

Type	Number	Title	Description	Supplier Answer 9 (Rock Kitchen Harris)	Supplier Attachments 9 (Rock Kitchen Harris)
Section	1	Supplier Information	Supplier Information		
Sub-Section	1.1	Supplier details	Supplier details		
Question	1.1.1	1. Full name of the Supplier completing the PQQ		Rock Kitchen Harris Ltd	
Question	1.1.2	2. Registered company address		32 Pocklington Walk Leicester LE1 6BU	
Question	1.1.3	3. Registered company number		1589727	
Question	1.1.4	4. Registered charity number		Not applicable	
Question	1.1.5	5. Registered VAT number		565 7496 89	
Question	1.1.6	6. Name of immediate parent company		Not applicable	
Question	1.1.7	7. Name of ultimate parent company		Not applicable	
Question	1.1.8	Please select the relevant box to indicate your trading status		ii) a limited company	
Question	1.1.9	Please select the relevant boxes to indicate whether any of the following classifications apply to you		Small or Medium Enterprise (SME)	
Sub-Section	1.2	Bidding model	Bidding model		
Question	1.2.1	a) Are you bidding as a Prime Contractor and will deliver 100% of the key contract deliverables yourself		Yes	
Question	1.2.2	b) Are you bidding as a Prime Contractor and will use third parties to deliver some of the services	If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.	No	

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Question	1.2.3	c) Are you bidding as Prime Contractor but will operate as a Managing Agent and will use third parties to deliver all of the services	If yes, please provide details of your proposed bidding model that includes members of the supply chain, the percentage of work being delivered by each sub-contractor and the key contract deliverables each sub-contractor will be responsible for.	No	
Question	1.2.4	d) Are you bidding as a consortium but not proposing to create a new legal entity	<p>If yes, please include details of your consortium in the comments section i.e. Consortium Members and Lead Members and also explain the alternative arrangements i.e. why a new legal entity is not being created.</p> <p>Please note that the Authority may require the consortium to assume a specific legal form if awarded the contract, to the extent that it is necessary for the satisfactory performance of the contract.</p>	No	

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Question	1.2.5	e) Are you bidding as a consortium and intend to create a Special Purpose Vehicle (SPV).	If yes, please include details of your consortium members, current lead member and intended SPV (Special Purpose Vehicle) in the comments section and provide full details of the bidding model using a separate Attachment.	No	
Sub-Section	1.3	Contact details	Contact details		
Question	1.3.1	1. Name		Paul Sculthorpe	
Question	1.3.2	2. Postal Address		32 Pocklingtons Walk Leicester LE1 6BU	
Question	1.3.3	3. Country		UK	
Question	1.3.4	4. Phone		0116 2337500	
Question	1.3.5	5. Mobile			
Question	1.3.6	6. E-mail		psculthorpe@rkh.co.uk	

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Section	2	Grounds for Mandatory Exclusion	<p>You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).</p> <p>If you have answered “yes” to question 2.2 on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please provide details using a separate Appendix. You may contact the authority for advice before completing this form.</p>		

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Question	2.1	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?	You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).	None of the above apply	
Question	2.2	Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or partner or any other person who has powers of representation, decision or control been convicted of any of the following offences, where the offence relates to fraud affecting the European Communities' financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities	You will be excluded from the procurement process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved).	None of the above apply	

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Question	2.3	Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?	If you have answered Yes to this question, please use a separate attachment to provide further details. Please also use this the comments section to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines?	No	
Section	3	Grounds for Discretionary Exclusion – Part 1	Grounds for Discretionary Exclusion – Part 1		
Question	3.1	Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation	The authority may exclude any Supplier who answers 'Yes' in any of the following situations set out in options 1 to 11	None of the above apply	

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Section	4	Grounds for Discretionary Exclusion – Part 2	The authority reserves the right to use its discretion to exclude a Supplier where it can demonstrate the Supplier's non-payment of taxes/social security contributions where no binding legal decision has been taken. Please note that Section 4 relating to tax compliance only applies where the authority has indicated that the contract is over £5million in value, and the authority is a Central Government Department (including their Executive Agencies and Non-Departmental Public Bodies).		
Question	4.1	From 1 April 2013 onwards, have any of your company's tax returns submitted on or after 1 October 2012, given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion?	If answering "Yes", you may provide details of any mitigating factors that it considers relevant and that it wishes the authority to take into consideration.	No	

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Question	4.2	From 1 April 2013 onwards, have any of your company's tax returns submitted on or after 1 October 2012;	<p>Been found to be incorrect as a result of:</p> <ul style="list-style-type: none"> ▪ HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the "Halifax" abuse principle; or ▪ A Tax Authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the "Halifax" abuse principle; or ▪ the failure of an avoidance scheme which the Supplier was involved in and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the Supplier is established. 	No	
Section	5	Economic and Financial Standing	Economic and Financial Standing		
Question	5.1	5.1 Please provide one of the following to demonstrate your economic/financial standing; please indicate your answer by selecting the relevant box		A copy of the audited accounts for the most recent two years	2013 RKH Accounts.pdf 2014 RKH Accounts.pdf

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Question	5.2	5.3 Are you are part of a wider group (e.g. a subsidiary of a holding/parent company)?		No	
Question	5.3	5.4 If Yes to above would the Ultimate / parent willing to provide a guarantee if necessary?			
Question	5.4	5.5 If NO to 5.3 would you be able to obtain a guarantee elsewhere (e.g from a bank?)			

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Section	6	Technical and Professional Ability	<p>Please provide details of up to three contracts, in any combination from either the public or private sector, that are relevant to the Authority's requirement. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years, and VCSEs may include samples of grant funded work.</p> <p>The named customer contact provided should be prepared to provide written evidence to the Authority to confirm the accuracy of the information provided below. Consortia bids should provide relevant examples of where the consortium has delivered similar requirements; if this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle will be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p>		
Sub-Section	6.1	Contract 1	If you don't have any contract, please write 'Not applicable' as the answer of the following questions.		

Type	Number	Title	Description	Supplier Answer 9 (Rock Kitchen Harris)	Supplier Attachments 9 (Rock Kitchen Harris)
Question	6.1.1	Contract start date. Contract completion date. Estimated Contract Value		<p>Contract start date: July 2009</p> <p>Contract completion date: Ongoing</p> <p>Estimated Contract Value: ~£2million</p>	
Question	6.1.2	Name of customer organisation		Home Office (Police.uk)	
Question	6.1.3	Point of contact in customer organisation. Position in the organisation. E-mail address		<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

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Question	6.1.4	In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.		<p>## Background</p> <p>Whilst the subject matter differs to Inspire, Police.uk has countless parallels - the website presents user-friendly information about public services, increasing engagement between a public body and the general public, and must be accessible to the widest possible audience.</p> <p>In 2009 the Home Office required all UK police forces to publish crime maps online. Following a competitive pitch, 31 of the 43 police forces in England and Wales chose to work with RKH. In 2011, given the success of initial force-wide crime maps, the Home Office approached us to develop the world's first national crime map, along with local policing information, general advice about crime prevention and policing.</p> <p>The Online Crime Reporting service, developed using GDS Agile methods, has recently been introduced following Alpha and Beta assessment stages.</p> <p>## Issues and challenges</p>	

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				<p>Working on such a high profile project is hugely rewarding. There are significant technical challenges processing large quantities of sensitive data, ensuring it is presented in a way that is easy to understand and useful to the public. As the project evolves, new opportunities and challenges arise as features are added.</p> <p>Police.uk has provided invaluable experience of public sector projects.</p> <p>Challenges have so far included:</p> <ul style="list-style-type: none"> - Organising complex data into easy to understand content - Scaling server capacity to meet extremely high demand - Safe anonymisation of sensitive data - Meeting strict accessibility standards <p>## Actions and solution</p> <p>A large amount of time, effort and creative thinking went into ensuring the project was a success, testing multiple</p>	

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				<p>approaches, workshops, discussions, wireframes, HTML mockups, and user testing, to make the content accessible, understandable and relevant to the target audience.</p> <p>The quantity and diversity of national content lead us to prioritise location search as the primary navigational tool, with an emphasis on contextual links to related information, rather than a fixed top-level navigation. This innovative thinking allows for a highly focused and easy to use website.</p> <p>Behind the scenes we met very strict demands: security, accessibility and usability were all paramount. We've made effective and efficient use of cloud computing to minimise costs whilst delivering maximum reliability, and we've worked hard to ensure that the website adheres to WCAG AA standards, independently verified by the RNIB.</p> <p>We created a platform allowing 43 forces to upload data in a standardised format - the first time such a cross-force challenge had been</p>	

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				<p>achieved.</p> <p>We helped keep the Home Office invovled through:</p> <ul style="list-style-type: none"> - Agile development methodology - Use of online tools - Establishing a relationship built on trust, respect and understanding, and achieving shared goals working together - Whole team involvement at all levels - from project managers to developers - Prioritise user needs rather than stakeholder/designer preferences <p>## Outcomes</p> <p>Police.uk became the third most popular government website drawing global attention, Online Crime Reporting was a finalist in the Innovation category at the Civil Service Awards 2015 at Buckingham Palace, and we've been recognised by the Home Office permanent secretary for saving hundreds of thousands of pounds.</p>	

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Sub-Section	6.2	Contract 2	If you don't have any contract 2, please write 'Not applicable' as the answer of the following questions.		
Question	6.2.1	Name of customer organisation.		LOROS	
Question	6.2.2	Point of contact in customer organisation. Position in the organisation. E-mail address.		<div></div> <div></div> <div></div>	
Question	6.2.3	Contract start date. Contract completion date. Estimated Contract Value.		Contract start date: August 2012 Contract completion date: Ongoing Estimated Contract Value: £50,000	

Type	Number	Title	Description	Supplier Answer 9 (Rock Kitchen Harris)	Supplier Attachments 9 (Rock Kitchen Harris)
Question	6.2.4	In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.		<p>## Background</p> <p>LOROS is a charity hospice who care for over 2,500 people a year across Leicester, Leicestershire and Rutland.</p> <p>We began working with LOROS in 2012. Charities were struggling during the recession and LOROS branding lacked the consistency and direction needed to engage with the local community. We defined a strong new brand identity through use of vibrant colours and carefully directed photography full of warmth and emotion.</p> <p>With branding agreed, we worked on items such as patient leaflets, stationery, promotional materials and a new website. These items were all vital to the charity in raising awareness of their services and need for support in the local community.</p> <p>Many of the needs of the new project stemmed from issues raised from the old website. The new website needed to be:</p> <ul style="list-style-type: none"> - easy for visitors to quickly find what they needed 	

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				<ul style="list-style-type: none"> - accessible to visitors regardless of any visual impairment or device - simple for staff to update content they were responsible for - consistent with the brand style set out in earlier projects - a strong foundation for future development <p>## Issues and challenges</p> <p>The wide range of audiences to the website and services offered made the project both challenging and interesting. Working with the charity to understand how to best convey key information and allow visitors to find what they needed quickly was critical to our success.</p> <p>Working with a hospice meant addressing a difficult topic but it was surprising how many misconceptions the local community held about what LOROS did, how they were funded, who the service was for and what visiting was like. The team gained a lot from helping address incorrectly held views to bring about positive change in the community.</p>	

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				<p>The list of content needed and functionality requested was extremely large. Content volume lead to issues with navigation and how best to migrate it.</p> <p>## Action and solution</p> <p>Throughout our work with LOROS we've understood that they have limited funds and resources available to achieve their goals.</p> <p>Workshops were held with all hospice departments and stakeholder groups to understand the needs of everyone involved. We worked closely with the marketing team to prioritise requests. This phased approach meant we could provide a vast improvement within reasonable timings and at a sensible cost to LOROS.</p> <p>Training was provided in a classroom setup with structured learning and Q&A sessions, in the use of the new content management system to ensure all staff responsible for adding/migrating content knew how to make the most of the new tools and maintain a consistent style.</p>	

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				<p>## Outcome</p> <p>Simon Proffitt, the then Chief Executive of LOROS said after launch:</p> <p>“Thank you for your work on the website. In terms of navigation, look and feel, general attractiveness I think it's excellent. This is a milestone in significantly improving the quality and impact of LOROS communications with our many and varied stakeholders and you and the RKH team have made a really big contribution.”</p>	
Sub-Section	6.3	Contract 3	If you don't have any contract 3, please write 'Not applicable' as the answer of the following questions.		
Question	6.3.1	Name of customer organisation		Has Bean Coffee Ltd	

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Question	6.3.2	Point of contact in customer organisation. Position in the organisation. E-mail address		<div></div> <div></div> <div></div>	
Question	6.3.3	Contract start date. Contract completion date. Estimated Contract Value		Contract start date: June 2013 Contract completion date: Ongoing Estimated Contract Value: £75,000	

Type	Number	Title	Description	Supplier Answer 9 (Rock Kitchen Harris)	Supplier Attachments 9 (Rock Kitchen Harris)
Question	6.3.4	In no more than 500 words, please provide a brief description of the contract delivered including evidence as to your technical capability in this market.		<p>## Background Has Bean is a world renowned online coffee retailer with a multi-million pound annual turnover; importing, roasting and selling highest quality coffee beans sourced direct from growers globally. Their success is due to a great website, great customer service and a genuine passion for the products they source and sell.</p> <p>Has Bean approached RKH in 2011 to design and develop a new e-commerce website to replace their existing ageing online offering. We chose to use the Shopify platform for its extensibility and ability to cope with large demand and high volume orders. Behind the scenes we designed and developed critical back office applications to manage coffee subscriptions, and to generate daily roasting and packing lists.</p> <p>## Issues and challenges Due to the sheer level of interest in their products, and a large and loyal online fanbase garnered through excellent customer service and social media, Has Bean has a real challenge as a business to meet demand. As</p>	

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				<p>an online business, their website is the single point of contact with customers and so it needs to meet their every demand.</p> <p>Driven by [REDACTED] passion for quality and a demanding customer base means that every new feature or service we help them to introduce is faced with intense scrutiny - ensuring we spend Has Bean's budget effectively and efficiently can be a challenge when choosing which features to expand upon.</p> <p>The client onboards RKH's suggestions, innovative solutions, and anything that will help take their business to the next level. This leads to regular projects to enhance or develop the website or back-office system, meaning that the project is very active and continually changing.</p> <p>## Actions and solution To make the project successful, we had to use some key approaches.</p> <p>Spend time to truly understand client needs - observe their workflow and</p>	

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				<p>pain points to establish exact requirements, and look at all numerous scenarios that could arise before deciding on the best approach.</p> <p>Use automation. Make use of APIs and third party services to automate and integrate the shop, payment gateways and shipping providers. Orders placed on the website trigger webhooks which automatically initiate tasks in the back-office system, creating roasting, grinding, picking and packing lists, labels and invoices. Reducing manual tasks reduces errors and increases profit.</p> <p>## Outcome The launch of the Has Bean website saw an initial 300% boost in sales, and Has Bean have gone on to become one of the largest retailers in the UK on the Shopify platform. In the time we have been working with them, they have moved into premises twice the size of their previous roastery and have gone from strength to strength, with our website playing a large part in ensuring their success.</p> <p>Our work on back office</p>	

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				systems greatly increased efficiency - manual tasks that took 2-3 working days were reduced to a couple of hours, greatly freeing up resources to provide better customer service.	
Question	6.4	If you cannot provide at least one example for questions 6.1 to 6.3, in no more than 500 words please provide an explanation for this (i.e. you organisation is a new start up etc.)		We have provided three examples.	

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Section	7	Additional modules	Suppliers who self-certify that they meet the requirements for these additional modules will be required to provide evidence of this if they are successful at contract award stage.		
Sub-Section	7.1	Insurance	Insurance		
Question	7.1.1	Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated in the tender documents		Yes	
Sub-Section	7.2	Compliance with equality legislation	Compliance with equality legislation		
Question	7.2.1	In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?		No	
Question	7.2.2	In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?		No	

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Question	7.2.3	If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date. If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. You may be excluded if you are unable to demonstrate to the Authority’s satisfac...	...tion that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.		
Question	7.2.4	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?		Not applicable	
Sub-Section	7.3	Environmental Management	Environmental Management		
Question	7.3.1	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)? If your answer to the this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or	...d or served notice under environmental legislation in the last 3 years, unless the Authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.	No	

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		changes you have made as a result of conviction or notices served. The Authority will not select bidder(s) that have been prosecute...			
Question	7.3.2	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?		Not applicable	
Sub-Section	7.4	Health and Safety	Health and Safety		
Question	7.4.1	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years? If your answer to this question was "Yes", please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The Authority will exclude bidder(s)	...rcement/remedial action orders unless the bidder(s) can demonstrate to the Authority's satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.	No	

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		that have been in receipt of enfo...			
Question	7.4.2	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?		Not applicable	
Question	7.4.3	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.		Yes	
Section	8	Declaration	Declaration		
Sub-Section	8.1	Completed by	Completed by		
Question	8.1.1	Name.		Paul Sculthorpe	
Question	8.1.2	Role in organisation.		Director	
Question	8.1.3	Date.		14 January 2016	
Sub-Section	8.2	Declaration	Declaration		

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Question	8.2.1	I declare that to the best of my knowledge the answers submitted to these questions are correct. I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement, and I am signing on behalf of the company named in this PQQ. I understand that the Authority may reject my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. I hav...	...e provided a full list of any Appendices used to provide additional information in response to questions. I also declare that there is no conflict of interest in relation to the Authority's requirement.	Yes	