



Ministry of Defence

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20 June 2018

Ref. FOI 2018/07739

Dear [REDACTED]

Thank you for your email of 22 May 2018 requesting the following information:

"I would like the Full contract you hold on our behalf with Aramark, electronic copy please."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

I am writing to confirm that the Ministry of Defence (MOD) holds the information on the subject you have requested. However, your request has been deemed vexatious under Section 14(1) of the FOIA. This provision exempts public authorities from complying with requests which have the potential to cause a disproportionate or unjustified level of disruption, irritation or distress.

The broad nature of your request would require the review of a significant volume of information which would have a disproportionate impact on the department and divert such resources from business as usual.

The MOD may be able to provide some information in scope of your request if you reduce or refine your request, however it is important to note information may still be subject to FOIA exemptions.

Please see below a list of items in scope of this request, amounting to 173 documents:

- HESTIA MULTI-ACTIVITY CONTRACT BOOKLET 1: CONDITIONS OF CONTRACT
 - Annexes
 - A – Defined Terms
 - B – Change Management Process
 - C – *Contractor's* Commercially Sensitive Information
 - D – Pricing and Quality Representation Letter
 - E – DEFFORM 691A
 - F – Core Catering Manpower
 - G – *Employer* Dependencies
 - H – Transfer Regulations
 - I – Pension Matters

- J – Parent Company Guarantee
- K – Performance Management Regime
- L – *Employer* Standard Form of Lease
- M – Sub-Contractor Warranty
- N – Exit Management Plan
- HESTIA MULTI-ACTIVITY CONTRACT BOOKLET 2: PRICING INFORMATION
 - Annexes
 - A - Price List
 - Part 1 – Regional Pricing Worksheets
 - Part 2 - Establishment Pricing Worksheets
 - B - Annual Provision of Meals Baseline
- PROJECT HESTIA BOOKLET 3 – SERVICE INFORMATION
 - Annexes
 - A – Governance Meetings
 - Appendix 1 – Governance Meetings: Reports
 - Appendix 2 – Governance Meetings: Plans Review
 - B – Short Term Catering Requirements
 - C – Training Establishments
 - D – Functions
 - Appendix 1 – Functions Process Map
 - E – Mess Services
 - F – Cleaning Services: Common Service Standard
 - G – Cleaning of The Healthcare Environment
 - Appendix 1 - Risk Rating: Example Risk Assessment Form for Clinical Areas
 - Appendix 2 - Example Cleaning Schedule: Healthcare Facilities
 - Appendix 3 - Example of Cleaning Responsibilities and Frequencies
 - Appendix 4 - Cleaning Standards
 - Appendix 5 - Cleaning Audit Score Sheet
 - Appendix 6 - Specialist Cleaning During Outbreaks of Communicable Disease
 - Appendix 7 - National Colour Code for Cleaning Materials
 - H - Laundry and Dry-Cleaning Standards
 - I – MOD Waste Targets to be Achieved
 - Appendix 1 – Waste Data Capture Form
 - J – Disposal Services Authority (DSA) Contracts
 - K – Closed Loop Solution
 - L - Example Template for Waste Management Plan (WMP)
 - M – Administration of Security Keys
 - R - JPA Services and Management
 - S – Terms of Reference for Medical Centre Receptionists
 - T – Terms of Reference for Personal Assistants
 - U – Terms of Reference for Clerical Support Staff
 - Y – Sports Facilities Administration
 - BB – Establishment ihub and Registry
 - CC – Authorised Demander (AD)
 - DD – Local Security Officer
 - SITE INFORMATION PACKS ESTABLISHMENTS A–C.
 - SITE INFORMATION PACKS ESTABLISHMENTS D–M.
 - SITE INFORMATION PACKS ESTABLISHMENTS N–Y.
 - NORTH REGION MULTI ACTIVITY CONTRACT – FINAL TENDER SUBMISSION (36 DOCUMENTS)

Please contact me if you would like to refine your request.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made in writing within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

DIO Secretariat