

Appendix K

Plans, Policies and Accreditations Requirements

Please Note: This document is intended to inform the Applicant's responses to the following questions:

- Part 4 Selection Questionnaire, 7.12(b)
- Part 5 Award Questionnaire, B4

Detailed below are the Authority's the minimum requirements in relation to Plans, Policies and Accreditations. Applicants must review all requirements that pertain to documents specifically requested in the above questions before submitting their response.

If documents have been requested that are not detailed below, then Applicants should assume there are no detailed minimum requirements pertaining to these.

Please Note: Unless specified otherwise, requirements relate to the Applicant's organisational (corporate) plans, policies and accreditations, not contract-specific documents.

Depending on your organisational structure, it may be more appropriate to provide divisional documents (for example your IT Business Continuity Plan if providing a hosted service). This is acceptable unless specified otherwise.

Applicants may still be required to submit responses in relation contract-specific document requirements in Part 5 Award Questionnaire. These requirements will be detailed in Part 2 Specification.

Please Note: Applicants are encouraged to raise a clarification question through ProContract if they are unsure of any detail provided. This will allow the Council the opportunity to clarify the requirements to all participating suppliers and help to avoid lengthy communications after tenders have been returned.

Business Continuity Plan

Must include:

- How you respond to, and rectify, any destruction or loss of the Hardware, Software, Data or any other facilities used in providing your Services so that there is minimal disruption to the performance of your contractual obligations.
- How and when the business continuity plan will be tested.
- Address how it intends to mitigate against any emerging pandemic, epidemic or global health emergency in respect your personnel, supply chain, and any issues regarding the supply of equipment or accommodation;
- How you intend to mitigate against any reasonably foreseeable events which would otherwise fall within the definition of Force Majeure Event (see list below);

Force Majeure events include, but are not limited to:

- Loss of premises
- Loss of staff and resource
- Loss of supply chain
- Major illness and pandemic
- Environmental incidents
- Failure of ICT infrastructure/servers
- Utilities failure (Electricity, gas, water)
- Major and prolonged road infrastructure disruption/ failure
- Fuel Supply Disruption
- Severe weather disruption (and other natural events e.g. flooding, storms).
- Communication outages, including mobile networks, text alerts, and social media.

Carbon Neutral Policy

14.1 On 24 June 2019, Torbay Council declared a 'Climate Emergency' and are committed to helping to tackle climate change and to become carbon neutral by 2030. We want to ensure the environmental impact of the Council's procurement of goods, services and works is minimised in line with our response to the climate emergency.

14.2 The Council's expectation is that it's Providers:

- a) ensure their environmental impact is measured, regularly reported and overseen at the highest level;
- b) outline how carbon emissions are minimised, with a clear action plan outlining the work

to be undertaken focussing on the biggest impacts, with key targets and timelines to the actions to be undertaken, for example:

- if travel is used, mileage is reduced. For the miles that are unable to be reduced more environmentally friendly ways to travel are used;
- if buildings are used, environmental building survey(s) have been undertaken and any negative environmental impacts are mitigated / reduced;
- if purchasing new vehicles low emission alternatives are considered/

c) work with their supply chain to know the environmental impact of the goods / services they purchase and mitigate / reduce negative impact, where the negative impact is not able to be reduced offset the impact;

d) work towards their organisation being Carbon Neutral by 2030

Health and Safety Policy

Must include:

Loan working and will be able to share this as part of their tender response.

The Provider is required to fully comply with their legal duties under health, safety and welfare legislation to ensure the health and safety of themselves and others that may be affected by their acts or omissions.

The Provider is required to:

- ensure they have the health and safety policies and plans for the service being provided which are necessary and up to date;
- identify a nominated and trained competent person who is responsible for health and safety for the service;
- have a formal process to record and track corrective action or risk reduction actions from risk assessments;
- maintain a risk register at all times which are updates on a regular basis, and which may be requested by the Authority at any time;
- have a suitable process for recording and investigating accidents and incidents and that staff understand the 'Reporting of Injuries, Diseases and Dangerous Occurrences Regulations' 1995 (RIDDOR);
- ensure that accidents and incidents are reported correctly and that the Authority is notified in a timely manner should any incidents occur;
- ensure that equipment is serviced in line with legislation and manufacturer's instructions;
- have and regularly update policies that protect children, young people and vulnerable adults in accordance with legal and regulatory requirements. This will include Disclosure Barring Service (DBS) checks on all persons employed or who

work on behalf of the Provider in the delivery of this Contract. All staff working in this capacity will be appropriately trained in protection issues; and

- ensure that there are clear procedures in place to deal with an evacuation or emergency situation that may arise.

Safeguarding Policy:

The Provider will have robust, up-to-date Safeguarding Policies which must include the following:

- Organisational Safeguarding processes and escalation pathways.
- How the Provider will work with the Authority and ensure compliance with Torbay Children and Adult Safeguarding Procedures.
- Specifically include reference to extra familial harm/ harm outside of the home, missing, exploitation, trafficking and those at risk of radicalisation.
- Recognition of multiple and changing forms of exploitation.
- Response to online safeguarding
- Use of social media and online communication when working with young people.

Safer Recruitment Policy:

To ensure the Service creates a safer recruitment culture for clients and staff, the following are mandatory requirements:

- At least one member of each interview panel must have undertaken safer recruitment training;
- The Provider must have effective procedures in place, that are regularly updated and communicated to staff;
- The Provider must set a code for acceptable standards of behaviour for all staff and ensure this is effectively communicated to staff;
- The Provider must take seriously all concerns that are raised;
- The Provider must, on an ongoing basis, increase awareness and commitment to safeguarding across its organisation.