ANNEX A

FOI DOF/2026-0650

Request

Under section 1(1) of the Freedom of Information Act 2000, I request the recorded information described below.

Definitions

- "The Contract" means ID 5054046, the NICS Provision of Security and Ancillary Services 2024 contract established by Construction and Procurement Delivery, in respect of each of Lots 1, 2 and 3, all awarded to G4S Secure Solutions UK Ltd with effect from 1 July 2024 (Find a Tender contract notice 006934-2024 and award notice 2024/S 000-019997), including any extension, variation or replacement.

- "G4S" has the meaning in Schedule 1.

- "Relevant Period" means the 24 months ending on the date of this request.

- "Information" means recorded information in any form, including emails, reports, spreadsheets, databases and messages on any platform used for official business. Information that G4S holds on your behalf is information you hold (section 3(2)(b)).

Already published

I have checked the Department's contract page for ID 5054046, including the contract award notice and the blank post-award Contract Monitoring Exercise form. I do not ask you to supply those again. If you consider any item below is already published, please give the exact link or notice number.

What I ask for

1. **Index.** Any existing contract file index, document register, document-management export or correspondence log listing the records you hold on the Contract, showing at least title or subject, date, author or sender, recipient and document type. I do not ask you to create one. If none exists, please say so and advise me under section 16 of the categories and volume of records you hold.

2. **Variations**. Every variation, extension, change control note and modification to the Contract that is not already published with the notice above, and the record of the decision to extend or vary.

3. **Performance reports**. The completed Contract Monitoring Exercise forms ("CM01 Services, Contractor Performance Assessment") for the Relevant Period, the performance, KPI and service-level reports that the Contract requires G4S to provide, and any scorecard or assessment you produced from them. I do not need the blank form, which is published.

4. **Delivery and staffing**. By month and site: contracted hours or posts, hours or posts delivered, and the number of G4S, agency and subcontracted staff deployed compared with the number the Contract specifies. Please include any explanation G4S gave for shortfalls.

5. **Notices and remedies.** (a) Every notice of default, breach, improvement or unsatisfactory performance (including any Notice of Unsatisfactory Performance and any escalation to senior management in CPD) and every remedial plan you issued to G4S. (b) A statement or schedule of service credits, deductions or other financial remedies applied or claimed, by financial year, with amounts. If no statement exists, the records from which these can be identified.

6. **Complaints.** A register or log of complaints about G4S or its staff, from any source, showing date, category, outcome and remedy. Please anonymise personal data.

7. **Licensing, training and vetting checks**. The records of each check you or your agents made of G4S staff SIA licences, training or vetting, including those made under the licensing and security clearance indicators in the Contract Monitoring Exercise form: date, method, number of staff checked, number found non-compliant, and action taken. Please include any occasion an unlicensed or unvetted person was deployed.

8. **Pay.** (a) The hourly pay rate for each grade as stated in the pricing schedule, the tender or G4S reports (rates, not individuals). (b) Any record of a check that G4S pays at least the National Minimum Wage or National Living Wage, and any Real Living Wage the Contract requires, including any increase in charges for Real Living Wage rises.

9. **Payments.** Total payments to G4S under the Contract by financial year and by Lot, and a schedule of invoices for the Relevant Period showing date, amount and description. If these are in your published spend data, please give the link instead.

Clarification received 26/10/2026:

In response to your question re the Index: we are looking for a catalogue of documents related to this contract that will allow us to better understand the scope of what might be available for review. If you could provide such a list of docs it would be helpful in allowing us to understand what's available. If no such list exists that's fine, just tell us so.

Regarding question 2 variations: we would like to know how the contract has been varied over the course of its lifetime. Have been building been added or taken away? For what purpose etc. It would be useful to have all files related to contract changes.

DoF response

CPD has completed its searches for information falling within the scope of your request. CPD holds some relevant information, which is being disclosed in part.

To assist in understanding the scope of the information held by CPD, and the application of section 12 of the Freedom of Information Act 2000, the contract management arrangements are outlined below.

CPD established the contract on behalf of the Participating Departments and Agencies/Bodies identified in Schedule 6 of the Commercial Conditions of Contract for Services. Performance monitoring and contract management are undertaken through a three-tier structure comprising:

- day-to-day operational management and monthly performance reporting between the Contractor and the Client's Building Representative;
- monthly/quarterly review meetings, or earlier where requested by the Client, between the Contractor and the Client's Representative; and
- six-monthly strategic contract reviews with the CPD Contract Manager.

Day-to-day operational responsibility therefore rests with the individual Client Building Representatives. Records generated or retained as part of that local contract management function are held within the relevant Client systems and are not held centrally within CPD's systems.

In respect of the DoF-specific buildings under Lot 1 alone, responsibility is distributed across 15 Building Representatives. Records may consequently be held in a range of formats and repositories, and there is no single standardised approach to their storage and management.

To identify all information falling within the scope of the request, the relevant Building Representatives would be required to locate and review records held for each site and assess those records against the multiple elements of the request. CPD considers that the work required to undertake this exercise would exceed the appropriate cost limit provided for under section 12 of the Freedom of Information Act 2000.

Subject to that limitation, CPD has considered the information available to it and has responded to each element of your request below.

1. **Index –** CPD does not hold a current file index or document register covering all records associated with the contract.

   CPD holds the tender documentation relating to the procurement exercise, which was published through eTendersNI as part of the tender competition and was therefore made publicly available to potential suppliers.

   Records created or maintained as part of the day-to-day operational management of the contract are held by the Client Building Representatives/Users of the contract rather than centrally by CPD.

2. **Variations –** The contract remains within its initial term, and no extension option has yet been exercised.

   To date, CPD has received records of 88 variations agreed between individual premises/contract users and G4S.

   As explained in our clarification letter of 26 October 2026, these variations generally relate to site-specific operational adjustments and do not change the overall nature of the services originally tendered.

The contract specification expressly provided for flexibility to accommodate changing operational requirements during the contract period. For example:

- services may be required at additional locations;
- premises may change their opening days or hours;
- premises may require additional services available under the contract that were not included in their original building specification; and
- premises may reduce existing services in response to changing operational requirements.

Please refer to Annex C 'Contract Variations' which provides a list of the variations to contract that have been agreed to date during the contract term and a description of what the variation was for. Please note that any financial information relating to the variation has been removed as it is deemed commercially sensitive.

Contract modification

Separately from the operational variations described above, one modification to the contract has been agreed with G4S to date. This involved extending the maximum potential contract term by seven months.

The contract commenced in September 2024 and included provisions for price reviews during its term. Two price review exercises were originally envisaged:

- an annual adjustment to reflect changes in the Real Living Wage (RLW), announced in October and implemented the following March; and
- a separate annual review of non-labour costs, including overheads, management costs and training costs.

Following completion of the first review, it became apparent that undertaking separate review exercises was administratively resource-intensive, particularly given the number of personnel and cost elements involved. The parties therefore agreed to consolidate the two exercises into a single annual price review, aligned with the RLW update.

As part of this arrangement, G4S agreed to defer the implementation of its Year 2 additional service cost increases, originally due in September 2025, until April 2026. This applied across all sites. Corporate overhead increases were similarly aligned with the April annual review.
To reflect this seven-month deferral and align the pricing cycle with the revised annual review arrangements, the maximum possible contract end date, assuming all available extension options are exercised, was moved from 1 September 2031 to 31 March 2032.

This alignment allows future RLW and non-labour price reviews to take place at the same annual review point and simplifies the administration of the price review process.

3. **Performance reports –** CPD does not hold the requested site-level performance reports.

Under the contract, performance is monitored monthly by the Contractor and the relevant Client Building Representative/Departmental Representative. Performance is recorded using the

Monthly Contract Monitoring documentation and assessed against the KPIs agreed for the relevant premises.

These records are therefore created and maintained as part of the operational management of the contract by the relevant Client representatives.

4. **Delivery and staffing –** CPD does not hold the requested site-level information.

   Operational records relating to matters such as contracted hours, hours delivered and sitespecific staffing arrangements are managed at operational level by the Contractor and the relevant Client Building Representative.

5. **Notices and remedies.**

   (a) Notices of default, breach or unsatisfactory performance

   To date, CPD has not issued G4S with any formal notice of default or breach, including a Notice of Unsatisfactory Performance, arising from poor performance under the contract.

   CPD has also not received any performance matter requiring escalation to CPD Senior Management by a Client Representative.

   Day-to-day contractor performance is managed by the relevant Client and Departmental Representatives. Matters would normally be escalated to CPD Senior Management only where they could not be resolved between those representatives and the Contractor.

   (b) Service credits or deductions

   CPD does not hold records of any individual service credits or deductions applied at premises level.

   Any service credits or deductions arising from monthly performance monitoring are administered at operational level by the relevant Client Building Representative and/or Departmental Representative in accordance with the contract.

6. **Complaints –** CPD does not hold a central register or log of complaints concerning G4S or its staff under this contract.

   As explained in response to point 5(a), operational performance matters are managed in the first instance by the relevant Client and Departmental Representatives. Matters would normally be escalated to CPD Senior Management only where they could not be resolved at that level.

   To date, no formal complaint or issue concerning G4S staff has been escalated to CPD Senior Management for resolution.

7. **Licensing, training and vetting checks –** CPD does not hold the site-level records.

   Contract monitoring arrangements and KPIs (which capture the information being requested) are tailored to the requirements of individual premises and are agreed between the relevant

Client Building Representative/Departmental Representative and the Contractor. Associated monitoring and compliance records are therefore managed and maintained at operational level by those parties.

8. Pay - (a) Hourly pay rates/contracted rates

The information requested relates to pricing information submitted as part of G4S's tender, including its contracted rates.

The tender pricing and charge rates for all three Lots are considered commercially sensitive and are therefore being withheld under section 43(2) (commercial interests) of the Freedom of Information Act 2000.

Section 43(2) provides that information is exempt where its disclosure under the Act “would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”.

Section 43(2) is a qualified exemption and is therefore subject to the public interest test. The Department's consideration of the public interest is set out at Annex D.

(b) Real Living Wage

CPD does not hold this information.

The contract requires security personnel employed in delivering the contract to be paid the Real Living Wage (RLW).

The contract provides for the applicable RLW rate to be updated annually. CPD and the participating Clients undertake an annual exercise to reflect the revised RLW rate and apply the corresponding adjustment for staff receiving the RLW.

The resulting rate cards are shared with Departmental Representatives for review and agreement. Once agreed, the revised rates apply for the relevant year, and invoices are required to reflect the updated charges.

Security personnel working under the contract are aware of the requirement that they receive the applicable RLW. To date, neither CPD nor, to CPD's knowledge, any Client Representative has received a complaint or query from a security officer alleging that the required RLW has not been paid.

The contract also reserves the Clients' right to audit G4S's payment arrangements during the contract period.

9. Payments – CPD does not hold the site-level information with regards to records of schedule of invoices for the Relevant Period across all Lots.

Total payments to G4S under the Contract by year and by Lot.

Lot	**2024 (Sep – Dec)**	**2025 (Jan – Dec)**	**2026 (Jan – Sept)**

1	£806,849.76	£7,701,617.20	£6,757,784.80
2	£319,979.52	£2,878,649.70	£2,442,409.79
3	£797,641.31	£8,949,793.69	£7,068,510.57
Total	**£1,924,470.59**	**£19,530,060.59**	**£16,268,705.16**

Annex B - Internal Reviews

An Internal Review request challenges the response given, based on exemptions applied, the adequacy of the search, and the timeliness of the response. It is not the following which will be treated as specified:

- Questions asking for clarification on information provided: Will be treated as part of original FOI request.
- Additional questions about the information in the response: Will be treated as a new FOI request.
- Questions about the subject not related to the original request: Will be treated as new FOI request.
- Questions regarding how a service operates or why a decision was made: Will be treated as normal business and responded to accordingly.
- Complaints or concerns raised in response to information provided: Will be treated in line with relevant complaints procedure.

What to do

- **Submit a request**: Clearly state that you want an internal review of a previous FOI response and provide the necessary details.
- **Follow the timeline**: Be sure to submit your request within 40 working days of receiving the original response. If the Department has not responded at all, you have 40 working days after the original 20-day response period has passed.
- **Wait for a response**: The review is typically completed within 20 working days but can take up to 40 working days in exceptional circumstances. The Department should inform you of any delays.

What the review includes

- A fresh decision based on a reconsideration of all relevant factors.
- An assessment of whether the request was handled correctly and if exemptions were applied appropriately.
- The review will be conducted by someone who was not involved in the original decision.

If you wish to request an internal review, please email foi@finance-ni.gov.uk or write to FOI/EIR Team, Department of Finance, 2nd Floor, Craigantlet Buildings, Stoney Road, Belfast, BT4 3SX.

ANNEX C – CONTRACT VARIATIONS

Variations generally relate to site-specific operational adjustments and do not change the overall nature of the services originally tendered. The contract specification has scope / flexibility to accommodate changing operational requirements during the contract period. For example:

- **services may be required at additional locations;**
- **premises may change their opening days or hours;**
- **premises may require additional services available under the contract that were not included in their original building specification; and**
- **premises may reduce existing services in response to changing operational requirements.**

Any reference below to a 'service provision adjustment' or similar will involve one or more of the above characteristics.

This list is accurate as of 17th November 2026.

Please note: user organisations classify variations using a variety of internal designations / identifiers / referencing. The list below does not include any of these, and is not presented chronologically.

Department of Agriculture, Environment and Rural Affairs (DAERA)
1) June 2025 - Removal of Orchard House as a DAERA site and transferred to Department for Communities. Cost figure included on form.
2) December 2024 - Service provision adjustment at Foyle Port Inspection Facility, with associated costs.
3) August 2025 - Service provision adjustment at Belfast Border Control Post (BCP), with associated costs.

Department of Finance (DoF)
1) September 2024 - Adjustment of Ad-Hoc / Additional services rates. Financial information included on form. (Variation on behalf of all user organisations)
2) August 2025 - Service provision adjustment at Lanyon Plaza, with associated costs.
3) December 2024 - Service provision adjustment at James House, with associated costs.
4) October 2024 - Removal of Waterside House as a DoF site. Cost figure included on form.
5) November 2024 - Reactivation of Waterside House as a DoF site, with associated costs.
6) July 2025 - Service provision adjustment at Waterside House, with associated costs.
7) September 2025 - Service provision adjustment at Craigantlet Buildings, with associated costs.
8) September 2025 - Service provision adjustment at Stormont Estate, with associated costs.
9) December 2025 - Removal of Dundonald House as a DoF site.
10) August 2026 - Installation, monitoring and maintenance of CCTV towers for remote monitoring at Dundonald House, with associated costs.
11) September 2026 – Addition of College Street as a DoF site, with associated costs.
12) September 2026 – Service provision adjustment at College Street, with associated costs.
13) September 2026 – Addition of EU House (SEUPB) as a DoF site.
14) October 2026 - Service provision adjustment at Boaz House.
Department of Justice (DoJ)

1) March 2025 - Removal of Massey House as a DoJ site.
2) December 2024 - Addition of five Youth Justice Agency offices (Dungannon, Newtownards, Banbridge, Londonderry, Ballymena) as DoJ sites, with associated costs.
3) March 2025 – Installation of CCTV system at Probation Board of Northern Ireland (PBNI) site, with associated costs.
4) October 2024 – Addition of Supply, Installation, Reactive Maintenance services for PBNI.
5) September 2024 – Installation of CCTV/alarm systems at three PBNI locations.
Health and Social Care sector (HSCNI)
1) September 2024 – Service provision adjustment at College Street, with associated costs.

2) March 2025 – Service provision adjustment at Great Victoria Street, with associated costs.
3) April 2025 – Service provision adjustment at Linenhall Street, with associated costs.
4) November 2024 – Service provision adjustment at Gransha Park House, with associated costs.
5) February 2025 – Service provision adjustment at Lurgan Hospital, with associated costs.
6) September 2024 – Service provision adjustment at Mourne Family Clinic, with associated costs.
7) June 2025 – Service provision adjustment at Boucher Crescent, with associated costs.
8) July 2025 – Service provision adjustment at Linenhall Street, with associated costs.
9) November 2025 – Service provision adjustment at Gransha Park House, with associated costs.
10) December 2025 – Service provision adjustment at Muckamore Hospital, with associated costs.

11) September 2025 – Addition of Community Wheelchair Service as an HSCNI site, with associated costs.
12) February 2026 - Service provision adjustment at Dunluce Health Centre, with associated costs.
13) May 2026 – Service provision adjustment at NI Fire & Rescue Service site at Boucher Crescent, with associated costs.
14) February 2026 – Addition of Breast Screening Unit, Ards Hospital as an HSCNI site, with associated costs.
Maze Long Kesh Development Corporation (Executive Office body)
1) July 2025 - Service provision adjustment at MLKDC site.
The Executive Office (TEO)
1) January 2025 - Removal of Ebrington as a TEO site.

South Eastern Regional College (SERC) - Department for the Economy (DfE) body
1) October 2024 - Addition of eight SERC sites (Lisburn Campus Main Building, Lisburn Campus Castle House, Downpatrick Campus, Newcastle Campus, Ballynahinch Campus, Bangor Campus, Newtownards Campus, Holywood Campus), with associated costs.
Consumer Council NI (CCNI) - Department for the Economy (DfE) body
1) February 2025 - Addition of Seatem House site, with associated costs.

Department of Education (DE)
1) September 2024 - Service provision adjustment at Rathgael House site.
2) December 2025 – Addition of Albany House site, with associated costs.
Department for the Economy (DfE)
1) July 2025 - Removal of Linum Chambers site.
2) May 2026 – Addition of Northern Regional College Trostan Avenue site, with associated costs.
Invest NI - Department for the Economy (DfE) body
1) October 2024 - Removal of Springbank Industrial Estate site.
2) October 2024 – Addition of Whiterock Industrial Estate, with associated costs.
3) October 2024 – Glenbank Industrial Estate, with associated costs.
Northern Ireland Audit Office (NIAO)
1) November 2024 - Service provision adjustment at NIAO Belfast site.

Department for Infrastructure (DfI)
1) November 2024 - Service provision adjustment at Marlborough House, with associated costs.

2) November 2024 - Service provision adjustment at Rathkeltair House, with associated costs.
3) November 2024 - Addition of Blacks Road site, with associated costs.
4) January 2025 - Service provision adjustment at Cairnshill Park & Ride, with associated costs.
5) December 2025 - Addition of Mallusk DVA site, with associated costs.
6) August 2026 - Removal of Benson House site.
7) August 2026 - Service provision adjustment at Crumlin Road Gaol, with associated costs.
8) July 2026 – Removal of Marlborough House site.
9) October 2026 - Addition of Portadown Government Office site, with associated costs.
Department for Communities (DfC)
1) December 2024 - Service provision adjustment at Omagh Appeals Service, with associated costs.
2) August 2024 – Removal of Arts Council of Northern Ireland site.
3) December 2024 - Service provision adjustment at Ballymoney Jobs and Benefits Office (JBO), with associated costs.
4) March 2025 - Service provision adjustment at Ballynahinch JBO, with associated costs.
5) November 2024 - Service provision adjustment at Castle Court, with associated costs.
6) January 2025 - Service provision adjustment at Castle Court, with associated costs.
7) March 2025 - Removal of Falls Road JBO, with associated costs.
8) October 2024 - Service provision adjustment at Moira Depot, with associated costs.
9) August 2024 - Removal of Northern Ireland Local Government Officers'

Superannuation Committee (NILGOSC) site.
10) May 2025 – Removal of HED Store NI Regional War Rooms site, cost figure included on form.
11) October 2024 - Removal of Ulster Folk & Transport Museum Stores site.
12) October 2024 - Service provision adjustment at Ulster Museum, with associated costs.
13) May 2025 - Removal of services at Ulster Museum site.
14) October 2024 – Reduction of requirements for Benefit Security Division Lone Worker Devices, with associated costs.
15) April 2025 – Increase in requirements for Benefit Security Division Lone Worker Devices, with associated costs.
16) October 2024 – Increase in requirements for HED Lone Worker Devices, with associated costs.
17) October 2024 – Addition of Ballycopeland Windmill site, with associated costs.
18) October 2024 – Addition of Plaza Building site, with associated costs.
19) March 2025 – Addition of Ulster Supported Employment (USEL) site, with associated costs.
20) June 2025 - Transfer of Orchard House as a DfC site. Cost figure included on form.
21) October 2025 - Service provision adjustment at Great Northern Tower, with associated costs.
22) October 2025 - Removal of services at Larne JBO site.
23) January 2026 - Service provision adjustment at Lisahally Processing Centre, with associated costs.
24) January 2026 - Service provision adjustment at Lisnagelvin JBO, with associated costs.
25) November 2025 - Service provision adjustment at Carrickfergus Gasworks, with associated costs.
26) January 2026 - Removal of services at Bankmore House site.

27) September 2026 – Removal of College Street as a DfC site. Cost figure included on form.
28) May 2026 - Service provision adjustment at Enniskillen JBO, with associated costs.
29) May 2026 - Addition of HED Store NI Regional War Room site, with associated costs.
30) May 2026 - Service provision adjustment at Banbridge Library, with associated costs.
31) May 2026 - Addition of Tollymore National Activity Centre site, with associated costs.