

*Paper laid by the
Chairperson, Committee
on Members' Services & Facilities
on 8/11/18 (pm)*

REPUBLIC OF KENYA



*Approved for table
8/11/18
DSM*

PARLIAMENT
OF KENYA
LIBRARY

TWELFTH PARLIAMENT

(SECOND SESSION)

**THIRD REPORT OF THE COMMITTEE ON MEMBERS' SERVICES AND
FACILITIES**

ON

**A STUDY VISIT TO THE NEW ZELAND HOUSE OF REPRESENTATIVES
FROM JUNE 11 - 16, 2018**



Office of the Director, Committees Services
The National Assembly
Parliament Buildings
NAIROBI

NOVEMBER, 2018

FOREWARD

The Constitution under Article 127 of the Constitution of Kenya mandates the Parliamentary Service Commission with among other things to provide services and facilities as are necessary for the efficient and effective functioning of Parliament. The National Assembly Standing Orders No. 212B establishes the Select Committee on Members' Services and Facilities. The Committee is charged with the mandate of receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being, advising and reporting on all matters connected to these services and facilities. The Committee is therefore the forum through which the Members of the National Assembly channel their views on their welfare to the Commission.

In its bid to enhance its capacity by understanding how best to discharge its mandate, the Committee undertook a study visit to the Parliament of the New Zealand from 11th to 16th March, 2018. The delegation comprised of the following Members and staffers of the National Assembly:

- 1) The Hon. Catherine Waruguru, M.P. – Vice Chairperson/**Leader of the Delegation**
- 2) The Hon. Catherine Wambilyanga, MP
- 3) The Hon. Florence Chepngetich Koskey, M.P.
- 4) The Hon. Rehema Hassan, M.P.
- 5) The Hon. Silas Kipkoech Tiren, M.P.
- 6) Mr. Douglas Katho, Clerk Assistant III/Delegation Secretary

The Delegation was joined by the Deputy High Commissioner of the Kenya Mission in Canberra, Australia His Excellency Mwangangi Munyasia. The delegation was received by the Speaker of the New Zealand House of Representatives.

The objectives of the study visits were:

- (a) to understand the workings of the House of Representatives of the New Zealand with regard to matters relating to Members Services and Facilities;
- (b) to understanding the rules and terms engagement between the Commissions of the legislature and their respective Committees overseeing or advising on the services offered to members of the New Zealand Parliament; and
- (c) to share and exchange views on the best practices that would enhance the Committee's discharge its mandate in a more effective and efficient manner.

Arising from the study visit to the Parliament of the House of Representative of New Zealand Committee made the following observations -

- (a) The New Zealand Parliamentary Service Commission mandate is advisory whereas the General Manager is responsible for enforcements of decisions of the Commission on

offering services to Members of Parliament including their staff at the Parliament Buildings as well as at the Constituency level;

- (b) the Speaker of the House of Representatives is responsible for the Services Facilities extended to the Members of Parliament in New Zealand and therefore plays a critical role in determining the best services and facilities to be extended to Members based on the Commission's advice;
- (c) the allowances and Salaries for Members of the House of Representatives are determined by the Independent Remuneration Authority. The Commission role on these benefits is just recommending to the IRA;
- (d) The New Zealand House of Representatives is focused on serving Members of the Parliament and their staff, including those at the Constituency offices, Party support staff and the Office of the Clerk. The office operates separate help lines for Assembly and Constituency Staffers. The House of Representatives is responsible for allocation of office equipment and furniture to the Members of Parliament. It also provides support services which includes; stationery, reception services and photocopier machines internet and research services.. Office equipment is regularly cleaned by an outsourced staff who have been completely vetted between 11pm – 6am while the cleanliness of shared areas is done throughout the day by the contracted cleaning services providers;
- (e) Catering Services available at the Houses of Parliament include cafeteria, fine dining, and bars. Some dining areas offer buffet while others are exclusively for *ala carte*. This not only allows Members the option of choosing what to eat but also allows consumers outside the Houses of Parliament to patronize the service and boost restaurant revenues. The House of Representative has completely outsourced the management of the catering services entirely by private contractors. The House of representative provided the facility and pays all the utilities with adequate budgets and allow the catering facilities to operate professionally.
- (f) High quality catering services are attainable at the New Zealand House of Representatives because the catering personnel are multi-skilled in order to carry out duties in all catering operations/outlets. The service provider employs efficient and competent service personnel who are able to familiarise themselves quickly with the service requirements, and maintain a smart and presentable appearance, a friendly and helpful attitude and the highest standard of personal hygiene and behaviour at all times.
- (g) Efficiency in provision of catering services is also possible because the Service Provider ensures that all Service Provider personnel engaged in the provision of the services are properly trained to fulfil their roles and to enable the required standards of service to be met and maintained.

- (h) The catering Service provider issues a weekly and monthly menu to guide patrons on availability of their favorite dishes. However, suitable substitute items may be offered towards the end of the service period in order to reduce food wastage.
- (i) the House of Representatives requires Service Providers to operate suggestion boxes and make available all comments and suggestions in the box in the Members' Bar, Members' Dining Room, the Staff Cafeteria and the Members Cafeteria as well as the Gift Shop. All bona fide complaints are recorded and replied to by the Service Provider within 2 working days of receipt;
- (j) the Service Providers are expected to offer the highest level of customer care, to ensure a quality experience for those using the catering facilities. Appropriate training and guidance is given to all Service Provider's Personnel, to ensure the delivery of a customer-orientated service. The Service Providers must prepare and implement a training plan for the Service Provider's personnel which will be communicated to the Support Services & Events Manager. This will include, but not be limited to relevant training in Certified food hygiene training at the appropriate level for the job role, Customer service/customer care and Job specific training;
- (k) the Buildings Maintenance Department is adequately resourced and able to serve the House of Representatives. The Houses of Representative buildings were therefore in a good state of repair because of a well resources human resource base by the contractor to work on any kind of repairs and maintenance as necessary;
- (l) The Houses of Representative in New Zealand operate a library which offers information services to Members, their staff and House staff. The library also loans books to Members on a short term basis, although all books available in the library were also accessible online. The New Zealand House of Representative Library is indeed a place of quiet study and work besides being a source of analyzed information; and,
- (m) the House of Representatives has vetted cleaning service providers who are given a free hand to clean all rooms and furniture at their convenience.

From the foregoing and in a sitting of the Committee held on 30th October, 2018, the Committee made the following recommendations to the National Assembly:

- (1) The Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
- (2) The Parliamentary Service Commission should ensure all suppliers to the Catering Unit are vetted

- (3) The Parliamentary Service Commission may consider setting up a new and more spacious putting Library.
- (4) The Parliamentary Service Commission may consider setting up a Parliament Museum for storage and preservation of precious records, historical documents and articles connected with the origin, history, evolution and heritage of the Parliament of Kenya.
- (5) The Parliamentary Service Commission considers entering into a memorandum of Understanding with the National Youth Service to have some artisans/technicians deployed to the National Assembly in the area of painting, plumbing, electrical fittings and any other maintenance related tasks with a view to address any breakdown in real time.

I take this opportunity to thank all the Members of the Committee for their input and valuable contributions and time during the deliberations and report writing exercise. The Committee also takes this opportunity to thank the Offices of the Speaker and of the Clerk of the National Assembly for the logistical support accorded to it during the exercise.

The Committee is also indebted to the Ministry of Foreign Affairs, Parliamentary Liaison Directorate for the correspondences and for making the study visit seamless and fruitful.

It is now my singular duty and privilege to table the Report of the Committee on the Table of House for consideration.

Signature:

The Hon. Ezekiel Machogu Ombaki, MP

Chairperson

08/11/2018
Date

PREFACE

ESTABLISHMENT AND MANDATE OF THE COMMITTEE

The Select Committee on Members' Services and Facilities is established under the National Assembly Standing Orders No 212B. The Committee is charged with the mandate of receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being, and, advising and reporting on all matters connected to these services and facilities. It is therefore the forum through which the Members of the National Assembly channel views regarding their welfare to the Commission

The Select Committee on Members' Services and Facilities was constituted by the House on Thursday, December 14, 2017 and further reconstituted on February 21, 2018. The Committee comprises of the following Members:

1. The Hon Ezekiel Machogu Ombaki, M.P. -**Chairperson**
2. The Hon. Catherine Waruguru, MP -**Vice Chairperson**
3. The Hon. Aisha Jumwa Katana, MP
4. The Hon. Janet Nangabo Wanyama, MP
5. The Hon. Samwel Moroto Chumel, MP
6. The Hon. Silas Kipkoech Tiren, MP
7. The Hon. Rigathi Gachagua, MP
8. The Hon. Eng. Nzambia Thuddeus Kithua, MP
9. The Hon. Catherine Wambilyanga, MP
10. The Hon. Charity Kathambi Chepkwony, MP
11. The Hon. Florence Chepngetich Koskey, MP
12. The Hon. Christopher Wangaya Aseka, MP
13. The Hon. Elisha Odhiambo, MP
14. The Hon. Elsie Muhanda, MP
15. The Hon. Rehema Hassan, MP

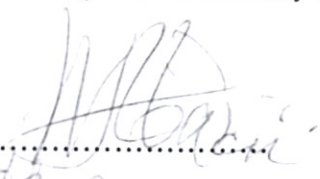
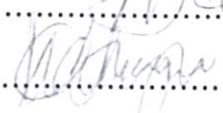
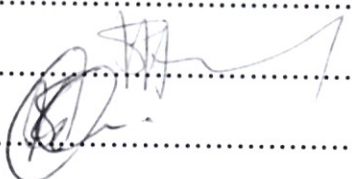
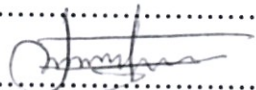
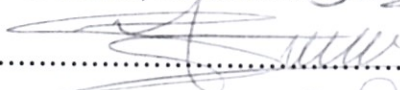
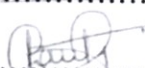
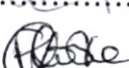
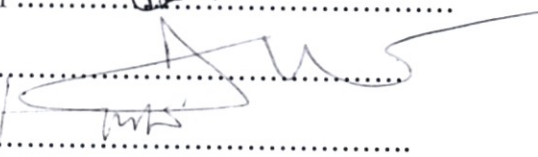
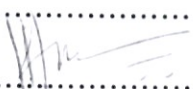
SECRETARIAT TO THE COMMITTEE

1. Mr. John N Mutega, Principal Clerk Assistant I
2. Dr. Kefa Omoti, Principal Research Officer
3. Mr Sidney Lugaga, Legal Counsel II
4. Mr. Douglas Katho, Clerk Assistant III
5. Ms. Zainabu Wario, Serjeant-At-Arms

ADOPTION OF THE COMMITTEE REPORT

ADOPTION OF THE THIRD REPORT OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES ON A STUDY VISIT TO THE PARLIAMENT OF THE NEW ZEALAND (JUNE 11 - 16, 2018)

The Honourable Members of the Select Committee on Members' Services and Facilities do hereby affix their signatures to this Third Report on a study visit to the Parliament of the New Zealand (June 11 - 16, 2018), to affirm their approval and confirm its accuracy, validity and authenticity on this 30th day of October, 2018

1. The Hon. Ezekiel Machogu Ombaki, M.P. **Chairperson**.....
2. The Hon. Catherine Waruguru, MP **-Vice Chairperson**
3. The Hon. Aisha Jumwa Katana, MP
4. The Hon. Janet Nangabo Wanyama, MP.....
5. The Hon. Samwel Moroto Chumel, MP.....
6. The Hon. Silas Kipkoech Tiren, MP.....
7. The Hon. Rigathi Gachagua, MP
8. The Hon. Eng. Nzambia Thuddeus Kithua, MP
9. The Hon. Walter Owino, MP.....
10. The Hon. Charity Kathambi Chepkwony, MP.....
11. The Hon. Florence Chepngetich Koskey, MP.....
12. The Hon. Christopher Wangaya Aseka, MP.....
13. The Hon. Elisha Odhiambo, MP
14. The Hon. Elsie Muhanda, MP
15. The Hon. Rehema Hassan, MP

LIST OF ABBREVIATIONS

BA – Bachelor of Arts

CWP-NZ – Commonwealth Women Parliamentarians of New Zealand

ICT – Information Communication and Technology

ID - Identification

KPIs- Key Performance Indicators

MP – Member of Parliament

NZ – New Zealand

NZD – New Zealand Dollar

NZ-MEA PFG – New Zealand Middle East & Africa Parliamentary Friendship Group

PSC- Parliamentary Service Commission

SO – Standing Order

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1. Introduction

1.1. Background

1. The Constitution of Kenya under Article 127 establishes the Parliamentary Service Commission. The Commission is mandated with among other things to provide services and facilities as are necessary for the efficient and effective functioning of Parliament. The National Assembly Standing Orders No. 212B establishes the Select Committee on Members' Services and Facilities. The Committee is charged with the mandate of receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being. The Committee is also charged with advising and reporting on all matters connected to these services and facilities. The Committee is therefore the forum through which the Members of the National Assembly channel their views on their welfare to the Commission.
2. The Committee in a meeting held on 17th January, 2018, resolved to undertake study visits to various parliamentary jurisdictions with a view to understanding how best the Committee can discharge its mandate. The Committee resolved to visit the Parliament of the United Kingdom; Northern Ireland Assembly and the New Zealand House of Representatives. This was based on the fact that, the above three parliaments have a Commission and Committees with mandate to the Select Committee on Members' Services and Facilities.
3. In implementing the decision of the Committee on the study visits, the Office of the Clerk of the National Assembly wrote to the three legislatures. Following communications between the said institutions through the required diplomatic channels, the requests of the Committee to visit the Parliament of the New Zealand were acceded to. The study visit to the New Zealand House of representatives was scheduled for 11th and 16th June, 2018. The objective of the visit was to share and exchange views with the Parliament of New Zealand and the various Committees charged with overseeing the services and facilities to Members of Parliament.

1.2. Objective of the Study Visit

4. The Committee was guided by the following objectives
 - (a) to understand how the New Zealand House of representatives works with regard to matters relating to Members' Services and Facilities;
 - (b) to understanding the facilities and services provided by the New Zealand Parliamentary Service Commission to Members of the House of representatives; and,
 - (c) to share and exchange views on the best practices that would enhance the Committee discharge its mandate in a more effective and efficient manner.

1.3. Delegation Membership

5. The delegation comprised of the following Members and staffers of the National Assembly
 - 1 The Hon. Catherine Waruguru, M.P. – Vice Chairperson/**Leader of the Delegation**
 2. The Hon Catherine Wambilyanga, MP
 3. The Hon. Florence Chepngetich Koskey, M.P
 - 4 The Hon Rehema Hassan, M.P.
 5. The Hon. Silas Kipkoech Tiren, M P
 - 6 Mr. Douglas Odhiambo Katho, Clerk Assistant III/*Delegation Secretary*

2. The House of Representatives, New Zealand

6. The New Zealand has a unicameral Parliament consisting of a House of Representatives elected for a term of up to three years. The House is elected using the mixed member proportional representation voting system. Normally there are 120 Members of the House of Representatives, of which 71 are directly elected and 49 are drawn from party lists. The New Zealand Parliament consists two organs: the House of Representatives and the Monarch.
7. Currently, there are five parliamentary parties represented in the 52nd Parliament (2017-2020) ACT NZ, Green party of Aotearoa New Zealand, NZ Labour Party, NZ National Party and New Zealand First. The labour party is the largest party in the government which was formed in October 2017 by coalition agreement between the labour and the NZ first parties with a confidence and supply agreement between the Labour and Green parties. The Labour Party has

46 seats (29 electorate seats , 17 list seats), NZ First has nine Seats (all lists seats), and the Green Party has eight seats (all list seats) which brings a total of 63 seats The National party is the main Opposition Party and has 56 seats (41 electorate seats and 15 list seats). The ACT Party has 1 seat (electorate seat).

8. National Party has formed a minority Government and has confidence and supply agreements with the ACT Party, the Māori Party, and the United Future Party. The Labour Party is the main opposition party Other parties represented in the House are the Green Party, and New Zealand First.
- 9 The New Zealand Parliament follows the Westminster tradition of parliamentary practice and procedure, although some aspects of practice and procedure have been adapted to suit New Zealand requirements The mode of the electoral seat both at the elective as well as the party list is contained in the Waitangi treaty and other are subjected to the universal suffrage
10. New Zealand has no single written constitution or law that is higher than the laws passed in Parliament. The constitutional rules are contained in a number of Acts of Parliament, documents issued under the authority of the Queen, relevant English and United Kingdom Acts of Parliament, common law, and unwritten constitutional conventions

2.1. The New Zealand Parliamentary Service Commission

- 11 The New Zealand Parliamentary Service Commission advises the Speaker about the services to be provided to the Members of the House of Representatives and the objectives for those services. The Commission is made up of representatives from each of the parliamentary political parties, chaired by the Speaker.
12. The Parliamentary Service Commission is constituted under the Parliamentary Service Act 2000 and has the following functions.
 - (a) to advise the Speaker on the nature of the services to be provided to the House of Representatives, members of Parliament, parties and qualifying electoral candidates,
 - (b) to advise the Speaker on proposed directions relating to the allocation and administration of funding to support the parliamentary operations of members of Parliament, parties, and qualifying electoral candidates;

- (c) recommend persons who are suitable to be members of the appropriations review committee;
- (d) consider and comment on draft reports prepared by the appropriations review committees, and,
- (e) to appoint members of the Parliamentary Corporation

13. The Commission may also require the Speaker or General Manager of the Parliamentary Service to report on matters relating to the administration or the exercise of any function, duty, or power under the Parliamentary Service Act 2000.

14. The membership of the Commission is governed under sections 15-18 of the Parliamentary Service Act 2000. Members of the Commission are:

- (a) the Speaker, who also chairs the Commission,
- (b) the Leader of the House, or a member of Parliament nominated by the Leader of the House;
- (c) the Leader of the Opposition, or a member of Parliament nominated by the Leader of the Opposition;
- (d) one member for each recognized party that is represented in the House by one or more members; and
- (e) an additional member for each recognized party that is represented in the House by 30 or more members (but does not include among its members the Speaker, the Leader of the House, or the Leader of the Opposition) Ministers of the Crown or Parliamentary Under-Secretaries may not be appointed to the Commission under this provision.

15. The Commission has the following committees whose membership drawn from the Commission to assist the Commission on any matter within the scope of its functions:

- (a) **Artworks Committee:** The Artworks Committee is charged with considering and advising on matters relating to the New Zealand Parliamentary Collection and on artworks generally in and around Parliament.
- (b) **Information Communications Technology (ICT) Committee:** The Information Communications Technology (ICT) Committee is charged with considering and

advising on matters relating to ICT and related matters at Parliament and to members outside of Parliament.

- (c) Precincts Committee: The Precincts Committee is charged with considering and advising on matters relating to catering at Parliament.]

16. The Parliamentary Service Commission forms the Parliamentary Corporation consisting of the Speaker of the House of Representatives and the General Manager of the Parliamentary Service. It is chaired by the Speaker. The Parliamentary Corporation implements decisions by the parliamentary Service commission including the maintenance of the Bee-Hive and the rest of the Parliamentary Estate. The Commission only advises the Speaker on what ought to be undertaken but the management and operations is vested on the Parliamentary Corporation.
17. The delegation observed that, the Commission, on an annual basis, presents to the House, the Estimate for the House of Representatives Operations and Administration which includes expenditure on administration and services of the House for the financial year, for its approval.
18. The delegation also observed that the Parliamentary Commission does not determine the salaries and allowances of the members of Parliament. The Members' salaries and allowances are determined by an independent body called the Remuneration Authority. The Commission merely implements the decision of the independent Remuneration Authority regarding the salaries and allowances.

3. Meetings at the New Zealand of House of Representatives

19. The delegation was given a brief *Mihī Whakatau* (welcome in Māori) inside the Visitor Centre at the Parliament Buildings. A *Mihī Whakatau* is a speech of welcome performed by the *Kaumātua* or *kaiārahi* to the visiting group and it was followed by a *waiata* (song). The delegation responded by singing back the Kenya National Anthem in Kiswahili. The delegation was thereafter taken for a tour of Parliament Buildings.
20. The delegation was later hosted by the Office of the Clerk when Members were taken through a brief on the New Zealand Parliament and also shared their objectives and expectations of the visit. During the meeting, the delegation was informed that the New Zealand House of Representatives is suitably structured to provide Members' with the services and facilities

necessary to carry out their parliamentary duties effectively, including catering services, gymnasium, library, information communications technology, cleaning and constituency office staffers. The Houses services and facilities are made available with the objective of enabling MPs to perform their parliamentary duties. The administration and management of service provision is through the parliamentary Service Commission that has the mandate to advise the speaker on matters that affect the members of the House of Representatives

2.4. Meeting with the Parliamentary Services Staff

21. The Parliamentary Service staff is responsible for providing a wide range of services to the Members of Parliament, which include Security, ICT, catering services, and maintenance services, cleaning services. The delegation was informed that the Parliamentary Service office coordinates the provision of a variety of services including but not limited to:

(a) Buildings and Office services

22. This is responsible for a wide range of office and reception services including the internal logistics, mail, stationery and late night transport provision. Provision of support to Offices Members of the House of Representatives operate offices in Wellington as well as at the constituencies.

23 At the constituency level, Members are allowed to employ staff who help in conducting constituency activities. The Staff at the constituency levels are provided according to the size of the Constituency. Members also have resources for recruitment of two staffers to help in parliamentary research, speech writing, social media content, and coordination of meetings with Government Ministers and office administration

24 All the House of Representatives Offices are conveniently located within a walking distance to the chambers. The offices are equipped with the necessary support services including stationery, reception services, photocopier machines, furniture and are regularly cleaned in house staff while shared areas were cleaned with support of contracted cleaning services. The delegation observed that cleaning of all areas except the debating chamber is under contracted staff. The delegation also observed that, Members are provided with contracted gym and health club services, nursery facilities for pay, mail delivery and security scanning services, free parking lots and hair dresser services.

(b) Catering Services

25. Catering Services is outsourced and is responsible for catering facilities throughout the House of Representatives, including cafeterias, fine dining, banqueting and bars. Catering services provides both buffet and *ala carte* dining arrangements, where some selected dining areas serve meals under the buffet regime while others provide *ala carte*.
26. The delegation was informed that, the Catering services offers meals at both the staff cafeteria and the Members cafeteria including to members of the public. The catering services are extended to the Committee Sittings as well as Sitting days of the Chamber. The catering services do not have to pay for electricity nor rental of the buildings. Parliament provides a fully established kitchen to keep the cost of meals as low as possible and also expects a discount of 30% on the meals to the Members of Parliament.

(c) Security Services

27. The New Zealand does not provide any security to the Members of the House of Representatives. Security is however provided at the precincts of parliament for 24hrs each day. There is an onsite 24hrs surveillance and access shall only be granted with valid photo IDs. The Members of Parliament are on their own outside the precincts of the Parliament. Only the Prime Minister has security. The buildings have codes that can be locked into segments in case of evacuations.

(d) Cleaning Services

28. The Committee was informed that the cleaning services are fully out sourced. The common areas are cleaned at regular intervals during the day whereas the major cleaning of the premises and the offices are done every day from 11.00 p.m. through to 6.00 a.m. Parliament reimburses for all the consumables and purchases equipment for cleaning.

(e) Maintenance Services

29. The delegation was informed that maintenance services are fully outsourced to undertake painting, plumbing, and electrical fittings and any other maintenance related tasks. It is also responsible for historic furnishings and decorative arts, fire safety, energy and environment and overseeing contracted specialist services such as fire alarm and security systems maintenance. Members of the House of Representative are required to raise complaints regarding the quality

and status of office accommodation facilities by writing to the directorate responsible for building maintenance and expect response within 24 hours.

(f) Mileage claims, domestic flights, mortgage, medical and transport services

30. The delegation was informed that the Members of Parliament are not entitled to any mortgage nor house allowance but are entitled to claim mileage costs, accommodation, telephone and unlimited domestic flights even though the international flights are limited. The Members are also entitled to medical insurance each year.

(g) Information and Communication Technology (ICT) Services

31. The delegation was informed that the ICT services are fully resourced by over 30 full time staff on site every single day. They manage the Parliament Website, they service the desktop computers as well as the tablets for MPs.
32. The Members of Parliament are entitled to a personal information technology equipment up to about 600NZD, a high end tablet and a phone both at the constituency and at the office in Wellington. They are also provided with a high-speed seamless internet connections at the Constituency and at the Wellington Office and at their residence since most House Business are done online. The members are also provided with photocopiers and printers.

(h) Library and research services

33. The delegation was able to visit the Library and Research Services of the House of Representatives in order to explore the resources available to Members from the library in the undertaking of their parliamentary duties. The delegation was briefed by the staff at the Library and Research Services. The delegation learnt that the Research and Library service works through specialized research and reference teams that convey information services for Parliamentarians, their staff and House staff. The library stocks a collection of latest publications and also loans books to Members on a short term basis, although all books available in the library were also accessible online.
34. Other Service rendered include:

- (a) replies to Member enquiries,
- (b) indexing of parliamentary materials;

- (c) provision of private working and study environment;
- (d) Briefing notes on legislation, other House business and issues of National importance;
- (e) Staff training in the use of online resources and library services,
- (f) Maintaining the Library's collections of books, periodicals, and online subscriptions;
- (g) Providing content and support to procedural and parliamentary systems; and,
- (h) Managing controlled vocabularies to add value to parliamentary material on the intranet and website

35. The delegation was informed that the House of Representatives Library is always keen to provide impartial information and research services to its clients in support of their parliamentary duties. Among the main products of the Library are the research briefings, which are published on the parliamentary website. The briefing papers offer an independent summary and analysis of subjects of interest, particularly legislation proceeding through Parliament. The Library also includes the collection of documents, known as deposited papers, which MPs and ministers place in the Library in reply to parliamentary questions.

(i) Parliamentary Office of Artwork

36. The delegation was informed that the Parliamentary Office of Artwork has a wide of collections of art work organized in thematic manner. It contains the photos of every parliamentary session, the Speakers and the Clerks portraits. The artwork are displayed around the buildings in a theme such as war commemoration, visits from other parliaments, donations from other visits are collected and placed in a different strategic areas of the buildings. The management of the artworks are handled by an artworks committee that ensures that even the committee rooms are themed.

2.5 Meeting with the New Zealand, Middle East and Africa Parliamentary Friendship Group and Co-chairs of the Commonwealth Women Parliamentarian (NZ)

37. In a meeting held with the co-chairs of the New Zealand, Middle East and Africa Parliamentary Friendship Group and Co-chairs of the Commonwealth Women Parliamentarian (NZ) represented by Hon. Duncan Webb, MP for Christchurch Central, Hon. Andrew Bayly, MP for Hunua Kevin Baron, MP it emerged that the New Zealand House of representative has only the Parliamentary Service Commission that advises the Speaker on the welfare of the Members of

parliament The meeting was also attended by Hon Louisa Wall MP for Manurewa (Labour party). Hon. Jo Hayes, MP a list (*nominated Labour Party*).

- 38 Two other members of Parliament Hon Anahila Kanongata'a-Suisuiki, MP for the list of NZ Labour Party and Melissa Lee MP for the list of the NZ National Party attended the lunch where the delegation shared their experiences and challenges in being members of parliament in the two different jurisdictions. The meeting observed Working lunch gave the Kenyan delegation an opportunity to discuss political and thematic issues and the relationship between the NZ and Kenya and the role of the NZ-MEA PFG as well as CWP-NZ.

3.1. Parliament of New Zealand Introduction to the House and watch Question Time

- 39 The delegation was able to observe Question Time in the House of Representative of the New Zealand During the Question Time, the delegation learnt that the Parliamentary Questions whether written or oral of the ways the New Zealand unicameral Parliament holds the Executive to account. During the Question Time, the Oral Questions are dealt with as the first substantive item of business transacted by the House each day, which is held shortly after 2pm every sitting day. There are 12 Questions for oral answer during Question Time. The Questions are allocated to all parties including the government based on the proportional party membership in the House and are directed to Ministers. For a question to a Minister to be admissible, there must be ministerial responsibility for the subject matter of the Question.
- 40 The delegation learnt that the vetting of Questions is managed by the Office of the Clerk. The 12 primary Questions are given on notice, which means the Minister is told what the Question will be prior to Question Time. Oral Questions must be lodged with the Deputy Clerk of the House by 10.30am on a House sitting day and notice is sent to Ministers offices by 11am. During Question Time, once a Minister has replied to the primary oral Question, members then have the opportunity to ask a supplementary Questions. Supplementary Questions are not on notice, which means that the Minister does not have advance knowledge of the content of the Question Supplementary Questions must be relevant to the subject of the original Question asked
- 41 The committee learnt that the Speaker allows each party a 'quota' of supplementary, again, based on their proportional membership within the House, a member does not have to ask a

primary question in order to ask a supplementary, however the first supplementary question is allocated to the Member who asked the primary questions. Question Time concludes only when all 12 questions, and accompanying supplementary questions, have been answered by the Minister responsible. Written Questions Members may submit an unlimited number of written questions to a Government Minister on a topic for which they have Ministerial responsibility. These Questions are submitted electronically to Ministers who then have a period of six working days in which to answer the member's Question. The electronic management of lodging and replying to written questions is done through the Office of the Clerk.

3.2. Meeting with the Speaker of the New Zealand House of Representatives, Rt. Hon. Trevor Mallard and List Member of Labour Party

- 42 The delegation met with the Speaker of the New Zealand House of Representatives, Rt. Hon. Trevor Mallard and a List Member of the Labour Party. He has been the Speaker of the New Zealand House of Representatives since November, 2017. He is also the chair of the Business select Committee of the House, the Officers of Parliament as well as the Parliamentary Service Commission.
- 43 During the visit to the Speaker's office, the delegation was informed that the Speaker is elected by the Members of Parliament (MPs) and has a key role in representing the House to the Crown and in presiding over the House. The Speaker determines the proceedings of the House and keeps order. The Speaker is also responsible for parliamentary expenditure, chairing the Parliamentary Service Commission and running the buildings and grounds.
- 44 During the meeting the Rt. Hon. Speaker informed the delegation that parliamentary Business is open to the public including Committee Sittings and the budgetary process. The New Zealand House of Representatives has made it possible by providing all the necessary facilities to Members of Parliament both in Wellington, their constituencies as well as their residence to enable the MPs undertake their duties in a satisfactory manner. The delegation also learnt that most of the buildings with the Parliament Square are disabled friendly and also gender sensitive.

3.3. VIP tour He Tohu, National Library

45. The delegation visited the National Library of New Zealand He Tohu where they learnt that the National Library of New Zealand facilitates all persons to access and use the collective

knowledge of the nation. It collects, connects, and co-creates knowledge to power New Zealand. The New Zealand's documentary taonga in words, sounds and pictures are collected, protected and accessible. The New Zealanders can easily access or connect national and international resources through knowledge networks. The New Zealanders therefore co-creates or rather work together to turn knowledge into value. The library is a national institution the *He Tohu* and it is open all persons according to the National Library of New Zealand (Te Puna Mātauranga o Aotearoa) Act (2003).

- 46 The delegation learnt that the He Tohu is a new permanent exhibition of three iconic constitutional documents that have shaped New Zealand. These are; the 1835 He Whakaputanga o te Rangatiratanga o Nu Tirenī – Declaration of Independence of the United Tribes of New Zealand; 1840 Te Tiriti o Waitangi – Treaty of Waitangi; and also the 1893 Women's Suffrage petition – Te Petihana Whakamana Pōti Wahine. Each over a century old, these taonga bear the signatures of their ancestors. They have been carefully moved to the National Library of New Zealand Te Puna Mātauranga o Aotearoa for a remarkable new permanent exhibition so that that every citizen, tourist and new immigrant should see, because they are the 'Signatures that shape New Zealand'.
47. The delegation was also informed that He Tohu is more than just an exhibition. It provides an opportunity for all people, young or old, from New Zealand or visiting the shores of New Zealand, to freely discover more about what defines New Zealand today, and in so doing, who New Zealand will be in the future. He whakapapa kōrero, he whenua kura—Talking about their past to create a better future. Explore the taonga that shape who New Zealand are
- 48 The delegation also learnt that among the signatories to the Women's Suffrage Petition was the first woman in New Zealand to get a university degree; Kate Edger was actually the first woman in the whole Commonwealth to get a university degree – a Bachelor of Arts, which she earned in 1877 held at the Macmillan Brown Library at Canterbury University.

3.4. Museum of New Zealand Te Papa Tongarewa (Te Papa)

49. The delegation visited the New Zealand Museum, Te Papa, it is the New Zealand's innovative and interactive national museum. The delegation was able to explore the great treasures and stories of the New Zealand as a country, its unique natural environment, Maori culture, art

heritage, and fascinating history. Te Papa's philosophy emphasizes the living face behind its cultural treasures, many of which retain deep ancestral links to the indigenous Māori people. The Museum recognizes the partnership that was created by the signing of the Treaty of Waitangi, te Tiriti o Waitangi, in 1840

50. 'Te Papa Tongarewa' literally means 'container of treasures'. Te Papaveducates, entertains, and inspires. The delegation discovered the treasures and stories of New Zealand's land and people under one roof. The delegation enjoyed six floors of engaging, interactive displays; encountered Māori and Pacific cultural treasures, New Zealand's extraordinary natural life, it's most important works of art, and its unique history. The delegation were shaken-up in the Earthquake House and came face to face with a colossal squid, then explored its life through 3D animation with a combination of the latest technology and classic story-telling.
51. The delegation was informed that the New Zealand is situated in the South Pacific Ocean, between latitude 34°S and 47°S. The country runs roughly north-south with mountain ranges down much of its length. Its two main islands (North and South) cover 266,200 sq km (103,735 sq miles), about the size of Japan or California and slightly larger than Great Britain.
52. The New Zealand's separation from other land masses about 100 million years ago allowed many ancient plants and animals to survive and evolve in isolation. Complementing our unique flora and fauna (principally birds, of which the best known is the flightless kiwi, New Zealand's unofficial national symbol) is a landscape that contains an unrivalled variety of landforms. In a couple of days drive it is possible to see everything from mountain ranges to sandy beaches, lush rainforests, glaciers and fiords and active volcanoes.
53. The Māori were New Zealand's first settlers. They made an epic journey from the legendary Hawaiki, probably in Polynesia to the north of New Zealand, about 1000 years ago. The great explorer Kupe, who legend says first discovered New Zealand, named the new land Aotearoa – Land of the Long White Cloud.
54. The first documented European to discover New Zealand was Dutch navigator Abel Tasman, who came here in 1642 in search of the fabled great southern continent. More than 125 years later, in 1769, Captain James Cook claimed it for Britain and produced a map of the country

- 55 New Zealand has a unique traditional bicultural heritage and history. The first settlers were Māori who created waka regions based on their landing point and inland migration patterns. The Māori societal structure – Iwi, hapū and whānau – belonging, identity of the Māori have a unique culture with customs and values that continue today
56. The arrival of European whalers, sealers, traders and later settlers brought a period of struggle for many iwi groups as people fought for land and power. The impact of colonisation and assimilation saw Māori alienated from their land, culture and language. This historical context has contributed to the inequity that we see in Māori society today. The Last 2 – 3 decades has been the Māori renaissance. Māori are re-designing their future. The Māori organisational, economic and educational development has led to the emerging Māori dynamic and wealth creation.
- 57 The Māori see the way to the future lies in collectivisation across education, business, and health, and politics, legal and environmental issues being involved in both national and local politics lifting the social fabric of our society. The Māori Asset Base is estimated to be near \$42 Billion. According to an economist Dr Ganesh Nana the Māori asset base can be so much more through a better export regime and that it will grow through a more savvy approach by Iwi and Māori business and that a sound Māori economy will mean a sound New Zealand economy.
58. The Maori's ultimate goal is in Understanding their past to inform their future; Educated in both Māori world and the wider world. Local, regional, national and international players. The Maori have politically positioned to assist people's progression, lifting social and economic fabric of Māori society and Ensuring a Māori world, for Māori, by Māori. The Maori are very clear that the future lies firmly with the young.
59. The Maori want everyone to know something about them. The Maori have a distinctive culture and have their own distinctive language. The Maori are politically savvy whereas on the indigenous front the Māori are active participants and are interested in other cultures, other people. The Māori also have stories of struggle and determination

4. Observations

60. At its 55th meeting held on 30th October, 2018, the Committee deliberated on the contents of this Report and observed that-

- (a) The New Zealand Parliamentary Service Commission mandate is advisory whereas the General Manager is responsible for enforcements of decisions of the Commission on offering services to Members of Parliament including their staff at the Parliament Buildings as well as at the Constituency level;
- (b) the Speaker of the House of Representatives is responsible for the Services Facilities extended to the Members of Parliament in New Zealand and therefore plays a critical role in determining the best services and facilities to be extended to Members based on the Commission's advice;
- (c) the allowances and Salaries for Members of the House of Representatives are determined by the Independent Remuneration Authority. The Commission role on these benefits is just recommending to the IRA;
- (d) The New Zealand House of Representatives is focused on serving Members of the Parliament and their staff, including those at the Constituency offices, Party support staff and the Office of the Clerk. The office operates separate help lines for Assembly and Constituency Staffers. The House of Representatives is responsible for allocation of office equipment and furniture to the Members of Parliament. It also provides support services which includes: stationery, reception services and photocopier machines internet and research services.. Office equipment is regularly cleaned by an outsourced staff who have been completely vetted between 11pm – 6am while the cleanliness of shared areas is done throughout the day by the contracted cleaning services providers.
- (e) Catering Services available at the Houses of Parliament include cafeteria, fine dining, and bars. Some dining areas offer buffet while others are exclusively for *ala carte*. This not only allows Members the option of choosing what to eat but also allows consumers outside the Houses of Parliament to patronize the service and boost restaurant revenues. The House of Representative has completely outsourced the management of the catering services entirely by private contractors. The House of representative provided the facility and pays all the utilities with adequate budgets and allow the catering facilities to operate professionally.
- (f) High quality catering services are attainable at the New Zealand House of Representatives because the catering personnel are multi-skilled in order to carry out duties in all catering

operations/outlets The service provider employs efficient and competent service personnel who are able to familiarise themselves quickly with the service requirements, and maintain a smart and presentable appearance, a friendly and helpful attitude and the highest standard of personal hygiene and behaviour at all times.

- (g) Efficiency in provision of catering services is also possible because the Service Provider ensures that all Service Provider personnel engaged in the provision of the services are properly trained to fulfil their roles and to enable the required standards of service to be met and maintained.
- (h) The catering Service provider issues a weekly and monthly menu to guide patrons on availability of their favorite dishes. However, suitable substitute items may be offered towards the end of the service period in order to reduce food wastage
- (i) the House of Representatives requires Service Providers to operate suggestion boxes and make available all comments and suggestions in the box in the Members' Bar, Members' Dining Room, the Staff Cafeteria and the Members Cafeteria as well as the Gift Shop All bona fide complaints are recorded and replied to by the Service Provider within 2 working days of receipt;
- (j) the Service Providers are expected to offer the highest level of customer care, to ensure a quality experience for those using the catering facilities. Appropriate training and guidance is given to all Service Provider's Personnel, to ensure the delivery of a customer-orientated service The Service Providers must prepare and implement a training plan for the Service Provider's personnel which will be communicated to the Support Services & Events Manager. This will include, but not be limited to relevant training in Certified food hygiene training at the appropriate level for the job role, Customer service/customer care and Job specific training.
- (k) the Buildings Maintenance Department is adequately resourced and able to serve the House of Representatives The Houses of Representative buildings were therefore in a good state of repair because of a well resources human resource base by the contractor to work on any kind of repairs and maintenance as necessary;

- (l) The Houses of Representative in New Zealand operate a library which offers information services to Members, their staff and House staff. The library also loans books to Members on a short term basis, although all books available in the library were also accessible online. The New Zealand House of Representative Library is indeed a place of quiet study and work besides being a source of analyzed information; and,
- (m) the House of Representatives has vetted cleaning service providers who are given a free hand to clean all rooms and furniture at their convenience.

5. Recommendations

61. During its 56th meeting held on 30th October, 2018 and based on the above observations, the Committee made the following recommendations to the National Assembly-

- (1) The Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.**
- (2) The Parliamentary Service Commission should ensure all suppliers to the Catering Unit are vetted.**
- (3) The Parliamentary Service Commission may consider setting up a new and more spacious putting Library.**
- (4) The Parliamentary Service Commission may consider setting up a Parliament Museum for storage and preservation of precious records, historical documents and articles connected with the origin, history, evolution and heritage of the Parliament of Kenya.**
- (5) The Parliamentary Service Commission considers entering into a memorandum of Understanding with the National Youth Service to have some artisans/technicians deployed to the National Assembly in the area of painting, plumbing, electrical fittings and any other maintenance related tasks with a view to address any breakdown in real time.**



MINUTES OF THE 55TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN BAOBAB ROOM, SERENA BEACH HOTEL, MOMBASA, ON TUESDAY 30TH OCTOBER, 2018 AT 4.30 PM

PRESENT

1. The Hon. Ezekiel Machogu Ombaki, MP - **Chairperson**
2. The Hon. Catherine Waruguru, MP - **Vice Chairperson**
3. The Hon. Samwel Moroto Chumel, MP
4. The Hon. Christopher Wangaya Aseka, MP
5. The Hon. Elisha Odhiambo, MP
6. The Hon. (Eng.) Nzambia Thuddeus Kithua, MP
7. The Hon. Elsie Muhanda, MP
8. The Hon. Florence Chepngetich Koskey, MP
9. The Hon. Silas Tiren, MP
10. The Hon. Charity Kathambi, MP
11. The Hon. Rehema Hassan, MP
12. The Hon. Walter Owino, MP

APOLOGIES

1. The Hon. Janet Nangabo Wanyama, MP
2. The Hon. Rigathi Gachagua, MP
3. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. John Mutega - Principal Clerk Assistant I
2. Ms. Zainabu Wario - Serjeant-At-Arms

NATIONAL ASSEMBLY

MIN. NO. NA/DCS/MSF/2018/210: ADOPTION OF REPORT OF THE COMMITTEE ON A STUDY VISIT TO THE NEW ZELAND HOUSE OF REPRESENTATIVES

Arising from the observations made by the Committee on the study visit to the House of Representative of New Zealand the Committee recommended the following to the National Assembly:

- (1) The Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
- (2) The Parliamentary Service Commission should ensure all suppliers to the Catering Unit are vetted.
- (3) The Parliamentary Service Commission may consider setting up a new and more spacious putting Library.
- (4) The Parliamentary Service Commission may consider setting up a Parliament Museum for storage and preservation of precious records, historical documents and articles connected with the origin, history, evolution and heritage of the Parliament of Kenya.
- (5) The Parliamentary Service Commission considers entering into a memorandum of Understanding with the National Youth Service to have some artisans/technicians deployed to the National Assembly in the area of painting, plumbing, electrical fittings and any other maintenance related tasks with a view to address any breakdown in real time.

The Report was unanimously adopted having been proposed by the Hon. Rehema Hassan, MP and seconded by Hon. Catherine Waruguru, MP.

MIN. NO. NA/DCS/MSF/2018/211: ADJOURNMENT

The meeting adjourned at 5.30p.m. and resolved to sit again at 9.30 a.m. on 31st October, 2018.

SIGNED.....

(CHAIRPERSON)

DATE.....



MINUTES OF THE 55TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN BAOBAB ROOM, SERENA BEACH HOTEL, MOMBASA, ON TUESDAY 30TH OCTOBER, 2018 AT 2.00 PM

PRESENT

1. The Hon. Ezekiel Machogu Ombaki, MP - **Chairperson**
2. The Hon. Catherine Waruguru, MP - **Vice Chairperson**
3. The Hon. Samwel Moroto Chumel, MP
4. The Hon. Christopher Wangaya Aseka, MP
5. The Hon. Elisha Odhiambo, MP
6. The Hon. (Eng.) Nzambia Thuddeus Kithua, MP
7. The Hon. Elsie Muhanda, MP
8. The Hon. Florence Chepngetich Koskey, MP
9. The Hon. Silas Tiren, MP
10. The Hon. Charity Kathambi, MP
11. The Hon. Rehema Hassan, MP
12. The Hon. Walter Owino, MP

APOLOGIES

1. The Hon. Janet Nangabo Wanyama, MP
2. The Hon. Rigathi Gachagua, MP
3. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. John Mutega - Principal Clerk Assistant I
2. Ms. Zainabu Wario - Serjeant-At-Arms

NATIONAL ASSEMBLY

MIN. NO. NA/DCS/MSF/2018/207: PRELIMENARIES

The Chairman called the meeting to order at 2.00p.m. He called on the secretariat to take the meeting through the draft Report on the study visit to the House of Representative of New Zealand.

MIN. NO. NA/DCS/MSF/2018/208: **CONSIDERATION OF REPORT OF THE
COMMITTEE ON A STUDY VISIT TO
THE NEW ZEALAND HOUSE OF
REPRESENTATIVES**

The Committee was taken through the contents of the draft Reports and made the following with respect to the study visit to the House of Representative of New Zealand.

Following deliberations, the Committee made the following observations -

- (a) The New Zealand Parliamentary Service Commission mandate is advisory whereas the General Manager is responsible for enforcements of decisions of the Commission on offering services to Members of Parliament including their staff at the Parliament Buildings as well as at the Constituency level;
- (b) the Speaker of the House of Representatives is responsible for the Services Facilities extended to the Members of Parliament in New Zealand and therefore plays a critical role in determining the best services and facilities to be extended to Members based on the Commission's advice;
- (c) the allowances and Salaries for Members of the House of Representatives are determined by the Independent Remuneration Authority. The Commission role on these benefits is just recommending to the IRA;
- (d) The New Zealand House of Representatives is focused on serving Members of the Parliament and their staff, including those at the Constituency offices, Party support staff and the Office of the Clerk. The office operates separate help lines for Assembly and Constituency Staffers. The Houses of Representatives is responsible for allocation of office equipment and furniture to the Members of Parliament. It also provides support services which includes; stationery, reception services and photocopier machines internet and research services. Office equipment is regularly cleaned by an outsourced staff who have been completely vetted between 11pm – 6am while the cleanliness of shared areas is done throughout the day by the contracted cleaning services providers,
- (e) Catering Services available at the Houses of Parliament include cafeteria, fine dining, and bars. Some dining areas offer buffet while others are exclusively for *ala carte*. This not only allows Members the option of choosing what to eat but also allows consumers outside the Houses of Parliament to patronize the service and boost restaurant revenues. The House of Representative has completely outsourced the management of the catering services entirely by private contractors. The House of representative provided the facility and pays all the utilities with adequate budgets and allow the catering facilities to operate professionally

- (f) High quality catering services are attainable at the New Zealand House of Representatives because the catering personnel are multi-skilled in order to carry out duties in all catering operations/outlets. The service provider employs efficient and competent service personnel who are able to familiarise themselves quickly with the service requirements, and maintain a smart and presentable appearance, a friendly and helpful attitude and the highest standard of personal hygiene and behaviour at all times.
- (g) Efficiency in provision of catering services is also possible because the Service Provider ensures that all Service Provider personnel engaged in the provision of the services are properly trained to fulfil their roles and to enable the required standards of service to be met and maintained.
- (h) The catering Service provider issues a weekly and monthly menu to guide patrons on availability of their favorite dishes. However, suitable substitute items may be offered towards the end of the service period in order to reduce food wastage
- (i) the House of Representatives requires Service Providers to operate suggestion boxes and make available all comments and suggestions in the box in the Members' Bar, Members' Dining Room, the Staff Cafeteria and the Members Cafeteria as well as the Gift Shop. All bona fide complaints are recorded and replied to by the Service Provider within 2 working days of receipt,
- (j) the Service Providers are expected to offer the highest level of customer care, to ensure a quality experience for those using the catering facilities. Appropriate training and guidance is given to all Service Provider's Personnel, to ensure the delivery of a customer-orientated service. The Service Providers must prepare and implement a training plan for the Service Provider's personnel which will be communicated to the Support Services & Events Manager. This will include, but not be limited to relevant training in Certified food hygiene training at the appropriate level for the job role, Customer service/customer care and Job specific training;
- (k) the Buildings Maintenance Department is adequately resourced and able to serve the House of Representatives. The Houses of Representative buildings were therefore in a good state of repair because of a well resources human resource base by the contractor to work on any kind of repairs and maintenance as necessary;
- (l) The Houses of Representative in New Zealand operate a library which offers information services to Members, their staff and House staff. The library also loans books to Members on a short term basis, although all books available in the library were also accessible online. The New Zealand House of Representative Library is indeed a place of quiet study and work besides being a source of analyzed information; and,
- (m) the House of Representatives has vetted cleaning service providers who are given a free hand to clean all rooms and furniture at their convenience.

MIN. NO. NA/DCS/MSF/2018/209: **ADJOURNMENT**

The meeting adjourned at 4.00p.m. and resolved to sit again at 4.30 p.m. same day.

SIGNED.....

(CHAIRPERSON)

DATE.....06 / 11 / 2018