

EntireFM carries out work throughout The UK and USA and for clients across a wide range of industries. We take pride in our work and the services that we deliver. The client's best interest shall prevail at all times as we always aim to deliver impeccable customer service and safety at all times. EntireFM is a professional industry leader and that professionalism must be displayed at all times.

As a supplier and/or contractor working for EntireFM you are expected to work with the same high standard of workmanship, high regards for health and safety and be able to attend to work requests within our clients specified service level agreements and response times.

You must maintain good communication with EntireFM and your relevant contact within our organisation before, during and after any quotes, jobs or projects.

Health and Safety

To be approved for our contractor list you must submit a completed health and safety questionnaire as well as have and be able to provide the following;

- An up to date health and safety policy
- Job specific risk assessments and method statements upon receipt of a work order
- Trade specific risk assessments to cover reactive call outs to go on file
- Safe working procedures for the tasks you carry out
- Any health and safety related certificated that you hold as a company (Safe Contractor, Contractor Plus etc)
- Any health and safety related qualifications you or your employees hold
- Relevant training certificated for use of any specific equipment (PASMA, IPAF etc)
- Must have a lone work policy and procedure in place
- Must be able to show how you approve your contractors or suppliers

Trade Specific

- You must provide us with an up to date copy of your trade association or accreditation certificates to hold on file.
- For example, this may include but is not limited to - NICEIC, NAPIT, Gas Safe, IPAF, SIA, F Gas etc

Insurances

- We must hold a valid and up to date copy of your insurance certificates clearly showing your company name and any trading names.
- Minimum of £5m indemnity for Public Liability Insurance
- You must be able to show you hold employee liability insurance
- You must be able to show you hold professional indemnity insurance if applicable

SLA's

- You must be agreeable to adhere to the below mentioned response times
 - Priority 1 – Acknowledge the job within 15 minutes and to be on site within 90 minutes and provide ongoing updates of work whilst on site
 - Priority 2 – Acknowledge the job within 30 minutes and to be on site within 3 hours and be able to provide updates following completion of engineer's time on site
 - Priority 3 – To be on site within 24hours and be able to provide updates and reports upon completion
 - Priority 4 – To be on site within 3 days and be able to provide updated and reports within 1 day
 - Priority 5 – To be on site within 7 days and be able to provide updates and reports within 3 days
 - Priority 6 – No sense of urgency and to be booked on planned date. May require a quote.

Quotes

- When asked to carry out quotes on our behalf you must attend and sign in at site as a representative of EntireFM. You must adhere to site rules and parking regulations
- You must be aware of fire procedures whilst on a client's site

- You must always wear high visibility vests whilst on a clients' site
- Quotes for small jobs (below £1,000) Must be returned within 2 days
- Quotes for medium jobs (£1,001 - £5,000) must be returned within 4 days
- Quotes for large jobs (over £5,000) must be returned within 7 days
- Quotes must be returned on your companies headed paper with as much information and break down as possible. Minimum required are a breakdown of labour and materials
- You must also be able to provide risk assessments and method statements for the work you are quoting for
- If you are intending to use a subcontractor for the work, then this is normally not a problem. However, we must be made aware of this and before any instructions are given

Work Instructions

- For high priority attendance jobs work requests will come to you via a phone call from our help desk or on call engineer
- You may then be issued with a purchase order following the instruction of the above. However, if not, then your invoice must have the instructing person's name on the invoice. We must have engineer reports returned with or before you invoice before it is processed
- For lower priority works you will be issued with a purchase order before works go ahead usually following your quote. Following completion, you must submit an invoice within 7 days with certificates and engineer reports for the invoice to be approved
- All work must be carried out in line with good practise, industry standards and safety guidelines and with high regards to safety of anyone parties involved. Jobs will not be signed off if work is substandard and your invoice will be rejected until any rectification work has taken place. Should you fail to return within 3 days to make good any poor workmanship, faults, or dangerous work then your invoice will be rejected and no payment will be made to you. At this point, EntireFM will instruct another contractor to complete works. This is to ensure that our clients only receive the highest standard of service at all times.

Invoices

- Invoices must display a purchase order number or instructing surveyors / site managers name
- Site address must be clearly displayed on the invoice
- Invoices must be addressed to Entire Facilities Management c/o ****Client Name****
- Your invoice must not be dated with a date that is prior to the date on which it is submitted to EntireFM
- Invoices must be sent to - invoices@entirefm.com
- A clean description of works must be on the invoice with a full breakdown of labour, travel, accommodation, materials etc as necessary. Times on site must be noted on the invoice.
- Invoices not submitted correctly and in line with the above points will be rejected and your invoice will not be processed until it is correctly submitted.
- Your invoice must be submitted within 7 days of the works being carried out. After this period of time, the job in question may be closed down and funds unrecoverable to pay your invoice. Invoices received after 7 days will not be processed.
- All work must be approved and signed off. Invoices will not be processed until works are signed off
- It is presumed that you are within a suitable geographical location when suggesting you are able to carry out any works that are passed to you. EntireFM will therefore not be liable for any travel costs, accommodation or any other costs associated with you getting to the place of work to carry out a job following instruction unless clear and written permission to charge such costs have been issued beforehand. Any invoices with travel costs will be rejected and you will be removed from being able to service the geographical location in question on our management system
- Standard payment terms are 30 days from month end
- If you are being instructed by one of our clients to be paid by us on behalf of a client or if the work you are carrying out is only being administered by us and to be paid with client monies then you will be paid upon receipt of payment clearing with us.
- If any points mentioned within this document are deemed to not be adhered to at any point, then you will be asked to cease works until the matter is rectified. If any issues come to light after works have been carried out but before your invoice has been paid then your invoice will be placed on hold until the matter is deal with.
- All of your company documentation must be in place, relevant to your trade and jobs carried out and up to date. If this is not the case then your invoice will be placed on hold until you can demonstrate otherwise.

Any instructions given to you as a company will be issued with these terms of business in place and, by accepting the instruction you also agree to these terms of business. If you do not agree to any points herein then you must not proceed with any instructions and inform your contact at EntireFM immediately.

These terms of business shall prevail at all times and will be referred back to in the unlikely event of a dispute