MOBILISATION GUIDE

# A clear start.
# A controlled transition.

A practical guide to preparing a security or workplace services contract with Servis.

**Plan around the site, not an assumed timetable.**

The programme, responsibilities and start date are agreed for each contract.

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| 01 | **Understand** | Confirm the premises, current arrangements, key risks, service standards and intended timing. Identify the evidence and information needed to prepare the proposal. |
| 02 | **Prepare** | Agree the scope, staffing and responsibilities. Resolve access, induction, equipment, site instructions and reporting arrangements before delivery begins. |
| 03 | **Deliver** | Brief the team for the assignment. Confirm who is on site, who supervises delivery and how issues will be escalated during the start-up period. |
| 04 | **Review** | Check delivery against the agreed specification. Use inspections, reporting and site feedback to resolve concerns and agree any changes. |

READINESS CHECKLIST

# What to bring to the conversation.

Use this checklist with your procurement, property and operational colleagues.

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| 01 | **Sites and timing** | Site addresses, intended start date, operating hours, occupied areas and planned changes. |
| 02 | **Service specification** | Duties or cleaning tasks, frequencies, coverage hours, priorities and any areas excluded from scope. |
| 03 | **People and handover** | Key contacts, outgoing provider details where relevant, workforce considerations and induction requirements. Assess any transfer obligations with appropriate advisers. |
| 04 | **Access and equipment** | Passes, keys, access permissions, storage, welfare arrangements, equipment requirements and local restrictions. |
| 05 | **Safety and site instructions** | Relevant risk information, emergency arrangements, incident escalation and assignment instructions. |
| 06 | **Reporting and acceptance** | Account contacts, review cadence, evidence required, readiness actions and who can approve the service start. |

CONTRACT MANAGEMENT

# Accountability after day one.

Make it clear how delivery will be reviewed and how changes will be handled.

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| 01 | **Day-to-day delivery** | Confirm the operational contacts, supervision arrangements and route for reporting absence, access issues or changes at the site. |
| 02 | **Service evidence** | Choose records relevant to the service: patrol and incident logs for security; task schedules, inspections and site feedback for cleaning. |
| 03 | **Regular reviews** | Agree when to review performance, outstanding actions and client priorities. Record decisions and allocate an owner to each action. |
| 04 | **Changes to the contract** | Discuss new locations, different occupancy, revised hours or additional duties with the account team so that the scope and responsibilities can be reviewed. |

## Ready to plan your transition?

Send your site list, current specification and proposed timing to our team.

**info@servisgroup.co.uk**