European Services Directive

The Provision of Services Regulations 2009
What does it Contain?

- Requirements for the service provider
- Requirements for subcontracting
- Requirements for staff
- Requirements for service output
- Requirements for maintenance providers
Standard “Services for fire safety & security systems”
Organization & Management
Staff
Resources
Procedures
Documentation

Management System
the service provider uses a Management system
ISO 9001
Or other QMS System

Application Guidelines
Covering planning design installation commissioning verification handover & maintenance

Product Standards

System Standards
Each sector may have system standards specifying the requirements and performance of the system
Stages of Work

Planning
Design
Installation
Verification
Commissioning
Handover
Maintenance
Requirements for the service provider
Requirements for subcontracting

- Have processes to monitor and manage the quality of subcontracted services.

Subcontracting of services shall not release the service provider of his responsibility to the client for those services performed.
People

Role A
Staff representing the service provider holding decision-making authority on technical aspects and responsibility for the compliance with the relevant regulations and standards connected to the contract execution.

Role B
Staff who exercise self-management within the guidelines of the declared services and supervise the routine work of others, taking some responsibility for the evaluation and improvement of work and can perform the technical fundamentals, the procedures and handles the risks together with the requirements of the relevant standards and regulations in the declared services.

Role C
Staff that fulfils assigned tasks in a reliable way in the declared services and takes responsibility for completion of tasks and adapts own behaviour to circumstances in solving problems.
Role A

a) Manage the technical fundamentals, the procedures and the risks together with the requirements of the relevant standards and regulations in the declared services;

b) Demonstrate appropriate training on the system and the products to be used applicable to the role A;

c) Demonstrate practical experience and competence in the declared services;

The person’s ability can be demonstrated by realizing three systems in the declared services in the last five years.
Role A

d) have comprehensive, specialized, factual and theoretical knowledge within the declared services and an awareness of the boundaries of that knowledge;

e) be able to demonstrate the ability to put into practice the knowledge above using the abilities listed in a) to c) above and demonstrate through examples the ability to develop solutions for execution of the declared services;

f) exercise management and supervision in the context of activities in the declared services, where there are unpredictable changes;

g) manages professional development of themselves and other individuals.

The person’s ability for d), e), f) and g) can also be demonstrated by Level 5 of the European Qualifications Framework (EQF) within the declared services.
Role B

a) perform the technical fundamentals, the procedures and handle the risks together with the requirements of the relevant standards and regulations in the declared services;

b) demonstrate appropriate training on the system and the products to be used applicable to the role B;

c) demonstrate practical experience and competence in the declared services;

d) have factual and theoretical knowledge in broad contexts within the declared services;

e) be able to demonstrate the ability to put into practice their knowledge using the abilities listed in a) to d) above.

The person’s ability for a) to e) can be demonstrated by realizing three systems in the declared services in the last three years.

The person’s ability for d) and e) can also be demonstrated by Level 4 of European Qualifications Framework (EQF) within the declared services.
a) demonstrate appropriate training/experience on the system and the products to be used applicable to the role C;

b) demonstrate practical experience and competence in the declared services;

c) have knowledge of facts, principles, processes and general concepts, in the declared services;

d) have the ability to select and apply basic methods, tools, materials and information.

The requirements of c) and d) above can be demonstrated by Level 3 of the European Qualifications Framework (EQF) within the declared services.
The service provider shall demonstrate processes for defining and documenting the output of a stage of work. The documentation shall be:

- in a structured and suitable form for the purpose,
- suitable for the intended use of the installed system,
- complete and inclusive to facilitate other stages of work,
- in accordance with the relevant application guideline,
- in accordance with local requirements.

The service provider shall demonstrate:

a) processes for identifying and documenting all:

- changes to the design;
- changes in the documentation;
- changes and modifications to the system,

b) processes for identifying the responsible person for each stage of work,

c) processes for communicating the output of a) and b) to the relevant party and in the language relevant to the geographical areas where the services are provided.
Requirements for maintenance providers

The service provider shall ensure that:

a) involved staff has the specific knowledge, skills and competence for the particular installed system(s) they work on,

b) maintenance is performed

  ✓ — in accordance with the maintenance contract (e.g. availability of spare parts, response time etc.),
  ✓ — in accordance with the specifications of the manufacturers of the components and systems (e.g. intervals, adjustments, checks etc.),
  ✓ — based on the documentation available by the client (e.g. documentation and others),

c) the service output is in meets the Requirements for the service output, and informs the client of

  ✓ — works performed,
  ✓ — status of the system,
  ✓ — deficiencies of the system,
  ✓ — differences between the installed system and the documentation,
  ✓ — changes in the availability of the components and maintainability of the system.
Questions?

Thank you for your attention

Any Questions?

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