

Service Definition Document

Reset Compliance Systems Limited – Contractor Management and Compliance Platform

1. Overview of the Service

Reset Compliance Systems Limited provides a secure, cloud-based contractor compliance management system designed to control contractor, and supplier access across complex multi-site environments.

The system enables premises estates and facilities teams to demonstrate compliance with HSE legislation, CDM Regulations 2015, The Building Act and internal safety standards.

The platform is used across both public and private sectors including 200+ NHS sites and MoD.

Core Modules and Capabilities:



A complete contractor and compliance management solution for your organisation

Enables control of contractors on-site and compliance with HSE legislation, CDM regulations and The Building Safety Act



Reset Supplier

Suppliers and contractors can upload all relevant information and documents to their Reset Supplier portal. Automatically notifies when elements are approaching expiry or have expired.



Reset Individual Card

In both physical and digital card formats, the Reset Individual Card provides proof of competence, qualifications and ID. Allows self-service sign-in using Reset Access services.



Reset Access

Touch-screen terminal self-service sign-in system for admitting Reset Cardholders on to site, to enable control of contractors and compliance with HSE, CDM and Building Safety Act obligations.



Reset Access Mobile

Reset Access Mobile provides the same features as Reset Access via RFID badges to allow the cardholder to sign-in using the Reset Cardholder App. Completely weatherproof, can be used outdoors.



Site Induction

Complete site induction and refresher hosting, delivery and management. Inductions can be taken remotely prior to attendance or at the point of sign-in using an internet connected mobile device.



Permit to Work

Comprehensive Permit to Work solution for high-risk activities and locations. Based on HSG250. Fully customisable templates and control questions. Hand-off to contractor when input is required.

**For more information contact us now on
0114 240 0699 or visit rcscard.co.uk**



Reset Access RingFence

Reset Access RingFence enables precise boundary control for any site and provides accuracy to within 1 metre. Supports cardholders signing in and out via Reset using the Reset Cardholder App.



Reset Access Live Status

Can feed large format display screen with key information and data such as contractors and suppliers on site, temporary cards issued, 'stop-at-the-gate' interventions, 7-day history and more.



Traffic and Transport Dashboard

Manage and view your contractor and supplier vehicles attending site that have signed in using Reset Access. Track and report on CO2 emissions, fuel types, emissions, EURO classification and more.



ANPR Parking Integration

Used as an extension to the Traffic and Transport Dashboard to allow integration with third-party ANPR parking systems. Enables management of any contractor and supplier vehicle parking concessions.



CAFM API Integration

Allows population of Reset Access information direct from your CAFM system to save time and avoid data entry duplication when inputting jobs, work orders and other contractor information.



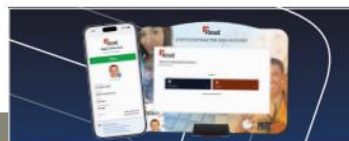
Reset Traka Integration

Seamless contractor access and electronic key management to allow granular control of your keys, keycards and passes. Only allows access to relevant keys based on job and location when signing in.



Reset Access Staff

Staff time and attendance management for your own employees. Provides instant arrival and departure notifications, early/late alerts, custom reporting and a detailed audit trail.



Reset Access Visitor

Provides a self-service visitor sign-in within Reset Access. Includes mobile digital pass issue, arrival notifications sent to your staff, visitor vehicle recording and emergency roster reporting.

2. Data Backup and Disaster Recovery

3. Onboarding and Offboarding

Onboarding:

- Dedicated Account Manager assigned to each client.
- Structured implementation plan with timelines and training sessions.
- Onsite and remote training for premises estates and compliance staff.
- Contractor engagement and communication support (signage and supplier presentations).

Offboarding:

- Clients can export all data (CSV, Excel, or PDF).

- Reset can assist with encrypted transfer or migration if required.
- Upon termination, data is securely deleted or archived in line with GDPR and ISO 27001 as requested.

4. Service Constraints

- Planned maintenance notified 48 hours in advance.
- Customisation permitted within defined secure configuration limits.
- Hardware installation or relocation only by Reset to preserve warranty and integrity.

5. Service Levels (SLA Commitments)

- Uptime Performance: 99.82% uptime.
- Incident Response:
 - Critical: acknowledge within 1 hour, resolve within 4 hours.
 - Non-critical: acknowledge within 8 working hours, resolve within 24 hours.
- Hardware Replacement: within 48 hours (excluding weekends/bank holidays).
- Monitoring: real-time alerts, performance tracking, and proactive response.
- Remote and Onsite Support: during UK business hours with escalation if required.

6. Key Features

a. Key Management

- Tracks all key allocations and returns.
- Automated logs and user permissions for key issue/return.
- Alerts for overdue or unreturned keys.

b. Permit to Work

- Electronic permit issue, review, and closure workflows.
- Linked to contractor competency and insurance verification.
- Live permit visibility for premises estates and management teams.

c. Visitor and staff sign-in

- Single unified system for all site entrants.
- Links visitor or contractor records with verification status and induction completion.
- Automatic time-stamped logs support fire roll-call and site security records.

d. Supplier Credential Checking (MyPQQ)

- Customisable prequalification criteria (e.g. insurance, accreditations, training).
- Expiry alerts for documentation renewals.
- Central dashboard for compliance status of all suppliers.

7. Support and Maintenance

- UK-based helpdesk providing email, telephone, and online chat support (Mon–Fri, 9am–5pm).
- Out-of-hours emergency monitoring for major incidents.
- Remote diagnostic and patch management services included.
- Regular performance reviews and annual SLA review meetings.

8. Client Responsibilities

- Mandate and enforce Reset membership for all contractors and subcontractors.
- Allow Reset authorised engineers access to terminals for installation or servicing.
- Promptly report any operational or hardware issues.
- Protect installed equipment against vandalism or misuse.

9. Financial and Termination Terms

- Services provided under SAAS licence fees.
- Discounts available for volume.
- Termination following agreed term requires 3 months' written notice.
- Reset retains ownership of installed hardware during and after contract term.

10. Hosting, Security, and Compliance

- Data encrypted in transit (TLS 1.2+).
- Multi-factor authentication (MFA) and role-based access controls (RBAC).
- Full compliance with ISO 27001, CSA CCM v4.0, GDPR, and BS7858:2019 for staff vetting.
- Audit logs maintained for a minimum of 12 months.

11. Audit and Reporting

- Clients access real-time dashboards showing all user and contractor activity.
- Automated audit reports generated daily or on request.
- Exportable data for regulatory and internal audit requirements.

12. Training and Documentation

- Onsite and remote training included during implementation.
- Access to comprehensive user guides, online tutorials, and FAQ library.
- Optional refresher training or bespoke sessions available.