

shineVision shineCompliance Service Definition
January 2026 G-Cloud 15

Document History

Revision	Date	Author	Job Title
Original	30/01/2026	Lee Taylor	Managing Director

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1 Introduction to shineVision

shineVision is a leading UK multi-risk management software company that supports duty holders and their accredited external supply chains to manage statutory compliance.

shineVision has built a reputation and has gained vast experience with supporting clients across all industry sectors, in line with their bespoke individual requirements.



shineVision software products currently:

- Manages more than 250,000 Properties
- Contains Registers with over 75,000 asbestos containing materials (ACMs)
- Have delivered over 95,000 Projects
- Have conducted over 120,000 Assessments (Mechanical & Electrical)
- Managing over 50,000 pieces of Equipment with QR Codes
- Supports a User Community of over 12,000 Users
- Records over 500,000 transactions per calendar month

2 Introduction to the shineCompliance Software



shineCompliance®

Multi-risk compliance software



Asbestos



Building Condition



EICR



Fire Safety



Gas Safety



Legionella



Lifts



M&E

The Health and Safety at Work etc. Act 1974 is an Act of the Parliament, is about protecting stakeholders from uncontrolled exposure to risk. Anyone who owns, occupies, manages, or has responsibilities for non-domestic premises which may contain risk such as asbestos, fire or water, will either have a legal duty to manage the risk or a duty to co-operate with whomever manages that risk.

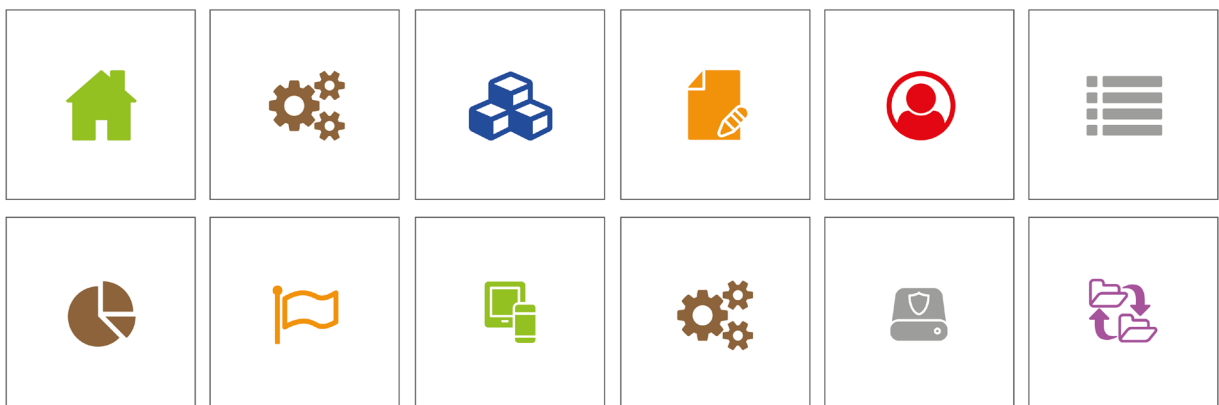
2.1 Business Benefits

There are six specific duty holder challenges that the **shine**Compliance software will assist duty holders to manage effectively within their health and safety compliance:



- Compliance with Legislation, Guidance and Regulatory Change
- Workflow for Maintenance Team and External Contractors
- Efficiency and Value for Money
- Support in Protecting the Duty Holder's Reputation
- Support Integration of People, Process and Technology
- Maintain a Secure Infrastructure for all Stakeholders

2.2 High Level Features and Functionality

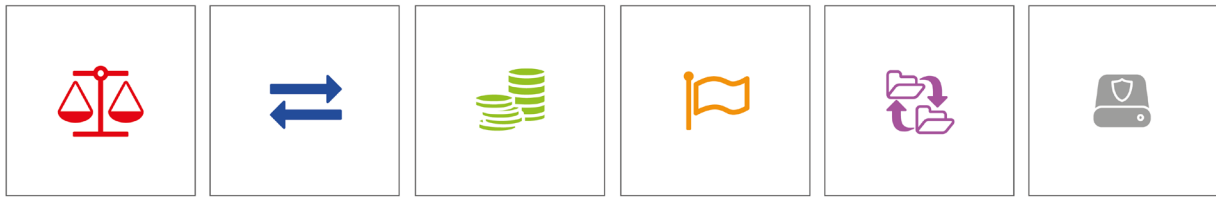


The **shine**Compliance software does this by providing:

- Compliance Dashboard with Automated Risk and Priority Warnings
- Live Property Risk Registers with CAD Web Visualiser
- Mechanical and Electrical (M&E) Equipment Register
- Incident Reporting and Work Request
- Project and Document Management
- Assessment, Audit and Survey Management
- Document Scanner for 3rd Party Certificates and Documents
- Re-inspection and Pre-planned Maintenance Programmes
- Shine X Mobile Surveying App with QR Code Scanner
- Hierarchical Account Access with a Full Audit Trail
- Digital, PDF and CSV File Reporting
- Automatic Email Updates and API Links to 3rd Party Software
- IOT Remote Monitoring integration with Guardian (Temperature, Flushing, Humidity, Volatile Organic Compounds, Air Pressure, Oxygen, CO₂ and Pulse)

2.3 Promoting Positive Cultural Change

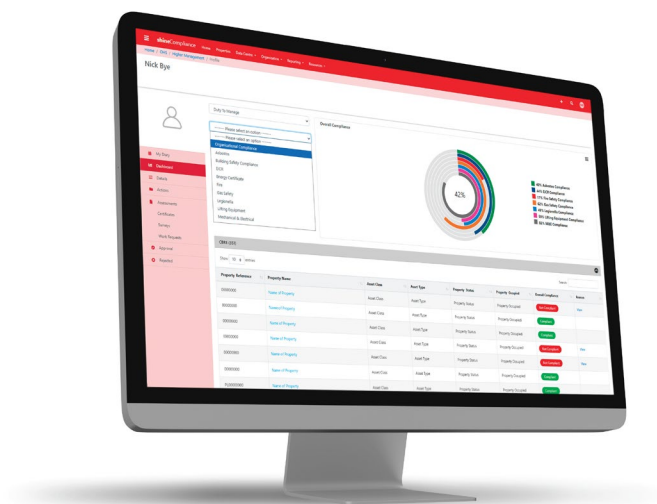
The **shine**Compliance software provides a holistic cloud-based system that drives *Prevention, Compliance, Efficiency* and *Positive Cultural Change* for duty holders and their accredited external supply chain.



- Live Recall of Health and Safety Compliance Data from a Single Source of Truth
- Improved Sharing and Collaboration within Technical and Maintenance Teams
- Resolves any potential Conflict and Duplication of Data and Budget Resource
- Standardise and Sequence Processes and Procedures
- Install a Culture of 'Subscribe and be Updated' on Areas of Specific Concern

3 Services

3.1 Dashboards



- Organisational Compliance
- Assessment Compliance
- ACMs and Hazards
- Action & Recommendations
- Re-inspection Programmes
- No Access Strategy
- Pre-planned Maintenance

3.2 Property Management



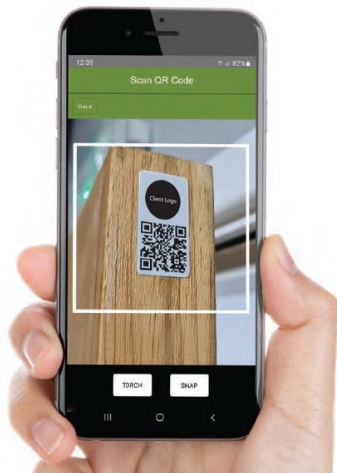
- Duty holder risk controller
- Repair and maintenance tracking
- Automated risk and priority warning
- Assessment and project management
- Live risk register updates
- Inaccessible and intrusion management
- Vulnerable people and property controller
- Customisable pre-planned maintenance cycles

3.3 Project Management



- Secure tendering and technical workflow
- Document priority warnings and quality assurance
- Quality assurance and KPI management
- Dynamic register update
- Automated notifications and email alerts
- External user guest invite

3.4 IOS and Android Mobile Surveying App with QR Code Asset Tagging



- iOS & Android App with QR Code Asset Tagging
- Standardised Assessment & Workflow
- Asbestos Register Reviewer
- Industry Standard Risk Calculators
- Built in Camera & QR Code Scanner
- Audit Trail of All User Account Activity
- Password Protection & Encrypted Wireless Data Transfer
- Device and Account Management

3.5 CAD Web Visualiser & Polylining



The use of a polyline acts as a navigational layer in property CAD plans, creating a direct link to specific rooms or locations that deliver compliance updates straight to the CAD web visualiser.

Additionally, the web visualiser allows for the generation of reports and email notifications to stakeholders, ensuring rapid retrieval of information related to residual property risks.

shineVision can provide master CAD Drawing and Polylining services to support the client.

3.6 API IoT Monitoring



The **shineCompliance** includes an open API that allows the software to link to 3rd party software such as Asset, Financial and IoT Fire and Water Warning Systems which notify the **shineCompliance** user community of high risk events through dashboards and automatic email notifications.

3.7 Data Migration with Document Scanner



shineVision migrate all of customers historical health and safety data into the **shineCompliance** software at the beginning of a contract using an integrated document scanner and, where this is not possible, by using technical admin.

3.8 Training

shineVision will develop a comprehensive **shineCompliance** training programme for the client's **shineCompliance** user community to support software purchase.

3.9 Software Development

shineVision will provide a range of adhoc development services to customise **shineCompliance** client's software after purchase to ensure the software is configured to suit requirements.

4 Organisation Details and Primary Contacts

4.1 Organisation Details

shineVision Ltd
Beaumont House
Redburn Road
Newcastle Upon Tyne
Tyne And Wear
NE5 1NB

North: 0191 691 8362

South: 0203 475 9984

General Enquiries: enquiries@shinevision.co.uk

Technical Support: support@shinevision.co.uk

Website: <https://shinevision.co.uk>

Company Number: 07083006

VAT Number: 982563485

4.2 Insurance Details

Type of Insurance	Reference	Cover
Employers' Liability Insurance	COV056/01726216/2022/002	£10,000,000
Public Liability Insurance	COV056/01726216/2022/002	£5,000,000
Professional Indemnity Insurance	PL-PSC03001835216/09	£5,000,000
Quality Assurance of Asbestos Data	B190334122A20725	£500,000

4.3 Policies and Procedures

shineVision can provide on request a copy of the following policies and procedures (below) including the last penetration test completed by [Intertek NTA](#), our external security specialist.

- Continuity Policy and Procedures
- IT Security Policy and Procedures
- Corporate Social Responsibility Policy and Procedures
- Data Protection Policy and Procedures

4.4 Primary Contact

Lee Taylor
Managing Director

Mobile: 07472 188 225

Email: lee.taylor@shinevision.co.uk

4.5 Data Protection Officer

Stephen Wales
Development Manager

Telephone: 0191 691 8362

Email: stephen.wales@shinevision.co.uk

5 Dedicated Hosting

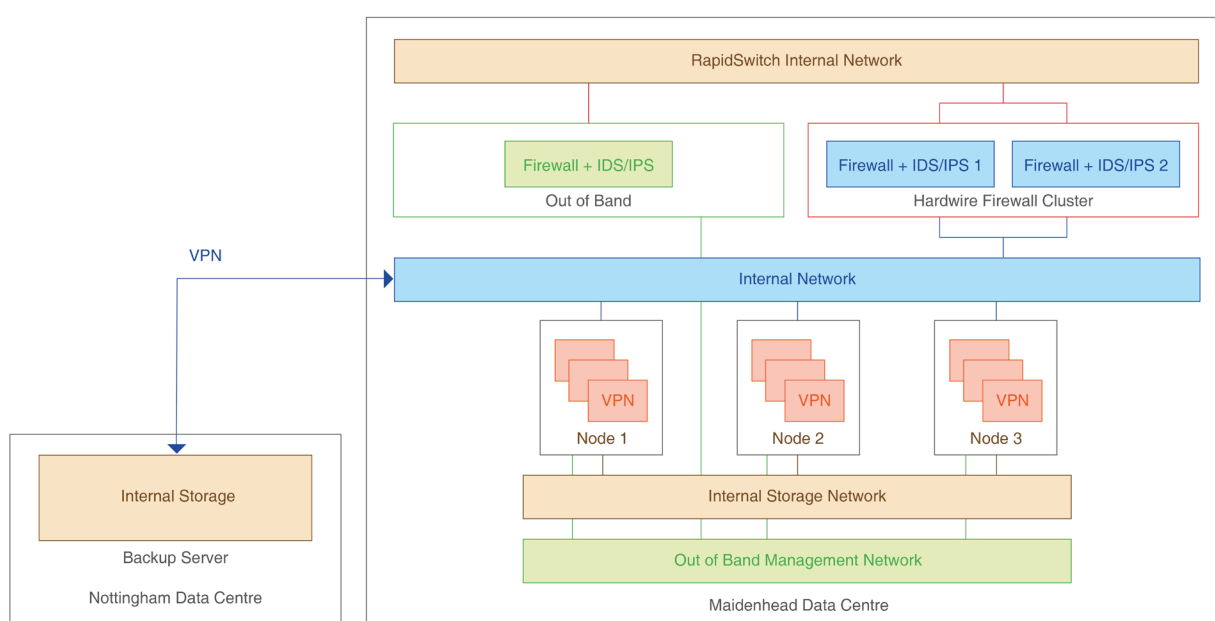
shineVision and its software products are supported by [RapidSwitch](#), (an [IOMART](#) company) who are an accredited dedicated hosting provider. Our data centres are located at [Maidenhead](#) and [Nottingham](#) in the United Kingdom and are [ISO9001](#), [ISO27001](#), [ISO22301](#) and [PCI DSS](#) compliant.

Accreditations

Company Name	Accreditation	Certificate Number
shineVision Ltd	ISO9001:2015	14908
shineVision Ltd	Information Commissioner's Office (ICO)	ZA155046
iomart Group PLC	ISO9001	7235-QMS-001
iomart Group PLC	ISO27001	7235-ISMS-001
iomart Group PLC	ISO22301	7235-BCM-001
iomart Group PLC	PCI DSS	Attached
iomart Group PLC	Information Commissioner's Office (ICO)	Z5157819

Infrastructure

Clients will be provided access to a dedicated virtual server (Centos, PHP, MariaDB) which will be protected by a Firewall, including IDS/IPS and AntiVirus. AES-256 encryption is used for both communication and data storage.



shineVision developer access is limited to production servers. Access to the live dedicated server for routine maintenance, bug fixing, and development is administered by the IT Team. All access is protected by secure shell protocol (SSH) with passwords reset every 30 days.

The specification of development or security patches will be agreed with the client before development and unit tested on a test domain. Clients will then be invited to conduct user acceptance testing. Source code that has passed user acceptance testing will be submitted to the Release Manager through the GIT repositories and patched to the live domain on an agreed release date and time.

shineVision Ltd operate an incremental back-up cycle. Daily back-ups are retained for 7 days, weekly back-ups are retained for 35 days, and monthly back-ups are retained for 365 days. Back-ups are restored quarterly to confirm integrity. **shineVision Ltd** uses [Intertek NTA](#) as our external specialist who provide information security testing of our dedicated servers and software products. Tests take place annually or after a major source code release.

6 Service Level Agreement

Service Hours:

- **shine**Vision Software is available 24/7/365
- Studio Hours Monday to Friday 8am – 4pm (excluding 8 x English Public Holidays)
- Out of Hours Technical Support is offered at the discretion of the Support Team unless agreed

Technical Support is managed through our Problem Management System:

<https://app.smartsheet.com/b/form/f048873be6e847a8bb9d66901bd624b9>

Incident Service Levels

shineVision Support				
Priority	Response	Update	Resolve	Total Fix Time
1	1 Hour	1 Hour	2 Hours	4 Hours
2	1 Hour	1 Hour	6 Hours	8 Hours
3	1 Hour	2 Hours	8 Hours	11 Hours
4	2 Hours	4 Hours	12 Hours	16 Hours
5	4 Hours	8 Hours	48 Hours	60 Hours

Definition of Problems

Priority Level Definition	
Priority	Definition
1	Full System Failure, access unavailable for all users, system bug affecting all users or services
2	Single or group of Users access failure e.g., Mobile device access, system related bug affecting services to a single or group of users
3	System or user related bug not affecting service but needs attention, user data error likely to cause major issues for client
4	User data error likely to cause medium issues for client
5	User data errors likely to cause low or no impact for clients, system or user relating issue for consideration for improvement

Clients will be informed of any non-conformity, particularly a security breach. **shine**Vision Ltd would manage any non-conformity in line with its quality policy and specifically the non-conformity register.

Personnel would be subject to disciplinary procedures and re-training. the **shine**Vision Ltd external supply chain would be subject to Supplier Corrective Action Request (SCAR).

Escalation Procedures

We aim to clear all problems raised with the Technical Support Team on time and to your satisfaction. If a problem fails to meet the timescales agreed the following escalation procedure is followed:

- TT has missed the agreed timescales - The Technical Manager immediate
- If problem is still active after a further 2 hours – Account Manager
- If problem is still unresolved after 2 hours – Managing Director

In all cases the escalation office will contact the client and all effected user(s) and apply the necessary resources to affect prompt resolution.

If a client or user has an issue with a service or system problem resolution provided this can be formally raised as a formal complaint for the attention of Lee Taylor, the managing director of **shine**Vision at the email address lee.taylor@shinevision.co.uk