



PROPOSAL DOCUMENT

Presented to

Bexhill-on-Sea Town Council
for


Service Level Agreement
REF:SLA –Bexhill-PFCCTV





Service Agreement

Document Revision History

Revision	Date	Status Description	Issued by	Signature
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Proposal Completed by:

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Service Agreement

Contents

1. Executive Summary	4
2. Introducing Chroma Vision.....	5
2.1. Agreement Details	7
2.2. Form of Agreement.....	7
2.3. Proposal	8
2.4. Annual review of contract	8
2.5. Offer Price (Options).....	8
2.6. Schedule of Rates	9
3. Additional Information	10
3.1. Service Description.....	10
3.2. Service Level Agreement.....	11
3.3. Service Management & Monitoring.....	11
3.4. Compliance to Specification	11
Appendix B – Maintenance Process & Management.....	15
Appendix C – Maintenance Team.....	19
Appendix D – Support Infrastructure.....	21
Appendix E – Quality, Ethics, Health, Safety & Environment	23



Service Agreement

1. Executive Summary

We have great pleasure in presenting this proposal for Bexhill-on-Sea Town Council, Within this presentation we will endeavour to inform you of how we will continue providing the best service in the most cost-effective way. After extensive analysis of all the information we feel that our solution will deliver your identified key requirements as follows; -

Current cover provided by Chroma Vision.

Gold – Medium Level Support

- Two Preventative Maintenance Visits Per Annum
- 24 Hour Call Out Response
- Labour Costs Fully Inclusive (Inc Access Platform)
- On-site Attendance Within 4 Hours
- Replacement parts at supplier cost + 20% Margin

Your service will be personally overseen by your assigned Account Manager, James Mclean, whose team will consist of a dedicated Account Engineer, Marc Zacharias & Service Engineer Paul Rees of whom are familiar with your account to ensure consistent performance.

Sections 1 – 4 of this presentation provide a comprehensive overview of our proposed solution.

Chroma Vision is a unique company within the Security industry in that we are driven primarily by our technical expertise, keeping our structure simple with the minimum number of layers between you “the customer” and our staff delivering the solution and senior management. Our aim is to eradicate information being corrupted by being handed from person to person and that the solution we propose is delivered as we have stated within this document.



Service Agreement

2. Introducing Chroma Vision

Our Philosophy

Chroma Vision recognises that the successful delivery of the right services, at the right time, to the right people, cost effectively is the primary requirement of all our customers. To achieve this, the services we provide and the projects we deliver are actively monitored and managed, to ensure we achieve the high standards expected of us and by us.

Chroma Vision Limited is an engineering driven company with the belief that providing quality, knowledgeable, solutions and services is the most effective sales and marketing tool there is. We do not employ sales staff; instead, we rely upon developing our engineering team into dedicated and loyal managers with excellent customer and local knowledge. We believe the person selling you your solution should be the person who delivers it, a fundamental engineering quality that; unfortunately, many companies have lost contact with.

Our Capabilities

Chroma Vision is an NSI Gold Accredited Security Company, with an Exor Gold accreditation for H&S, and an 'Investor in People' Bronze accreditation for the way we develop our employees. Whilst we know achieving such accreditation within the industry is important, we also know that the way you deliver your service is the thing that any customer is focused on. So, we are very happy for you to seek opinion from any of our long list of major technical references. All of whom have the same or very similar service delivered by us.

Since our establishment in 2001 we have concentrated our efforts in supporting large scale security systems, which has enabled us to build a strong team consisting of directly employed skilled Engineers and Account Managers, each with a solid security engineering background and like-minded view on quality system installation and maintenance.

All the company's Senior Engineers and Account Managers have previous experience with both the installation and maintenance of large security networks and can boast a major involvement in some of the larger security systems installed throughout the United Kingdom.

Within the engineering team, we can boast of having engineers who can support both the general range of security products including CCTV (all major brands), Access Control (Plan Access, TDSI, Paxton), Door Entry and Intruder (Galaxy), as well as more specialist products including, ANPR (Automatic Number Plate Recognition) systems to full diagnosis and repair, Control and Command Systems (Petards, Meyertech, Maxpro, HIK, and Synectic's), all software interfaces and full diagnosis and repair and Fibre Optic Networks including the testing and repairing of Fibre Optic cables. As can be expected from a company that is an engineering driven organisation, we have enhanced all the technology developments associated with the CCTV & Security industry and can boast a team of technical staff capable of delivering the most up to date & complex solutions.

The combination of our engineers' ability, 'can do' attitude and the additional skills developed with us, assist in reducing call outs and fault repair costs, but more importantly assist in reducing system downtime, by not having to await attendance by a specialist support company.

In line with company beliefs, we employ junior & trainee engineers to support the field engineers in their role, and maintenance engineers to undertake general maintenance tasks upon all of the appointed clients, working under the direction of the respective Account Manager. This ensures that our engineering team is nurtured in the way that Chroma Vision Limited wants to deliver service.

As to be expected within our industry, all members of staff have a traceable background and have obtained security clearance to CRB, BS7858 and Police Airwaves level, including approval to each respective County or Met' Police Forces, where applicable.



Service Agreement

Our Resources

Based in the heart of the Southeast, Chroma Vision is ideally placed to deliver projects and services across the whole of the region from East Anglia to Wales and the South Coast. Our Account Managers are based locally across the region, so provide local effective support. Each Account Manager has a team of engineers working directly for them, creating an engineering team of 28 across the region.

Chroma Vision have an efficient and effective professional support team based in our Tonbridge headquarters, who work hand in hand with the field-based teams providing; -

- Call Planning & Management
- Quality, Health & Safety and Environmental support
- Workshop services
- Procurement Services
- Human Resources
- Service Desk Contact

Our vehicle fleet provides extensive coverage for all service and installation needs, consisting of; -

- 5 Motorised Access Platform Vehicles
- 25 Fully equipped fleet vans
- Engineer issued plant equipment
- Specialised plant & Equipment within our central stores



Service Agreement

2.1. Agreement Details

2.2. Form of Agreement

This 3-year agreement is made from the 1st April 2024 between Chroma Vision Ltd and **Bexhill-on-Sea Town Council**
Chroma Vision Limited of Acorn House, Acorn Close, Five Oak Green, Tonbridge, TN12 6RH

Whereas:

Bexhill-on-Sea Town Council wishes to have performed; the services described within this agreement to the equipment listed **Chroma Vision Limited** is willing to perform such services in accordance with the provisions of this agreement.

Now it is agreed this agreement consisting of:

Chroma Vision Limited – Service Level Agreement – SLA –Bexhill-PFCCTV

Forms the sole agreement between **Bexhill-on-Sea Town Council** and **Chroma Vision Limited** for the performance set out in the specification, to the terms and conditions laid down within Section 2.3 of this agreement.

The contract will be invoiced in whole to be paid in advance.

Signed by

Council Member

For and on behalf of **Bexhill-on-Sea Town Council**

Signed by

James Mclean

Area Manager

For and on behalf of **Chroma Vision Limited**



Service Agreement

2.3. Proposal

Our proposal is based upon the requirements identified; -

Chroma Vision to provide service maintenance for the public facing CCTV cameras within the Bexhill-on-Sea Town Council estates

The contract is for a one to three-year Gold Level Support option, to support the Bexhill-on-Sea Town Council public facing CCTV system.

Gold – Medium Level Support

- Two Preventative Maintenance Visits Per Annum
- 24 Hour Call Out Response
- Labour Costs Fully Inclusive (Inc Access Platform)
- On-site Attendance Within 4 Hours
- Replacement parts at supplier cost + 20% Margin

2.4. Annual review of contract

Should you decide to take a 1 year maintenance option the price will be reviewed towards the end of the contract.

Should you decide to take a 3 year maintenance option this price will be fixed for the duration of the contract period.

2.5. Offer Price

Maintenance period price updated for 2024.

<i>Item</i>	<i>Gold (Parts Chargeable)</i>
	Price Per annum
Fixed 3 Year Contract or 1 year Contract	
CCTV Maintenance	£1,935.00
Data sim card costs	£4,871.04
Total	£6,806.04
Continued Year 4	Year 3 + 2



Service Agreement

2.6. Schedule of Rates

Works **not** covered by the Gold support Contract will be charged in accordance with our schedule of rates:

Call Out Charge		£90.00	
0800-1800 Monday to Friday		£45.00	per hour
1800-0000 Monday to Friday		£60.00	per hour
0000-0800 Monday to Friday		£75.00	per hour
Saturday		£60.00	per hour
Sunday/Public Holiday		£70.00	per hour

Materials - invoice costs + margin	20	%
Plant - Invoice costs + margin	20	%
Hydraulic Hoist	£25.00	per hour



Service Agreement

3. Additional Information

3.1. Service Description

Your service will be personally overseen by your assigned Account Manager, James Mclean, whose team will consist of a dedicated Account Engineer, Marc Zacharias and one additional service engineer Paul Rees to ensure consistent performance. The planned preventative maintenance visits will be carried out by Scot Heasmer and Paul Rees.

All engineers come with a wealth of knowledge on products and solutions to provide the best support and solutions.

Additional engineers are available as required to ensure contract requirements are always met.

A designated Installation team has been made available for any installation requirements.

When it comes to further supporting the contract, we have our main workshops at our head office in Tonbridge.

Our service will be focused on delivering your identified needs with specific attention being paid to:

- Reducing faults and problems with the security systems by way of our Account Engineer
- Providing sufficient labour during maintenance visits to minimise disruption to staff and office operations
- Ensuring consistent performance
- Flexibility and understanding in dealing with a multi-faceted client
- Exploring ways in which the system can be improved within the current budgetary constraints

Your service will be supported by a comprehensive company infrastructure that can deliver comfortably the requirements of your specification.



Service Agreement

3.2. Service Level Agreement

Chroma Vision provides two levels of Preventative Maintenance and Fault Call response in support of Security systems.

The two levels provide various levels of inclusive support, to assist with budget management with all sharing the same schedule of rate costs for attendance or materials in respect to the provision of any service not covered by the maintenance agreement.

The following provides an outline of the levels provided, and our pricing schedule includes a price for the provision of our Gold level support.

Gold – Medium Level Support

- Two Preventative Maintenance Visits Per Annum
- 24 Hour Call Out Response
- Labour Costs Fully Inclusive (Inc Access Platform)
- On-site Attendance Within 4 Hours
- Replacement parts at supplier cost + 20% Margin

Silver – Base Level of Support

- Two Preventative Maintenance Visits Per Annum
- 24 Hour Call Out Response
- On-site Attendance within 24 Hours
- Emergency calls attended within 4 Hours
- Labour Costs Subject to Schedule of Rates
- Replacement parts at supplier cost + 20% Margin

3.3. Service Management & Monitoring

Whilst we are confident that the team, we have chosen for you will deliver an excellent service we also ensure we monitor and manage our teams to ensure we are identifying any deviations or possible failures that may occur, and, of course, ways in which we can improve. This monitoring is carried out to the NSI Gold accredited systems approved to ISO9001:2008 (See Section 6). As a customer you will have your own access directly to our SC5 service management system, so you can get live updates as to progress on your calls & see our performance directly. All engineers update their progress live from site as it happens across the mobile network and your home page is updated within milliseconds of their information being entered.

3.4. Compliance to Specification

We can confirm that we are wholly compliant with the requirements of your specification, we are confident that in many cases we either match or exceed your requirements. As a dedicated engineering company, we take pride in ensuring that we deliver our service to the highest quality, ethically, safely, and in an environmentally friendly way.

We are more than confident that we have the in-house expertise, experience and ability to deal with all of the equipment on your system.



Service Agreement

Another feature of our company that makes us different from others, is our structure, it also helps us in being flexible too. We aim to have the minimum number of 'layers' between departments. We do not use salesmen; all our sales & orders are dealt with within the operations department, meaning less translation, and more significant information reaching the correct place at the right time. In fact, our operations department deals with everything from initial enquiry to handover and on-going support. This does not result in any compromise in quality control, as quality gates between each stage ensure that the project or contract is continually monitored using a single quality system.

A core policy within our company is to work in 'Partnership' with our customers to help reduce revenue loadings, make the most from their forecasted maintenance costs, and provide alternative methods of achieving the same or better results from their installation. This includes but is not limited to replacing costly transmission systems with equal technology at much lower revenue costs, where possible as part of any natural upgrade or cost, especially working with other agencies within your authority to make the most of planned works. This is something we have done with our other clients, across the whole of their systems.

Chroma Vision Limited will deliver the complete service in a professional and effective manner, complete with all equipment, plant, systems, communications, standards, controls and other associated facilities that are required. We are proud that many of the repairs we carry out to equipment are completed in-house in our well stocked workshops, where the quality and traceability can be better controlled.

Upon receiving the order to commence with the maintenance of your system, we will carry out a detailed inspection of your systems; produce a report highlighting remedial actions. Acting upon your instructions we will immediately undertake the necessary remedial work to bring your system to a level of operation that delivers the necessary operational standards associated with a system of this type.

Appendix A – Delivery Methodology

A1 – Standard Fault Response

With our standard contracts we operate a call response level in accordance with the following classifications

Priority 1 - Any fault on key equipment that compromises the security of an area. Any fault reported where a danger exists.

Priority 2 - Any fault on equipment that doesn't impact upon the security of the building

Priority 3 - Any fault not detailed above.

The following standard response times are normally provided.

Priority 1 - Upon receipt of a fault as reported to the service desk or outside hours contact number, Chroma Vision shall attend to the site within Four (4) hours.

Priority 2 - Upon receipt of a fault as reported to the service desk, Chroma Vision shall attend site within Twenty-four (24) hours.

Priority 3 - Upon report of a fault as reported to the service desk, Chroma Vision shall attend within Three (3) working days.

Whilst the above are our standard outline response times, Chroma Vision prides itself on building and maintaining partnering relationships with our client base and achieving 100% compliance with the contracted response times.

A2 - Outline – Call-Out & Maintenance Procedures

Resources

Chroma Vision currently provides a 24Hour 365 Day call out facilities to all of our contracted customers.

At all times we ensure a minimum of two (2) skilled technical engineers are available for attendance. Wherever possible and prior to on-site attendance, a telephone call is made to the respective control room to obtain further information into the nature of the fault and talk through any diagnostics with the operators or other parties. In addition to ensuring outside



Service Agreement

hours call outs are attended, we ensure critical spares and access to Access Platforms are always available for 24hr access.

Preventative Maintenance

Preventative maintenance tasks are to be undertaken by the PM Engineer in 2 separate visits, with assistance from another Service Engineer.

During the PM tasks a series of check sheets are completed, these sheets once completed are reviewed by the Account Manager and a full condition report compiled outlining any works undertaken or recommended, including the provision of outline costs for their implementation.

Chroma Vision has extensive experience in supporting and undertaking preventative maintenance tasks upon live security control systems and given this experience we ensure all preventative maintenance tasks are pre-programmed and agreed with the respective clients in advance.

It is fully understood that preventative maintenance tasks may not be permitted even if pre-booked due to operational requirements, and our engineers always maintain a flexible approach.

Call Out Procedures

In support of our existing maintenance contracts, Chroma Vision has established a fault call policy which allows for all calls placed outside of normal working hours to be forwarded to a central call centre, which can take full call details and process the call to the respective engineer. By adopting this policy, we are able to monitor response times and attendance along with managing the escalation process.

The following provides an outline into Chroma Visions' call-out facilities.

Normal Hours 09:00 – 17.30 Monday to Friday

During normal office hours a Help Desk facility operates at our office location, to which general queries or specific faults may be reported by telephone, facsimile or e-mail. All calls or faults reported will be logged and a unique Call Reference number issued.

Additionally, to the above fault calls can be placed directly upon our Service Database.

Out of Hours – Call Out

Outside of normal business hours, all calls placed to the daytime call desk number will be automatically forwarded to a central call centre, which shall be able to receive details of the call and pass information to engineers' on-call via both text and voice communications.

Upon receipt of the call the engineer shall acknowledge the call with the call centre and contact the control room operators or duty officer reporting the problem, to obtain further information. Where the problem cannot be cleared over the telephone, the engineer shall arrange attendance and will advise of the estimated time of arrival on-site.

On-site Attendance

On arrival on-site, the engineer will report to the security room to confirm attendance to check and obtain any further information or access arrangements.

In the event that the engineer is unable to fully rectify the fault, a temporary repair will be implemented wherever possible.

Once the repair is fully rectified, the engineer will request that the client sign an on-site call form detailing the work undertaken and confirming that the fault has been remedied to the client's satisfaction.

Escalation Process

Where an engineer attends and is unable to repair the fault due to requiring further assistance or due to health and safety issues, the fault shall be referred back to the office or Account Manager and an escalation process implemented.

The escalation process shall allow for a second engineer or maintenance engineer to attend to provide additional support or assistance to help diagnose and repair the fault. Where an additional skill level is required the respective skilled engineer shall be called and requested to attend.



Service Agreement

In the event same day attendance by another member of staff is not available, the client shall be notified, and a confirmed attendance made for the next working day, with the exception of where the fault poses a risk to the public where same day response will be provided.

Where additional assistance is required upon a technical level, the Account Manager shall provide assistance as required.

Manufactures Manuals

In order to support all our contracts, Chroma Vision produce a number of soft copy manuals, containing technical details of all hardware components utilised upon the project. A copy of this manual is maintained by each engineer for use as required, with an additional copy held upon site.

Fault Log & Action Reporting

A full log is maintained both within the central control room and within Chroma Vision's office of all faults reported, and the actions taken by the call-out engineer, including details of the fault repairs. Where stock-spares have been used to correct the fault, the serial numbers are recorded.

Communications

Each Chroma Vision operative engaged in carrying out maintenance and repair works has been issued with a company supplied smart phone the numbers of which shall be provided upon commencement of the contract.

Site Attendance

Upon completion of all service or fault call visits, the engineers are required to complete the job via SC5 with details on parts used or required etc.

Logbook

A site record logbook is to be placed within each local hub collection point. The logbook shall comprise the following details:

- CCTV assets
- System configuration details.
- Transmission details – including fibre optic routes & radio transmission.
- Engineers log of attendance with corresponding unique call number.
- Preventative Maintenance visit details.

Subcontract Labour

Chroma Vision does not employ Subcontract labour to undertake any technical or maintenance tasks.

Where civil or ground works are to be provided, Chroma Vision would subcontract this element of work to a Civil-works contractor, with whom we have been using for in excess of five (5) years.

During this period, we have received full support and have been able to provide our clients with emergency repairs as required.

All sub-contractors have completed and returned a Sub-Contractor Health and Safety questionnaire and have provided copies of all insurances and associations held.

All subcontract appointments are reviewed annually, and copies of insurance renewals obtained.

All subcontractors will be required to complete a Chroma Vision security clearance form and provide authorisation to Chroma Vision or its clients to undertake an independent security clearance check to CRB level, prior to attendance upon site.

Working Hours



Service Agreement

Normal Hours 09:00 – 17:30 Monday to Friday

Wherever practicable Chroma Vision will endeavour to carry out works during normal working hours in order to;

- Control Cost
- Work in full lighting conditions
- Be available when other parties are normally working

Out of Hours Working

Where it is advantageous for work to be carried out beyond or outside the core working hours identified above, Chroma Vision will make suitable arrangements. However as working during core hours has the beneficial effects described above these hours will only be worked when the extent of the circumstance's dictates, those including; -

- It is not safe to work during normal working hours
- There would be an adverse effect to the public if work was carried out during normal working hours
- It has been identified in advance that other parties require out of hours' access
- It would prove to be an extreme nuisance if work was completed during normal working hours.

It is assumed that all out of hours working requirements not identified by Chroma Vision during survey stage have been identified in advance by the relevant client contact, within the tender document.

Appendix B – Maintenance Process & Management

B1 – Maintenance Process

Chroma Vision utilise a fault call/contract management software application to handle and manage all fault call requests, parts ordering, stock control and final account management.

The programme is called “SIMPro”

SIMPro is used as a full database of all fault calls, requests for attendance, small works and telephone support.

All requests are entered and automatically assigned a unique job number which can be tracked by both management staff and site personnel as assigned.

Details of the call are automatically assigned to the site engineers for attendance with job update and parts usage completed by the engineer via their smart phone. Upon completion of the job, the call can be de-assigned from the engineer.

The system can be configured to provide the client an automatic e-mail confirmation upon acceptance and assignment of the call, and again upon completion of the works. (We currently have several clients who require this level of service).

The service management system allows tracking of all fault calls in relation to the required response times and escalation of priority calls. Reports can be obtained in the form of achievement targets against individual engineers or clients and ensures all key performance figures are achieved.

Since operating the database Chroma Vision can boast of achieving 100% Priority 1 (4 Hour) response times.

In the event a full repair could not be achieved during the first visit, full details of the outstanding works can be entered into the system and the call re-scheduled as required.

Full details of the client's hardware can be entered and managed, including serial numbers, software versions, previous history etc. From the database reports can be obtained in respect of individual asset locations, individual areas or control room or against type of call i.e. PM visit, telephone support etc.

The software application will support, online viewing of the following:

- Fault Calls – Placement of fault calls, review of current status.
- History – Historical record of individual cameras, to include PM visits and fault history.
- Asset Details – Provides details of each individual camera or component details.
- Knowledge Base – Online technical support of common faults.

Chroma Vision shall provide the client an access password during the initial mobilisation period, followed by training of the required individuals upon commencement of contract.



Service Agreement

Client Reviews – Chroma Vision offer a comprehensive review process to all our customers this process consists of the following key elements; -

- **Regular Customer Meeting** (monthly), where specific areas of concern can be discussed from both parties. This way, persistent problems can be resolved without becoming major problems. This meeting will normally be held with the Account Manager and, where necessary, other members of the delivery team or senior management.
- **Performance Reports** (issued in advance of monthly meetings), generated from our management system, these reports give a clear 'picture' of how we are performing, any persistent faults and can be further 'customised' for our customers use. They will always be issued far enough before a meeting to allow the customer reasonable time to assess the reports.
- **Internal Reviews** (Quality Management), the Operations Manager is an integral part of the senior management team and provides a third-party view of all of our contracts at our 'performance meetings' held at board level.

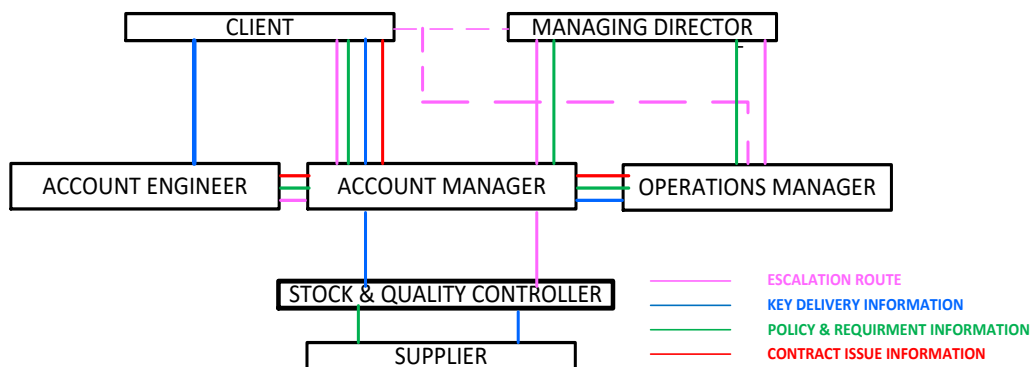
B2 – Account Management System

Principles - Chroma Vision has a commitment to achieving the principles of Contract management as laid down within the Office of Government Commerce under the PRINCE initiative. Although not all elements of those guidelines are relevant to implementation of this type of contract the guiding principles, where relevant, as applied comprehensively.

Those principles being -

- A defined organisation structure for the contract management team
- A product-based planning approach
- An emphasis on dividing the contract into manageable and controllable stages
- The use of a structured approach allowing flexibility to be applied at a level appropriate to the contract.

Communication - Structured communication and liaison is a key element to the Chroma Vision Contract Management System. Strong lines of responsibility are established to ensure all key people are aware of their communication responsibilities.



The key communication routes are shown in red ensuring that the right information arrives quickly at the right place to effect decisions and plans quickly. All work commences by ensuring the policy & requirement detail for the contract is correct and implemented, these communication routes are indicated in green. Resource delivery once requested remains an operations issue to ensure the installation detail is retained in its most faithful format.

As with all contracts there is always a route to allow escalation of the process, in the unlikely event it becomes necessary. It is a policy of Chroma Vision that the client always has a direct escalation route to the Managing Director available.



Service Agreement

Control – For scheduled works Chroma Vision utilise the powerful Microsoft Project programme to create the necessary detailed timelines and control measures. Key dates and their interrelationships are all programmed into the full project plan, and this is published to all key players including -

- Client
- Suppliers
- Operations Manager
- Design Department

Contract Risk Document - As part of the contract management process, after all the preliminary considerations have been completed a Contract Risk Document will be generated highlighting where the risks to the successful delivery of the contract are situated. A weighting will be provided for each risk based upon three elements: -

- The likely impact upon the contract
- The likelihood of the occurrence
- The extent to which Chroma Vision could control the risk.

The purpose of this document is to communicate to all parties simultaneously the areas that need attention (if possible) and demonstrate any need for policy or other changes to the contract.

B3 - Supply Management Systems

In the significant experience of Chroma Vision, we know that good control supply chains are a key factor in the successful delivery of any contract. The need to ensure that the right equipment of appropriate quality has been obtained before carrying out final installation is paramount within Chroma Vision's processes.

The key stages in the Supply Management System are -

- Specification Generation
- Pre-Order Review
- Order Placement & Supply Confirmation
- Change control
- Delivery pursuance
- Goods Inward Check
- Quality Control Check

Specification generation is initiated by the technical department and is based upon the detailed identified needs from the original specification and any subsequent change instructions issued. The latest requirement is given a revision level and is linked to the current change order reference for the work.

The Pre-Order Review is initiated by the purchasing section. It consists of a faithful copy of the order being raised being sent to the Account Manager for any necessary design review and subsequent confirmation.

Order Placement & Supply Confirmation. Upon confirmation from the Account Manager the order is placed upon the supplier and the supply date confirmed. The request for confirmation is based upon the fact that many quotations may have exceeded the 'fixed period' by the time many tenders actually come to 'fruition'.

Change Control is managed by the Account Manager and ensures that the purchasing section is updated on any changes required to orders. The actual detail of the change is provided by the authorised technical resource for the contract and passed through to the supplier without modification, in order to ensure all changes are conveyed accurately. The change is logged, and any commercial considerations processed by the Account manager. Any design or program

Delivery Pursuance is, in Chroma Vision's experience a key factor is successful implementation. It is our experience that manufacturers and suppliers are not familiar enough with the 'collateral' effects of late or wrong delivery to be trusted with the progression of orders. Chroma Vision management will communicate regularly with the suppliers to ensure any supply problems are identified early and the effects reduced to a minimum. Any effects of delivery problems would be immediately reported to the client under normal reporting protocols.



Service Agreement

Goods Inward Checks are carried out at the point of delivery to ensure the equipment delivered matches the most up to date requirement. This is not a quality check as the goods inward staff members do not have the technical expertise or knowledge to complete this.

Quality Control Checks are carried out by suitable qualified and experience technical staff members either at the stock room or on site when equipment is delivered.

B4 - Performance Monitoring

Chroma Vision currently monitors its performance via number of methods which include alarm flags and generation of reports upon the management database, escalation of call procedures and regular reviews between all Account Managers, Operations Manager, Quality Audit Manager and the Managing Director.

In order to provide greater detail in the methods used, we have pleasure in advising as follows:

Upon receipt of a fault call, details are entered into our service management database which includes the priority of call. The call is assigned to an individual and a scheduled time for attendance is entered and automatically sent via e-mail to the respective Engineer, Account Manager and Client.

Upon attendance on-site, the Engineer logs onto the call to confirm attendance and the system automatically marks the call as "In Progress". Upon completion of the call the Engineer clears the call and advises on works undertaken, the call is then automatically cleared, and a confirmation e-mail sent to the client for record. By using the system records, management reports and performance graphs can be printed against Engineer, Client or Group which provides a review against pre-determined targets.

All engineers are monitored in respect of attendance and completion of calls within priority times, first visit fixes and repeat faults. All of these are monitored and reviewed by the Operations Manager on a monthly basis, as these form part of the individual's monthly performance bonus.

All calls are regularly monitored, and outstanding calls flagged, with reason for delay; these delays can be automatically updated to the client via e-mail for reference. Each morning the service co-ordinator shall review any outstanding calls and update the respective engineer's schedules to clear calls wherever possible.

In order to ensure continued monitoring of all outstanding calls, the Operations Manager chairs a meeting with the Service Co-ordinator every Monday (PM) to review any outstanding issues from the previous week and all calls received during the weekend period.

All complaints received are entered within a central complaints book and acted upon in accordance with our internal complaint's procedures.

All complaints or communications received are regularly reviewed as part of our quarterly Quality meeting, and the resolutions and facts.

As part of the company procedures, invoices in respect of call outs are raised following receipt of the signed Site Attendance Form (SAF) and following checking by the Account Manager or Operations Manager.

Invoices are raised in batches (weekly) and sent to the client as a paper copy along with supporting correspondence, manufactures repairs reports or copy invoices.

All of the above areas are reviewed and discussed during the monthly management meeting, attended by all Account Managers, Operations Manager, Quality Audit Manager and Managing Director.



Service Agreement

Appendix C – Maintenance Team

C1 - Key Personnel

In support of this contract and based on previous experience, we shall be assigning a dedicated Account Manager, to manage the overarching issues and provide the client a single point of contact for the progression of the contract.

Supporting the Account Manager providing on-site management will be the Account Engineer, Service Engineer and Install Engineers.

Where additional skills are required from other members of the engineering team, these will aid as required.

Engineering Account Manager – James Mclean

Engineering Staff

Account Engineer – Marc Zacharias

Service Engineer – Paul Rees

Installation & Civil's Team – Neil Worthington & Annabelle Lee

Support Staff

Jem Kale – Managing Director

Chris Wood - Engineering Director

Matt Whatmough – Installation Manager

All team members are directly employed by Chroma Vision.

C2 - Key Staff Descriptions

Regardless of how exacting and detailed the systems and duties are within a contract, Chroma Vision believes it is only as good as the people that implement them. We have great pride in our team and confidence that they are more than capable of delivering their own 'link' in the chain. This section lists the positions and their role within the contract in detail: -

Job Description – Account Manager

Main duties and responsibilities

- Provide interface to the client and Account Team with regards to the local details of the works.
- To provide site and office based technical support to all field staff.
- Provide local liaison detail with suppliers
- Work with site management team to develop implementation plan and make best use of field resource.
- Prepare client accounts, and forecasts, and exercise budgetary control.
- Compile reports on key activities, such as key achievements and targets.

Job Description – Account Engineer

Main duties and responsibilities

- To carry out maintenance and fault calls at site.
- To be or become familiar with the equipment being installed on site.
- To ensure all Method Statements and Site Safety Plans are executed.
- Ensure progress is communicated to the Account Manager.
- Undertake any other duties and responsibilities as may be determined by Managers.



Service Agreement

Job Description – Service Engineer

Main duties and responsibilities

- To carry out maintenance and fault calls at site.
- To be or become familiar with the equipment being installed on site.
- To ensure all Method Statements and Site Safety Plans are executed.
- Ensure progress is communicated to the Account Manager.
- Undertake any other duties and responsibilities as may be determined by Managers.

Job Description – Installation Engineer

Main duties and responsibilities

- To carry out installation works on site.
- To be or become familiar with the equipment being installed on site.
- To ensure all Method Statements and Site Safety Plans are executed.
- Ensure progress is communicated to the Account and Installation Manager.
- Undertake any other duties and responsibilities as may be determined by Managers.



Service Agreement

Appendix D – Support Infrastructure

D1 - Chroma Vision Facilities

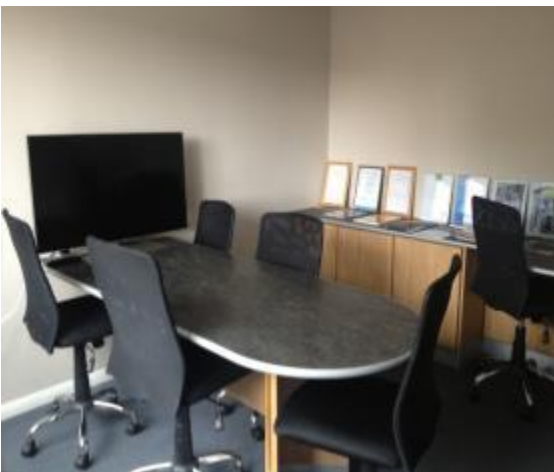


Offices - The main office comprises an open plan office upon the first-floor level, operating between the hours of 09:00 and 17:30 to undertake the general administrative tasks, including credit control, ledger entries and invoicing. In addition, the Service coordinator and Operations Manager operate from within the open plan office and provide support to all administration staff. Within the main office a spare desk is maintained which provides telephone, PC and server access for the Account Managers, Project Engineer or any other member of staff requiring desk facilities.

Chroma Vision operates from a central office and workshops located in Tonbridge, Kent.

Workshops – We have several local workshops and operating points across our region, supported by the main workshops on the ground floor of our head office. The main workshop allows for the bench testing, pre-build and setting up of equipment prior to deployment on site, as well as repair and soak testing of all components wherever possible.

The local workshops provide the base for local engineers, to carry out immediate repairs, with the main workshops at the head office being capable of providing more in-depth and specialist support, where necessary. At the main office the workshop/stores manager maintains the day to day despatch of all hardware and operates a parts bucket & forwarding system for each engineer. Upon receipt of a request for replacement hardware, the respective parts are put into the relevant parts bucket, for despatch to the local workshops and operating points. This done on a routine basis, with special deliveries where necessary.



Training / Meeting Room - A separate training / meeting room is available within our offices, providing facilities for clients, manufacturers and engineers attend private meetings or receive direct product training and product familiarisation of all hardware interfaces.

In addition to the training room, Chroma Vision have collated both a paper and soft copy library of all technical manuals and hardware specifications, which can be accessed, copied or electronically forwarded to engineers as required.

Chroma Vision has where requested provided in-house training to our client's security operatives in the correct operation of the security control systems.

D2 - Plant & Test Equipment

To support all of our contracts, Chroma Vision has invested in the following specialist plant and test equipment.

Access Platforms - Chroma Vision owns and operates Five(5) 13.6 Metre access platforms, which can be made available for use by all engineers 24hours a day.

The platforms are kept within secure compounds at central locations close to our existing client base. These vehicles are maintained by the original manufacturers and are safety checked and certificated every six months.



Service Agreement

Each platform is equipped with a minimum level of service stock spares, which includes spare cameras, lenses, Pan/Tilt heads and wiper blades as well as sundry items to enable a fault to be receive a full or temporary repair during the first visit.

Plant Equipment – Installation Engineers

Conduit Pipe Bender - Each of the Installation vehicles is equipped with conduit fitting tools.

Duct Draw-rod - Each of the installation vehicles is equipped with a 60Metre fibre glass draw-rod.

Strap Banding Tool - Each of the installation vehicles is equipped with a strap banding tool and fittings.

Safety Barrier and Signs - All engineer's vehicles carry fold up three position safety barriers and fold up signs advising of "men at work" and "restricted footpath".

Beacons - All vehicles are equipped with warning beacons which shall be deployed where there is a requirement to park a vehicle within a carriageway adjacent to the works.

Plant and Test Equipment – Within each Engineer / Account Manager's Vehicles

Ladders and Steps - All engineers carry upon their vehicles, ladders and steps which would enable access of up to 5Metres. Where higher access is required the company has specialist access ladders and plant available from the main Tonbridge workshop or via local hire outlets.

Laptop Computer - All field service engineers and senior installation staff have a Laptop Computer to enable them to undertake diagnostic tests or configuration uploads upon field hardware, as well as access to the softcopy technical library and O&M manuals for each site.

Colour Pattern Generators - All engineers have a basic Colour Pattern Generator issued as part of their test hardware. In addition to the basic Pattern Generators issued to all engineers, an additional professional Colour Pattern Generator is available from the main Tonbridge workshops.

Video Level Metres - All engineers have a basic Video Level Metre issued as part of their test hardware.

Drills - Battery drills have been issued to each engineer, the power and design of each has been based on the tasks to be undertaken.

Safety Barrier and Signs - All engineer's vehicles carry a collapsible safety barrier and fold up signs advising of "men at work" and "restricted footpath".

Beacons - All vehicles are equipped with warning beacons which shall be deployed where there is a requirement to park a vehicle within a carriageway adjacent to the works.

Plant and Test Equipment – Available from Tonbridge Workshop.

Podium Steps - Chroma Vision has available a number of podium steps which are available to the installation engineers for prolonged installation work at height.

Video Waveform Generator - Chroma Vision has available a Tektronix Waveform Generator, to assist in diagnosing and reviewing video levels and picture content, which is available from the main Tonbridge workshop.

Oscilloscope - Chroma Vision has available an oscilloscope to assist in diagnosing and reviewing data levels and content, which is available from the main Tonbridge workshop.

Portable Appliance Test - Chroma Vision has available a Portable Appliance Tester, available from the main workshop.

Underground Pipe and Cable Detector - Chroma Vision has available an Underground Cat -Scan from the main office.

Safety Barrier and Signs - Additional full barriers and signs to permit the closure of work areas, or manhole entries are available from within the office.

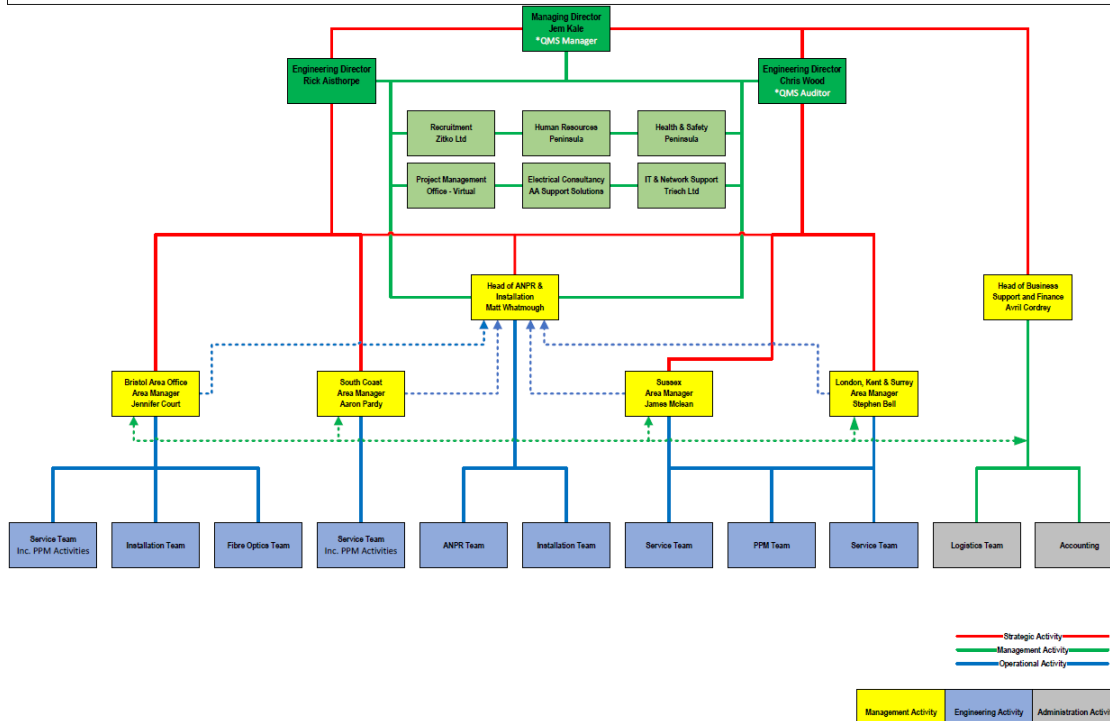
Twin Beacon - Within the offices are two (2) sets of twin beacons and magnetic motorway maintenance signs, which shall be used wherever there is a requirement to park a vehicle upon a Motorway or main road carriageway.



Service Agreement

D3 – Company Structure

Chroma Vision Limited Organisation Quality Management Structure



Management Philosophy - The management structure is organised so that the whole company works as a single team. Each manager takes responsibility for a relevant specialism on behalf of the company and supports the other managers with the team they build in that specialism. This brings the whole management team together and develops a philosophy of mutual support. It also avoids having 'choke points' based around one or two people in the company so that the specialist areas are regularly shared by all the management.

Code of Conduct - All Chroma Vision staff members will conduct themselves strictly in accordance with our disciplinary codes for client site working at all times.

Manufactures Manuals - To support all of our contracts, Chroma Vision produce a number of soft copy manuals, containing technical details of all hardware components utilised upon the security project. A copy of this manual is maintained by each engineer for use as required, with an additional copy held upon site.

Communications - Each Chroma Vision operative engaged in carrying out maintenance and repair works has been issued with a company supplied mobile phone, and mobile data terminal the numbers of which shall be provided upon commencement of the contract.

Appendix E – Quality, Ethics, Health, Safety & Environment

Chroma Vision Limited is an engineering driven company well aware of the impact that good quality, health, safety and environment practices have on ensuring a well delivered contract. We take our role as service delivery providers very seriously and consequently our attention to detail in 'Safety Health Environment & Quality (SHEQ) is of great importance to us, and winning those contracts ethically is something we pride ourselves in. The following pages detail our approach.



Service Agreement

Chroma Vision Limited is progressing on a programme of accreditation and has already achieved significant awards in key disciplines such as;



In addition to specific accreditation for our working practices we still operate within the guidelines all such accreditation bodies require. As a routine Chroma Vision Limited operate the guidelines required by the following standards; -

- **BS EN 50132-7** – British Standard for CCTV Systems
- **BS 8418:2003** – COP for Installation & Remote Monitoring of CCTV Systems
- **BS 8495:2007** – COP for Digital CCTV Recording Systems
- **BS 7958:2009** COP for Management & Operation of CCTV
- **NCP104** – NSI Code of Practice for Design, Installation & Maintenance of CCTV
- **SSQS101** – NSI Quality Schedule for Gold Standard
- **BS EN ISO 14001** – Environmental Management System
- **BSIA – Code of Practice 109**
- **BS 8243:2010** Installation and configuration of intruder alarm systems for confirmed alarm conditions
- **BS 8473:2006+A1:2008** Intruder and hold-up alarm systems – Management of false alarms
- **BS EN 50131** Alarm systems – Intrusion and holdup systems – all parts
- **BS EN 50136** Alarm systems – Alarm transmission systems and equipment
- **DD 263:2010** Intruder and hold-up alarm systems – Commissioning, maintenance and remote support
- **BS 4737** Intruder alarm systems in buildings
- **PD 6662:2004** Scheme for the application of European Standards for intruder and hold-up alarms
- **BS EN 50133** Access control systems for use in security applications

Chroma Vision Limited also 'enhances' our accreditations with memberships of specific bodies, such as the 'CCTV User Group' to ensure we are operating as the industry requires.

Our engineering principles also mean we understand the importance of trading using '**ethical business**' methods. As an engineering company we would rather be judged on our capability to deliver excellent service, expertise and performance in a cost-effective manner, that way all parties benefit. To that end we have developed a policy and procedure to ensure all our staff members operate in an honest and ethical way. We also feel we have a responsibility as a local company to provide '**Social Value**', and we are proud of the initiatives we have delivered both within our contracts and directly to the local community.

The following pages provide our policy statements on Quality Assurance, Health & Safety and Environmental Protection.



Service Agreement

E1 - Quality Assurance Policy

Our quality procedures have been certified by an external accreditation body to meet the requirements of the following standard:

- BS EN ISO 9001:2015
- NACOSS Gold (SSQS101)

Copies of all our Certificates are available upon request.

Our existing quality procedures encompass controls on procuring equipment and ensuring correct items are received, managing stock levels, scheduling of labour and resource, management of all day work and call out activities, management of customer and suppliers accounts etc.

All Chroma Vision activities are entered via two (2) proprietary service management packages, which enable us to maintain records of all fault calls, hardware purchases, returns and repairs and client accounts. The two packages are interlinked and are available for viewing remote from the office by authorised users.

Chroma Vision regularly undertakes an audit and review of the companies' procedures with regards to performance and reliability. Chroma Vision operates a progressive policy to ensure on-going improvement in relation to products, installation and service provided to the customer.