

# About The Litmus Partnership

Facilities Management Consultancy



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## Expertise

Litmus is an independent catering and facilities management consultancy that has been assisting organisations since 1993. Our goal is to ensure our clients receive the best possible return on the investments they make in the provision of vital FM related support services - whether outsourced or managed in-house. We work with single sites and whole estates and have established specialist teams that deliver specific expertise.

## Passion

We have an enviable reputation for developing and delivering viable solutions that address a wide range of food service and facilities-based management challenges. We work with every type of organisation from public sector bodies, all education and healthcare settings to privately owned businesses and multinational corporate organisations.

## Innovation

The services we offer are wide ranging, but all have a common thread, which is to maximise return on investment and to support core activity seamlessly. We are about thinking outside the box, creating new solutions for specific client needs, and helping clients leverage the latest trends and ideas. We seek to deliver true value, more for less, and along with our ability to research, plan and implement strategic change, at the same time we excel at minimising cost to deliver improved value, service, quality, and business efficiency.

Visit [www.litmuspartnership.co.uk](http://www.litmuspartnership.co.uk) to learn more about Litmus and the services we provide and to access a wide variety of Project Reports that set out how we have helped clients realise their goals.

expertise | passion | innovation

# Specialist Divisions



Our services cover every specialist discipline of facilities management.

Over the years we have been helping clients we have created consultant teams with specific expertise in certain aspects of FM. Very often teams work together on integrated projects or where specialist knowledge is required to advise and guide the principal consultant responsible for a project's delivery.

## litmus

- Food and soft service management consultancy that brings a fresh and independent perspective to organisations' services helping them achieve more innovative and realistic solutions that entirely meet the needs of their communities.

## fm

- Our specialist facilities management division – LitmusFM - exists to support organisations that have multiple/integrated FM services.

The aim is to reduce wasteful processes and inefficiencies in service design, construction and maintenance and to provide asset management, life-cycle management and compliance systems. Creating new target operating models, managing tenders and delivering benchmarking/monitoring services are also central to the FM consultancy services available.

## retail

- Our dedicated retail services arm helps organisations develop the highest quality and commercially successful retail outlet solutions possible. Tailored solutions are developed and deployed for both single site as well as large multi-outlet operations.

## purchasing

- Our purchasing team helps clients establish and maintain stable, competitive pricing across every commodity. We do this by seamlessly integrating the buying process with management, finance and data reporting systems resulting in deep economies that immediately transfer to the bottom line.

## leisure

- Our Leisure division focusses on identifying and developing appropriate strategies which optimise revenue and profitability across leisure and public attraction opportunities.

## smartdigital

- Digital expertise that brings innovative tech solutions to the hospitality sector, helping establishments operate safely, simply and profitably.

The creation of live dashboards which simplify vast volumes of operational data in real time to assist in the management of every type of FM related service.

# Range of Services



We've provided guidance and consultancy to every business sector and setting, providing solutions that address a wide range of food service and facilities-based management challenges.

The most popular services we are able to deliver are set out below.



**Outsourcing/Tender Management Services** – ensuring legally compliant, secure and reliable competitive tendering.



**In-House Service Support** – Services comprise of benchmarking, best practice assessments and efficiency reviews to the deployment of end-to-end management systems, operational processes, compliant menus and training.



**Strategic Reviews** – A comprehensive operational and financial review, leading to a strategic plan recommending how services could be delivered better in future to best meet the needs of stakeholders.



**Asset Management & Lifecycle** – ensuring all assets at your facility from fire alarms and air conditioning systems to catering equipment and electrical fit-outs are all operating safely, are well maintained and comply with UK legislation. Asset register provision is a specialty.



**Monitoring** – provided every month to over 600 locations saving those clients, on average, £500k per annum by ensuring delivered services are in line with contracted agreements and industry standards.



**Consumer Insight** – enabling clients to fully understand how satisfied their community is and what a service provider needs to do to improve.



**Analytics** – transforming facilities related client data to deliver transparent reporting that gives focus on all the key performance indicators that enable decision-makers to be informed in real-time. Delivering dashboard-based benchmarking metrics that allow clients to compare their procurement pricing against industry standards and their competitors.



**Smart Technology** – selecting, negotiating and deploying the best tools to assist in service delivery, cost saving, space utilisation and improving a user's experience.

# Partners and Accreditations



We make it our business to work with organisations that influence best custom and practice in the sectors we work with.

We are proud to be associated with the following partners.



## CUBO

We're Gold Partners of the College & University Business Officers (CUBO) which is the professional association for senior managers of commercial and campus services, with 125 institutional members and over 500 individual members.



## Cyber Essentials

We're Cyber Essential accredited.



## ESPO

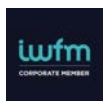
We're an approved supplier of ESPO, the public sector owned professional buying organisation.



**ISO 9001** is the world's most recognised Quality Management System (QMS) standard.



**ISO 14001** is the international standard that specifies requirements for an effective environmental management system (EMS).



## IWFM

We're a named supplier for the Institute of Workplace and Facilities Management (IWFM), which has a worldwide membership of 14,000.



## LACA

We're an associate member of LACA – the School Food People – which represents 3,000 different organisations providing 3 million lunches in 22,000 schools every day.



## London Universities Purchasing Consortium

LUPC delivers responsible procurement services and works collaboratively to achieve value for money for its members.



## Social Value Pioneers

We're Social Value Pioneers (part of Social Value UK) as part of our commitment to social value.



## Vested®

Litmus is an official licensed partner for Vested and founding member of VestedUK, which was established to promote the Vested® business model and to provide support to organisations that are contemplating a Vested® journey or seeking to put a relational contract in place with their supply chain or service provider.



## BSI

BSI is our business improvement partner. They have shaped best practice for over 100 years, helping organisations around the world embed excellence, build competence and capability for sustainable growth.



## BICSc

BICSc is the largest independent, professional and educational body within the cleaning industry.



## NEPRO

Litmus is a member of the NEPRO<sup>3</sup> procurement framework which is recommended by the Department of Education.



## ISBA

We are a Business Directory Partner of the ISBA, the national association which represents school bursars and business managers of independent schools.

# Clients






# Clients



# Organisation



## Group Governance

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## Divisional Management

<b>John Brownless</b> Joint Managing Director LitmusFM	<b>Karl Cundill</b> Joint Managing Director LitmusFM	<b>Mike Iddon</b> Managing Director Retail Services
<b>Howard Allen</b> Managing Partner Purchasing Services	<b>Simon Bailey</b> Joint Managing Director Leisure Venues	<b>Alyson Hodgson</b> Joint Managing Director Leisure Venues

## Operational Consultancy

<b>Mike Neales</b> Senior Consultant (+ Team of 5)	<b>Rachel O'Grady</b> Senior Consultant	<b>Diana Lishman</b> Senior Consultant
<b>Simon Biggs</b> Senior Consultant (+ Team of 5)	<b>Howard Allen</b> Senior Consultant	<b>Mike Yarnold</b> Senior Consultant
<b>Paul Cowie</b> Senior Consultant	<b>Dee Cooper</b> Head of ConsultancyFM (+ Team of 8 consultants)	<b>Terry Wyldes</b> Head of Asset ManagementFM (+ Team of 10 Surveyors)

## Central Support

<b>Matt Agnew</b> Managing Partner Central Services	<b>Charlie Dallaway</b> Head of Digital Technology & Development (+ Team of 3)	<b>Sam O'Sullivan</b> Head of Analytics (+ Team of 4)
<b>Mike Pearson</b> Head of Transformation	<b>Katie Foster</b> Head of Business Growth Team (+ Team of 2)	<b>Clare White</b> Finance Manager (+ Team of 1)



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Tel 0330 818 7676

[theo.jackson@marshcommercial.co.uk](mailto:theo.jackson@marshcommercial.co.uk)  
[www.marshcommercial.co.uk](http://www.marshcommercial.co.uk)

3rd February 2023

## To Whom It May Concern

### CONFIRMATION OF INSURANCE: The Litmus Partnership Limited

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

#### PROFESSIONAL INDEMNITY

INSURER :	HCC International Insurance Company PLC		
POLICY NO :	PI23B771126		
PERIOD OF COVER :	12/02/2023	to :	11/02/2024
LIMIT OF INDEMNITY :	Any one Claim, Defence costs in addition		£5,000,000
EXCESS:	£5,000 – Each and every claim		

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policy (policies) described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).

We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with the law of England and Wales and any disputes as to its terms shall be submitted to the exclusive jurisdiction of the courts of England and Wales.

Yours faithfully

#### Professions Open Market

#### For and on behalf of Marsh Commercial

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60 York Street  
Glasgow G2 8JX  
t: 0141 248 5070  
f: 0141 222 3398

TO WHOM IT MAY CONCERN

10<sup>th</sup> August 2023

Dear Sirs

**Our Client: The Litmus Partnership Limited**

We act as insurance brokers on behalf of the above and are pleased to confirm that the following insurance covers are in force:

**Employers Liability**

Insurer	Royal & Sun Alliance Insurance Ltd
Policy Number	RSAP7824790300
Expiry Date	31 <sup>st</sup> August 2024
Limit of Indemnity	<b>£10,000,000</b>

**Public/Products Liability**

Insurer	Royal & Sun Alliance Insurance Ltd
Policy Number	RSAP7824790300
Expiry Date	31 <sup>st</sup> August 2024
Limit of Indemnity	<b>£5,000,000</b>

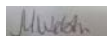
In any policy period or in the aggregate  
in respect of products supplied.

This document is furnished to you for information only.

The issue of this document does not imply that the person, or organisation, to whom it has been issued, is an additional Insured, nor does it modify in any manner the contract of insurance between the Insured and Underwriters.

Should the contract of insurance detailed above be cancelled, assigned or changed during the current policy period, in such a manner as to affect this document, no obligation to inform the holder of this document is accepted by the undersigned Insurance Brokers.

Yours faithfully



**Michelle Welsh | Client Service Advisor**

Advisory Partners – Commercial

Aon

60 York Street | Glasgow | G2 8JX

Direct: 0141 222 7157

E: [michelle.welsh7@aon.co.uk](mailto:michelle.welsh7@aon.co.uk)

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## "CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

Policy Number: RSAP7824790300

1. Name of policy holder: The Litmus Partnership Limited including Litmus FM, Litmus Leisure, Litmus Retail Ltd

2. Date of commencement of insurance policy: 1st September 2023

3. Date of expiry of insurance policy: 31st August 2024

We hereby certify that subject to paragraph 2 :-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in territorial waters around Great Britain and its Continental Shelf **(b)**; and
2. (a) the minimum amount of cover provided by this policy is no less than £5 million **(c)**.

Signed on behalf of Royal & Sun Alliance Insurance Ltd (Authorised Insurer)



Ken Norgrove  
Chief Executive Officer  
RSA UK & International

### Notes

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy."

paragraph 2(b) does not apply and is deleted.

THIS IS YOUR CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE.

**A copy of the certificate must be displayed at all places where you employ persons covered by the policy. THE EMPLOYERS' LIABILITY (COMPULSORY INSURANCE) (AMENDMENT) REGULATIONS 2008 permits the display of this certificate in an electronic form, provided persons covered by this policy have reasonable access to it.**

**The employer is strongly encouraged to retain all records related to this insurance.**

Royal & Sun Alliance Insurance Ltd (No. 93792).  
Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL.  
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

RSAP7824790300  
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