

## Appendix A - Northgate Public Services (NPS) response

### Special Conditions

All conditions are mandatory for inclusion within the contract unless identified to the contrary. Special Conditions which are deemed not to apply should not be deleted but should be marked "Not Used".

**NPS response: The NPS answers below are largely based upon: -**

- 1. Corporate Policy Statements on our Internet/Intranet,**
- 2. Previously submitted answers to questions in advance of the associated Gateway 2 submission.**
- 3. Please note that certain of the 'Special Conditions' below are not appropriate or applicable to the potential future contract likely to be based upon standard Crown Commercial Services Framework Terms regarding the supply of NPS Application Software.**

The NPS answers given below in BLUE Font.

#### **A. Responsible Procurement**

#### **B. Modern Slavery**

##### **A Responsible Procurement**

##### **A1 Pay and Decent working conditions**

**A1.1 That all directly employed staff are paid the Living Wage (as accredited with the Living Wage Foundation) unless subject to one or more identified exemptions.**

**NPS follows the 'Real Living Wage' as the minimum remuneration for our employees. This as a minimum matches the London Living Wage. The link below provides details of the 'Real Living Wage'**

**<https://www.livingwage.org.uk/what-real-living-wage>**

Exemptions for this policy include:

- Contracts for supply of goods only.
- Service and works contracts of less than 8 weeks in duration.
- Service and works contracts where a supplier invest less than 2 hours a day for 8 consecutive weeks in delivering the contract.
- Residential & Nursing Care contracts will be subject to negotiation for Living Wage

**A1.2 The Service Provider shall gain accreditation with the Living Wage Foundation by the earlier date of the expiry of the initial Term of the Contract or 12 months from the "Commencement Date" and shall provide evidence of compliance on request.**

**Please see NPS answer to A1.1 above.**

**A1.3 The Service Provider shall provide evidence of compliance with Clauses A1.1 and A1.2 on request by the Authorised Officer**

**Please see our answer to A1.1 above.**

**A1.4 The Service Provider shall commit to and demonstrate that its directly employed staff are free to join a trade union and are not unfairly treated for belonging to one.**

**Within our Equality, Diversity and Dignity at Work Policy there are multiple references encouraging Trade Union representation to be present at dispute resolution meetings.**

**NPS have attached our Equality, Diversity and Dignity at Work Policy to my email response which is available to all NPS staff on the NPS Corporate Intranet.**

It is NPS policy to secure and maintain a supportive working environment in which all employees are treated with dignity and respect and where each employee can contribute his or her skills to the best of their ability. This policy prohibits any behaviour which is inconsistent with treating others with dignity and respect. In particular this policy prohibits discrimination, harassment, third party harassment and bullying. Its aim is to create an environment in which individual differences and the contributions of all staff are recognised and valued.

Discrimination - This policy is underpinned by specific legislation which prohibits the discrimination or treatment of a person less favourably than another on the grounds of for example sex; gender; reassignment; sexual orientation; marital / civil partnership or family status; pregnancy; race; colour; membership of Traveller community, nationality; citizenship; ethnic or national origin; religion; philosophical belief; political opinion (Northern Ireland only); disability; age; or any other characteristic where less favourable treatment is prohibited by applicable law.

Note [Guidance – click to view](#)



**Good quality jobs with fair pay and decent working conditions**

- Where stipulated an employer must pay all directly employed staff the Living Wage and have an agreed action plan in place for 3rd party contracted staff
- All organisation will be required to verify how they are complying with the requirements of the Modern Slavery Act
- To have a staff whistleblowing policy
- To give staff the freedom to join a trade union

## A2 Targeted Employment Opportunities (covering Lambeth Priority Group, quality apprenticeships and targeted employment groups

A2.1 Where the Service Provider has agreed to provide apprenticeships, it shall secure that these are defined as NVQ Level 2 or above.

**NPS will not be involving staff involved within our Apprenticeship scheme in delivering the NPS services proposed within this contract.**

A2.2 The Service provider shall:

- a. advertise all employment and apprenticeship opportunities generated through the contract on the Lambeth Website for 5 working days before they are formally advertised.

**Not applicable.**

- b. interview up to 4 suitable candidates as identified and nominate by the Council for prospective roles.

**Not applicable.**

Note [Guidance – click to view](#)



### Quality apprenticeships accessed by Lambeth residents, particularly those from Lambeth priority groups.

- A Quality Apprenticeship - To increase the number of apprenticeship opportunities accessed by Lambeth residents, particularly BAME, young 18-25 NEET, disabled or care leavers.



### Quality and range of targeted employment opportunities for residents from Lambeth priority groups.

- Targeted employment - employment placements for those under 25 that find it difficult to access the employment market
- Lambeth Priority Groups - Access and retain suitable employment for Lambeth Long term unemployed and those with complex needs

Note **Delete/amend terms A3 through A6 as required per contract.**

Contracts may justify the inclusion of clauses that may not be obvious to the specification requirement. For example, a Meals on Wheels contract would be subject to the Food and drink conditions (clause 5) but would through service delivery need to consider clause 3 (vehicles delivering the service) and clause 4 (use and recycling of food containers provided).

## A3 Vehicles

Note **Reduce Emissions: Focus on cutting carbon footprint and improving air quality. [For Fleet Vehicle Contracts only such as Responsive Repairs, Grounds Maintenance, Stationery and Waste contracts].**

A3.1 The Service Provider shall ensure that it has the Silver FORS accreditation for all its fleet deployed in the performance of this Contract and shall provide evidence of accreditation on request.

**Not applicable to this contract, deliveries of the software required are done electronically.**

A3.2 The Service Provider shall ensure that all of its motor vehicles deployed in the performance of this Contract are compliant with Euro 6 (or later) and fulfil the emissions requirements of ULEZ and shall provide evidence of compliance on request.

**Not applicable to this contract, deliveries of the software required are done electronically.**

Note [Guidance – click to view](#)



### Reduce emissions with a focus on cutting our carbon footprint and improving air quality.

- As part of the declared Climate Emergency we will be carbon neutral by 2030.
- Ensure that all contractors using vehicles are FORS registered and reducing reliance on petrol and diesel vehicles
- Utilise renewable energy and employ new techniques to reduce carbon emissions

## A4 Single Use Plastics

**Note** Applies to contracts such as vending machines, meals on wheels and school meals. This also includes goods and IT items that are packaged

A4.1 The Service Provider shall eliminate the use of single-use plastics by no later than the earlier of the expiry of the initial Term of the Contract or 12 months from the Commencement Date.

**Not applicable to this contract, deliveries of the software required are done electronically.**

A4.2 Once it has complied with Clause A4.1 the Service Provider shall confirm this in writing to the Authorised Officer, and on request shall provide evidence of compliance and replacement with easily re-useable and recyclable plastics/containers.

**Not applicable to this contract, deliveries of the software required are done electronically.**

**Note** Guidance – [click to view](#)



**Reduce consumption of raw material, reuse materials and recycle – focus to reduce use of single use plastics.**

- Reduction in reliance on single use plastics
- Reduce packaging and consumables

## A5 Positive Health & Wellbeing [For Providers employing more than 250 staff]

A5.1 The Service Provider shall gain accreditation with the London Healthy Workplace Charter or equivalent outside London to the “Commitment” level by the earlier date of the expiry of the initial Term of the Contract or 12 months from the Commencement Date.

**Within the NPS Wellbeing Policy and related policies available to all NPS staff on the NPS Corporate Internet which provides a ‘Working Well’ arrangement with Canada Life which provides employees with access to free assistance to confidential and independent counselling services relating: -**

1. Access Employee Care;
2. Access Best Doctors;

The ‘Working Well’ service provides: -

### Counselling

The Counselling service offers you:

- An unlimited number of free telephone counselling sessions on a range of issues.
- Upon to four face-to-face counselling sessions with experienced professional counsellors.
- Confidential help that can be arranged to take place in a convenient location close to your home or workplace.

Legal information relating to any issues raised through the counselling sessions is available on request.

## HEALTH AND WELLBEING ADVISORY SERVICE

The advisory service is available 24 hours a day, for employees to discuss any personal concerns about medical conditions, treatment and general health and lifestyle issues. The Doctors and Nurses who staff the Helpline can provide additional information.

## ONLINE INTERACTIVE 'HEALTH AND WELLBEING' PORTAL

The Health and Wellbeing Online Health Portal gives you the resources and inspiration to make simple changes to develop a healthier, more balanced and productive lifestyle. To use the service, go to [www.firstassisonline.com](http://www.firstassisonline.com) and register by setting up your own unique profile.

A5.2 The Service Provider shall sign the Time for Change Employers Pledge within 60 days of the Commencement Date.

**Not applicable to this contract but see our NPS's Strategy to offer all staff access to free confidential services in answer to A5.1 above.**

A5.3 The Service Provider shall provide training to managers in Suicide Prevention using the Zero Suicide Alliance online training or equivalent within 60 days of the Commencement Date.

**Not applicable to this contract but see our NPS's Strategy to offer all staff access to Free Confidential Services in answer to A5.1 above.**

A5.4 The Service Provider shall provide evidence of compliance with Clauses A5.1 through A5.3 on request by the Authorised Officer

**Please see our NPS's Strategy to offer all staff access to Free Confidential Services in answer to A5.1 above.**

Note [Guidance – click to view](#)



**Maximise positive health and wellbeing - focus on supporting a healthy workforce and on provision of healthier, affordable and more sustainable food and drinks offer.**

- Positive Health & wellbeing - Adoption of Healthy Workplace Charter to promote a healthy, fit and committed workforce
- Promote healthy eating and sustainable sourcing of food through compliance with the Government Buying standard

## A6 Food & Drink [For food & drink contracts only]

A6.1 The Provider to commit to and demonstrate compliance with the Government Buying Standard and the respective section of the Healthy Workplace Charter covering Healthy Eating.

**Not Applicable to this Contract.**

Note [Guidance – click to view](#)



**Maximise positive health and wellbeing - focus on supporting a healthy workforce and on provision of healthier, affordable and more sustainable food and drinks offer.**

- Positive Health & wellbeing - Adoption of Healthy Workplace Charter to promote a healthy, fit and committed workforce
- Promote healthy eating and sustainable sourcing of food through compliance with the Government Buying standard

## **B Modern Slavery**

B1.1 The Service provider shall comply with the Modern Slavery Act 2015 (applicable to all organisations with a turnover or group turnover of £36 million or more).

**NPS is compliant and recognise that the level of management control required for the review of any imports from sources from outside of the UK and EU is potentially higher than the management control needed for the UK and European markets as they are more at risk for slavery / human trafficking issues. The majority of our suppliers for our operations outside of the EU are contracted centrally (and are subject to the same controls set out below), and the main provider of services to us from India is our sister company, Rave Technologies, which is part of the same corporate reporting structure. In addition, NPS have a set of internal supporting policies in place, including a Whistleblowing Policy and an Equality, Diversity and Dignity Policy, to protect against the risks of slavery and human trafficking. As part of the wider NEC group, NPS also adhere to the NEC Code of Conduct, which promotes ethical behaviour in all of our business and dealings.**

- **As part of the procurement process, the supplier will be required to confirm they have Environmental and Sustainability policies in place and comply with Council's Environmental Policy.**
- **As part of their role, supplier may be required to advise on Sustainability in the services provided on the support and maintenance solutions.**

B1.2 The Service provider shall have and shall maintain in place throughout the Contract Term a whistleblowing policy for its staff and sub-contractors to blow the whistle on any suspected breach of compliance with the procedural requirements of the Act or modern slavery offence.

**NPS is compliant and the Policy and procedure applies to all permanent and short-term employees of the Northgate Public Services group. It also applies to temporary staff, secondees, external consultants, contractors and agency personnel. There must be a genuine concern to report it under the NPS policy.**

**Serious allegations include (but are not confined to): criminal activity, failure to comply with any legal obligation, miscarriages of justice, bribery, financial fraud, conduct likely to prejudice the standing of NPS, danger to health and safety, environmental damage, concerns relating to modern slavery or human trafficking within NPS or NPS suppliers, and/or the deliberate concealment of any of these matters.**

Note [Guidance – click to view](#)



### **Good quality jobs with fair pay and decent working conditions**

- Where stipulated an employer must pay all directly employed staff the Living Wage and have an agreed action plan in place for 3rd party contracted staff
- All organisation will be required to verify how they are complying with the requirements of the Modern Slavery Act
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