

GENERAL SERVICES SPECIFICATION;

The equipment supplied by the Supplier as part of the Services;

- 1) Shall be installed by a Supplier qualified technician
- 2) Shall be installed to the H&S risk assessment, which must be signed by the Customer and provided to the Supplier
- 3) Shall be tested and fully functioning before the installation is completed

Expected from the Customer;

- 1) Detailed site plans must be provided
- 2) Details of the senior, responsible site contact and head office contact during operating hours must be supplied to the installation technician and the Supplier control centre (01427 667111) on the day of installation.
- 3) Details of the senior, responsible site contact out of operating hours must be supplied to the installation technician and the Supplier control centre (01427 667111) on the day of installation.
- 4) Full and free access to the site and all areas is essential at all times as instructed by the Supplier Planner
- 5) Any site specific requirements for induction or certification for site access must be provided sufficiently in advance and made available as required. Induction and other site requirements must be made available to the Supplier by the Customer a minimum of 2 weeks in advance of, and also on the day of install for the installation engineer.
- 6) All installation documentation must be signed by the site manager
- 7) Where additional charges are to be made to the Customer in accordance with the Contract and/or the Specification above and below, the following standard charges will apply:
 - a) £50 plus VAT per person per hour for each member of Supplier personnel engaged (including without limitation time spent travelling, waiting, clearing through site induction etc);
 - b) 38p plus VAT per mile for all travel; and
 - c) all components, parts and materials and other external costs (including time spent by non-Supplier personnel, if applicable) will be charged at the cost to the Supplier plus a 15% administration fee.

This specification is subject to change without notice.

ADDITIONAL SPECIFICATION FOR SPECIFIC SERVICES;

Detection systems and CCTV systems;

- 1) A fundamental and basic requirement for Supplier to perform any installation is that the Customer must supply a site plan with the zones of coverage required, at least 4 weeks before the installation is expected.
- 2) If the CCTV is required to be mounted above 1.8m from the ground, and a platform (including cherry pickers and lifting platforms) is required to meet the H&S site requirements, provision of this platform will be the responsibility of the Customer. Failure to perform this basic requirement (i.e. needed to comply with H&S regulations) will result in the Supplier organising a suitable platform, for the safe installation of the equipment. This is a chargeable activity and will be charged to the Customer.
- 3) The supply of a 240v Mains supply will be made available by the Customer to the Supplier on site when possible. Where that is not possible, the Supplier will provide a suitable power source and charge this to the Customer at the rate advised by the Customer at the time. If this supply is not agreed or available

the installation will be compromised and Supplier will not be responsible for any deficiency in the Services resulting therefrom.

- 4) The Customer shall ensure that the site is patrolled by the site personnel each night (especially before weekend closure) to ensure that all detection devices are not: blocked, interfered with, installed incorrectly, looking in the Incorrect direction, damaged etc. If a detection device is seen to be compromised then the Customer must notify the Supplier Control Centre immediately. If this procedure is not carried out, then site security is deemed to have been compromised and therefore the Services will not be fully operational as a result of the Customer's default. Supplier will provide an engineer (on a chargeable basis) as soon as is reasonably practical to correct the disturbance, re-install equipment as required and return the Services to full operation.
- 5) All communication data charges (including, but not limited to video and associated with the transmission) from any Supplier camera and/or monitoring equipment, either to personal imaging (e.g. mobile phone or computer systems not owned and run by Supplier) or any other computer device will be charged to the Customer.

Access Control and Cloud systems;

- 6) Turnstiles, Powered Gates, Barriers, Pedestrian Identification, Vehicle blockers, and other Control Systems require *continuous* mains power to be provided by the Customer (unless specifically agreed to be supplied by Supplier as part of the same Contract).
- 7) Computer systems and equipment must not be interfered with by the Customer after commissioning by the Supplier installation engineer. Additional charges will be levied should this occur, and damaged equipment or corruption of the systems provided will be subject to replacement and repair charges.
- 8) Supplier has no responsibility for the security, accuracy or integrity of data collected and stored on the systems supplied or on cloud servers owned and maintained by Supplier or any other body. All such information is subject to the Supplier's Privacy Policy and data protection laws, and is not made available to the Supplier's employees generally, unless access is specifically requested by the Customer.
- 9) Communication equipment must be looked after and protected by the Customer with special care, since this is sensitive equipment and can be easily damaged (Satellite, Internet, Routers etc.). Any damage occurring to communication equipment on site will be charged to the Customer.
- 10) Customers are liable to charges for the repair of damage to all mechanical equipment, computers, readers, software and communication equipment supplied by Supplier, regardless of the cause of the damage.
- 11) All communication data charges (including, but not limited to data transmission) from any Supplier access control device and /or systems either to personal computer (e.g. mobile phone or computer systems not owned and run by Supplier) or any other device will be charged to the Customer.

Evac and Fire systems

- 12) Whitbread contracts; Supplier is not responsible for any charges, losses or costs incurred by the Customer as a result of the unwanted triggering of detectors.
Charges for equipment interference and subsequent engineering visits may be applied. Fire systems are not water proof and evacuation alarms caused by water ingress or any other non-fire related incidents are the entire responsibility of the Customer.
- 13) The operation and functioning of the Evacuation and Fire Alarm systems supplied by Supplier are the responsibility of the Customer. If any non-working equipment is suspected, Supplier must be informed immediately so that equipment can be tested and if needed replaced to ensure a fully operational system. This is essential for H&S requirements.
- 14) The Customer is responsible for any and all losses, expenses, liabilities and claims caused by triggering of the alarm system when incidents have occurred due to any non-fire related incidents.

- 15) Supplier shall incur no liability or responsibility whatsoever for death or injury of persons or damage to property, arising out of or relating to a fire incident. The Services provided by the Supplier are an early warning alarm of fire and do not comprise any form of warranty or guarantee of fire or damage prevention.

Power Tower solar and Enviro

- 16) The customer is responsible for the re-fueling of Supplier Hybrid or Power Tower systems. Failure to ensure that fuel is provided and levels checked will result in charges being applied in relation to: damage to equipment caused by fuel shortages, engineering time, and fuel provided.
- 17) Damage to Towers and masts on site (howsoever caused) is the Customer's responsibility and replacement / repair charges will be applied if damage occurs.
- 18) Supplier is not responsible for losses or damage to a site from power stoppages or any other matter beyond Supplier's reasonable control, including, but not limited to; vandals, thieves, weather, actions on site, interference by any equipment, people, or event.
- 19) Solar systems are vulnerable to vandal attacks, and so it is the Customer's responsibility to ensure that they are thoroughly protected. Damage to Supplier equipment caused as a result of any event beyond the Supplier's reasonable control is the responsibility of the Customer and replacement /repairs are chargeable to the Customer.
- 20) Enviro systems provide approximate results to be used by the Customer as a guide for the site, to indicate whether further testing and measures may be required to be performed by the Customer. Supplier is not responsible for the accuracy of these results, or, any associated impact they may cause, or, any costs, expenses, liabilities or losses whatever the circumstances arising from or relating to these results.

GPS and Tracking

- 21) The accuracy of Tracking/GPS equipment is dependent on the GPS satellite capability of the unit, which can be interfered with by weather, location, environment over which Supplier has no control. Location accuracy collected is subject, amongst other things, to the visibility of satellites, with a minimum of 5 required for a position fix. The Supplier has no control over how many satellites are visible at any time. Accordingly Supplier is not responsible for the location or the results obtained from Tracking/GPS equipment and the accuracy thereof is not warranted or guaranteed.
- 22) Power loss to the equipment will result in loss of information and non-communication with the devices, be this from battery failure, issues with any internal or external power source or any other cause. It is the Customer's responsibility to ensure continual power supply to the equipment.
- 23) Battery replacement in Locks etc, is required every 7 days as a precaution against failure and to ensure continued information gathering. No warranty or guarantee as to the operational life of a single battery set is given by the Supplier, as this is dependent on configuration and transmission parameters outside the Supplier's control.
- 24) Supplier is not responsible for any failure due to damage, including but not limited to damage arising from: impact, water, heat, cold, electric interference, or other electrical disturbances etc.