

EntireFM provides facilities management, building support and consultancy services 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 always prevail as we aim to always deliver impeccable customer service and safety. 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 (note, subcontracting any work from EntireFM is strictly prohibited and must only happen following clear written consent from EntireFM)

### **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 full 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
- Your insurance cover may be verified with the provider names on your insurance documents
- EntireFM reserves the right to suspend or terminate work at any time, without notice, if any issues arise with your insurance cover and will not be liable for any costs incurred for the works in hand.

## 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 displaying the EntireFM logo
- 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
- Quotes must be sent to the relevant contact at EntireFM and not to our client. You must not discuss pricing with our client.
- If you are intending to use a subcontractor for the work, then you must communicate this clearly to EntireFM. Failure to do so will result in works being cancelled and no payment will be made to you.

## Work Instructions

- For high priority attendance jobs work requests will come to you via a phone call from our helpdesk 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.
- 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
- You must submit a report of works when you have completed the work
- If you do not submit a detailed report of works upon completion, then your invoice will not be considered for processing. Your report must be submitted for review before an invoice is raised.
- 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 always receive the highest standard of service.

## Invoices

- Invoices must display a purchase order number and name of the person who instructed the work
- Site address must be clearly displayed on the invoice
- Invoices must be addressed to Entire Facilities Management c/o **\*\*Client Name\*\*** (when requested only)
- Your invoice must not be back dated and must show the date upon which it is emailed to EntireFM
- Invoices must be sent to - [invoices@entirefm.com](mailto:invoices@entirefm.com). Invoices will not be accepted at any other email inbox. It is your responsibility to ensure the invoice is submitted to the above-mentioned email address and will only be processed from the date it is received from you to this email inbox.
- A clean description of works must be on the invoice with a full breakdown of labour, travel, accommodation, materials etc as necessary. (Note, travel, and accommodation must be pre-authorised).
- 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. Once correctly submitted, it will be processed from this date and not from the date upon which you originally submitted it incorrectly.
- Your invoice must be submitted within 14 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 14 days will not be processed.
- All work must be approved and signed off. Invoices will not be processed until works are signed off.
- For larger projects, your invoice must not be submitted until any snagging work has been completed and fully 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 for any payments to be made to you.

These terms of business shall always prevail and will be referred to in the unlikely event of a dispute

Signed on behalf of Supplier \_\_\_\_\_

Supply Company Name \_\_\_\_\_

Signed \_\_\_\_\_

Print \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_