

**The British Council:**                    **[THE BRITISH COUNCIL**, incorporated by Royal Charter and registered as a charity (under number 209131 in England & Wales and number SC037733 in Scotland), with its principal office at 1 Redman Place, Stratford, London E20 1JQ through it's local office in Jordan Al Rainbow St. First Circle Amman, Jordan 1118

**The Supplier:**                            ***[insert name and address details (and company number, if appropriate)]***

**Date:**                                        ***[insert date when signed by the second party to sign (which should be the British Council)]***

This Agreement is made on the date set out above subject to the terms set out in the schedules listed below which both the British Council and the Supplier undertake to observe in the performance of this Agreement.

The Supplier shall supply to the British Council, and the British Council shall acquire and pay for, the services and the related goods (if any) described in Schedule 1 and/or Schedule 2 on the terms of this Agreement.

### Schedules

<b>Schedule 1</b>	Special Terms
<b>Schedule 2</b>	Terms of Reference
<b>Schedule 3</b>	Charges
<b>Schedule 4</b>	Standard Terms
<b>Schedule 5</b>	Data Processing Schedule

This Agreement shall only become binding on the British Council upon its signature by an authorised signatory of the British Council subsequent to signature by or on behalf of the Supplier.

**IN WITNESS** whereof the parties or their duly authorised representatives have entered into this Agreement on the date set out above.

**Signed by the duly authorised representative of THE BRITISH COUNCIL**

Name:	.....	Signature:	.....
Position:	.....		

**Signed by the duly authorised representative of *[insert name of Supplier]***

Name:	.....	Signature:	.....
Position:	.....		

## Schedule 1

### Special Terms

Terms defined in this Schedule 1 shall have the same meanings when used throughout this Agreement.

In the event of any conflict between the terms set out in the various Schedules, the Schedules shall prevail in the order in which they appear in the Agreement.

For the purposes of the Project and the provision of the Services and any Goods, the terms of this Agreement shall prevail over any other terms and conditions issued by the British Council (whether on a purchase order or otherwise).

#### **1 Commencement Date and Term**

- 1.1 This Agreement shall come into force on **[insert date]** (the “**Commencement Date**”) and, subject to paragraph 1.2 below, shall continue in full force and effect until **a period of 2 years from the commencement date with an option for renewal of up to 2 additional periods of 1 year.**
- 1.2 Notwithstanding anything to the contrary elsewhere in this Agreement, the British Council shall be entitled to terminate this Agreement by serving not less than 30 days’ written notice on the Supplier.

#### **2 End Client**

- 2.1 Not applicable

#### **3 Locations**

- 3.1 The Supplier will be required to provide the Services in the British Council office at Al Rainbow St. First Circle Amman, Jordan 1118 and such other locations as may be agreed between the parties in writing from time to time (the “**Location(s)**”).

#### **4 Equipment**

- 4.1 ***Not applicable***

#### **5 Key Personnel**

Not used

#### **6 Service of notices**

- 6.1 For the purposes of clause 33 of Schedule 4, notices are to be sent to the following addresses:

To the British Council	To the Supplier
<b><i>The British Council</i></b> Al Rainbow St. First Circle Amman, Jordan 1118	<b><i>[Insert address]</i></b> <b><i>[Attention: insert name <u>and</u> job title]</i></b>

<b>[Attention: <i>insert name and job title</i>]</b>	
<b>Email: [<i>insert email address(es) to which notices may be sent</i>]</b>	<b>Email: [<i>insert email address(es) to which notices may be sent</i>]</b>

**7 Insurance Requirements**

7.1 The Supplier shall take out and maintain during the Term with a reputable insurance company the following cover types with the following indemnity limits:

<b>Insurance Cover</b>	<b>Indemnity Limit</b>
Employer’s liability	In line with local legislation
Public liability	In line with local legislation
Motor Insurance	Fully comprehensive
Driver Licences	In line with local legislation drivers have the correct driver licence for the type of vehicle they are driving

or such other insurance cover types and indemnity limits as may be agreed between the parties in writing from time to time.

**8 Working Hours**

8.1 For the purposes of this Agreement “**Working Hours**” and “**Working Days**” shall mean 10 a.m. to 6 p.m. local time Sunday to Thursday.

**9 Supplier’s Liability**

Not applicable

**10 Safeguarding and Protecting Children and Vulnerable Adults] [NB delete this clause 10 if not applicable – see guidance note**

10.1 The Supplier warrants that, in relation to all activities in connection with the Project, where any of the Location(s) are in England or Wales, it will comply with all legislation, codes of practice and statutory guidance relevant at any time in such Location(s) to the safeguarding and protection of children and vulnerable adults (including the UN Convention on the Rights of the Child and the Children Act 1989), and with the British Council’s Safeguarding Policy and Adults at Risk Policy, as may be amended from time to time.

10.2 Where the Location(s) is/are outside of England or Wales, the Supplier warrants that, in relation to all activities in connection with the Project, it will comply with all legislation, codes of practice, and statutory guidance relevant at any time in the Location(s) to the safeguarding and protection of children and vulnerable adults, and with the detail and principles of the Children Act 1989 and the UN Convention on the Rights of the Child (to the extent that such legislation is not directly applicable in the Location(s)), and with the British Council’s Safeguarding Policy and Adults at Risk Policy, as may be amended from time to time.

- 10.3 The Supplier acknowledges that, for the purposes of the Safeguarding Vulnerable Groups Act 2006<sup>1</sup>, and any regulations made thereunder, as amended from time to time (the “**SVGA**”), and where any of the Location(s) are in England or Wales, it is the “**Regulated Activity Provider**” in respect of any “**Regulated Activity**” (both as defined in the SVGA) carried out in connection with the Project and that it will comply in all respects with the SVGA and any regulations or orders made thereunder. Equivalent provisions in equivalent legislation applicable in any Location(s) other than England and Wales shall apply in those Location(s).
- 10.4 The Supplier shall ensure that it is (and that any individual engaged by it to carry out activities with children, vulnerable adults and/or Regulated Activity in connection with the Project is):
- 10.4.1 subject to a valid enhanced disclosure check undertaken through the UK Disclosure & Barring Service, or the equivalent local check (as set out in clause 10.5 below), including a check against the adults' barred list<sup>2</sup> or the children's barred list<sup>3</sup>, as appropriate; and
- 10.4.2 where applicable, the Supplier shall monitor the level and validity of the checks under this clause 10.4 for each member of the Supplier's Team, Relevant Persons, or other individual engaged by it to carry out activities with children, vulnerable adults and/or Regulated Activity in connection with the Project.
- 10.5 Pursuant to clause 10.4.1 above, equivalent local checks, include, but are not limited to, the ACRO Criminal Records Office, 'International Child Protection Certificate' online criminal records checks and Code of Good Conduct' or any other services as detailed at the following link: <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>.
- 10.6 The Supplier must provide to the British Council, documentary evidence of the relevant disclosure and/or criminal records checks carried out pursuant to this clause in advance of undertaking any activities involving children and/or vulnerable adults in connection with the Project.
- 10.7 The Supplier warrants that at all times during the Term, it is not, and has no reason to believe that any person who is or will be employed or engaged by the Supplier in connection with the Project is, barred from carrying out such employment or engagement.

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<sup>1</sup> “Safeguarding Vulnerable Groups Act 2006” means the UK Act, the purpose of which is to make provision in connection with the protection of children and vulnerable adults by preventing those deemed unsuitable to work with children and vulnerable adults (adults at risk), from gaining access through work (whether paid or unpaid).

<sup>2</sup> References to the “adults' barred list” means the list maintained by the Disclosure and Barring Service of individuals who are not permitted to work with vulnerable adults in a Regulated Activity if advanced checks reveal information which could potentially make the individual eligible to be on one of the barred list.

<sup>3</sup> References to the “children's barred list”, means the list maintained by the Disclosure and Barring Service of individuals who are not permitted to work in a Regulated Activity with children.

- 10.8 The Supplier shall immediately notify the British Council of any information that the British Council reasonably requests to enable the British Council to be satisfied that the obligations of this clause 10 have been met.
- 10.9 The Supplier shall refer information about any person employed or engaged by it to carry out activities with children, vulnerable adults and/or Regulated Activity in connection with the Project to the UK Disclosure & Barring Service, or the equivalent local service as set out in clause 10.5, where it removes permission for such person to carry out the Regulated Activity (or would or might have, if such person had not otherwise ceased to engage in the Regulated Activity) because, in its opinion, such person has harmed or poses a risk of harm to children and/or vulnerable adults.
- 10.10 The Supplier shall not employ or use the services of any person who is barred from, or whose previous conduct or records indicate that they would not be suitable to carry out activities with children, vulnerable adults and/or Regulated Activity or who may otherwise present a risk to children or vulnerable adults.
- 10.11 The Supplier shall immediately contact the British Council to report any credible suspicions of, or actual incidents of activity related to the Project which contravene the obligations contained in this clause 10.
- 10.12 Pursuant to clause 10.11 above, the Supplier shall cooperate fully with investigations into such events, whether led by British Council, End Client (if any) and/or their agents or representatives.

## **Schedule 2**

### **Terms of Reference**

#### **Locations, Equipment and Key Personnel**

The appointed Service Provider will be expected to transport passengers and/or goods across all British Council offices, in Jordan, schools, universities, and rented venues.

Transportations for the British Council' staff, visitors and partners from and to the office and/or staff residencies or designated pick-up point to designated destinations across Jordan, as needed, or on any other road journey within the country in which employed.

The Service Provider must have offices, key personnel, and a vehicle fleet of at least 40 vehicles.

The Service Provider will provide the following equipment which will be used in the provision of, Service passenger vehicles, including but not limited to Sedans, SUV's, vans and buses.

The selected Service Provider will provide driving services that include a driver and a vehicle.

The Service Provider shall deploy Licensed drivers for the vehicles provided in the provision of the Services. Drivers must have five years of driving experience with at least one year of professional experience as a driver.

#### **Working Hours**

For the purposes of this Agreement "Working Hours" and "Working Days" shall mean 7 days a week and 24 hours a day.

#### **Billing**

The Service Provider must submit the invoices to the British Council no later than by the 5th calendar day of each month which must include all services rendered to British Council on the last month. The payment terms are 30 days and will be issued through purchase order on SAP system and will take 30 days to be reflected to the Service Provider bank account. There will be no cash payment made from British Council.

In addition, the Service Provider must receive prior written request by the British Council staff members who are authorised to make bookings for trips on behalf of the British Council. The name and contact details of the authorised staff, and any subsequent changes, shall be communicated to the Service Provider by a member of the British Council administration department. Service Provider must not deliver any services without such prior requests received by the British Council.

The Service Provider must receive a Purchase Order issued by British Council prior to the delivery of the service. Service Provider must not deliver any service if PO was not issued by the British Council. Service Provider must be able to submit invoice and receive payment from British Council.

#### **Management Information and Data Reporting**

Management Information and Data Reporting shall be provided to the British Council free of charge on a monthly basis. The management information shall include monthly consolidated dashboard reporting data per Month and Year to Date, covering all areas of spend but not limited to:

- Volume and Spend by City
- Volume and Spend by Journey
- Volume and Spend by Service Type
- Top 10 Traveller (by Volume, Waiting Time and Spend)
- Top 20 Journeys by Volume and Spend
- KPI's Report

### **Service Requirements**

The Service Provider to facilitate, accept and fulfil the reservations made by British Council.

The Service Provider will notify the British Council of reservations made, as well as be clear and fully transparent about all service charges including service fares, waiting hours, additional drops.

The Service Provider will provide services in accordance with the British Council specific requirements, instructions and/or guidelines as may occasionally be amended.

Punctuality is an essential element for the proper execution of services. The service provider will ensure that the services ordered by the British Council are delivered within the time limits specified in the order. If this is not the case, the British Council shall, without prejudice to the other remedies provided for in the contract, deduct from the Purchase Order, as damages, a sum of the delivery price of the services not delivered on time until actual delivery (see KPIs for further information).

The Service Provider is fully responsible to provide vehicles for the local transportation services of the British Council and, will be fully responsible for the regular appropriate maintenance and use of the vehicle.

The Service Provider will carry out the local transportation services promptly, professionally, and diligently in accordance with the local transportation industry best practice, and any applicable regulations and requirements.

The Service Provider will ensure that in the event of any complaint about a vehicle or driver appropriate steps are taken, and if so, requested by the British Council that car and/or driver will not be used again to service the British Council Contract.

The passenger's wishes must be respected regarding starting conversation, radio use, air-conditioning, heating, and windows.

For the duration of the Contract with British Council, the Service Provider will ensure holding all current valid transportation, business, and other licenses, consents, permits of any kind that are required under the law or regulations to undertake the required local transportation services. Copies of all required documentation

and licenses including of any Sub-Contractor (s) shall be provided to British Council before the start of the Contract and thereafter when there are any changes and/or renewals.

Local Transportation is designed to ensure the safety and comfort of British Council staff on British Council business. These are the **minimum requirements** for the British Council trips. It is important to establish agreement on these before journeys take place as it is difficult to change arrangements and behaviours once in the vehicle, especially during travel.

### **Mandatory requirements for all Drivers:**

In order to lower the risk from road safety hazards, all drivers operating a vehicle must:

1. Have a minimum of five years driving experience with at least 1 year of professional experience as a driver.
2. Be fully licensed, hold the appropriate driving license and be compliant with local safety legislation, authorities, regulations and documentation.
3. Be suitably rested before the journey begins, the company must have a log or similar systems and checks in place to ensure this.
4. Abstain from activities that would interfere with, or distract from, their exercising full control over the vehicle, including but not limited to smoking, consuming food/beverages.
5. Refrain from operating mobile phones or other communication devices while the vehicle is in motion, except where a safe hands-free option has been provided and necessary as a security requirement where there are no other options. This provision includes speaking, texting or other uses.
6. Wear their seatbelt and advise passengers to also wear seatbelts.
7. Not operate the vehicle, in any situation or in any circumstance, under the influence of any substance that may impair their ability to operate the vehicle.
8. Not operate the vehicle knowing that his/her ability to do so safely has been impaired, affected or influenced by illness, excessive fatigue or injury.
9. Strictly adhere to any local security instructions by traffic control authority.
10. Not to park in any unsafe location during the journey to conduct any private or official business.
11. All drivers must be physically fit, they must have the necessary interpersonal and communication skills to transport passengers safely and comfortably.
12. The drivers telephone number will always be provided to the British Council in advance of any pick-up, and the driver will have the contact number of the British Council passenger and booking officer.
13. All drivers must drive safely and according to all local legislation, even if requested not to do so by the customer. This includes, ensuring a safe distance from the car in front, no sudden braking, accelerating, or changes of direction. In the event that a British Council passenger asks the driver to moderate their speed or style of driving they will immediately do so in so far as it is safe, even if they feel they are driving appropriately. If the driver feels a British Council passenger has been



- unreasonable they should withhold comment at the time but then report it to their managers, who can raise the issue with the British Council staff member responsible for contract management.
14. All drivers must always drive with due care, maintaining the highest level of consideration towards passengers, other road users and pedestrians, including by obeying all national codes, driving regulations and speed limits.
  15. Adjust the speed of the vehicle according to local driving conditions (e.g. low visibility, rain, etc.) to ensure a safe speed always and a safe distance from other vehicles on the road.
  16. All drivers must be polite and honest.
  17. All drivers must maintain standard levels of hygiene and professional appearance.
  18. All drivers must pick up the passenger at the agreed time and location on the agreed vehicle.
  19. All drivers must know the exact destination before the trip begins. If it is a new destination, we recommend he has this information in writing. The driver must know the area he is travelling through and alternative routes in case of emergency.
  20. All drivers must check before departure that the vehicle is in a roadworthy condition, has not been tampered with, and that it contains all necessary functioning equipment as per section "Requirements for Vehicles".
  21. All drivers must immediately report all defects in the vehicle and/or its safety related equipment to the British Council staff.
  22. All drivers must use all safety-related equipment, including that outlined in section "Requirements for Vehicles".
  23. All drivers shall hold the trip information confidential and must not disclose any information overheard from any passengers they come in contact within the line of their duty with the British Council.
  24. All Vehicles must be sanitized before each hire with recommended disinfectants.
  25. Drivers must wear their facemasks throughout the journey.
  26. All drivers appointed to the British Council should be fully vaccinated for Covid-19.

### **Mandatory Requirements for Vehicles:**

In order to lower the risk from road safety hazards, all vehicles being operated by for the services of British Council must:

27. Be roadworthy and safe, including but not limited to ensuring safety belts are provided, working, and available, and are worn by all British Council employees and passengers. Drivers should not begin the journey until all passengers are wearing their safety belts.
28. All vehicles must have four doors (except buses), seatbelts for driver and all passenger seats, sufficient fuel for the journey, headlights, brake lights, signal lights, hazard warning lights, spare tyre, special signalling for breakdowns (warning reflective triangle).
29. All vehicle doors must lock and unlock independently, all windows must operate correctly, and the car's bodywork, windscreen, mirror and windows should be clean and clear of damage.
30. All vehicles must be fully licensed and compliant with local safety legislation, authorities, regulations.

31. All vehicle trunks should include a fire extinguisher, a basic car repair kit and a first-aid kit.
32. The Vehicle company must have the required insurance for passengers.
33. In the event of a vehicle failure/breakdown, the Service Provider must provide equivalent transport at short notice.
34. If the vehicle used for local transportation is not owned by the Service Provider, the Service Provider must ensure the sub-contractor/owner of the vehicle complies with all requirements, legislation, licenses.
35. The Service Provider shall provide the British Council with on an as needed basis, sedan vehicles, vans (7+ passenger capacity), buses, SUVs and vehicles designed for individuals with disabilities including individuals using a wheelchair.

**If ANY of the minimum requirements above from 1 to 35 are not met, the British Council reserves the right to withhold the fee.**

#### **Response in the Event of a road Traffic Accident**

If a vehicle is involved in a road traffic accident, the lead traveller must:

- a. Assess the security environment and decide:
  - If it's safe to remain at the accident scene until the authorities are present.
  - If better to leave the accident scene if his/her personal safety, or the safety of the driver and/or occupants, is manifestly endangered.
- b. If there are any persons injured, call for medical aid and take all necessary action to render the accident site safe, including rendering any first aid to the injured persons which he/she is qualified to administer.
- c. Report the accident as soon as possible to the respective British Council office. Depending on the gravity of the accident, local police authorities should also be informed as soon as practically feasible.
- d. Gather as much information as possible to assist British Council management's investigation of the incident.
- e. Not admit any personal liability or any liability on the part of the British Council.

#### **Services to be Furnished (in addition to the above)**

The approximate number of vehicles required to be hired by the British Council will be stated at time of reservation.

##### **a. Conduct and Responsibilities**

1. In view of security considerations, British Council have the right to ask the Company to provide the name, address, mobile number and photocopy of driving license of each Chauffeur deployed depending on each case.
2. The names and full addresses with mobile numbers of the chauffeurs, who will be attending, should be furnished as and when deployed depending on each case, based on the conduct and responsibilities at number 1.

3. The Service Provider must provide the British Council with a 24-hour Helpline telephone number.
4. Any change in vehicles and/or chauffeurs will be allowed only in exceptional circumstances upon prior written communication by the Service Provider and approval of acceptance by the British Council.
5. Within 3 hours of receipt of service (except buses which should be no more than 12 hours) request from British Council, the Service Provider must provide the British Council with a requested vehicle type and a driver, British Council reserves the right to request additional information on each vehicle and a driver prior to the service.
6. British Council also reserves the right to reject the services or request an alternative driver or vehicle if a proposed driver or vehicle do not meet the qualifications and requirements described above. If a passenger feels they need to make a complaint about the conduct, driving or attitude of a driver they will do so to the British Council staff member responsible for the contract, who may tell the service provider that that driver will no longer be acceptable on British Council business. In such an event then the driver complained of will never be used on British Council business thereafter.
7. British Council does not guarantee any minimum compensation to the Service Provider resulting from the agreement with the British Council. The British Council will make a payment to the Service Provider only upon successful delivery of service and checklist signed by passenger.
8. A day of service is defined as 8 hours of continuous driving services in addition to 3 hours waiting period in the location without additional charge to the British Council in a 24-hour period.
9. Drivers shall not accept or request for any kind of tips from passengers under any circumstances.
10. It's the chauffeur's responsibility to get the pick-up and last drop-off passenger to sign the checklist elaborating the time of picking up, dropping off, attire, behaviour, vehicle condition, chauffeurs and car compliance to requested services and rate the service.
11. British Council hold the right to instantly extend the vehicle booking hours.
12. For overnight trips, driver's accommodation and drivers' meals will be the Service Provider's responsibility.
13. No additional charges for fuel, toll stations, fines or others will be borne by the British Council under any circumstances.

**b. Maintenance and upkeep of Vehicles**

1. All the vehicle models provided to the British Council must be at maximum 5 years old from the year of make, during the whole contract duration and the interior of the vehicles should be neat and clean. Only vehicles with European, Japanese and Korean origins will be accepted in this contract.

*Example:*

- *If on the 1<sup>st</sup> year of contract, we are in 2022, then the oldest vehicle shall be model 2017.*
- *If on the 2<sup>nd</sup> year of contract, we are in 2023, then the oldest vehicle shall be model 2018.*

2. The vehicles provided on hire must be regularly serviced and all the accessories must always be in perfect working order. Air Conditioning and heating systems should be in proper working order during the respective seasons.
3. The vehicles should be fully fitted/equipped with, a music system, tissue paper and vehicle air fresheners.
4. British Council vehicles must have reflective vests available for drivers and passengers, car horn, airbags and windscreen wiper blades.

**c. KPI's and Penalty levied for Irregularities**

SR.	PROBLEM	KPI	PENALTY
<b>1</b>	<b>Late Arrival</b>	<b>20%</b>	
<b>1.1</b>	15 Minutes	<b>2%</b>	15% from the Service charges will be deducted.
<b>1.2</b>	16 to 30 Minutes	<b>5%</b>	25% from the Service charges will be deducted.
<b>1.3</b>	31 minutes and beyond or does not turn up	<b>13%</b>	100% from the Service charges will be deducted. And a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider.
<b>2</b>	Attire of the Chauffeur or Vehicles	<b>8%</b>	100% the driver should be well dressed and to be well represented. Driver must be polite. Well mannered, in dealing with British Council members and traffic police. Penalty - the company will not assign any tasks for the driver to the British Council.
<b>2.1</b>	Inappropriate	<b>5%</b>	15% from the Service charges will be deducted.
<b>2.2</b>	Very inappropriate	<b>10%</b>	50% from the Service charges will be deducted. The Chauffeur with the vehicle may be sent back and another vehicle to be provided within the hour. OR a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider <sup>2</sup> .
<b>2.3</b>	Un-clean vehicles or seat cover / smell in the vehicle	<b>10%</b>	10% from the Service charges for first incident will be deducted. 20% from the Service charges for 2nd incident will be deducted. 40% from the Service charges for 3rd incident will be deducted. Any consecutive incident and beyond 3rd incident will be subject to further consideration by British Council.
<b>2.4</b>	AC / Heating not working/ malfunctioning	<b>10%</b>	Another vehicle to be provided in an hour's time. If failed, a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider. 100% from the Service charges will be deducted.
<b>2.5</b>	Breakdown in-route	<b>5%</b>	Another vehicle to be provided in maximum an hour's time. If failed, a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider and 100% from the Service charges will be deducted.
<b>2.6</b>	Recurrent malfunctioning / Dissatisfactory vehicle Condition	<b>10%</b>	Another vehicle to be provided within the hour. If failed, a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider and 100% from the Service charges will be deducted.
<b>2.7</b>	Chauffeurs Poor English-speaking Skills / Knowledge of city	<b>10%</b>	Another Chauffeur to be provided in maximum 1 hour's time and 15% from the Service charges will be deducted. If failed, a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider and 100% from the Service charges will be deducted.
<b>2.8</b>	Chauffeur's behavior / Conduct	<b>10%</b>	Another Chauffeur to be provided within the hour and 25% from the Service charges will be deducted. If failed, a limousine and/or bus service will be hired for the day and payment will be borne by the Service Provider and 100% from the Service charges will be deducted.
<b>2.9</b>	Irregularities such as overwriting, forged entries etc., in the logbook (to be maintained in prescribed format) Or poor KPI's below 90% for two months in a row or for separate duration of 4 months.	<b>10%</b>	The British Council also has the discretion to terminate the contract along with forfeiture of performance security/ blacklisting of the Service Provider.

**Notes:**

1. *The penalties are consolidated not selectively.*
2. *Subject to service requester sole judgment.*

**Rent a car without Driver**

The Service provider shall provide the British Council with on-call Car rental services as per the below agreed specifications:

1. The Service Provider shall provide the British Council with a rental car that is in good and functioning condition without a driver.
2. The rental car shall be an air-conditioned automatic 4-7-seater vehicle.
3. The Service Provider shall be responsible for undertaking the necessary car maintenance and to ensure that the car remains in good and functioning condition during the contract period.
4. The Service provider shall be responsible for the provision and maintenance of adequate and comprehensive vehicle insurance cover during the period of this Agreement.
5. Without any delay and without additional charges, the Service Provider shall provide the British Council with a replacement car of an equivalent model **while the rental car is under maintenance or if it is not in running condition.**
6. The Service Provider shall provide the British Council with on-call Vehicle (rental) services within the required area.
7. The vehicles provided shall be as per the agreed models and make either 4x4 or saloon car.
8. The vehicles provided shall be clean and in good functioning condition.
9. Booking will be made up to 24 hours in advance against a British Council Purchase order.
10. The Service Provider shall be responsible for completing regular and necessary vehicle maintenance and ensuring all vehicles remain in good working condition during the Agreement period.
11. Without any delay and without additional charges, the Service Provider shall provide the British Council with a replacement vehicle if the vehicle breaks down during a trip.
12. The service with drivers is to include fuel and excess mileage.

### **Schedule 3**

#### **Charges**

1. The charges for the services will be as per the pricing approach.
2. The specific Charges applying to any Order Contracts shall be based on the below Charges and shall in no circumstances exceed the below Charges without the prior written consent of the British Council.
3. The Charges set out below are an all-inclusive fee and cover all costs of responding and delivering the transport requests under this contract and all other work, which is carried out in under this contract in Jordan. It is expected that the Supplier will meet all costs and expenses necessary to provide the Services under this Agreement, including, but not restricted to: the costs of salaries, bonuses, superannuation medical and travel insurance, insurance for personal possessions or of any fees payable to personnel employed, or engaged by the Supplier.

Fees will be inserted here as per the Pricing Approach, before signature

## Schedule 4

### Standard Terms

#### **1** Interpretation

##### 1.1 In this Agreement:

“**Background IPR**” means any Intellectual Property Rights (other than Project IPR) belonging to either party before the Commencement Date or not created in the course of or in connection with the Project;

“**British Council Entities**” means the subsidiary companies and other organisations Controlled by the British Council from time to time, and any organisation which Controls the British Council (the “**Controlling Entity**”) as well as any other organisations Controlled by the Controlling Entity from time to time;

“**British Council’s Manager**” means the British Council’s manager for the Services appointed in accordance with clause 3.1.1 of these Standard Terms;

“**British Council Requirements**” means the instructions, requirements, policies, codes of conduct, guidelines, forms and other documents notified to the Supplier in writing or set out on the British Council’s website at <https://www.britishcouncil.org/partner/international-development/jobs/policies-consultants> or such other web address as may be notified to the Supplier from time to time (as such documents may be amended, updated or supplemented from time to time during the Term);

“**Charges**” means the charges, fees and any other sums payable by the British Council to the Supplier as set out in Schedule 3;

“**Code**” means the Department of Constitutional Affairs’ Code of Practice on the discharge of public authorities’ functions under Part 1 of the Freedom of Information Act 2000 (issued under section 45 of that Act) (November 2004) as may be updated or re-issued from time to time and any other relevant codes of practice published by the Department of Constitutional Affairs or its successor bodies;

“**Confidential Information**” means any information which has been designated as confidential by either party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information which relates to the business, affairs, finances, properties, assets, trading practices, Goods/Services, developments, trade secrets, Intellectual Property Rights, know-how, personnel, and customers of the British Council or the Supplier (as the case may be) and all personal data and special categories of personal data within the meaning of the Data Protection Legislation;

“**Control**” means the ability to direct the affairs of another party whether by virtue of the ownership of shares, contract or otherwise (and “**Controlled**” shall be construed accordingly);

“**Deliverables**” means all Documents, products and materials developed or provided by the Supplier as part of providing the Services;

**“Document”** means (whether in hard copy or electronic format) any document, drawing, map, plan, diagram, design, picture or other image, tape, disk, or other device or record embodying information in any form including any web page, information portal, “blog”, online content or electronic file;

**“End Client Agreement”** means the agreement (if any) between the End Client (if any) and the British Council relating to the Project in connection with which the Supplier is providing its Services as a sub-contractor;

**“End Client Requirements”** means the specific requirements of the End Client (if any), including the terms of the End Client Agreement, as set out in the Special Terms (Schedule 1), the Terms of Reference (Schedule 2) or as otherwise notified to the Supplier in writing;

**“Environmental Information Regulations”** means the Environmental Information Regulations 2004;

**“Equality Legislation”** means any and all legislation, applicable guidance and statutory codes of practice relating to diversity, equality, non discrimination and human rights as may be in force from time to time in England and Wales or in any other territory in which, or in respect of which, the Supplier provides the Services;

**“FOIA”** means the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner in relation to such legislation;

**“Force Majeure Event”** means an act, event, omission or accident beyond the reasonable control of the affected party which was not reasonably foreseeable and which is not attributable to any wilful act, neglect or failure to take reasonable preventative action by that party, including (insofar as beyond such control but without prejudice to the generality of the foregoing expression) strikes, lock-outs or other industrial disputes, failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, volcanic ash, earthquake, explosion, terrorist act, epidemic, pandemic or other spread of infectious disease or the imposition of any measures to prevent the spread of disease, nuclear, chemical or biological contamination, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood or storm;

**“Goods”** means the goods or products (if any) to be supplied by the Supplier under this Agreement as set out in the Special Terms (Schedule 1) and/or the Terms of Reference (Schedule 2);

**“Information Disclosure Requirements”** means the requirements to disclose information under:

- (a) the Code;
- (b) the FOIA; and
- (c) the Environmental Information Regulations;

**“Intellectual Property Rights”** means any copyright and related rights, patents, rights to inventions, registered designs, database rights, design rights, topography rights, trade marks,



service marks, trade names and domain names, trade secrets, rights in unpatented know-how, rights of confidence and any other intellectual or industrial property rights of any nature including all applications (or rights to apply) for, and renewals or extensions of such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;

**“Premises”** means, where applicable, the premises or location where the Services are to be provided, as notified by the British Council to the Supplier;

**“Project”** means the project in connection with which the Supplier provides its Services as further described in the Special Terms (Schedule 1) and/or the Terms of Reference (Schedule 2);

**“Project IPR”** means all Intellectual Property Rights that arise or are obtained or developed by either party, or by a contractor on behalf of either party, in respect of the Deliverables in the course of or in connection with the Project;

**“Relevant Person”** means any individual employed or engaged by the Supplier and involved in the provision of the Services, or any agent or contractor or sub-contractor of the Supplier who is involved in the provision of the Services and includes the Key Personnel (if any);

**“Request for Information”** means a request for information (as defined in the FOIA) relating to or connected with this Agreement or the British Council more generally or any apparent request for such information under the Information Disclosure Requirements;

**“Services”** means the consultancy and related services to be provided by the Supplier under this Agreement as set out in the Special Terms (Schedule 1) and/or the Terms of Reference (Schedule 2);

**“Supplier’s Equipment”** means any equipment described as “Supplier’s Equipment” in Schedule 1 and any other equipment, including tools, systems (including laptops), cabling or facilities provided by the Supplier or its sub-contractors and used directly or indirectly in the supply of the Services or the Goods which are not the subject of a separate agreement between the parties under which title passes to the British Council;

**“Supplier’s Team”** means Supplier and, where applicable, any Relevant Person, and all other employees, consultants, agents and sub-contractors and any other person, organisation, company, or other third-party representatives which the Supplier engages in any way in relation to the supply of the Services or the Goods; and

**“Third Party IPR”** means any Intellectual Property Rights not belonging to either party to this Agreement but used by the Supplier in the creation of the Deliverables and/or in the course of or in connection with the Project.

## 1.2 In this Agreement:

1.2.1 any headings in this Agreement shall not affect the interpretation of this Agreement;

1.2.2 a reference to a statute or statutory provision is (unless otherwise stated) a reference to the applicable UK statute as it is in force for the time being, taking account of any

amendment, extension, or re-enactment and includes any subordinate legislation for the time being in force made under it;

1.2.3 where the words “include(s)” or “including” are used in this Agreement, they are deemed to have the words “without limitation” following them, and are illustrative and shall not limit the sense of the words preceding them;

1.2.4 without prejudice to clause 1.2.5, except where the context requires otherwise, references to:

- (i) services being provided to, or other activities being provided for, the British Council;
- (ii) any benefits, warranties, indemnities, rights and/or licences granted or provided to the British Council; and
- (iii) the business, operations, customers, assets, Intellectual Property Rights, agreements or other property of the British Council,

shall be deemed to be references to such services, activities, benefits, warranties, indemnities, rights and/or licences being provided to, or property belonging to, each of the British Council and the British Council Entities and this Agreement is intended to be enforceable by each of the British Council Entities;

1.2.5 obligations of the British Council shall not be interpreted as obligations of any of the British Council Entities; and

1.2.6 where this Agreement has been translated into a language other than the English language, the English language version shall prevail.

## **2 Supplier’s Responsibilities**

2.1 The Supplier shall provide the Services and the Goods and deliver the Deliverables with (i) reasonable skill and care and to the highest professional standards (ii) in compliance at all times with the terms of this Agreement (and, in particular, the Special Terms (Schedule 1) and the Terms of Reference (Schedule 2)), the reasonable instructions of the British Council and all applicable regulations and legislation in force from time to time. The Supplier shall allocate sufficient resources to enable it to comply with its obligations under this Agreement.

2.2 To the extent the Supplier is required to deliver any Goods under this Agreement, those Goods shall be of satisfactory quality, fit for purpose and shall comply with any applicable specification set out in this Agreement.

2.3 The Supplier shall meet any dates related to the performance of the Services under this Agreement and time shall be of the essence in respect of such dates.

2.4 The Supplier shall comply with, and complete and return any forms or reports from time to time required by, the British Council Requirements.

2.5 The Supplier shall comply with the End Client Requirements (if any) and shall do nothing to put the British Council in breach of the End Client Requirements (if any).

- 2.6 Where applicable, the Supplier shall, subject to the prior written approval of the British Council, appoint or, at the written request of the British Council, replace without delay any member of the Supplier's Team, each such member to be suitably skilled, experienced and qualified to carry out the Services. The Supplier shall not, without the British Council's prior written consent (not to be unreasonably withheld or delayed), replace any of the Key Personnel. The British Council acknowledges that the Supplier will have to replace a member of the Key Personnel where such person leaves the employment of the Supplier, in which case the British Council shall have a right of approval over the proposed replacement (such approval not to be unreasonably withheld or delayed).
- 2.7 The Supplier shall:
- 2.7.1 observe, and ensure that, where applicable, the Supplier's Team observes, the British Council's Acceptable Usage Policy, Roam User Policy (where access to the relevant information technology systems has been granted), Information Security Policy and any applicable security policy or health and safety policy notified to the Supplier (including such policies as may be applicable at the Premises) and any reasonable verbal or written instructions or policies issued to the Supplier at any time and shall comply with the legal requirements of any country in which the Services are being provided and, if the Supplier fails to do so, the British Council reserves the right to refuse the Supplier's Team access to the Premises and/or to suspend the provision of the Services until such time as the Supplier (and, where applicable, the Supplier's Team) is compliant with such policies, instructions or requirements and the British Council shall not be required to pay the Charges in respect of the period of such suspension; and
- 2.7.2 before the date on which the Services are to start, obtain and at all times maintain and comply with all licences and consents required to enable the Supplier to provide the Services (including in relation to the installation of the Supplier's Equipment) and the Goods in accordance with this Agreement.
- 2.8 The Supplier shall not at any time during the Term do or say anything which damages or which could reasonably be expected to damage the interests or reputation of the British Council or the End Client (if any) or their respective officers, employees, agents or contractors.
- 2.9 If the Supplier is unable to provide the Services due to its own illness or injury or the illness or injury of any Relevant Person, the Supplier shall advise the British Council of that fact as soon as reasonably practicable and shall provide such evidence of any Relevant Person's or its own (as the case may be) illness or injury as the British Council may reasonably require. For the avoidance of doubt, no Charges shall be payable to the Supplier in respect of any period during which the Services are not provided.
- 2.10 The Supplier shall use all reasonable endeavours to ensure that it is available at all times on reasonable notice to provide such assistance or information as the British Council may require.
- 2.11 The Supplier may use another person, firm, company or organisation to perform any administrative, clerical or secretarial functions which are reasonably incidental to the provision of the Services provided that the British Council will not be liable to bear the cost of such functions.

- 2.12 Where the Supplier is not an individual, it shall provide one or more Relevant Person(s) to provide the Services and shall procure that such Relevant Person(s) comply with the terms of this Agreement to the extent that such terms are applicable to such Relevant Person(s). Notwithstanding the deployment of any such Relevant Person(s), the Supplier shall remain wholly liable to the British Council and shall be responsible for all acts and omissions (howsoever arising) in the performance of the Services. The British Council may, in its discretion, require the Relevant Person(s) to enter into direct undertakings with the British Council including with regard to confidentiality and intellectual property.
- 2.13 Nothing in this Agreement shall prevent the Supplier from being engaged, concerned or having any financial interest in any capacity in any other business, trade, profession or occupation during the Term provided that such activity does not cause a breach of any of the Supplier's obligations under this Agreement.
- 2.14 The Supplier shall use its reasonable endeavours to ensure that it does not become involved in any conflict of interests between the interests of the British Council and/or the End Client and the interests of the Supplier itself or any client of the Supplier. The Supplier shall notify the British Council in writing as soon as is practically possible of any potential conflict of interests and shall follow the British Council's reasonable instructions to avoid, or bring to an end, any conflict of interests. In the event that a conflict of interests does arise, the British Council shall be entitled to terminate this Agreement on immediate written notice.
- 2.15 The Supplier warrants that the Supplier's Equipment shall be of satisfactory quality and fit for the purpose of providing the Services in accordance with this Agreement.

### **3 The British Council's Obligations**

- 3.1 The British Council shall:
- 3.1.1 co-operate with the Supplier in all matters relating to the Services and the Goods and appoint the British Council's Manager in relation to the Services, who shall have the authority to represent the British Council on day-to-day matters relating to this Agreement; and
  - 3.1.2 inform the Supplier of all health and safety rules and regulations and any other reasonable security requirements, policies and British Council instructions that apply at the Premises and/or in the country in which the Services are being provided from time to time during the Term.
- 3.2 The Supplier acknowledges and agrees that if it considers that the British Council is not or may not be complying with any of the British Council's obligations, it shall only be entitled to rely on this as relieving the Supplier's performance under this Agreement:
- 3.2.1 to the extent that it restricts or precludes performance of the Services or the provision of the Goods by the Supplier; and
  - 3.2.2 if the Supplier, promptly after the actual or potential non-compliance has come to its attention, has notified details to the British Council in writing.

## **4**     **Status**

- 4.1     The relationship of the Supplier to the British Council will be that of independent contractor and nothing in this Agreement shall render the Supplier or any Relevant Person an employee, worker, agent or partner of the British Council and the Supplier shall not hold itself out as such.
- 4.2     This Agreement constitutes a contract for the provision of services and not a contract of employment and accordingly the Supplier shall be fully responsible for and shall indemnify the British Council for and in respect of payment of the following within the prescribed time limits:
- 4.2.1     any income tax, national insurance and social security contributions and any other employment related liability, deduction, contribution, assessment or claim in any applicable jurisdiction arising from or made in connection with either the performance of the Services, or any payment or benefit received by the Supplier (or, where applicable, any Relevant Person) in respect of the Services, where such recovery is not prohibited by law and the Supplier shall further indemnify the British Council against all reasonable costs, expenses and any penalty, fine or interest incurred or payable by the British Council in connection with or in consequence of any such liability, deduction, contribution, assessment or claim other than where the latter arise out of the British Council's negligence or wilful default; and
- 4.2.2     any liability for any employment-related claim or any claim based on worker status (including reasonable costs and expenses) brought by the Supplier (or, where applicable, any Relevant Person) against the British Council arising out of or in connection with the provision of the Services, except where such claim is as a result of any act or omission of the British Council.
- 4.3     The British Council may at its option satisfy the indemnities set out in clause 4.2 above (in whole or in part) by way of deduction from any outstanding Charges or other payments due to the Supplier.
- 4.4     Where applicable, the Supplier:
- 4.4.1     acknowledges and agrees that it is intended that all employees of the Supplier (if any) shall remain employees of the Supplier and that termination of this Agreement (or any part of it) shall not operate to transfer the contracts of employment of any employees to the British Council or any third party; and
- 4.4.2     shall use all reasonable endeavours to ensure that no member of its staff is deployed in the delivery of the Services to such an extent that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (or any applicable equivalent legislation in any relevant jurisdiction, including in the European Union the Acquired Rights Directive (Council Directive 77/187 as amended) and any national legislation enacting to such Directive) may operate to transfer the employment of such member of staff to the British Council or any successor service provider upon termination of this Agreement.

## **5 Price and Payment**

- 5.1 Unless stated otherwise, the Charges are exclusive of value added tax (VAT) or any equivalent sales tax in any applicable jurisdiction, which, if properly chargeable, the British Council shall pay at the prevailing rate within 30 days following receipt from the Supplier of a valid and accurate tax invoice. In the event that the British Council is required by the laws or regulations of any applicable jurisdiction to deduct any withholding tax or similar taxes from the Charges, the British Council shall deduct and account for such taxes before paying the remainder of the Charges to the Supplier and shall notify the Supplier in writing of all such sums properly deducted.
- 5.2 Under current UK legislation it is the responsibility of a supplier to assess its VAT liability for the supply of services. Where UK VAT is applicable, the Supplier's invoice should show all the necessary entries thereon to make it a valid tax invoice for VAT purposes; and in particular it must show the amount of VAT charged separately. However, the British Council may be of the opinion that the Services being supplied under this Agreement may not be subject to UK VAT, due to the place of supply not being the UK, and the charging of UK VAT would therefore be inappropriate. The British Council reserves the right to dispute payment of the UK VAT charged by the Supplier until the issue has been resolved by a ruling in writing obtained from HM Revenue & Customs by the Supplier, and that ruling shown to the British Council.
- 5.3 The Supplier shall indemnify and keep indemnified the British Council from and against any liability, including any interest, penalties or costs incurred, which is levied, demanded or assessed on the British Council at any time in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Agreement. Any amounts due under this clause 5.3 shall be paid in cleared funds by the Supplier to the British Council not less than seven calendar days before the date on which the tax or other liability is payable by the British Council. The British Council may grant the Supplier further time to pay where this is deemed appropriate by the British Council taking account of the relevant circumstances.
- 5.4 Unless stated otherwise, the Supplier shall invoice for the Charges monthly in arrears and all such invoices shall be accompanied by a statement setting out the Services and/or Goods supplied in the relevant month in sufficient detail to justify the Charges charged (including any timesheets or other information required by, and to be provided in the format set out in, the British Council Requirements).
- 5.5 Subject to clauses 5.6 to 5.8 below, the British Council shall, unless agreed otherwise by the parties in writing, pay each of the Supplier's valid and accurate invoices by automated transfer into the Supplier's nominated bank account no later than 30 days after the invoice is received.
- 5.6 Provided that it notifies the Supplier in writing in advance, and works in good faith to resolve any issues or disputes, the British Council shall be entitled to withhold payment of any sums in respect of any Services or Deliverables which have not been provided by the Supplier to the British Council's satisfaction and in accordance with the terms of this Agreement.
- 5.7 In the event that the British Council makes any overpayment in connection with this Agreement (or any other agreement between the parties), the British Council may, upon written notice to the Supplier, deduct the amount of such overpayment from any future invoice or require

repayment of such sum within 30 days after the date on which it serves written notice on the Supplier.

5.8 Where there is an End Client, the British Council shall not be obliged to pay any invoice to the extent that it has not received payment relating to that invoice from the End Client.

5.9 If the British Council fails to pay any sum properly due and payable (other than any sum disputed in good faith) by the due date for payment, the Supplier may charge interest on the amount of any such late payment at the rate of 4% per annum above the official bank rate set from time to time by the Bank of England. Such interest will accrue from the date on which payment was due to the date on which payment is actually made. The parties hereby acknowledge and agree that this rate of interest is a substantial remedy for any late payment of any sum properly due and payable.

## **6 Quality and Performance**

6.1 Any person authorised by the British Council and/or the End Client shall be entitled, subject to reasonable notice, to inspect work being undertaken in relation to the Services and the Goods at all reasonable times at the Supplier's premises or at the premises of any sub-contractor or agent of the Supplier.

6.2 The British Council reserves the right to reject any Goods and/or reject or require re-performance (at no additional cost to the British Council) of any Services which are defective or which are otherwise not in accordance with the requirements of this Agreement. Rejected Goods may be returned at the Supplier's risk and expense and the Supplier will refund any monies paid by the British Council in relation to such rejected Goods (or the British Council shall be entitled to deduct the amount of such monies from any future invoice payable by the British Council).

6.3 If at any time within 12 months following the date of provision of any Services or delivery of any Goods, any such Services or Goods (or any part thereof) are found to be defective or otherwise not in accordance with the requirements of this Agreement, the Supplier shall promptly on request and without charge, remedy the deficiency by re-performing the Services, or repairing, or supplying replacements for, the Goods.

6.4 Risk in Goods shall pass when the Goods are delivered as specified in this Agreement. Unless otherwise specified, the Supplier shall be responsible for all carriage, insurance and other costs incurred in delivering the Goods to the delivery location and, where requested, unloading Goods at that location.

6.5 Ownership of Goods shall pass to the British Council on delivery, payment or part payment, whichever is the first to occur.

## **7 Change Control**

7.1 If either party wishes to change the scope or provision of the Services, it shall submit details of the requested change to the other in writing and such change shall only be implemented if agreed in accordance with the remainder of this clause.

7.2 If the British Council requests a change to the scope or provision of the Services:

- 7.2.1 the Supplier shall, within a reasonable time (and in any event not more than fourteen (14) calendar days after receipt of the British Council's request), provide a written estimate to the British Council of:
- (i) the likely time required to implement the change;
  - (ii) any reasonable variations to the Charges arising directly as a result of the proposed change; and
  - (iii) any other impact of the change on the terms of this Agreement.
- 7.2.2 if, following receipt of the Supplier's written estimate submitted in accordance with clause 7.2.1, the British Council does not wish to proceed, there shall be no change to this Agreement; and
- 7.2.3 if the British Council wishes the Supplier to proceed with the change, the Supplier shall do so after agreement on the necessary variations to the Charges, the Services and any other relevant terms of this Agreement to take account of the change following which this Agreement shall be varied by the parties setting out in writing, and signing, the agreed changes in accordance with clause 27.

7.3 If the Supplier requests a change to the scope or provision of the Services, it shall send such request to the British Council in writing, accompanied by a written statement of the matters referred to in clause 7.2.1, and the British Council shall withhold or give its consent to such change in its sole discretion. If the British Council wishes the Supplier to proceed with the change, the Supplier shall do so, following a variation of this Agreement in writing in accordance with clause 27.

## **8 Premises**

- 8.1 Subject to clause 2.7.1, the Supplier shall be entitled to use such parts of the Premises as the British Council may from time to time designate as are necessary for the performance of the Services provided that use of the Premises is to be solely for the purposes of providing the Services and the Supplier shall neither have nor acquire any right to exclusive possession of part or all of the Premises nor any separate right to occupy or possess part or all of the Premises and nothing in this Agreement shall create a lease or other greater interest in any premises.
- 8.2 The British Council may refuse to admit to, or order the removal from, the Premises any member of the Supplier's Team or person otherwise acting on behalf of the Supplier who, in the opinion of the British Council, is not behaving in accordance with the requirements of this Agreement or whose behaviour, conduct or dress, whether at the time the person is seeking admittance to, or at any time the person is present on, the Premises or otherwise, renders that person unfit to be on the Premises or is inappropriate in the context of the country in which the Premises are located. Costs associated with any such refusal of admittance or removal and with the provision of a suitable replacement shall be met by the Supplier and the British Council shall not be required to pay the Charges in respect of any period during which the Supplier is refused admittance to, or removed from, the Premises as a result of this clause.



## **9 The Equipment**

- 9.1 The British Council Equipment shall remain the property of the British Council and shall be used by the Supplier in the performance of the Services and for no other purposes.
- 9.2 The British Council shall be responsible for the repair or replacement of the British Council Equipment unless the need for repair or replacement is caused by the Supplier's failure to comply with clause 9.3 or by the negligence or default of the Supplier.
- 9.3 The Supplier shall maintain all of the British Council Equipment in good and serviceable condition (fair wear and tear excepted) and shall only use the British Council Equipment in accordance with the British Council Equipment manufacturers' recommendations.
- 9.4 The Supplier shall be liable for any loss of or damage to any of the British Council Equipment caused by the negligence or default of the Supplier.
- 9.5 The Supplier shall not in any circumstances have any right to refuse to return to the British Council any of the British Council Equipment and shall take steps necessary to ensure that the title of the British Council and the British Council's right to repossess the British Council Equipment are effectively brought to the attention of any third party dealing with any of the British Council Equipment.

## **10 Intellectual Property Rights**

- 10.1 Subject to clause 12, each party shall give full disclosure to the other of all Background IPR owned by it which is relevant to the Project (and the Supplier shall give the British Council full disclosure of any Third Party IPR it intends to use).
- 10.2 All Background IPR and Third Party IPR is and shall remain the exclusive property of the party owning it.
- 10.3 Each party warrants to the other party that its Background IPR does not, so far as it is aware, infringe the rights of any third party and none of its Background IPR is the subject of any actual or, so far as it is aware, threatened challenge, opposition or revocation proceedings.
- 10.4 The Supplier hereby assigns to the British Council with full title guarantee by way of present and future assignment all its right, title and interest in and to the Project IPR.
- 10.5 The Supplier shall procure the waiver in favour of the British Council of all moral rights arising under the Copyright, Designs and Patents Act 1988, as amended or revised, or any similar provisions of law in any jurisdiction, relating to the Deliverables.
- 10.6 The British Council hereby grants to the Supplier an irrevocable, royalty-free, non-exclusive, worldwide right and licence to use the Project IPR and the British Council's Background IPR in, and to the extent necessary for, the performance of the Services.
- 10.7 The Supplier hereby grants to the British Council an irrevocable, royalty-free, non-exclusive, worldwide right and licence to use the Supplier's Background IPR included in the Deliverables.
- 10.8 The Supplier is responsible for obtaining any licences, permissions or consents in connection with any Third Party IPR required by the Supplier and the British Council for use of the

Deliverables (such as licences, permissions or consents to be in writing, copies of which the Supplier shall provide to the British Council on request). In addition, the Supplier warrants that the provision of the Services, the Deliverables and/or the Goods does not and will not infringe any third party's Intellectual Property Rights.

- 10.9 The Supplier warrants that it has in place contractual arrangements with all members of the Supplier's Team assigning to the Supplier their Intellectual Property Rights and waiving their moral rights (if any) in the Deliverables such that the Supplier can enter into the assignments, licences and waivers set out in this clause 10.
- 10.10 The Supplier undertakes at the British Council's request and expense to execute all deeds and documents which may reasonably be required to give effect to this clause 10.
- 10.11 Nothing in this Agreement shall prevent the Supplier from using any techniques, ideas or know-how gained during the performance of this Agreement in the course of its normal business, to the extent that it does not result in a disclosure of the British Council's Confidential Information or an infringement of Intellectual Property Rights.
- 10.12 Each party shall promptly give written notice to the other party of any actual, threatened or suspected infringement of the Project IPR or the other party's Background IPR of which it becomes aware.

## **11 Limitation of Liability**

- 11.1 Nothing in this Agreement shall exclude or restrict the liability of either party to the other for death or personal injury resulting from negligence or for fraudulent misrepresentation or in any other circumstances where liability may not be limited under any applicable law.
- 11.2 Subject to clauses 11.1 and 11.3, neither party shall be liable to the other whether in contract, tort, negligence, breach of statutory duty or otherwise for any indirect loss or damage, multiplication of compensatory damages, punitive or exemplary damages, fines, penalties, fees costs or expenses whatsoever or howsoever arising out of or in connection with this Agreement.
- 11.3 Nothing in this Agreement shall exclude or restrict the liability of the Supplier to the British Council for any breach by the Supplier of clause 12 (Confidentiality) or clause 16 (Data Processing).
- 11.4 The Supplier shall take out and maintain adequate insurance cover at least to the level described in the Special Terms (Schedule 1). The Supplier shall provide to the British Council forthwith upon request copies of the relevant certificates and details of any of the insurance cover that it is obliged to have under this clause 11.4.
- 11.5 Subject to clauses 11.1 and 11.2, the British Council's liability to the Supplier in respect of any one claim or series of linked claims under this Agreement (whether in contract, tort, negligence, breach of statutory duty or otherwise) shall not exceed an amount equal to the sum of the Charges paid or properly invoiced and due to be paid under this Agreement, plus any late payment interest properly chargeable under the terms of this Agreement, in the twelve (12) month period immediately preceding the event which gives rise to the relevant claim or series of linked claims.

11.6 The Supplier shall indemnify the British Council from and against all loss or liability in connection with physical damage to property, death or personal injury caused by or arising out of the negligence of, or breach of this Agreement by, the Supplier or any member of the Supplier's Team.

11.7 The provisions of this clause 11 shall survive the termination of this Agreement, however arising.

## **12 Confidentiality**

12.1 For the purposes of this clause 12:

12.1.1 the "**Disclosing Party**" is the party which discloses Confidential Information to, or in respect of which Confidential Information comes to the knowledge of, the other party; and

12.1.2 the "**Receiving Party**" is the party which receives Confidential Information relating to the other party.

12.2 The Receiving Party shall take all necessary precautions to ensure that all Confidential Information it receives under or in connection with this Agreement:

12.2.1 is given only to such of its staff (or, in the case of the Supplier, the Supplier's Team) and professional advisors or consultants engaged to advise it in connection with this Agreement as is strictly necessary for the performance of this Agreement and only to the extent necessary for the performance of this Agreement; and

12.2.2 is treated as confidential and not disclosed (without the prior written consent of the Disclosing Party) or used by the Receiving Party or any member of its staff (or, in the case of the Supplier, the Supplier's Team) or its professional advisors or consultants otherwise than for the purposes of this Agreement.

12.3 The Supplier shall ensure that all members of the Supplier's Team or professional advisors or consultants are aware of the Supplier's confidentiality obligations under this Agreement.

12.4 The provisions of clauses 12.2 and 12.3 shall not apply to any Confidential Information which:

12.4.1 is or becomes public knowledge (otherwise than by breach of this clause 12);

12.4.2 was in the possession of the Receiving Party, without restriction as to its disclosure, before receiving it from the Disclosing Party;

12.4.3 is received from a third party who lawfully acquired it and who is under no obligation restricting its disclosure;

12.4.4 is independently developed without access to the Confidential Information; or

12.4.5 must be disclosed pursuant to a statutory, legal or parliamentary obligation placed upon the Receiving Party.

12.5 In the event that the Supplier fails to comply with this clause 12, the British Council reserves the right to terminate this Agreement by notice in writing with immediate effect.

- 12.6 The provisions under this clause 12 are without prejudice to the application of the Official Secrets Act 1911 to 1989 to any Confidential Information.
- 12.7 The Supplier acknowledges that the British Council is subject to the Information Disclosure Requirements and shall assist and co-operate with the British Council to enable the British Council to comply with those requirements.
- 12.8 Where the British Council receives a Request for Information in relation to information that the Supplier or any of its sub-contractors is holding on behalf of the British Council and which the British Council does not hold itself, the British Council shall as soon as reasonably practicable after receipt and in any event within five calendar days of receipt, forward the Request for Information to the Supplier and the Supplier shall:
- 12.8.1 provide the British Council with a copy of all such information in the form that the British Council requires as soon as practicable and in any event within 10 calendar days (or such other period as the British Council acting reasonably may specify) of the British Council's request; and
- 12.8.2 provide all necessary assistance as reasonably requested by the British Council to enable the British Council to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations, as applicable.
- 12.9 The Supplier acknowledges that any lists or schedules provided by it outlining Confidential Information are of indicative value only and that the British Council may nevertheless be obliged to disclose the Supplier's Confidential Information in accordance with the Information Disclosure Requirements:
- 12.9.1 in certain circumstances without consulting the Supplier; or
- 12.9.2 following consultation with the Supplier and having taken its views into account,
- provided always that where clause 12.9.1 above applies, the British Council shall, in accordance with the recommendations of the Code, take reasonable steps to draw this to the attention of the Supplier after any such disclosure.
- 12.10 The provisions of this clause 12 shall survive the termination of this Agreement, however arising.

### **13 Termination**

- 13.1 Without prejudice to any other rights or remedies which the British Council may have, the British Council may terminate this Agreement without liability to the Supplier immediately on giving notice to the Supplier if:
- 13.1.1 the performance of the Services is delayed, hindered or prevented by a Force Majeure Event for a period in excess of 28 days;
- 13.1.2 where the Supplier is a company, there is a change of Control of the Supplier; or
- 13.1.3 the Supplier or any Relevant Person:

- (i) is incapacitated (including by reason of illness or accident) from providing the Services for an aggregate period of five (5) Working Days in any two (2) week consecutive period;
- (ii) is convicted of any criminal offence (other than an offence under any road traffic legislation in the United Kingdom or elsewhere for which a fine or non-custodial penalty is imposed); or
- (iii) is in the reasonable opinion of the British Council or the End Client (if any) negligent and incompetent in the performance of the Services.

13.2 Either party may give notice in writing to the other terminating this Agreement with immediate effect if:

13.2.1 the other party commits any material breach of any of the terms of this Agreement and that breach (if capable of remedy) is not remedied within 30 days of notice being given requiring it to be remedied (and where such breach is not capable of remedy, the terminating party shall be entitled to terminate the Agreement with immediate effect);

13.2.2 an order is made or a resolution is passed for the winding-up of the other party or an administrator is appointed by order of the court or by other means to manage the affairs, business and property of the other party or a receiver and/or manager or administrative receiver is validly appointed in respect of all or any of the other party's assets or undertaking or circumstances arise which entitle the Court or a creditor to appoint a receiver and/or administrative receiver or which entitle the Court to make a winding-up or bankruptcy order or the other party takes or suffers any similar or analogous action (in any jurisdiction) in consequence of debt; or

13.2.3 the other party ceases, or threatens to cease, to carry on business.

13.3 The British Council shall be entitled to terminate this Agreement at any time with immediate effect (or with effect from such time as the British Council specifies in its notice of termination) by serving written notice on the Supplier if:

13.3.1 the End Client Agreement terminates;

13.3.2 the End Client instructs the British Council in writing to terminate this Agreement;

13.3.3 a provider of funding to the British Council for the Services instructs the British Council in writing to terminate this Agreement; or

13.3.4 the funding for the Project is otherwise withdrawn or ceases.

13.4 The British Council may at any time by notice in writing terminate this Agreement with immediate effect if the Supplier is in persistent breach of any of its obligations under this Agreement, whether or not such breach is capable of remedy. For the purposes of this clause 13.4, three or more non-material breaches of the terms of this Agreement may together constitute a persistent breach.

- 13.5 In any circumstances where the British Council has the right to terminate this Agreement it may instead, by serving written notice on the Supplier, opt to suspend the provision of the Services for a reasonable period and the British Council shall not be required to pay any Charges in respect of such period of suspension.
- 13.6 On termination of this Agreement for any reason the Supplier shall immediately deliver to the British Council:
- 13.6.1 all copies of information and data provided by the British Council to the Supplier for the purposes of this Agreement and the Supplier shall certify to the British Council that it has not retained any copies of such information or data, except for one copy which the Supplier may use for audit purposes only and subject to the confidentiality obligations in clause 12; and
- 13.6.2 all specifications, programs (including source codes) and other documentation comprised in the Deliverables and existing at the date of such termination, whether or not then complete and all Intellectual Property Rights in such materials shall automatically pass to the British Council (to the extent that they have not already done so by virtue of clause 10.4).
- 13.7 If the Supplier fails to fulfil its obligations under clause 13.6, the British Council may enter the Supplier's premises and take possession of any items which should have been returned under it. Until they have been returned or repossessed, the Supplier shall be solely responsible for their safe keeping.
- 13.8 During the period between service of a notice of termination and the effective date of termination, the Supplier shall provide the British Council with all reasonable assistance and information to enable an efficient handover to a new service provider (or to the British Council).
- 13.9 Termination of this Agreement, however it arises, shall not affect or prejudice the accrued rights of the parties as at termination or the continuation of any provision expressly stated to survive, or implicitly surviving, termination.
- 13.10 The British Council shall pay the Charges up to the effective date of termination. In addition, if the Agreement is terminated by the British Council pursuant to paragraph 1.2 of the Special Terms (Schedule 1) or by the Supplier pursuant to clause 13.2 above, the British Council shall reimburse the Supplier for the reasonable costs or expenses that the Supplier can demonstrate that it has properly incurred specifically for the purposes of the Project and which it cannot recover or which it cannot utilise in connection with another British Council project provided that the Supplier shall use its reasonable endeavours to mitigate the level of such costs and expenses.

## **14 Sub-Contracting**

- 14.1 The Supplier may not sub-contract the provision of any material part of the Services without the prior written consent of the British Council, such consent not to be unreasonably withheld or delayed.

- 14.2 Notwithstanding any sub-contracting permitted under clause 14.1, the Supplier shall remain wholly liable and responsible for all acts and omissions (howsoever arising) of its sub-contractors in the performance of the Services and the supply of the Goods.
- 14.3 Where the Supplier enters into a Sub-Contract, the Supplier shall:
- 14.3.1 pay any valid invoice received from its subcontractor within 30 days following receipt of the relevant invoice payable under the Sub-Contract; and
  - 14.3.2 include in that Sub-Contract a provision requiring the counterparty to that Sub-Contract to include in any Sub-Contract which it awards provisions having the same effect as clause 14.3.1 of this Agreement.
- 14.4 In clause 14.3, “**Sub-Contract**” means a contract between two or more suppliers, at any stage of remoteness from the British Council in a subcontracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Agreement.
- 14.5 The British Council reserves the right to request the replacement of any approved sub-contractor on reasonable grounds.

## **15 Anti-Corruption, Anti-Collusion and Tax Evasion**

- 15.1 The Supplier undertakes and warrants that it has not offered, given or agreed to give (and that it will not offer, give or agree to give) to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do anything in relation to the obtaining of this Agreement or the performance by the Supplier of its obligations under this Agreement.
- 15.2 The Supplier warrants that it, and any Relevant Person, has and will retain in place, and undertakes that it, and any Relevant Person, will at all times comply with, policies and procedures to avoid the risk of bribery (as set out in the Bribery Act 2010), tax evasion (as set out in the Criminal Finances Act 2017) and fraud within its organisation and in connection with its dealings with other parties, whether in the UK or overseas.
- 15.3 The Supplier warrants that:
- 15.3.1 it, and any Relevant Person, has not colluded, and undertakes that it will not at any time collude, with any third party in any way in connection with this Agreement (including in respect of pricing under this Agreement); and
  - 15.3.2 it, and any Relevant Person, has not engaged, and will not at any time engage, in any activity, practice or conduct which would constitute either:
    - (i) a UK tax evasion facilitation offence under section 45 of the Criminal Finances Act 2017; or
    - (ii) a foreign tax evasion facilitation offence under section 46 of the Criminal Finances Act 2017.

Nothing under this clause 15.3 is intended to prevent the Supplier from discussing the terms of this Agreement and the Supplier’s pricing with the Supplier’s professional advisors.

- 15.4 The Supplier acknowledges and agrees that British Council may, at any point during the Term and on any number of occasions, carry out searches of relevant third party screening databases (each a “Screening Database”) to ensure that neither the Supplier, the Supplier’s Team nor any of the Supplier’s Team’s directors or shareholders (where applicable), is or have been listed:
- 15.4.1 as an individual or entity with whom national or supranational bodies have decreed organisations should not have financial dealings;
  - 15.4.2 as being wanted by Interpol or any national law enforcement body in connection with crime;
  - 15.4.3 as being subject to regulatory action by a national or international enforcement body;
  - 15.4.4 as being subject to export, trade or procurement controls or (in the case of an individual) as being disqualified from being a company director; and/or
  - 15.4.5 as being a heightened risk individual or organisation, or (in the case of an individual) a politically exposed person,
- (together the “**Prohibited Entities**”).
- 15.5 The Supplier warrants that it will not make payment to, transfer property to, or otherwise have dealings with, any Prohibited Entity.
- 15.6 If any of the Supplier, the Supplier’s Team or the Supplier’s Team’s directors or shareholders (where applicable) is
- 15.6.1 listed in a Screening Database for any of the reasons set out in clause 15.4, or
  - 15.6.2 breaches any of its obligations set out in clauses 15.1, 15.2, 15.3 or 15.5;
- then the Supplier shall promptly notify the British Council of any such breach(es) and the British Council shall be entitled to take the steps set out at clause 15.7 below.
- 15.7 In the circumstances described at clause 15.6.1 and/or 15.6.2, and without prejudice to any other rights or remedies which the British Council may have, the British Council may:
- 15.7.1 terminate this Agreement without liability to the Supplier immediately on giving notice to the Supplier; and/or
  - 15.7.2 require the Supplier to take any steps the British Council reasonably considers necessary to manage the risk to the British Council of contracting with the Supplier (and the Supplier shall take all such steps and shall provide evidence of its compliance if required); and/or
  - 15.7.3 reduce, withhold or claim a repayment (in full or in part) of the charges payable under this Agreement; and/or
  - 15.7.4 share such information with third parties.
- 15.8 The Supplier shall provide the British Council with all information reasonably requested by the British Council to complete the screening searches described in clause 15.4.



- 15.9 Without limitation to clauses 15.1, 15.2, 15.3, 15.4, 15.5, 15.6, 15.7 and 15.8 above, the Supplier shall:
- 15.9.1 ensure that all Relevant Persons involved in providing the Services or with this Agreement have been vetted and that due diligence is undertaken on a regular continuing basis to such standard or level of assurance as is reasonably necessary in relation to a person in that position in the relevant circumstances; and
- 15.9.2 maintain accurate and up to date records of:
- (i) any requests to facilitate any UK tax evasion offence or any foreign tax evasion offence made to the Supplier or any Relevant Person in connection with the Services or with this Agreement either in the United Kingdom or elsewhere;
  - (ii) any action taken by the Supplier or any Relevant Person to inform the relevant enforcement bodies or regulatory authorities that the Supplier or any Relevant Person has been requested to facilitate a UK tax evasion offence or a foreign tax evasion offence (except to the extent that the Supplier or any Relevant Person is prevented by law from doing so);
  - (iii) its compliance with its obligations under this clause 15 and all training and guidance provided to Relevant Persons in respect of the obligations under this clause and applicable laws for the prevention of tax evasion;
  - (iv) the Supplier's monitoring of compliance by Relevant Persons with applicable policies and procedures; and
  - (v) the measures that the Supplier has taken in response to any incidence of suspected or actual tax evasion or facilitation of tax evasion or breach of this clause 15;
- 15.9.3 maintain and provide such access to the records or information referred to in clause 15.9.2; and
- 15.9.4 ensure that all Relevant Persons involved in performing services in connection with this Agreement are subject to and at all times comply with equivalent obligations to the Supplier under this clause 15.
- 15.10 For the purposes of this clause 15, the expression "**Relevant Person**" shall mean all or any of the following: (a) Relevant Persons; and (b) any Relevant Person employed or engaged by a Relevant Person.

## **16 Data Processing**

16.1 In this clause:

- 16.1.1 "**Controller**" means a "controller" for the purposes of the GDPR (as such legislation is applicable);

- 16.1.2 “**Data Protection Legislation**” shall mean any applicable law relating to the processing, privacy and use of Personal Data, as applicable to either party or the Services under this Agreement, including the DPA and/or the GDPR, and /or any corresponding or equivalent national laws or regulations; and any laws which implement any such laws; and any laws that replace, extend, re-enact, consolidate or amend any of the foregoing; all guidance, guidelines, codes of practice and codes of conduct issued by any relevant regulator, authority or body responsible for administering Data Protection Legislation (in each case whether or not legally binding);
- 16.1.3 “**Data Subject**” has the same meaning as in the Data Protection Legislation;
- 16.1.4 “**DPA**” means the UK Data Protection Act 2018;
- 16.1.5 “**GDPR**” means, as applicable, the General Data Protection Regulation (EU) 2016/679 or the UK GDPR as defined in the DPA (as amended);
- 16.1.6 “**International Organisation**” has the same meaning as in the GDPR;
- 16.1.7 “**Personal Data**” means “personal data” (as defined in the Data Protection Legislation) that are Processed under this Agreement;
- 16.1.8 “**Personal Data Breach**” means a breach of security leading to the accidental or unlawful destruction, corruption, loss, alteration, unauthorised disclosure of, unauthorised access, attempted access (physical or otherwise) or access to, Personal Data transmitted, stored or otherwise processed;
- 16.1.9 “**Processing**” has the same meaning as in the Data Protection Legislation and “Process” and “Processed” shall be construed accordingly;
- 16.1.10 “**Processor**” means a “processor” for the purposes of the GDPR (as such legislation is applicable);
- 16.1.11 “**Sub-Processor**” means a third party engaged by the Processor for carrying out processing activities in respect of the Personal Data on behalf of the Processor;
- 16.1.12 “**Supervisory Authority**” means any independent public authority responsible for monitoring the application of the Data Protection Legislation in the UK or any other member state of the European Union; and
- 16.1.13 “**Third Country**” means a country or territory outside the UK.
- 16.2 For the purposes of the Data Protection Legislation, the British Council is the Controller and the Supplier is the Processor in respect of the Personal Data.
- 16.3 Details of the subject matter and duration of the Processing, the nature and purpose of the Processing, the type of Personal Data and the categories of Data Subjects whose Personal Data is being Processed in connection with the Services are set out in **Error! Reference source not found.** to this Agreement.
- 16.4 The Supplier shall:

- 16.4.1 Process the Personal Data only to the extent, and in such manner, as is necessary for the purpose of carry out its duties under this Agreement and in accordance with the British Council's written instructions and this clause (unless otherwise required by applicable laws as referred to in clause 16.5.3);
- 16.4.2 implement appropriate technical and organisational measures in accordance with the Data Protection Legislation to ensure a level of security appropriate to the risks that are presented by such Processing, in particular from accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to Personal Data, taking into account the state of the art, the costs of implementation, the nature, scope, context and purposes of Processing and the likelihood and severity of risk in relation to the rights and freedoms of the Data Subjects;
- 16.4.3 ensure it has taken all reasonable steps to ensure the reliability and integrity of any employees or other persons authorised to Process the Personal Data;
- 16.4.4 ensure that any employees or other persons authorised to Process the Personal Data are:
- (i) subject to appropriate obligations of confidentiality, and
  - (ii) subject to adequate training in the use, protection and handling of personal data;
- 16.4.5 not engage any Sub-Processor to carry out its Processing obligations under this Agreement without obtaining the prior written consent of the British Council and, where such consent is given, the Supplier procuring by way of a written contract that such Sub-Processor will, at all times during the engagement, be subject to data Processing obligations equivalent to those set out in this clause. The British Council reserves the right during this Agreement to request evidence from the Supplier to support compliance with this clause 16.4.5 and the Supplier shall provide such evidence within three Working Days;
- 16.4.6 assist and co-operate with the British Council as requested to ensure the British Council's compliance with its obligations under the Data Protection Legislation with respect to:
- (i) carrying out and/or reviewing data protection impact assessments where necessary in accordance with Article 35 of the GDPR;
  - (ii) implementing such technical and organisational measures to enable the British Council to respond to requests from Data Subjects exercising their rights under the Data Protection Legislation, which shall include but not be limited to:
    - (A) providing Personal Data and details of the Processing of Personal Data to the British Council in response to Data Subjects' exercising their rights of access; and

(B) deleting and/or rectifying Personal Data in response to a request from a Data Subject; and

16.4.7 not Process or otherwise transfer any Personal Data to any Third Country without prior written consent from the British Council and, where such consent is given, (whether in **Error! Reference source not found.** or separately), the Supplier shall comply with the following conditions;

- (i) provide appropriate safeguards in relation to the transfer;
- (ii) ensure the Data Subject has enforceable rights and effective legal remedies;
- (iii) comply with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred;
- (iv) comply with reasonable instructions notified to it in advance by the British Council with respect to the Processing of the Personal Data; and
- (v) only transfer Personal Data to the relevant Third Country where the relevant requirements under Articles 44 to 50 of the GDPR are met.

16.5 The Supplier shall notify the British Council promptly:

16.5.1 if it becomes aware that in following the instructions of the British Council, it shall be breaching the Data Protection Legislation;

16.5.2 on receipt of notice of any complaint made to a Supervisory Authority or any finding by a Supervisory Authority in relation to its Processing of Personal Data, whether it is Personal Data being Processed under this Agreement or otherwise;

16.5.3 if the Supplier believes it is under a legal obligation to Process the Personal Data other than in accordance with the British Council's instructions and provide the British Council with details of such legal obligation, unless the law prohibits such information on important grounds of public interest;

16.5.4 (and in any event within 3 days) of:

- (i) a request received by the Supplier or a Sub-Processor from a Data Subject for access to that person's Personal Data; and
- (ii) a complaint or request received by the Supplier or a Sub-Processor from a Data Subject relating to the British Council's obligations under the Data Protection Legislation;

and the Supplier shall provide the British Council with full co-operation and assistance in relation to any such complaint or request including where the complaint or request was received by the Supplier, a Sub-Processor or the British Council.

16.6 The Supplier shall:

- 16.6.1 notify the British Council promptly (and in any event within 24 hours) of becoming aware of any actual, suspected or threatened Personal Data Breach of any component of the Personal Data;
  - 16.6.2 ensure that such notice includes details of the nature of the breach, including the categories and approximate number of Data Subjects and records concerned and the remediation measures being taken to mitigate and contain the breach; and
  - 16.6.3 provide prompt assistance as requested by the British Council following the notification of an actual, suspected or threatened Personal Data Breach referred to in clause 16.6.1.
- 16.7 In the event of a notification under clause 16.6, the Supplier shall not notify the Data Subject or any third party unless such disclosure is required by Data Protection Legislation or other law or is otherwise approved by the British Council.
- 16.8 The Supplier and its Sub-Processors shall maintain accurate written records of the Processing it carries out in connection with this Agreement and on request by the British Council, make available all information necessary to demonstrate the Supplier's compliance under Data Protection Legislation and the terms of this Agreement.
- 16.9 The Supplier and its Sub-Processors shall allow for and contribute to audits, including inspections, by the British Council (or its authorised representative) in relation to the Processing of the British Council's Personal Data by the Supplier and its Sub-Processors to support the Supplier in their compliance of clause 16.8.
- 16.10 The Supplier warrants that in carrying out its obligations under this Agreement it will not breach the Data Protection Legislation or do or omit to do anything that might cause the British Council to be in breach of the Data Protection Legislation.
- 16.11 The Supplier shall indemnify and keep indemnified the British Council and the British Council Entities against all Personal Data losses suffered or incurred by, awarded against or agreed to be paid by, the British Council or British Council Entities arising from a breach by the Supplier (or any Sub-Processor) of (a) its data protection obligations under this Agreement; or (b) the Supplier (or any Sub-Processor) acting outside or contrary to the lawful instruction of the British Council.
- 16.12 On termination or expiry of this Agreement, the Supplier (or any Sub-Processor) shall, except to the extent it is required to retain a copy by law, stop Processing the Personal Data and return and/or destroy it at the request of the British Council. The Supplier shall return the Personal Data in an open machine-readable format, via a secure agreed route at no cost to the British Council and the Supplier shall provide confirmation of destruction of any other copies including details of the date, time and method of destruction.
- 16.13 These clauses may be amended at any time by the British Council giving at least 30 days' written notice to the other stating that applicable controller to processor standard clauses laid down by the European Commission or adopted by the UK Information Commissioner's office or other Supervisory Authority are to be incorporated into this Agreement and replace clauses 16.1 to 16.4 above.

## **17 Audit**

- 17.1 The Supplier will fully co-operate with and assist the British Council in meeting its audit and regulatory requirements by providing access for the British Council, its internal auditors (which shall include, for the purposes of this Agreement the British Council's internal, audit, security, safeguarding and operational risk functions), its external auditors or any agents appointed by the British Council or their regulators (or any person appointed by such body) to conduct appropriate reviews and inspections of the activities and records of the Supplier (and to take copies of records and documents and interview members of the Supplier's staff). The Supplier shall maintain all records relating to this Agreement (including the provision of the Services and the receipt of all Charges and expenses) for a period of seven (7) years following the year in which the provision of the Services under this Agreement is completed or such longer period as the British Council may notify to the Supplier in writing from time to time.
- 17.2 The Supplier shall bear its own cost in relation to any reasonable number of audits carried out by the British Council and/or the End Client. Where any audit reveals any breach or non-compliance by the Supplier, the Supplier shall also bear the costs of the British Council and/or the End Client carrying out such audit.

## **18 Publicity**

- 18.1 The Supplier shall not publicise the terms of this Agreement or use the name of the British Council or any trade name or trademark used by the British Council or refer to the British Council in any other way in any press release, promotional literature, publications or advertising material, including any website, "blogs", social media or other online services, without the prior written consent of the British Council. In particular, the Supplier shall not use the British Council's logo or other branding without having previously obtained such prior written consent.

## **19 Health and Safety**

- 19.1 The Supplier shall promptly notify the British Council of any health and safety hazards which may arise in connection with the performance of this Agreement, take such steps as are reasonably necessary to ensure the health and safety of persons likely to be affected by the performance of the Services and notify the British Council of any incident occurring on the Premises or otherwise in connection with the provision of the Services which causes or could give rise to personal injury.
- 19.2 The Supplier shall take all necessary measures to comply with the requirements of the Health & Safety at Work Etc Act 1974 (or any equivalent legislation in any applicable jurisdiction) and any other acts, orders, regulations and codes of practice (including any approved codes of practice) relating to health and safety, which may apply to the performance of this Agreement.

## **20 Employees**

- 20.1 The Supplier agrees that it will not, without the prior written consent of the British Council, whether directly or indirectly, and whether alone or in conjunction with, or on behalf of, any other person during the Term or for a period of six (6) months following termination, solicit or entice, or endeavour to solicit or entice away from the British Council any person employed by the British Council and involved directly in the receipt or use of the Services.

## **21 Safeguarding and Protecting Children and Vulnerable Adults**

- 21.1 The Supplier will comply with all applicable legislation and codes of practice, including, where applicable, all legislation and statutory guidance relevant to the safeguarding and protection of children and vulnerable adults and with the British Council's Safeguarding Policy and Adults at Risk Policy included in the British Council Requirements as amended from time to time, which the Supplier acknowledges may include submitting checks by the UK Disclosure & Barring Service (DBS) and/or equivalent local checks<sup>4</sup>.
- 21.2 The Supplier must provide to the British Council, documentary evidence of the relevant disclosure and/or the criminal records checks in advance of undertaking any activities involving children and/or vulnerable adults in connection with the Project under this Agreement.
- 21.3 In addition, the Supplier will ensure that, where it engages any other party to supply any of the Services under this Agreement, that party will also comply with the same requirements as if they were a party to this Agreement.

## **22 Anti-slavery and human trafficking**

- 22.1 The Supplier shall:
- 22.1.1 ensure that slavery and human trafficking is not taking place in any part of its business or in any part of its supply chain;
  - 22.1.2 implement due diligence procedures for its own suppliers, subcontractors and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains;
  - 22.1.3 respond promptly to all slavery and human trafficking due diligence questionnaires issued to it by the British Council from time to time and ensure that its responses to all such questionnaires are complete and accurate; and
  - 22.1.4 notify the British Council as soon as it becomes aware of any actual or suspected slavery or human trafficking in any part of its business or in a supply chain which has a connection with this Agreement.
- 22.2 If the Supplier fails to comply with any of its obligations under clause 22.1, without prejudice to any other rights or remedies which the British Council may have, the British Council shall be entitled to:
- 22.2.1 terminate this Agreement without liability to the Supplier immediately on giving notice to the Supplier; and/or

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<sup>4</sup> Equivalent local checks include, but are not limited to, the ACRO Criminal Records Office, 'International Child Protection Certificate' online criminal records checks and Code of Good Conduct' or any other services as detailed at the following link: <https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants> (when/if link does not work contact the British Council Project manager)

- 22.2.2 require the Supplier to take any steps the British Council reasonably considers necessary to manage the risk to the British Council of contracting with the Supplier (and the Supplier shall take all such steps); and/or
- 22.2.3 reduce, withhold or claim a repayment (in full or in part) of the charges payable under this Agreement; and/or
- 22.2.4 share with third parties information about such non-compliance.

## **23 Equality, Diversity and Inclusion**

- 23.1 The Supplier shall ensure that it does not, whether as an employer or provider of services and/or goods, discriminate within the meaning of the Equality Legislation.
- 23.2 The Supplier shall comply with any equality or diversity policies or guidelines included in the British Council Requirements.

## **24 Assignment**

- 24.1 The Supplier shall not, without the prior written consent of the British Council, assign, transfer, charge, create a trust in, or deal in any other manner with all or any of its rights or obligations under this Agreement.
- 24.2 The British Council may assign or novate this Agreement to: (i) any separate entity Controlled by the British Council; (ii) any body or department which succeeds to those functions of the British Council to which this Agreement relates; or (iii) any provider of outsourcing or third party services that is employed under a service contract to provide services to the British Council. The Supplier warrants and represents that it will (at the British Council's reasonable expense) execute all such documents and carry out all such acts, as reasonably required to give effect to this clause 24.2.

## **25 Waiver**

- 25.1 A waiver of any right under this Agreement is only effective if it is in writing and it applies only to the party to whom the waiver is addressed and the circumstances for which it is given.

## **26 Entire agreement**

- 26.1 This Agreement and any documents referred to in it constitute the entire agreement and understanding between the parties with respect to the subject matter of this Agreement and supersede, cancel and replace all prior agreements, licences, negotiations and discussions between the parties relating to it. Each party confirms and acknowledges that it has not been induced to enter into this Agreement by, and shall have no remedy in respect of, any statement, representation, warranty or undertaking (whether negligently or innocently made) not expressly incorporated into it. However, nothing in this Agreement purports to exclude liability for any fraudulent statement or act.

## **27 Variation**

- 27.1 No variation of this Agreement shall be valid unless it is in writing and signed by or on behalf of each of the parties.



## **28 Severance**

- 28.1 If any provision of this Agreement (or part of any provision) is found by any court or other authority of competent jurisdiction to be invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed not to form part of the Agreement, and the validity and enforceability of the other provisions of the Agreement shall not be affected.

## **29 Counterparts**

- 29.1 This Agreement may be executed in counterparts, each of which when executed shall constitute a duplicate original, but all counterparts shall together constitute one agreement. Where this Agreement is executed in counterparts, following execution each party must promptly deliver the counterpart it has executed to the other party. Transmission of an executed counterpart of this Agreement by email in PDF, JPEG or other agreed format shall take effect as delivery of an executed counterpart of this Agreement.

## **30 Third party rights**

- 30.1 Subject to clause 1.2.4, this Agreement does not create any rights or benefits enforceable by any person not a party to it except that a person who under clause 24 is a permitted successor or assignee of the rights or benefits of a party may enforce such rights or benefits.
- 30.2 The parties agree that no consent from the British Council Entities or the persons referred to in this clause is required for the parties to vary or rescind this Agreement (whether or not in a way that varies or extinguishes rights or benefits in favour of such third parties).

## **31 No partnership or agency**

- 31.1 Nothing in this Agreement is intended to, or shall operate to, create a partnership between the parties, or to authorise either party to act as agent for the other, and neither party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including the making of any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power) and neither party shall incur any expenditure in the name of or for the account of the other.

## **32 Force Majeure**

- 32.1 Subject to clauses 32.2 and 32.3, neither party shall be in breach of this Agreement if it is prevented from or delayed in carrying on its business and/or material obligations hereunder by a Force Majeure Event.
- 32.2 A party that is subject to a Force Majeure Event shall not be in breach of this Agreement provided that:
- 32.2.1 it promptly notifies the other party in writing of the nature and extent of the Force Majeure Event causing its failure or delay in performance;
  - 32.2.2 it could not have avoided the effect of the Force Majeure Event by taking precautions which, having regard to all the matters known to it before the Force Majeure Event, it ought reasonably to have taken, but did not; and

32.2.3 it has used all reasonable endeavours to mitigate the effect of the Force Majeure Event, to carry out its obligations under this Agreement in any way that is reasonably practicable and to resume the performance of its obligations as soon as reasonably possible.

32.3 Nothing in this clause 32 shall excuse a party for non-performance (or other breach) of this Agreement if such non-performance (or other breach) results from the acts or omissions of any of that party's consultants and/or sub-contractors (except where such acts or omissions are caused by a Force Majeure Event).

### **33 Notice**

33.1 Notice given under this Agreement shall be in writing, sent for the attention of the person signing this Agreement on behalf of the recipient party and to the address given on the front page of this Agreement (or such other address or person as the relevant party may notify to the other party), or by email, and shall be delivered:

33.1.1 personally, in which case the notice will be deemed to have been received at the time of delivery;

33.1.2 by pre-paid, first-class post if the notice is being sent to an address within the country of posting, in which case the notice will be deemed to have been received at 09:00 in the country of receipt on the second (2nd) normal working day in the country specified in the recipient's address for notices after the date of posting;

33.1.3 by international standard post if being sent to an address outside the country of posting, in which case the notice will be deemed to have been received at 09:00 in the country of receipt on the seventh (7th) normal working day in the country specified in the recipient's address for notices after the date of posting; or

33.1.4 by email to the relevant email address specified in clause 6.1 of Schedule 1 (or such other email address as the relevant party may notify to the other party), in which case, the notice will be deemed to have been received at the time of transmission, or if this time falls outside of Working Hours, when Working Hours resume, in each case provided that no out of office auto-reply or error message is received by the sender in response within one hour after transmission of the notice. If an out of office auto-reply or error message is received by the sender in response within one hour after transmission of the notice, then no valid notice has been delivered and the notice must be sent by one of the alternative methods listed above.

33.2 To prove service of notice under clauses 33.1.1 to 33.1.3 above, it is sufficient to prove that the envelope containing the notice was properly addressed and posted or handed to the courier.

### **34 Governing Law and Dispute Resolution Procedure**

34.1 This Agreement and any dispute or claim (including any non-contractual dispute or claim) arising out of or in connection with it or its subject matter, shall be governed by, and construed in accordance with, the laws of England and Wales.

- 34.2 Subject to the remainder of this clause 34, the parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including any non-contractual dispute or claim) that arises out of or in connection with this Agreement or its subject matter.
- 34.3 In the event that any claim or dispute arises out of or in connection with this Agreement, the parties shall, following service of written notice by one party on the other, attempt to resolve amicably by way of good faith negotiations and discussions any such dispute or claim as soon as reasonably practicable (and in any event within 14 calendar days after such notice or by such later date as the parties may otherwise agree in writing). If the parties are unable to resolve the dispute or claim in accordance with this clause 34.3, either party may commence proceedings in accordance with clause 34.2.
- 34.4 Nothing in this clause 34 shall prevent either party from applying at any time to the court for injunctive relief on the grounds of infringement, or threatened infringement, of the other party's obligations of confidentiality contained in this Agreement or infringement, or threatened infringement, of the applicant's Intellectual Property Rights.

