

Catering Contract – General Maintenance and Responsibility Matrix.

Issue 1 July 2021

To support the contractual agreement between SDL and its appointed catering partner, this document sets out a matrix of responsibilities for the ongoing replacement, repair and servicing of equipment, together with details of a general understanding for compliance requirements and the supply of associated goods and services.

It is intended that the matrix covers the first 5 years of partnership working, with an annual review by both parties. The first review being April 1st 2022.

Where responsibilities are shared, all parties agree to work collectively to ensure the continued success of the partnership.

The areas covered by the agreement are all those generally associated with the delivery of the catering function and include the kitchens, preparation areas, customers service point, catering storage and customer seating areas (both internal and external). These areas may be extended during one-off events by mutual consent.

General maintenance of catering and associated storage areas	SDL	Appointed Catering Contractor	Additional Narrative
Small scale daily repair works and tenant like jobs aligned to the catering function		*	Any maintenance work requests to be passed to the SDL Duty Officer to be recorded on WAM (SDL's internal system).
Regular cleaning and basic upkeep of all associated areas including litter bins, signage and display material.		*	Cleaning records to be maintained in line with those of SDL to ensure customer service consistency
Cleaning of internal glazing		*	Frequency to be agreed with SDL
Repair and replace internal door locks & keys	*		SDL and contractor to have shared access
Repair and replacement of ceiling and or ceiling tiles	*		
Internal Redecoration (including tiling)	*		Minor works to be completed by the contractor. Capital works by mutual agreement
Repair & renewal of cupboards, shelving, picture & coat rails, display boards & fixings	*		
Repair, maintenance and replacement of all catering equipment.		*	Provision and handover of existing equipment to be agreed prior to contract signing.
Pest Control		*	A shared approach may be required
Repair & replace internal doors and door frames	*		

Management of wet and dry vending machines and contracts	*		An existing contract is in place with IPro and Westways vending
Cleaning & maintenance of blinds, curtain tracks & internal signage	*		Frequency to be agreed with SDL
Disposal of oil and food waste		*	Must use an environmentally approved contractor. All waste to be placed in the correct bins
Management of intruder and fire detection & system controls including time controls	*		
Display Energy Certificates	*		SDL to display in reception area

Electrical maintenance associated to the catering and storage areas	SDL	Appointed Catering Contractor	Additional Narrative
All general electrical repair works and compliance requirements (non-equipment based)	*		
All electrical repair works relating to catering equipment		*	
All emergency lighting service repair, replacement and compliance.	*		
Repair, replacement and changing of all lamps and light fittings	*		
Hard wire testing. Compliance and certification	*		To be completed by WBC
Portable appliance testing (PAT). Compliance and certification	*		
Remedial work following electrical testing	*		

Plant maintenance associated to the catering and storage areas	SDL	Appointed Catering Contractor	Additional Narrative
All plant maintenance – repair and replacement – including air handling and air conditioning	*		
Boiler maintenance, BEMS, repair and replace including booster pumps, dosing systems, inhibitors, calorifiers and pressure vessels.	*		

Plumbing Maintenance of the catering and storage areas	SDL	Appointed Catering Contractor	Additional Narrative
Cleaning and maintenance of waste drainage traps		*	
Leaks/pipe repair and replacement, descale and water tank replacement	*		
Blockages between outlets & underground drainage. General water supply to the building and catering areas	*		

Water testing, risk assessment & Legionella and monthly bacteriological compliance	*		
Chlorination of water tanks and annual disinfection	*		

Maintenance of the external areas used by catering services	SDL	Appointed Catering Contractor	Additional Narrative
External structural and glazing works	*		
Refuse containers, litter bins, benches and any external furniture		*	Contractor to maintain the equipment provided in a good condition
External paving		*	Contractor to keep the patio areas in a clean and tidy condition

Health and Safety provision and compliance	SDL	Appointed Catering Contractor	Additional Narrative
Fire risk assessment	*		
Gas Safety certification	*		
Asbestos control and maintenance of the Asbestos register	*		
Alarm monitoring	*		
External redecoration	*		
Fire Extinguishers annual service	*		
Site refuse collection	*		Contractor to dispose of all waste to the external bin compound
CCTV maintenance and service	*		
ICT connectivity and Phone system	*		
Risk assessments for all catering activity		*	
Catering staff training and training records		*	
Food hygiene certification and H and S documentation associated specifically with the catering provision		*	
Accident and incident reporting system for the catering service		*	
Litigation claims directly relating to the catering service		*	
General third-party Insurance		*	Contractor to carry the appropriate insurance cover for the catering operation
Public and employer's liability insurance		*	Contractor to carry the appropriate insurance cover for the catering operation

Signed:	
Name:	
Position:	
Organisation:	South Downs Leisure
Date:	
Signed:	
Name:	
Position:	
Organisation:	Catering contractor
Date:	01/10/2021
Next review:	01/04/2022