure that the most urgent calls are sent to the Engineers PDA computer device, giving him all the details necessary for work to be carried out to satisfied completion. Once the task is complete the information is electronically sent back to our control advising if further visits or parts are required or of job is complete to satisfaction.

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## **Test Housing Association**

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## Test Housing Association

4C.6.1 The following educational and professional qualifications are held by its managerial staff:

Highlighted below are the main qualifications for all managers involved in the Test HA gas service and reactive repairs and ad-hoc boiler and full system renewal contracts.

??, Managing Director	
	<ul style="list-style-type: none"> <li>• HNC Electrical Contract Management</li> <li>• CCN1</li> <li>• CPA1</li> <li>• CENWAT</li> <li>• CKR1</li> <li>• HTR1</li> <li>• BIFM</li> <li>• CSCS Black Card</li> </ul>
	<ul style="list-style-type: none"> <li>• DHPS</li> <li>• Electrical Awareness Course</li> <li>• Gas Registration Card</li> <li>• CCN1</li> <li>• CENWAT</li> <li>• CKR1</li> <li>• HTR1</li> <li>• UHW</li> <li>• PART L</li> <li>• WB2014</li> <li>• STHWS</li> <li>• Asbestos Awareness</li> <li>• Safe Isolation Procedures</li> <li>• Toolbox Talk Safe2Start Training</li> <li>• COSSH Awareness Toolbox Talk</li> <li>• Values &amp; Behaviours</li> </ul>

Project / Minor Works	
	<ul style="list-style-type: none"> <li>• City &amp; Guilds Part One</li> <li>• City &amp; Guilds Part Two</li> <li>• Design and Verification of Electrical equipment</li> <li>• ECDL Certificate</li> <li>• ECS Health and safety Assessment</li> <li>• I E E 15th EDITION</li> <li>• Iosh Managing Safety</li> <li>• Certificate of Attendance For Heat Pump Assessment Course</li> <li>• Emergency Lighting Course</li> <li>• First Aid at Work</li> <li>• In Service Inspection &amp; testing of Electrical Equipment</li> <li>• Inspection &amp; Testing of Electrical Installation BS 7671</li> <li>• Periodic Inspection and Testing of the Electrical Installations to BS7671</li> <li>• Qualified Supervisor</li> <li>• Requirements for Electrical Installations To BS 7671</li> <li>• Scottish Building Standards (Electrical installations)</li> </ul>

**Test Housing Association**

	<ul style="list-style-type: none"><li>• Site Manager Safety Training Course (5 days )</li><li>• Testing and Inspection BS 7671</li><li>• Verification of Electrical Installations to BS 7671</li><li>• CSCS Card</li></ul>
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*4C.7 Please provide details of the environmental management measures which the bidder will be able to use when performing the contract:*

As an ISO 14001:2015 accredited organisation we take our responsibilities and commitment to the environment and recycling very seriously and treat it with the consideration required to meet and exceed our environmental targets. Our approach to the environment and sustainability has long been developed; we consider very carefully the environment to make responsible choices throughout the life of a contract and select materials that are clearly identifiable from sustainable sources.

We look for and use where possible innovative and energy efficient machinery and processes on-site and off-site to reduce energy use, and Co2 emissions, within a project. We undertake all our own recycling at our head office in ?? for all waste removal, on-site & off-site recycling and reuse of materials on other projects. Our ISO 14001:2015 certificate & Sustainable Procurement Policy & Corporate Social Responsibility Policy can be provided and they supplement our internal processes.

### **Waste Management**

All waste will be taken off site daily for correct disposal. This waste will consist of old boilers, old pipework/fittings. These will then be disposed of in the correct manner and waste consignment notes will be issued on completion.

Waste stored safely and securely at all times in vehicle during transportation to site waste containers. Caution to be taken when putting waste into designated skips/containers. Safety footwear (EN345) must be worn. Hard wearing gloves (EN388) to be worn when handling fragile, broken materials or objects with sharp or rough edges.

### **Contractor 1 Recycling Capabilities**

Our strategic site service all the installation contracts **Contractor 1** complete across the whole of Scotland minimising transport costs and reducing our carbon footprint. Working in partnership with all our supply chain partners we segregate and recycle all waste generated from our manufacturing process, as well as all waste from our installation/maintenance/upgrade process. All materials, including but not limited to, tiles, slate, felt, plywood, broken/ surplus glass, general metal, aluminium, PVC, timber, brick, stone, masonry, cardboard, paper, polythene, drinks cans, food cans and plastic bottles. In addition to this we now undertake recycling for food waste for all our office employees. The integration of our own recycling facility into our factory and on-site works processes reduces waste on-site and ensures that all materials that can be recycled are recycled.

We have ambitious recycling targets, our target for 2017 was 61% and we achieved 61.61%, our target for 2018 is 65% and we are currently at 66.09%. This ultimately improves efficiencies, reduces costs and leads to a compliant, corporate and socially responsible business and in-turn project. We have ambitious Co2 reduction targets within our business KPI's as a whole and in turn each project we undertake needs to ensure minimum Co2 emissions through construction and whole life.

4C.9 *Please provide details of relevant tools, plant or technical equipment available to you in relation to this procurement exercise:*

**Contractor 1 (???)** has its own Stores, Plant & Equipment department which manages all aspects of plant and equipment from internal requests from engineers to contract managers for additional plant and equipment on any contract or project when required to calibration and Portable Appliance Testing each item of equipment is logged and tracked on our CRM system.

### **Van Stock & Parts Available**

We provide our mobile engineers with the right equipment in order for them to perform their tasks with optimum efficiency. This often involves investment in new machinery that increases productivity rates, is more energy efficient or uses fewer chemicals. We have all the necessary plant and technical equipment in-house to deliver this contract; this will be supplied and managed utilising our in-house stores department.

??? stores based in ?? store holds a large stock of commonly used parts, in addition to the consumable items that our mobile engineers carry in their vans. We ensure that all mobile engineers carry the required van stock. This can be tailored to suit the specific requirements of the installed assets within the Test Housing Association contract.

Every ??? has a dedicated vehicle which bears the company name and logo. Each engineer is required to carry out regular routine checks as they would with their own car. Checklists are provided by the company and these are returned to line management in order for any immediate or planned repairs to be sanctioned.

All our engineer's vans are fully stocked with the supplies which they will require for the planned maintenance activities that they have been allocated. Our vans stock levels are periodically checked and reviewed to ensure that our engineers are carrying the correct level of parts/materials with them including fire fighting and first aid equipment which are regularly tested maintained by an external service provider.

### **Strategic Spares**

During the mobilisation period ??? will, in conjunction with Test HA, assess the critical support systems and identify a schedule of recommended spares to be retained on site and in the vans of our dedicated engineers, many repairs can, therefore, be a first time fix. Our initial priority during the contract mobilisation period will be to identify existing stocks that will transfer to ??? to ascertain a clear and concise picture of your current levels and if any additional items need to be purchased.

As part of this contract we will undertake a comprehensive stock checking exercise every 6 months for all spares and common uses spares both held on each site (if applicable) and in our stores units.

### **Tools & Test Equipment**

??? allocates every engineer with the following tools and test equipment:

- Tightness Test Equipment including digital gauge and/or water manometers
- Flue gas analyser
- Electrical Multi-meter
- Stopwatch
- Smoke matches & pellets
- Leak detection fluid
- Temporary continuity bond
- Personal electrical lock out kit
- Voltage indicator
- Vacuum cleaner
- Electronic gas detector

### *Typical Spares*

A typical list of day to day spares will include:

- Personal Protective Equipment
- Pumps
- Thermostats
- Motorised Valves
- 3A Fuses
- Printed Circuit Boards
- Fans
- Vessels
- Mechanical seals
- Gas burners
- Oils and greases
- Cleaning Materials

### **Approved Suppliers and Manufacturers**

**Contractor 1 (???)** has the ability through our approved suppliers to source and receive materials within 24 hours for items such as: burners, filters, gaskets, seals, probes, thermostats and most common parts that are required for any Mechanical & Electrical plant. Our supply chain partner can access any parts required with over 95% stock availability either same day or next day delivery. They also hold the top one hundred components used locally within their systems to ensure the minimum delay in us completing non-urgent repairs.

??? engineers when ordering materials will initially contact the nearest Test supplier checking relevant materials are in stock and available for collection to allow them to complete the required works. If a delivery function was available from our Test supplier the materials would be delivered to the location, failing this the engineer would continue to arrange via other operatives to be delivered or collected by himself.

All plant and equipment are on an asset register that the engineer maintains and updates. We also have a contract agreement with HILTI to provide compliant tools. Each mobile engineer is equipped with all necessary items of equipment to allow them to carry out their day to day tasks including hand held tablets. Our branch network extends throughout Scotland allowing a flexible approach to be adopted wherever our clients are located. For example our Gas Engineers are equipped with calibrated equipment which includes; Gasco Seeker, Combustion Analyser, Digital Thermometer, Electrical Multimeter and a Digital Manometer flow rate cup. This equipment is re-calibrated as per the manufacturer's guidelines. ??? has a dedicated plant maintenance engineer who maintains, calibrates and repairs plant and equipment.

Should we be successful in this procurement exercise on contract commencement we would include within the contract document the locations of all trade centres that we can utilise with the regions.

### **Typical PPE & Tools**

- 2 x Trousers Mash Hammer
- 3 x T-Shirts
- 2 x Jumpers
- 1 x Fleece
- 1 x Safety Footwear Grinder
- 1 x Hard Hat Hand
- 1 x Branded Hi-Viz Vest
- 1 x Safety Glasses
- 2 x Gloves (Kevlar)
- 1 x 110v Vacuum Cleaner
- 2 x FFP2 Face Mask Alan
- 1 x Safety Harness

**Test Housing Association**

4C.10 *Please provide details of the proportion (i.e. percentage) of the contract that you intend to subcontract:*

Zero percent, at this stage we do not envisage using any subcontractors