8.0 Purchasing & Facilities Management

The Company's purchasing strategy is to build a relationship with a limited number of suppliers / subs

-contractors to ensure continuity of the required range and quality of supplies and services to meet customer needs.

The list of nominated suppliers is authorised by Compass Group. In the event of a different supplier being necessary, a Non-Authorised Supplier Form must be authorised prior to placing an order.

Compass Supply Chain ensures the suitability and capability of suppliers to provide the required range of supplies on time and under the correct conditions of packaging, segregation, and refrigeration where applicable.

The Operations Director shall ensure that each installation is provided with current agreed product listing (APL) showing product grade/brand as agreed with supplier.

The Unit Manager shall ensure that supplies are ordered in accordance with the APL; the specifications detailed in this section of the manual; and in accordance with the requirements of the Client.

The Unit Manager shall ensure that received supplies conform to specification and order details and that the temperature of frozen and vegetable containers is taken and recorded on the Container Temperature Check form. In the event of non-conforming supplies, the Non-Conformance procedures shall be implemented - see Section 2, procedure 2.3.

Unit Managers are responsible for investigating non conformances with a view to preventing their recurrence and shall record the findings on the Condemnation of Foodstuffs/Missing Items/Returns form.

The relevant purchasing specifications are detailed in this section as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| PROCEDURE TITLE | PROCEDURE | RECORD | FREQUENCY |
| Purchasing and Facilities |  |  | When requesting use of non- |
| Management | 8.0 | Non-Authorised Supplier Form | authorised supplier |
| Food Stock Purchasing | 8.1 | - | - |
| Cleaning Materials & Equipment | 8.2 | - | - |
| Bond & Shop Stock | 8.3 | - | - |
| Uniforms | 8.4 | See Section 2 | See Section 2 |
| Bedding & Light Equipment | 8.5 | Equipment Request Form | As required |
| Special Projects Refurbishment | 8.6 | Contractor Work Preparation | As required |
| & Capital Equipment |  | Contractor Performance Report | Each contractor visit |
| Returning Items to Shore | 8.7 | Returns to Shore Advice | As required |
| Purchasing Appendix | 8.8 | - | - |

8.1 Food Stock Purchasing

Food stock shall be ordered in accordance with the current contract listing agreed with offshore supplier (APL) and in line with agreed purchasing specification.

DRY GOODS

In the event of unavailability of the agreed product, supplier shall provide an equivalent or better-quality product.

The following standards shall be observed for the specified items:

Canned goods shall be of choice or fancy grade. Canned meats shall be the produce of EC approved premises and shall be of first quality.

MEAT & POULTRY

All meat supplied shall conform to all EC legislation and shall be from EC approved slaughterhouses.

Meat products shall be ordered and utilised to conform to client specification for food standards and ESS standards of receiving, storage, production, and service as detailed in Section 7 of this manual.

Poultry shall be ordered and utilised to conform to Client specification for food standards.

FISH

Fish products shall be ordered and utilised to conform to client specification for food standards and ESS standards of receiving, storage, production, and service as detailed in Section 7 of this manual.

FRUIT & VEGETABLES

Fresh vegetables and fruit shall be ordered from the 'in season' listing agreed with offshore supplier in the quantities or multiples thereof as detailed in this listing.

The Unit Manager shall balance his/her order to take best advantage of seasonal prices.

Fresh vegetables and fruit shall conform to the EC Quality Standards for Horticultural Produce as follows:

1. All produce shall be of Class 1 i.e., good quality produce with no important defects.
2. Packaging shall be clean and suitably protect the produce. If reclaimed containers are used, all previous label markings shall be removed or obliterated. Any packaging materials used inside the package must be new and clean.

Frozen vegetables shall be ordered as specified in the current contract listing agreed with offshore supplier.

BAKERY & DAIRY

Bakery and dairy products shall be ordered and utilised to conform to client specification for food standards and ESS standards of receiving, storage, production, and service as detailed in Section 7 of this manual.

All goods should be packed in such a way as to allow safe unloading on arrival.

Offshore supplier shall ensure that all products are hygienically wrapped/packaged and held under temperature-controlled conditions as appropriate.

8.2 Cleaning Materials & Equipment Purchasing

Cleaning Materials shall be ordered only in accordance with the Standardised Cleaning Products List as produced by Compass Purchasing in conjunction with the manufacturer and agreed with the sup- plier.

Note: The Standardised List relates to the products for which COSHH assessments have been completed and Manufacturer Safety Data Sheets are available. No other products shown on supplier's price list shall be ordered.

Suppliers shall ensure that cleaning materials and equipment are segregated from foodstuffs and that containers are loaded to prevent damage in transit.

Cleaning materials must never be loaded in a container with fresh or frozen food but may be loaded with dry goods but only if loaded first and completely encased in suitable packaging.

Cleaning equipment shall be ordered only in accordance with the current APL

8.3 Bond & Shop Purchasing

Bond and shop stock shall be ordered only from current nominated suppliers.

The Operations Director shall ensure that Unit Managers are provided with current product listing.

Orders shall be faxed/emailed to the supplier and goods checked off on receipt. Any discrepancies shall be actioned in the same manner as food and cleaning items.

Perishable stock shall be ordered in quantities appropriate to expected demand and to ensure selling within 'best before' date.

Shop stock may be supplied from onshore management to take advantage of special offers. Unit Managers shall ensure that this stock is suitably displayed and promoted to ensure disposal within the shortest possible time.

8.4 Uniform Purchasing

Uniforms shall be ordered on the ESS Uniform Order form.

Unit Managers are responsible for monitoring budget achievement, however if they have any needs in excess of budget in terms of providing safety shoes or ensuring satisfactory staff presentation, they should gain agreement for overspend from their Operations Director.

Hard Hats, rubber gloves, butcher's chain mail protection and other items of personal protective equipment (PPE) shall be provided where identified as necessary and replaced when required due to wear and tear.

ESS will provide prescription safety glasses for employees who normally require prescription glasses and perform tasks directly related to their normal job description where eye protection has been identified as necessary for safety considerations.

Follow the process within People Works, where you will find the documentation and process.

Safety gloves are ordered direct from the supplier on the 'Safety Glove Order Form'. The gloves are available in various sizes as indicated on the form.

Staff must ensure that all items of PPE (including safety shoes) are in a fit condition to serve their purpose and are to request replacements as necessary.

All purchases shall be entered on the Uniform Annual Budget form.

8.5 Bedding & Equipment Orders

Bedding and items of light and heavy equipment shall be ordered from the nominated supplier.

Bed sizes should be verified before ordering mattresses or bedding as these are not standard. All bedding shall be fire rated to British Standard.

The power supply to requested electrical equipment must be checked with the installation electrical technician and accurately quoted on the form.

Company purchases shall be made within the agreed budget. Items which are back chargeable must be approved by client signature prior to placing a firm order.

All items must be checked for acceptable condition on receipt. Invoices should be checked against quoted price.

Light equipment purchases shall be entered on the Light Equipment Budget form.

Replacement digital thermometers and needle probes are ordered through the HSEQ Department in Aberdeen. See Section 7, procedure 7.3 for further details of requirements.

8.6 Special Projects Refurbishment & Capital Equipment

This procedure covers all the activities involved in arranging special projects, refurbishments and ordering capital equipment items and must be adhered to by the Unit Manager to ensure efficient management of this aspect of the service.

1. The procedure recognises three scenarios to be dealt with:
   1. Ordering spare parts which are within the limit of authority/budget available - the order shall be placed with the nominated supplier.
   2. Ordering spare parts out with the limit of authority/budget available - quotation shall be approved by client prior to purchase.
   3. Ordering heavy equipment - 2 quotations shall be obtained.
2. Equipment Request form / Spares Order shall be used as appropriate.
3. When placing an order, the Unit Manager shall ensure the following:

* All details necessary to identify the items on the order are supplied.
* Orders for electrical equipment must including power supply in voltage, Hz and phasing as verified by installation electrical technician.
* Orders have a client authorised signature (where required)
* The urgency of the order shall be made clear.

1. When requesting quotations, a fully detailed specification shall be provided to both/all Contractors / suppliers which shall be enough to ensure like for like pricing.
2. The selected contractor/supplier shall be the contractor/supplier who offers the most favourable cost and delivery time.
3. The order shall be confirmed to the selected contractor/supplier in the form of a fax or e-mail.
4. All ordering documents shall be filed in the relevant contractor's/supplier's file.
5. Those items outstanding and overdue (and the reasons why) shall be identified on the Equipment Malfunction Premises Condition Summary on a trip basis, to give an overall picture of the contractor's/supplier's ability to provide an efficient service.
6. On receipt of the goods, the Unit Manager shall identify their condition, the completeness of the order and whether the items received conform to the original order. For acceptable goods, a client signed supplementary service sheet shall be returned to Aberdeen Office. If there is a non-conformance, the Unit Manager shall complete a Non-Conformance Report - Credit Request, as per Section 2 of this manual.
7. If work requires a contractor to visit the unit to carry out work or commission new equipment, a Contractor Work Preparation form shall be completed.
8. When a contractor visits the unit, the Unit Manager shall complete a Contractor Performance Report - signed off by the contractor's representative and Unit Manager

8.6 Special Projects Refurbishment & Capital Equipment (Cont.)

NOTES ON COMPLETING CONTRACTORS’ PERFORMANCE REPORT

The report must be completed as fully and accurately as possible.

Any negative responses should be supported by clear reasons for this assessment.

Any other remarks can also include any suggestions by contractor or manager which would improve delivery of the service in future.

The performance report shall only be completed on the day of contractor departure. Details of each engineer's performance (if more than one) shall be entered.

In the event of the contractor missing an arranged visit date or sending a different engineer etc., a copy of the form shall be used to record the details and/or problems caused.

Completed forms shall be copied and the originals sent to the Aberdeen Office. A copy shall be kept in the unit for reference.

RETURNING PARTS / EQUIPMENT FOR REPAIR

When a piece of equipment or component part is to be returned onshore for repair the following procedure shall be adhered to:

1. The contractor/supplier shall be contacted to explain the identified fault(s). As much detail as possible should be given to allow the best possible course of action to be taken and/or parts ordered.

Prior agreement must be made with the contractor/supplier as to when and where the equipment should be returned (this allows arrangements to be made for suitable equipment and storage).

1. The contractor/supplier shall be asked to inspect the item to assess:
   1. the extent and cost of repair/refurbishment
   2. whether or not the item is beyond economic repair.
2. The Unit Manager shall assess the repair cost to determine whether to proceed with the repair or to order a replacement.
3. When the item is beyond economic repair or the cost is deemed to be too high, ESS shall be chargeable only for inspection cost.
4. Where a replacement is required, clearance to proceed is required from the installation.
5. Equipment shall be returned to shore in one of the client's containers.

Note: A manifest must be completed for all goods returned in containers.

8.7 Returning Items to Shore

The aim of this procedure is to ensure that returned items are dealt with promptly and correctly when they arrive onshore.

The supplier must be notified in advance of items to be returned onshore in one of their containers. Food items to be returned shall be agreed with the supplier.

A *Returns to Shore Advice note* must be completed for any goods to be returned. The completed note must be sent to Strachans or other supplier and will serve as advice for the installation Store- man/Materials Handler.

Non-Strachans items should be returned in one of the client's containers.

EXAMPLE OF STRACHANS RETURNS PROCEDURE:

Product Returns from Offshore

To ensure that all product returns are managed in a controlled manner that complies with both Customs and Shipping requirements, it is requested that the process outlined below is always followed. Any requests must be made within 48 hours of the order arriving at the Unit.

*N.B. No goods can be returned without prior authorisation from Strachans*

*Any requests must be made within 48 hours of the order arriving at the Unit*

Failure to follow correct procedures could result in unauthorised products being

* Destroyed or impounded by Customs (fines could also apply)
* Returned to the unit

Hazardous goods returned without proper labelling / paperwork could also result in improvement / prohibition notices, forfeiture of the goods and if convicted fines of up to £2,500 under the Merchant Shipping Act of 1995

The Offshore Unit should email the details of the product returns request to or[ders@strachans.co.uk](mailto:ders@strachans.co.uk) using the ESS NCR/Credit Report detailing the invoice number; product code; and the reason why goods are being returned

Once any return is authorised by Strachans it will be the responsibility of the Unit to ensure that products are itemised and manifested correctly when they are being returned. The Unit must ensure that product returns are packed safely and that the Cargo Net is in place for the in-bound journey.

The Strachans Operations Team will confirm receipt of the request. If all the information is not made available at the time the request is made, the unit will be notified that further information is required before it can be processed.

Strachans will conduct a full investigation and the Unit will be notified:

* What to do with the goods
* If there will be any associated restocking / courier charges
* If a Credit can be passed
* If there would be costs for disposal of goods.

8.7 Returning Items to Shore (Cont.)

Strachans Operations Desk will liaise with the unit over when the goods will be returned and what containers they will be loaded in.

If hazardous goods are being returned, this may involve Strachans sending out 'Dangerous Goods' stickers to ensure that the containers are labelled correctly

Notes:

In the case of a Facilities product that has been ordered incorrectly by the Unit, a Credit will only be passed when Strachans are in receipt of the credit from the supplier the goods were sourced from.

In the case of standard stocked product lines, the investigation time could be up to 72 hours before a response is given back to the Unit as to whether the request is being approved or not. With facilities products where Strachans are reliant on obtaining information from 3rd party suppliers, the investigation time could be considerably longer.