

C170935 – SPEAK UP HELPLINE

DATED

26/05/2023

THE SECRETARY OF STATE FOR HEALTH AND SOCIAL CARE

AND

SOCIAL ENTERPRISE DIRECT

CONDITIONS OF CONTRACT FOR THE PROVISION OF SERVICES (FULL VERSION)

DHSC: NHSP: SPEAK UP HELPLINE

CONTENTS

SCHEDULE 1 KEY PROVISIONS	9
SCHEDULE 2 GENERAL TERMS AND CONDITIONS	59
SCHEDULE 3 DEFINITIONS AND INTERPRETATION	131
SCHEDULE 4 SPECIFICATION	151
SCHEDULE 5 TENDER.....	165
SCHEDULE 6 PRICING	177
SCHEDULE 7 CONTRACT MONITORING.....	179
SCHEDULE 8 COMMERCIALY SENSITIVE INFORMATION	180
SCHEDULE 9 VARIATION FORM.....	181
SCHEDULE 10 STAFF TRANSFER	183
SCHEDULE 11 KEY PERSONNEL	223
SCHEDULE 12 EXIT PLAN AND SERVICE TRANSFER ARRANGEMENTS	224
SCHEDULE 13 PROCESSING, PERSONAL DATA AND DATA SUBJECTS	231
SCHEDULE 14 BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN – NOT USED.....	242
SCHEDULE 15 STEP-IN RIGHTS – NOT USED.....	244

C170935 – SPEAK UP HELPLINE

THE AUTHORITY	The Secretary of State for Health and Social Care of 39 Victoria St, Westminster, London SW1 0EU acting as part of the Crown
THE CONTRACTOR	Social Enterprise Direct which is a company registered in Scotland under company number SC415583 and whose registered office is at Mercantile Chambers, 39-69 Bothwell Street, Glasgow, Scotland, G2 6TS
DATE	26/05/2023

1. BACKGROUND

- 1.1. The Authority placed a contract notice in the Find a Tender Service under the following reference **2023/S 000-004676** on **15/02/2023** seeking tenders from providers of a Speak Up Helpline service interested in entering into an arrangement for the supply of such services to the Authority.
- 1.2. On 15/02/2023 the Authority issued an invitation to tender (the “Invitation to Tender”) for the provision of a Speak Up Helpline service. In response to the Invitation to Tender, the Contractor submitted a tender to the Authority on **22/03/2023** (“the Tender”). On the basis of the Tender, the Authority selected the Contractor to enter into an agreement to provide such services to the Authority.

2. THE CONTRACT

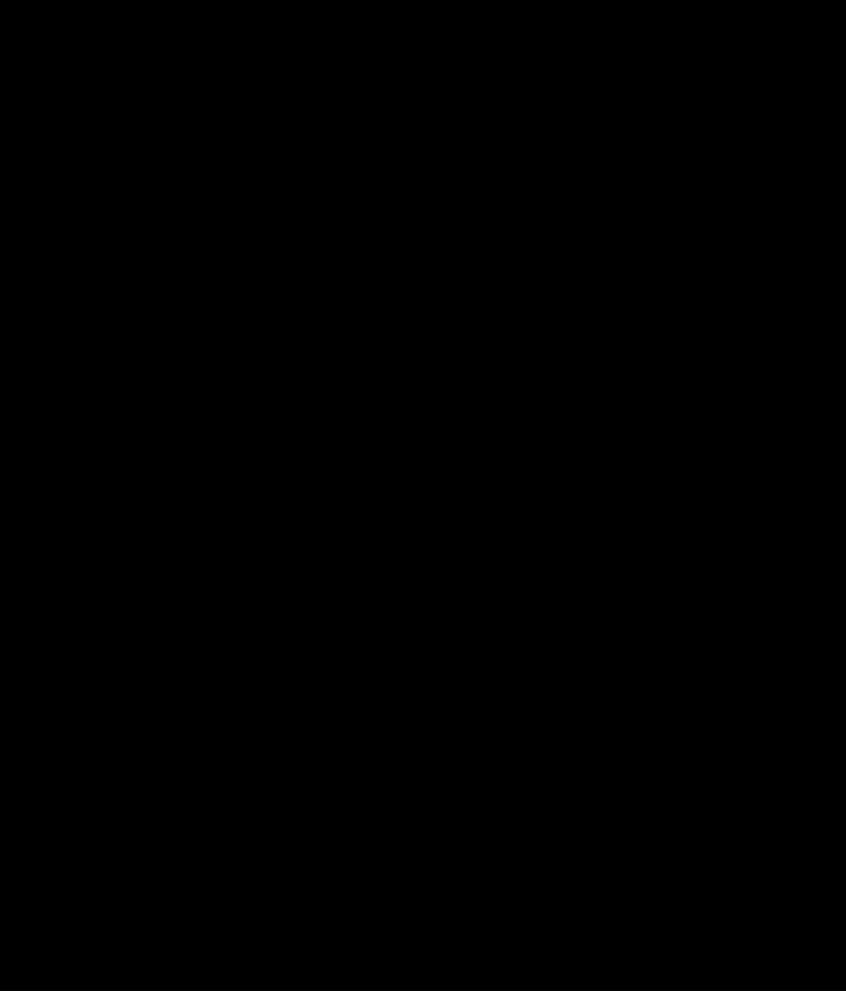
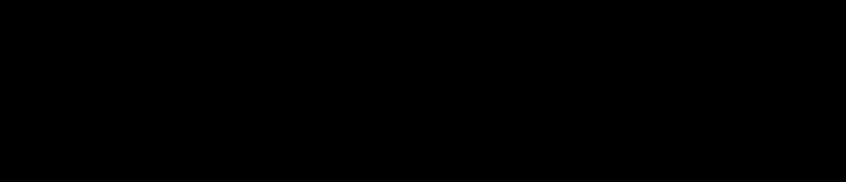
- 2.1. This Contract is made on the date set out above subject to the Order Form and the terms set out in the schedules annexed to the Contract (the “**Schedules**”). The Authority and the Contractor undertake to comply with the provisions of the Schedules in the performance of this Contract.
- 2.2. The Contractor shall supply to the Authority, and the Authority shall receive and pay for, the Services on the terms of this Contract.
- 2.3. In this Contract, unless otherwise provided or the context otherwise requires, capitalised expressions shall have the meanings set out in Schedule 3 (Definitions and Interpretation) or the relevant Clause or Schedule in which that capitalised expression appears.

C170935 – SPEAK UP HELPLINE

Order Form

1. Contract Reference	C170935
2. Date	Contract date will be the date on which the last party signs
3. Authority	Secretary of State for Health and Social Care 39 Victoria Street, Westminster, London SW1H 0EU
4. Contractor	Social Enterprise Direct which is a company registered in Scotland under company number SC415583 and whose registered office is at Mercantile Chambers, 39-69 Bothwell Street, Glasgow, Scotland, G2 6TS
5. The Contract	<p>The Contractor shall supply the Services described below on the terms set out in this Order Form and the Schedules and any Annexes.</p> <p>Unless the Contract otherwise requires, capitalised expressed used in this Order Form have the same meanings as in Schedule 3 (Definition and Interpretation).</p> <p>In the event of any conflict between this Order Form and the Schedules, this Order Form shall prevail.</p> <p>Please do not attach any contractor terms and conditions to this Order Form as they will not be accepted by the Authority and may delay conclusion of the Contract.</p>
6. Services to be Supplied	<p>A Service Provider is sought to deliver the Speak Up package of services for people who work in the NHS and Adult Social Care sector and for providers of NHS services and Adult Social Care services. The objective of the service is to support people who wish to speak up about matters that affect them, and the provision of care.</p> <p>This is more particularly set out in Schedule 4 (Specification).</p>
7. Optional Services	N/A
8. Term	<p>The Term shall commence on 01/06/2023.</p> <p>And the Expiry Date shall be 31/05/2024 unless it is otherwise extended or terminated in accordance with the terms and conditions of the contract.</p>

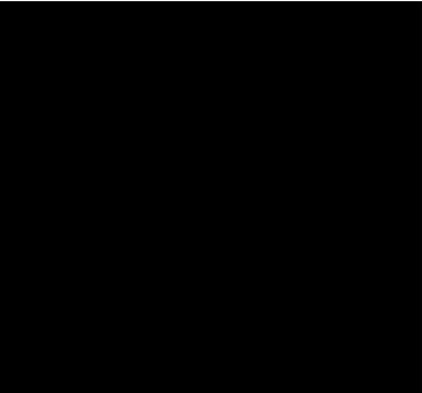
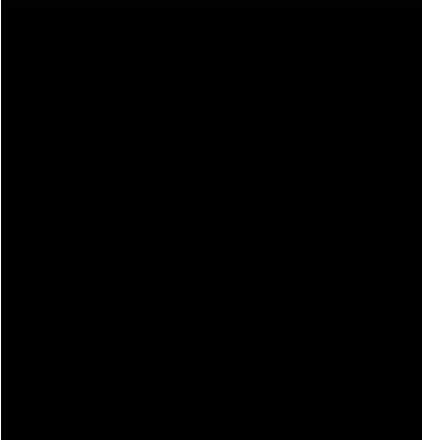
C170935 – SPEAK UP HELPLINE

	<p>The Authority may extend the Contract for a period of up to 24 months (2 x 12 months) by giving not less than three (3) Months notice in writing to the Contractor prior to the Expiry Date. The terms and conditions of the Contract shall apply throughout any such extended period. The duration of this Contract shall be no longer than 3 years in total. The duration of the contract, plus any exercised extensions, will be the “Service Period”.</p>
9. Contract Price	
10. Payment	
11. Authority Representative(s)	

C170935 – SPEAK UP HELPLINE

<p>12. Contractor Representative(s)</p>		
<p>13. Address for notices</p>	<p>Authority: Department of Health and Social Care 39 Victoria Street Westminster London SW1H 0EU</p> <div data-bbox="570 1509 987 1709" style="background-color: black; width: 100%; height: 100%;"></div>	<p>Contractor: Social Enterprise Direct Mercantile Chambers 39-69 Bothwell Street Glasgow, Scotland G2 6TS</p> <div data-bbox="1003 1472 1425 1709" style="background-color: black; width: 100%; height: 100%;"></div>
<p>14. Key personnel</p>	<p>Authority:</p>	<p>Contractor:</p>

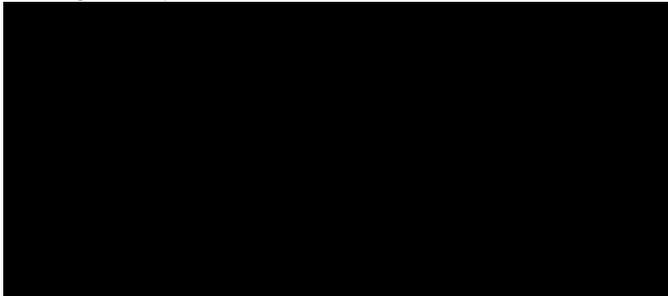
C170935 – SPEAK UP HELPLINE

	<p>Department of Health and Social Care</p> <p>39 Victoria Street</p> <p>Westminster</p> <p>London</p> <p>SW1H 0EU</p> 	<p>Social Enterprise Direct</p> <p>Mercantile Chambers</p> <p>39-69 Bothwell Street</p> <p>Glasgow, Scotland</p> <p>G2 6TS</p> 
<p>15. Contractor Personnel Vetting</p>	<p>The Authority may require the Contractor to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check.</p> <p>The Contractor shall ensure that no person who discloses that they have a conviction that is relevant to the nature of the Contract, relevant to the work of the Authority, or is of a type otherwise advised by the Authority (each such conviction a “Relevant Conviction”), or is found by the Contractor to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Services.</p>	
<p>16. Policies and Procedures</p>	<p>The Supplier shall perform the Service in accordance with the following Authority and cross-government policies and procedures:</p> <p>DHSC Data Protection Policy;</p> <p>Data Breach Notification Policy;</p> <p>DHSC Fraud, Bribery and Corruption Policy and Response Plan;</p> <p>Cyber Essentials Scheme;</p>	

C170935 – SPEAK UP HELPLINE

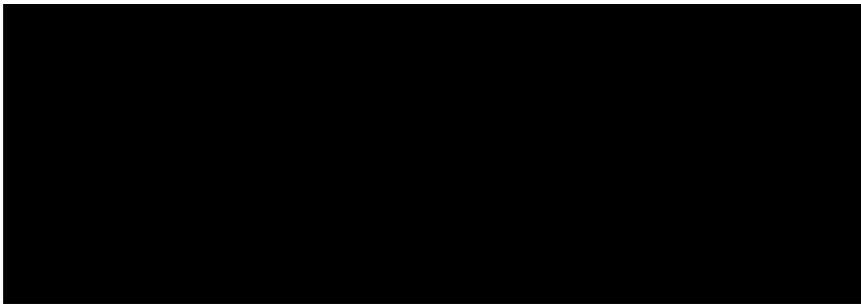
	Open Standards Principles;
--	----------------------------

Signed by the authorised representative of **THE AUTHORITY**



Date Signed: 26/05/2023

Signed by the authorised representative of **THE CONTRACTOR**



Date Signed: 26/05/2023

SCHEDULE 1 KEY PROVISIONS

STANDARD KEY PROVISIONS

1. APPLICATION OF THE KEY PROVISIONS

- 1.1. The standard Key Provisions at Clauses 1 to 3 of this Schedule 1 shall apply to this Contract.
- 1.2. The optional Key Provisions at Clauses 4 to 20 of this Schedule 1 shall only apply to this Contract where they have been checked and information completed as applicable.

2. ORDER OF PRECEDENCE

- 2.1. If there is any conflict between any part of this Contract and the Schedules and/or any Annexes to the Schedules, the conflict shall be resolved in accordance with the following order of precedence:
 - 2.1.1. Order Form;
 - 2.1.2. Schedule 1 (Key Provisions);
 - 2.1.3. Schedule 2 (General Terms and Conditions);
 - 2.1.4. Schedule 3 (Definitions and Interpretation);
 - 2.1.5. Schedule 4 (Specification);
 - 2.1.6. any other Schedules and their Annexes (other than Schedule 5 (Tender)); and
 - 2.1.7. Schedule 5 (Tender) and its Annexes (if any).

3. APPLICATION OF TUPE AT THE COMMENCEMENT OF THE PROVISIONS OF SERVICES

- 3.1. The Parties agree that:
 - 3.1.1. where the commencement of the provision of the Services or any part of the Services results in one or more Relevant Transfers, Schedule 10 shall apply as follows:
 - (a) where the Relevant Transfer involves the transfer of Transferring Authority Employees, Part A of Schedule 10 shall apply;

C170935 – SPEAK UP HELPLINE

-
- (b) where the Relevant Transfer involves the transfer of Transferring Former Contractor Employees, Part B of Schedule 10 shall apply;
 - (c) where the Relevant Transfer involves the transfer of Transferring Authority Employees and Transferring Former Contractor Employees, Parts A and B of Schedule 10 shall apply; and
 - (d) Part C of Schedule 10 shall not apply;
- 3.1.2. where the commencement of the provision of the Services or a part of the Service does not result in a Relevant Transfer:
- (a) Part C of Schedule 10 shall apply and Parts A and B of Schedule 10 shall not apply; and
 - (b) Part D of Schedule 10 shall apply on the expiry or termination of the Services or any part of the Services

OPTIONAL KEY PROVISIONS**4. QUALITY ASSURANCE STANDARDS**

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED AND STANDARDS INSERTED)

- 4.1. The following quality assurance standards shall apply to the provision of the Services:
- 4.1.1. Cyber Essentials Scheme Basic Certificate; or
 - 4.1.2. NHS Data Security and Protection Toolkit; or
 - 4.1.3. ISO 27001 Information Security Management as agreed;
- 4.2. The service provider shall not charge a premium to Buyers for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance by Buyers.

5. PURCHASE ORDERS

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 5.1. The Authority shall issue a Purchase Order to the Contractor in respect of any Services to be supplied to the Authority under this Contract. The Contractor shall comply with the terms of such Purchase Order as a term of this Contract and shall ensure that the any

Purchase Order is clearly noted on each invoice. For the avoidance of doubt, any actions or work undertaken by the Contractor under this Contract prior to the receipt of a Purchase Order covering the relevant Services shall be undertaken at the Contractor's risk and expense and the Contractor shall only be entitled to invoice for Services covered by a valid Purchase Order.

6. IMPLEMENTATION PHASE

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED AND THE SCHEDULE INSERTED)

6.1. This Clause, the following definitions shall apply:

6.1.1. **“Delay”**: a delay in the successful achievement of a Milestone.

6.1.2. **“Detailed Implementation Plan”**: the detailed plan for the implementation of the Services that is developed in accordance with Clause 6.3 of this Schedule 1, as amended from time to time in accordance with the Change Control Process.

6.1.3. **“Implementation Plan”**: the Outline Implementation Plan unless and until it is superseded by the Detailed Implementation Plan.

6.1.4. **“Key Milestone”**: any Milestone which is identified as "key" in the Implementation Plan or by operation of the Change Control Process.

6.1.5. **“Key Milestone Date”**: the date for completion of any Key Milestone as set out in the Implementation Plan.

6.1.6. **“Milestone”**: an event or task described in the Implementation Plan which, if applicable, shall be completed by the relevant Milestone Date.

6.1.7. **“Milestone Date”**: the date set against the relevant Milestone in the Implementation Plan by which the Milestone shall be completed.

6.1.8. **“Outline Implementation Plan”**: the outline plan set out in Schedule [insert schedule number] for the implementation of the Services

Development of the Detailed Implementation Plan

6.2. Prior to commencement of delivery of the Services, there is an implementation phase and therefore all references in Clause 1.5 (Provision of Services) of Schedule 2 to the Implementation Plan shall apply.

C170935 – SPEAK UP HELPLINE

6.3. The Detailed Implementation Plan shall be agreed as follows:

- 6.3.1. the Contractor shall prepare and deliver to the Authority for the Authority's approval a draft of the Detailed Implementation Plan within [thirty (30)] Working Days of the Commencement Date;
- 6.3.2. the Contractor shall not be entitled to propose any Variation to the Key Milestone Dates set out in the Outline Implementation Plan;
- 6.3.3. the Authority shall review and comment on the draft Detailed Implementation Plan as soon as reasonably practicable.
- 6.3.4. following such review and consultation, the Authority shall formally approve or reject the draft Detailed Implementation Plan no later than [twenty (20)] Working Days after the date on which the draft Detailed Implementation Plan is first delivered to the Authority. If the Authority rejects the draft Detailed Implementation Plan, the provision of Clause 6.4 (Rejection of Detailed Implementation Plan) of this Schedule 1 shall apply.
- 6.3.5. Once the draft Detailed Implementation Plan is approved, it shall replace the Outline Implementation Plan.

Rejection of Detailed Implementation Plan**6.4.** The following shall apply if the Authority rejects the draft Detailed Implementation Plan:

- 6.4.1. the Authority shall inform the Contractor in writing of its reasons for its rejection.
- 6.4.2. The Contractor shall then revise the draft Detailed Implementation Plan (taking reasonable account of the Authority's comments) and shall re-submit a revised draft Detailed Implementation Plan to the Authority for the Authority's approval within [20] Working Days of the date of the Authority's notice of rejection.

The provisions of Clause 6.3 (Development of the Implementation Plan) of this Schedule 1 and this Clause 6.4 (Rejection of Detailed Implementation Plan) shall apply again to any resubmitted draft Detailed Implementation Plan, provided that either party may refer any disputed matters for resolution in accordance with Clause 19 (Dispute Resolution) of Schedule 2 at any time.

Implementation

C170935 – SPEAK UP HELPLINE

-
- 6.5.** The Contractor shall perform each of the tasks identified in the Implementation Plan by the applicable Milestone Date assigned to the particular task in the Implementation Plan.
- 6.6.** If the Contractor is relying on a dependency to be performed by the Authority in order to achieve a Milestone or Key Milestone, the Contractor shall ensure that any such dependency is:
- 6.6.1. incorporated into the Implementation Plan; and
 - 6.6.2. notified to the Authority at least ten (10) days prior to the date when the Contractor requires the dependency to be performed and completed by the Authority.
- 6.7.** In the event that the Contractor fails to comply with Clause 6.6, above, any non-performance of a dependency by the Authority shall not be treated as a Default by the Authority and the Authority shall use reasonable endeavours to complete such dependency as soon as reasonably practicable.
- 6.8.** If, at any time, the Contractor becomes aware that it will not (or is unlikely to) successfully achieve any Milestone by the applicable Milestone Date, it shall immediately notify the Authority of the fact of the Delay, the reasons for the Delay, the consequences of the Delay for the rest of the Implementation Plan and how the Contractor proposes to mitigate the Delay.
- 6.9.** Subject to Clause 6.10.2 of this Schedule 1, the Parties acknowledge that the Contract Price shall not be increased as a result of a Delay.
- 6.10.** The Parties acknowledge that:
- 6.10.1. where a Delay is caused by a Default of the Contractor, the Authority shall be entitled to claim any direct loss and/or expense that cannot be mitigated that it incurs as a result of the Default of the Contractor; and
 - 6.10.2. where a Delay is caused by a Default of the Authority (and for the purposes of this Clause 6.10.2, a Delay caused by a failure of the Authority to perform a dependency specified in the Implementation Plan shall only be treated as a Default of the Authority in accordance with the provisions of Clauses 6.6 and 6.7 of this Schedule 1) and the Contractor has demonstrated to the Authority's satisfaction that it has incurred a direct loss and/or expense as a result of the Default of the Authority, in which circumstance the Contractor shall be entitled to compensation to the extent that it cannot mitigate that loss or expense.

C170935 – SPEAK UP HELPLINE

- 6.11.** Any disputes about or arising out of Delays shall be resolved through the dispute resolution procedure set out in Clause 19 (Dispute Resolution) of Schedule 2. Pending the resolution of the dispute, both parties shall continue to work together to resolve the causes of, and mitigate the effects of, the Delay.

7. SERVICES COMMENCEMENT DATE

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED AND THE DATE IS INSERTED IN CLAUSE 7.1 OF THIS Schedule 1)

- 7.1.** The Services Commencement Date shall be [insert date].

8. PRICE ADJUSTMENT ON EXTENSION OF TERM

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 8.1.** The Contract Price shall apply for the Term. In the event that the Authority agrees to extend the Term pursuant to Clause 6.2 (Term) of Schedule 2 the Authority shall, in the six (6) Month period prior to the expiry of the Term or, as the case may be, in such other period as may be appropriate, enter into discussion, in good faith, with the Contractor (for a period of not more than thirty (30) Working Days) to agree a Variation to the Contract Price.
- 8.2.** If the Parties are unable to agree a Variation to the Contract Price in accordance with Clause 8.1 of this Schedule 1, the Contract shall terminate at the end of the Term.
- 8.3.** If a Variation in the Contract Price is agreed between the Authority and the Contractor, the revised Contract Price will take effect from the first day of any period of extension and shall apply during such period of extension.
- 8.4.** Any increase in the Contract Price pursuant to Clause 8.1 of this Schedule 1 shall not exceed the percentage change in the Office of National Statistics' Consumer Prices Index or another such index as may be specified in Schedule 6 (Pricing).

9. OPTIONAL SERVICES

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 9.1.** The Authority may require the Contractor to provide any or all of the Optional Services at any time by giving notice to the Contractor in writing. The Contractor acknowledges that the Authority is not obliged to take any Optional Services from the Contractor and that nothing shall prevent the Authority from receiving services that are the same as or similar to the Optional Services from any third party.

C170935 – SPEAK UP HELPLINE

-
- 9.2.** If a Variation to the Contract is proposed, the Contractor shall, whether as part of the Change Control Process or otherwise, provide details of the impact (if any) that the proposed Variation will have on the relevant Optional Services.
- 9.3.** Following receipt of the Authority's notice pursuant to Clause 9.1 of this Schedule 1:
- 9.3.1. The Parties shall document the inclusion of the relevant Optional Services within the Services as a Variation or the Change Control Process, if applicable, modified to reflect the fact that the terms and conditions on which the Contractor shall provide the relevant Optional Services have already been agreed;
- 9.3.2. any additional charges for the Optional Services shall be incorporated in the Contract Price as specified in Schedule 6 (Pricing); and
- 9.3.3. the Contractor shall, from the date specified by the Authority provide the relevant Optional Services.

10. TERMINATION FOR CONVENIENCE

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 10.1.** The Authority may terminate this Contract at any time by issuing a Termination Notice to the Contractor giving [one (1) Month's] written notice. The Authority may extend the period of notice at any time before it expires, subject to agreement on the level of Services to be provided by the Contractor during the period of extension of such notice. [Such notice shall not be served within [six (6)] Months of the Services Commencement Date].
- 10.2.** Subject to Clauses 14 (Indemnity and Limitation of Liability) and 15 (Insurance) of Schedule 2, should the Authority terminate this Contract in accordance with this Clause 10 (Termination for Convenience) of this Schedule 1, then the Authority shall indemnify the Contractor against any commitments, liabilities or expenditure which represent an unavoidable direct loss to the Contractor by reason of the termination of the Contract, provided that the Contractor takes all reasonable steps to mitigate such loss. Where the Contractor holds insurance, the Authority shall only indemnify the Contractor for those unavoidable direct costs that are not covered by the insurance available. The Contractor shall submit a fully itemised and costed list of unavoidable direct loss which it is seeking to recover from the Authority, with supporting evidence, of losses reasonably and actually incurred by the Contractor as a result of termination under this Clause 10 (Termination for Convenience) of this Schedule 1.

C170935 – SPEAK UP HELPLINE

10.3. The Authority shall not be liable under this Clause 10 (Termination for Convenience) of this Schedule 1 to pay any sum which:

10.3.1. was claimable under insurance held by the Contractor, and the Contractor has failed to make a claim on its insurance, or has failed to make a claim in accordance with the procedural requirements of the insurance policy;

10.3.2. when added to any sums paid or due to the Contractor under the Contract, exceeds the total sum that would have been payable to the Contractor if the Contract had not been terminated prior to the expiry of the Term; or

10.3.3. is a claim by the Contractor for loss of profit, due to early termination of the Contract.

11. DIFFERENT LEVELS AND/OR TYPES OF INSURANCE

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED AND THE TABLE SETS OUT THE REQUIREMENTS)

11.1. The Contractor shall put in place and maintain in force the following insurances with the following minimum cover per claim:

Type of insurance required	Minimum cover
[Employer's Liability]	[]
[Public Liability]	[]
[Professional Indemnity]	[]
Cyber Liability Insurance	[]
[Insert other types of insurance as appropriate]	[]

11 A INSURANCE, CLAIM NOTIFICATIONS AND LIMITS

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED AND THE TABLE SETS OUT THE REQUIREMENTS)

PART A: INSURANCE CLAIM NOTIFICATION

11 A. 1 Except where the Authority is the claimant party, the Contractor shall give the Authority notice within 20 Working Days after any insurance claim in excess of **£[to be determined by the Authority]** relating to or arising out of the provision of the Services or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Authority) full details of the incident giving rise to the claim.

[Guidance: The insurance claims notification threshold should normally represent a significant or material value claim in connection with the requirement or represent an amount that would provide comfort to the Authority that it has knowledge of claims that might impact on the Authority.]

PART B: THIRD PARTY PUBLIC AND PRODUCTS LIABILITY INSURANCE

11 A. 2 Insured

11 A.2.1 The Contractor

11 A. 3 Interest

11 A. 3.1 To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:

- (a) death or bodily injury to or sickness, illness or disease contracted by any person; and
- (b) loss of or damage to physical property;

happening during the period of insurance and arising out of or in connection with the provision of the Services and in connection with this Contract.

11 A. 3.2 Limit of indemnity

11 A. 3.2.1 Not less than **£[to be determined by the Authority]** in respect of any one occurrence, the number of occurrences being unlimited in any annual policy period, but **£[to be determined by the Authority]** in the aggregate per annum in respect of products and pollution liability (to the extent insured by the relevant policy).

11 A. 3.3 Territorial limits

[United Kingdom]

C170935 – SPEAK UP HELPLINE**11 A. 3.4 Period of insurance**

From the date of this Contract for the period of the Contract and renewable on an annual basis unless agreed otherwise by the Authority in writing.

11 A. 3.5 Cover features and extensions

Indemnity to principals clause under which the Authority shall be indemnified in respect of claims made against the Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Contract and for which the Contractor is legally liable.

11 A. 3.6 Principal exclusions

- a) War and related perils.
- b) Nuclear and radioactive risks.
- c) Liability for death, illness, disease or bodily injury sustained by employees of the Insured arising out of the course of their employment.
- d) Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.
- e) Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.
- f) Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.
- g) Liability arising from the ownership, possession or use of any aircraft or marine vessel.
- h) Liability arising from seepage and pollution unless caused by a sudden, unintended, unexpected and accidental occurrence.

11 A. 3.7. Maximum deductible threshold

Not to exceed £ [Insert: figure on contract award based on the Contractor's acceptable response to the Invitation To Tender] for each and every third party property damage claim (personal injury claims to be paid in full).

PART C: UNITED KINGDOM COMPULSORY INSURANCES

The Contractor shall meet its insurance obligations under applicable Law in full, including, United Kingdom employers' liability insurance and motor third party liability insurance.

PART D: ADDITIONAL INSURANCES

Professional Indemnity Insurance	Where the Authority requirement includes a potential breach of professional duty by the Contractor in connection with professional advice and /or professional services to be maintained for 6 years after the End Date
Property Damage Insurance / Goods in Transit Insurance	Where the Authority requirement necessitates primary perils insurance for relevant physical property (e.g. Authority physical property in the care, custody and control of the Contractor in delivering the Contract).
Cyber Liability Insurance	Where the Authority requirement includes specific cyber risk exposures.
Environmental Liability Insurance or Contractors Pollution Liability Insurance	Where the Authority requirement includes exposure to significant pollution / contamination risks.

12. INCLUSION OF A CHANGE CONTROL PROCESS

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 12.1.** Any changes to this Contract, including to the Services, may only be agreed in accordance with the Change Control Process set out in this Clause 12 (Inclusion of a Change Control Process) of this Schedule 1.
- 12.2.** Either Party may request a Variation to the Contract provided that such Variation does not amount to a substantial modification of the Contract within the meaning of the Regulations and the Law.
- 12.3.** A Party may request a Variation by completing a draft Variation Form to the other Party giving sufficient information for the receiving Party to assess the extent of the proposed Variation and any additional cost that may be incurred.

C170935 – SPEAK UP HELPLINE

- 12.4.** The Contractor must provide an Impact Assessment of the proposed Variation on the Services either:
- 12.4.1. with the Variation Form, where the Contractor requests the Variation; or
 - 12.4.2. within [10] Working Days following receipt of a draft Variation Form requested by the Authority, or such other time agreed by the Parties.
- 12.5.** The Parties may agree to adjust the time limits specified in the Variation Form to allow for the preparation of the Impact Assessment.
- 12.6.** In the event that the Variation to the Contract cannot be agreed or resolved by the Parties, the Authority can either:
- 12.6.1. agree that the Contract continues without the Variation;
 - 12.6.2. terminate the Contract with immediate effect, unless the Contractor has already provide part or all of the Services, or where the Contractor can show evidence of substantial work being carried out to provide the Services; or
 - 12.6.3. refer the matter to be resolved in accordance with the dispute resolution procedure in accordance with Clause 19 (Dispute Resolution) of Schedule 2.
- 12.7.** If the Parties agree the Variation, the Contractor shall implement such Variation and be bound by the same provisions so far as is applicable, as though such Variation was stated in the Contract.
- 12.8.** Within ten (10) Working Days of the Parties agreeing the Variation the Contractor shall deliver to the Authority a copy of this Contract updated to reflect all Variations agreed in the relevant Variation Form and annotated with a reference to the Variation Form pursuant to which the relevant Variations were agreed. Upon receipt of the updated Contract from the Contractor the Authority shall review such updated Contract to verify its accuracy and shall thereafter notify the Contractor whether such updated Contract is approved. Following approval, the Contractor shall provide to the Authority such further copies of the updated Contract as the Authority may from time to time request.

13. GUARANTEE

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 13.1.** Promptly following the execution of this Contract, the Contractor shall, if it has not already delivered an executed deed of guarantee to the Authority, deliver the executed deed of guarantee to the Authority as required by the procurement process followed by the

C170935 – SPEAK UP HELPLINE

Authority. Failure to comply with this Key Provision, if applicable, shall be an irremediable breach of this Contract.

14. MEASURES TO PROMOTE TAX COMPLIANCE

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 14.1.** The Procurement Policy Note: Measures to Promote Tax Compliance Action 03/14 applies and therefore all references in Clauses 9.2 (Warranties) and 16.2.9 (Termination) of Schedule 2 together with the associated definitions in Schedule 3 (Definitions and Interpretation), shall apply.

15. AUTHORITY STEP-IN RIGHTS

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED AND THE SCHEDULE INSERTED)

- 15.1.** If the Contractor is unable to provide the Services then the Authority shall be entitled to exercise Step-In Rights set out in Schedule 15.

16. EXIT AND SERVICE TRANSFER

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 16.1.** In the event of the termination or expiry of the Contract for any reason the Contractor shall provide the Transitional Assistance Services to the Authority in accordance with the requirements of the Exit Plan and both Parties shall comply with their respective obligations set out in Schedule 12 (Exit Plan and Service Transfer Arrangements). The Contractor shall co-operate with the Authority and/or the Replacement Contractor to the extent reasonably required to facilitate the smooth migration of the Services from the Contractor to the Authority or the Replacement Contractor.
- 16.2.** The Authority shall pay the Transitional Assistance Services Charges in respect of the provision of the Transitional Assistance Services, except in circumstances where the Authority has terminated the Contract pursuant to Clause 16 (Termination) of Schedule 2.
- 16.3.** The Contractor shall, within three (3) Months after the Commencement Date, produce an Exit Plan based on the principles set out in Schedule 12 (Exit Plan and Service Transfer Arrangements) for the orderly transition of the Services from the Contractor to the Authority or any Replacement Contractor in the event of any termination or expiry of the Contract. Within ten (10) Working Days after the submission of that Exit Plan, the Parties

C170935 – SPEAK UP HELPLINE

shall meet and use all reasonable endeavours to agree the contents of that Exit Plan, based on the principles set out in Schedule 12 (Exit Plan and Service Transfer Arrangements). If the Parties are unable to agree the contents of the Exit Plan within that ten (10) Working Day period, the principles set out in Schedule 12 (Exit Plan and Service Transfer Arrangements) shall apply and either Party may refer the dispute for resolution in accordance with the dispute resolution procedure set out at Clause 19 (Dispute Resolution) of Schedule 2.

16.4. The Contractor shall update the Exit Plan no less than once during each Contract Year to reflect changes in the Services and shall keep the Exit Plan under continuous review. Following each update, the Contractor shall:

16.4.1. submit the revised Exit Plan to the Authority for review;

16.4.2. within ten (10) Working Days after the submission of the revised Exit Plan, the Parties shall meet and use all reasonable endeavours to agree the contents of the revised Exit Plan, based on the principles set out in Schedule 12 (Exit Plan and Service Transfer Arrangements) and the changes that have occurred in the Services since the Exit Plan was last agreed; and

16.4.3. if the Parties are unable to agree the contents of the revised Exit Plan within that ten (10) Working Day period, the previous version shall continue to apply and either Party may refer the dispute for resolution in accordance with the dispute resolution procedure set out at Clause 19 (Dispute Resolution) of Schedule 2.

16.5. Until the agreement of the Exit Plan, the Contractor shall provide the Transitional Assistance Services in accordance with the principles set out in Schedule 12 (Exit Plan and Service Transfer Arrangements) and the last-approved version of the Exit Plan (insofar as this still applies) to the Authority in good faith. The Contractor shall ensure that it is able to implement the Exit Plan at any time.

16.6. Within thirty (30) days after service of a Termination Notice by either Party or six (6) Months prior to the expiration of the Contract:

16.6.1. the Contractor shall update the Exit Plan into a final form that could be implemented immediately and in doing so, provide as much detail as is appropriate given the nature of the termination or expiry and the timing of termination, so that such Exit Plan can be submitted to the Authority for review and approval; and

C170935 – SPEAK UP HELPLINE

-
- 16.6.2. the Parties shall meet and use their respective reasonable endeavours to agree the contents of such Exit Plan based on the principles set out in Schedule 12 (Exit Plan and Service Transfer Arrangements) ; and
- 16.6.3. until the agreement of the updated Exit Plan, the Contractor shall provide the Transitional Assistance Services in accordance with the last-approved version of the Exit Plan (insofar as this still applies) to the Authority in good faith.

17. SUPPLY CHAIN VISIBILITY

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

Visibility of Sub- Contract Opportunities in the Supply Chain**17.1.** The Contractor shall:

- 17.1.1. subject to clause 17.3, advertise on Contracts Finder all Sub-Contract opportunities arising from or in connection with the provision of the Services above a minimum threshold of £25,000 that arise during the Term;
- 17.1.2. within 90 days of awarding a Sub-Contract to a Sub-contractor, update the notice on Contract Finder with details of the successful Sub-contractor;
- 17.1.3. monitor the number, type and value of the Sub-contract opportunities placed on Contracts Finder advertised and awarded in its supply chain during the Term;
- 17.1.4. provide reports on the information at clause 17.1.3 to the Authority in the format and frequency as reasonably specified by the Authority; and
- 17.1.5. promote Contracts Finder to its suppliers and encourage those organisations to register on Contracts Finder.

17.2. Each advert referred to at clause 17.1.1 of this Schedule 1 shall provide a full and detailed description of the Sub-Contract opportunity with each of the mandatory fields being completed on Contracts Finder by the Contractor.

17.3. The obligation on the Contractor set out at clause 17.1 shall only apply in respect of Sub-Contract opportunities arising after the Commencement Date.

17.4. Notwithstanding clause 17.1, the Authority may by giving its prior approval, agree that a Sub-Contract opportunity is not required to be advertised by the Contractor on Contracts Finder.

Visibility of Supply Chain Spend

- 17.5.** In addition to any other management information requirements set out in the Contract, the Contractor agrees and acknowledges that it shall, at no charge, provide timely, full, accurate and complete SME management information reports (the “**SME Management Information Reports**”) to the Authority, which shall include:
- 17.5.1. the total contract revenue received directly on the Contract;
 - 17.5.2. the total value of sub-contracted revenues under the Contract (including revenues for non-SMEs/non-VCSEs); and
 - 17.5.3. the total value of sub-contracted revenues to SMEs and VCSEs.
- 17.6.** The SME Management Information Reports shall be provided by the Contractor in the correct format as required by the Authority from time to time. The Contractor agrees that it shall provide the information detailed at Clause 17.5, above, and acknowledges that the required information may be changed from time to time (including the data required and/or format) by the Authority. The Authority agrees to give at least thirty (30) days’ notice in writing of any such change.
- 17.7.** The Contractor further agrees and acknowledges that it may not make any amendment to any required Supply Chain Information Report template without the prior approval of the Authority.
- 17.8.** Without prejudice to Clause 25 (Assignment, Novation and Sub-contracting) of Schedule 2, the Contractor shall:
- 17.8.1. pay any sums which are due from it to any Sub-contractor or Unconnected Sub-contractor pursuant to any invoice (or other notice of an amount for payment) on the earlier of:
 - (a) the date set out for payment in the relevant Sub-contract or Unconnected Sub-contract; or
 - (b) the date that falls 60 days after the day on which the Contractor receives an invoice (or otherwise has notice of an amount for payment); and
 - 17.8.2. include within the management information produced by it pursuant Clause 7 (Contract Management and Monitoring of Contractor’s Performance) of Schedule 2 and Schedule 7 (Contract Monitoring) a summary of its compliance

C170935 – SPEAK UP HELPLINE

with this Clause 17.8, such data to be certified every six Months by a director of the Contractor as being accurate and not misleading.

17.9. If the Contractor fails to pay 95% or above of all Sub-contractor or Unconnected Sub-contractor invoices (or other notice of an amount for payment) within 60 days in either of the previous two six Month periods, the Contractor shall provide to the Authority within 15 Working Days of submission of the management information required by Clause 17.8.2, above, an action plan (the “**Action Plan**”) for improvement. The Action Plan shall include, but not be limited to, the following:

17.9.1. identification of the primary causes of failure to pay 95% or above of all Sub-contractor or Unconnected Sub-contractor invoices (or other notice of an amount for payment) within 60 days of receipt;

17.9.2. actions to address each of the causes set out in sub-paragraph 17.9.1; and

17.9.3. mechanism for and commitment to regular reporting on progress to the Contractor’s board of directors.

17.10. The Action Plan shall be certificated by a director of the Contractor and the Action Plan or a summary of the Action Plan published on the Contractor’s website within 10 Working Days of the date on which the Action Plan is provided to the Authority.

17.11. Where the Contractor fails to pay any sums due to any Sub-contractor or Unconnected Sub-contractor in accordance with the terms set out in the relevant Sub-contract or Unconnected Sub-contract, the Action Plan shall include details of the steps the Contractor will take to address this.

17.12. The Contractor shall comply with the Action Plan or any similar action plan connected to the payment of Sub-contractors or Unconnected Sub-contractors which is required to be submitted to the Authority as part of the procurement process and such action plan shall be included as part of the Contractor’s Tender (to the extent it is not already included).

18. TACKLING MODERN SLAVERY

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

18.1. The Contractor shall, and procure that each of its Sub-contractors shall, comply with any anti-slavery policy of the Authority that is notified to the Contractor as provided to the Contractor (“**Authority’s Anti-slavery Policy**”).

18.2. The Contractor shall:

C170935 – SPEAK UP HELPLINE

- 18.2.1. implement due diligence procedures for its Sub-contractors and other participants in its supply chains, to ensure that there is no slavery or trafficking in its supply chains;
- 18.2.2. respond promptly to all slavery and trafficking due diligence questionnaires or any modern slavery risk assessment or identification tools issued to it by the Authority from time to time and shall ensure that its responses to all such questionnaires are complete and accurate;
- 18.2.3. maintain a complete set of records to trace the supply chain of all Services provided to the Authority regarding the Contract;
- 18.2.4. permit the Authority and its third party representatives, on reasonable notice during normal business hours, but without notice in case of any reasonably suspected breach of this Clause 18 (Tackling Modern Slavery) of this Schedule 1 or Clause 30.8 (Modern Slavery) of Schedule 2, to have access to and take copies of the Contractor's records and any other information and to meet with the Contractor Personnel to audit the Contractor's compliance with its obligations this clause;
- 18.2.5. implement annual audits of its compliance and its Sub-contractors' and contractor's compliance with the Authority's Anti-slavery Policy, either directly or through a third party auditor. The first set of audits shall be completed by [DATE]; and
- 18.2.6. implement a system of training for its employees to ensure compliance with the Modern Slavery Act 2015 and the Authority's Anti-slavery policy.

19. BUSINESS CONTINUITY AND DISASTER RECOVERY

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

- 19.1. At least [ninety (90)] Working Days prior to the Services Commencement Date the Contractor shall prepare and deliver to the Authority for the Authority's written approval a BCDR Plan, which shall detail the processes and arrangements that the Contractor shall follow to:
 - 19.1.1. ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Services; and
 - 19.1.2. the recovery of the provision of the Services in the event of a disaster

C170935 – SPEAK UP HELPLINE

-
- 19.2.** Following receipt of the draft BCDR Plan from the Contractor, the Parties shall use reasonable endeavours to agree the contents of the BCDR Plan. If the Parties are unable to agree the contents of the BCDR Plan within twenty (20) Working Days of its submission, then such dispute shall be resolved in accordance with Clause 19 (Dispute Resolution) of Schedule 2.
- 19.3.** The Contractor shall test its BCDR Plan at reasonable intervals, and in any event no less than once every twelve (12) Months or such other period as may be agreed between the Parties taking into account the criticality of this Contract to the Authority and the size and scope of the Contractor’s business operations. The Contractor shall promptly provide to the Authority, at the Authority’s written request, copies of its BCDR Plan, reasonable and proportionate documentary evidence that the Contractor tests its BCDR Plan in accordance with the requirements of this Clause 19.3 of this Schedule 1 and reasonable and proportionate information regarding the outcome of such tests. The Contractor shall provide to the Authority a copy of any updated or revised BCDR Plan within fourteen (14) Working Days of any material update or revision to the BCDR Plan.
- 19.4.** The Authority may suggest reasonable and proportionate amendments to the Contractor regarding the BCDR Plan at any time. Where the Contractor, acting reasonably, deems such suggestions made by the Authority to be relevant and appropriate, the Contractor will incorporate into the BCDR Plan all such suggestions made by the Authority in respect of such BCDR Plan. Should the Contractor not incorporate any suggestion made by the Authority into such BCDR Plan it will explain the reasons for not doing so to the Authority.
- 19.5.** Should a Business Continuity Event occur at any time, the Contractor shall implement and comply with its BCDR Plan and provide regular written reports to the Authority on such implementation. During and following a Business Continuity Event, the Contractor shall use reasonable endeavours to continue to supply the Services in accordance with this Contract.

20. SUSTAINABILITY REPORTING

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

Sustainability Reporting

- 20.1.** The Contractor shall complete the Sustainability Report in relation its provision of the Services under this Contract and provide the Sustainability Report to the Authority on the date and frequency outlined in Clause 20.2 of this Schedule 1.

Reporting Requirements

C170935 – SPEAK UP HELPLINE

20.2. The Contractor shall provide to the Authority the following sustainability reporting requirements (the “**Sustainability Report**”) at the specified intervals. The Contractor acknowledges that the Authority may make reasonable adjustments to the Sustainability Report reporting requirements during the Term.

Sustainability Report Name	Content of Report	Frequency of Report
[Sustainability] - General	<p>[as proportionate and relevant to the Contract</p> <ul style="list-style-type: none"> a. the key sustainability impacts identified; b. sustainability improvements planned or delivered; c. actions underway or planned to reduce sustainability impacts; d. contributions made to the Authority’s sustainability policies and objectives; e. sustainability policies, standards, targets and practices that have been adopted to reduce the environmental impact of the Contractor’s operations and evidence of these being actively pursued, indicating arrangements for engagement and achievements. This can also include where positive sustainability impacts have been delivered; and f. risks to the Service and Sub-contractors of climate change and severe weather events such as flooding and extreme temperatures including mitigation, adaptation and continuity plans employed by the Contractor in response to those risks.] 	[On the anniversary of the Services Commencement Date]

C170935 – SPEAK UP HELPLINE

[Waste created]	[By type of material the weight of waste categories by each means of disposal in the Waste Hierarchy with separate figures for disposal by incineration and landfill.]	[Before contract award and on the anniversary of the Services Commencement Date.]
[Waste permits]	[Copies of relevant permits and exemptions for waste, handling, storage and disposal.]	[Before the Services Commencement Date, on the anniversary of the Services Commencement Date and within ten (10) Working Days of there is any change or renewal to license or exemption to carry, store or dispose waste]
[Greenhouse Gas Emissions]	[Indicate greenhouse gas emissions making use of the use of the most recent conversion guidance set out in 'Greenhouse gas reporting – Conversion factors' available online at https://www.gov.uk/guidance/measuring-and-reporting-environmental-impacts-guidance-for-businesses]	[On the anniversary of the Services Commencement Date]
[Water Use]	[Volume in metres cubed.]	[On the anniversary of the Services Commencement Date]

C170935 – SPEAK UP HELPLINE

[Energy Use]	<p>[Separate energy consumption figures for:</p> <ul style="list-style-type: none"> a. assets deployed on the Contractor’s site; b. assets deployed on the Authority’s site; c. assets deployed off-site; and d. energy consumed by IT assets and by any cooling devices deployed. <p>Power Usage Effectiveness (“PUE”) rating for each data centre/server room in accordance with ISO/IEC 31034-2/EN 50600-4-2.]</p>	[On the anniversary of the Services Commencement Date]
[Transport Use]	<ul style="list-style-type: none"> a. [miles travelled by transport and fuel type, for goods delivered to the Authority’s sites; b. miles travelled by staff when visiting the Authority’s sites from the Contractor’s sites or home; c. resulting Green House Gas (“GHG”) emissions using agreed Conversion Factors; and d. the number of multi-lateral e-meetings i.e. with more than two attendees, held by type (audio, webinar, v/conferencing) their length and number of attendees] 	[On the anniversary of the Services Commencement Date]
Prohibited Items	<p>[Materials usage, including:</p> <ul style="list-style-type: none"> a. type of material used; b. quantity or volume of material used; and c. amount of recycled/recovered material used] 	[On the anniversary of the Services Commencement Date]

C170935 – SPEAK UP HELPLINE

Modern Slavery	[Reporting on due diligence and compliance with modern slavery obligations included in the Contract in relation to the Contractor and its supply chain].	[Quarterly reporting throughout the Term]
Social Value	[Include any relevant Social Value requirements from the Specification]	[On the anniversary of the Services Commencement Date]
Other	[]	[]

21 A. SOCIAL VALUE – KEY PERFORMANCE INDICATORS **(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)**

21 A.1. The Contractor shall complete the table of Social Value Key Performance Indicators (“SV KPIs”) for each Contract Year in relation its provision of the Services under this Contract and provide the SV KPIs to the Authority on the date and frequency outlined in Clause 21 A.4 of this Schedule 1.

SV KPIs

21 A.2. The Contractor shall provide to the Authority the following SV KPIs (as per 21 A.4.). The Contractor acknowledges that the Authority may make reasonable adjustments to the SV KPIs during the Term.

21 A.3. The Contractor shall provide such SV KPIs in accordance with guidance provided by the Guide to using the Social Value Model by the Government Commercial Function.

21 A.4. The ratings and targets in the below Table of SV KPIs will be determined by the Authority in collaboration with the Contractor.

21 A.5. Table of SV KPIs

C170935 – SPEAK UP HELPLINE

SV KPI Description	Year	Target	Rating	Ratings based on the total number of full-time equivalent (FTE) community integration support hours employed under the contract			
				Good	Approaching target	Requires improvement	Inadequate
Number of people-hours spent supporting local community integration, such as volunteering and other community-led initiatives, under the contract	1	TBD	The rating the Contractor has achieved in that 3-month period is [good/approaching target/requires improvement/inadequate]	TBD	TBD	TBD	TBD
	2	TBD	The rating the Contractor has achieved in that 3-month period is [good/approaching target/requires improvement/inadequate]	TBD	TBD	TBD	TBD
	3	TBD	The rating the Contractor has achieved in that 3-month period is [good/approaching target/requires improvement/inadequate]	TBD	TBD	TBD	TBD

22. SERVICE LEVELS – KEY PERFORMANCE INDICATORS

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

22.1. This Clause, the following definitions shall apply:

- 22.1.1. “Critical Service Level Failure”: has the meaning given to it in Annex to Part A: Service Levels and Service;
- 22.1.2. “Escalation Meeting” means a meeting between the authorised representatives of the Contractor and the Authority to address issues that have arisen during the Rectification Plan Process;
- 22.1.3. “Notifiable Default” means
- (a) the Contractor commits a material Default; and/or

C170935 – SPEAK UP HELPLINE

-
- (b) the performance of the Contractor is likely to cause or causes a Critical Service Level Failure;
- 22.1.4. "Rectification Plan" means the Contractor's plan (or revised plan) to rectify its breach using the template at Annex to Part C which shall include:
- (a) full details of the Notifiable Default that has occurred, including a root cause analysis;
 - (b) the actual or anticipated effect of the Notifiable Default; and
 - (c) the steps which the Contractor proposes to take to rectify the Notifiable Default (if applicable) and to prevent such Notifiable Default from recurring, including timescales for such steps and for the rectification of the Notifiable Default (where applicable);
- 22.1.5. "Rectification Plan Process" means the process set out in the Annex to Part C;
- 22.1.6. "Service Credits" any service credits specified in the Annex to Part A of this Clause 22 of this Schedule 1 being payable by the Contractor to the Authority in respect of any failure by the Contractor to meet one or more Service Levels;
- 22.1.7. "Service Credits Cap" has the meaning given to it in Annex to Part A of this Clause 22 of this Schedule 1;
- 22.1.8. "Service Level Failure" means a failure to meet the Service Level Performance Measure in respect of a Service Level;
- 22.1.9. "Service Level Performance Measure" shall be as set out against the relevant Service Level in the Annex to Part A of this Clause 22 of this Schedule 1;
- 22.1.10. "Service Level Threshold" shall be as set out against the relevant Service Level in the Annex to Part A of this Clause 22 of this Schedule 1; and
- 22.1.11. "Service Period" has the meaning given to it in the Order Form.

Service Levels

- 22.2.** The Contractor shall at all times provide the Services to meet or exceed the Service Level Performance Measure for each Service Level.

C170935 – SPEAK UP HELPLINE

-
- 22.3.** The Contractor acknowledges that any Service Level Failure shall entitle the Authority to the rights set out in Part A of this Clause 22 of this Schedule 1 including the right to any Service Credits and that any Service Credit is a price adjustment and not an estimate of the Losses that may be suffered by the Authority as a result of the Contractor's failure to meet any Service Level Performance Measure.
- 22.4.** The Contractor shall send Performance Monitoring Reports to the Authority detailing the level of service which was achieved in accordance with the provisions of Part B (Performance Monitoring) of this Clause 22 of this Schedule 1.
- 22.5.** A Service Credit shall be the Authority's exclusive financial remedy for a Service Level Failure except where:
- 22.5.1. the Contractor has over the previous (twelve) 12 Month period exceeded the Service Credit Cap; and/or
- 22.5.2. the Service Level Failure:
- (a) exceeds the relevant Service Level Threshold;
 - (b) has arisen due to a Prohibited Act or wilful Default by the Contractor;
 - (c) results in the corruption or loss of any Authority Data; and/or
 - (d) results in the Authority being required to make a compensation payment to one or more third parties; and/or
- 22.5.3. the Authority is otherwise entitled to or does terminate this Contract pursuant to Clause 16 of Schedule 2 (Termination).
- 22.6.** Not more than once in each Contract Year, the Authority may, on giving the Contractor at least three (3) months' notice, change the weighting of Service Level Performance Measure in respect of one or more Service Levels and the Contractor shall not be entitled to object to, or increase the Contract Price as a result of such changes, provided that:
- 22.6.1. the total number of Service Levels for which the weighting is to be changed does not exceed the number applicable as at the commencement of the Term;
- 22.6.2. the principal purpose of the change is to reflect changes in the Authority's business requirements and/or priorities or to reflect changing industry standards; and

C170935 – SPEAK UP HELPLINE

22.6.3. there is no change to the Service Credit Cap.

Critical Service Level Failure

22.7. On the occurrence of a Critical Service Level Failure:

22.7.1. any Service Credits that would otherwise have accrued during the relevant Service Period shall not accrue; and

22.7.2. the Authority shall (subject to the Service Credit Cap) be entitled to withhold and retain as compensation a sum equal to any Contract Price which would otherwise have been due to the Contractor in respect of that Service Period ("Compensation for Critical Service Level Failure"),

provided that the operation of this Clause 22.7 of this Schedule 1 shall be without prejudice to the right of the Authority to terminate this Contract and/or to claim damages from the Contractor for material Default.

Part A: Service Levels and Service Credits

Service Levels

22.8. If the level of performance of the Contractor:

22.8.1. is likely to or fails to meet any Service Level Performance Measure; or

22.8.2. is likely to cause or causes a Critical Service Level Failure to occur, the Contractor shall immediately notify the Authority in writing and the Authority, in its absolute discretion and without limiting any other of its rights, may:

(A) require the Contractor to immediately take all remedial action that is reasonable to mitigate the impact on the Authority and to rectify or prevent a Service Level Failure or Critical Service Level Failure from taking place or recurring;

(B) instruct the Contractor to comply with the Rectification Plan Process;

(C) if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Contractor to the Authority; and/or

C170935 – SPEAK UP HELPLINE

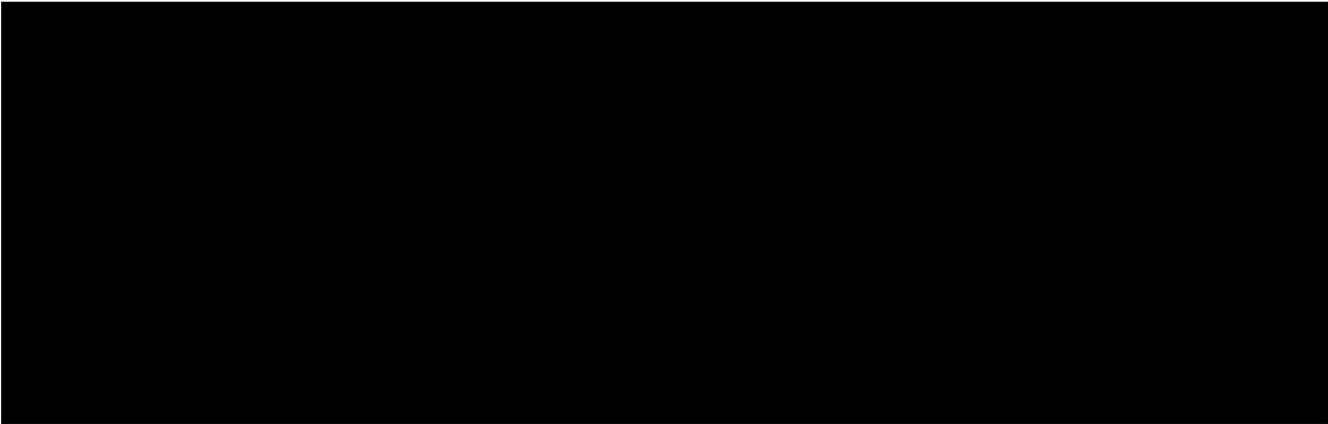
(D) if a Critical Service Level Failure has occurred, exercise its right to Compensation for Critical Service Level Failure (including the right to terminate for material Default).

Service Credits

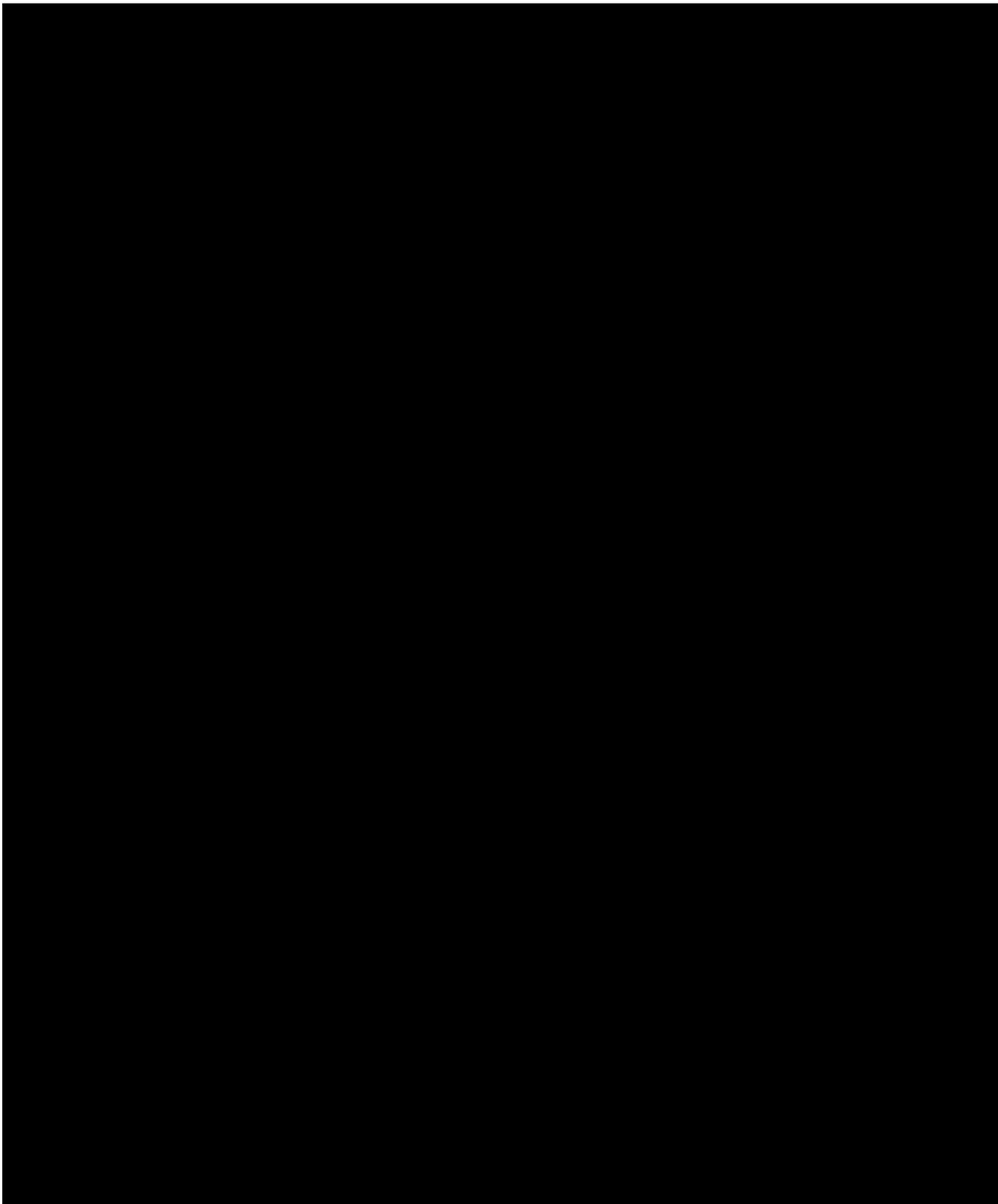
22.9. The Authority shall use the Performance Monitoring Reports supplied by the Contractor to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.

22.10. Service Credits are a reduction of the amounts payable in respect of the Services and do not include VAT. The Contractor shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula in the Annex to Part A of this Clause 22 of this Schedule 1.

ANNEX TO PART A: SERVICES LEVELS AND SERVICE



C170935 – SPEAK UP HELPLINE



C170935 – SPEAK UP HELPLINE



Part B: Performance Monitoring

Performance Monitoring and Performance Review

22.11. [Redacted text block consisting of four lines of blacked-out content]

22.12. [Redacted text block consisting of four lines of blacked-out content]

C170935 – SPEAK UP HELPLINE

22.12.1. [Redacted]
[Redacted]

22.12.2. [Redacted]
[Redacted]

22.12.3. [Redacted]

22.12.4. [Redacted]
[Redacted]

22.12.5. [Redacted]
[Redacted]

22.12.6. [Redacted]

22.13. [Redacted]
[Redacted]
[Redacted]
[Redacted]

22.13.1. [Redacted]
[Redacted]
[Redacted]

22.13.2. [Redacted]
[Redacted]

22.13.3. [Redacted]
[Redacted]
[Redacted]

22.14. [Redacted]
[Redacted]
[Redacted]

22.15. [Redacted]
[Redacted]
[Redacted]

[Redacted]

22.16. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

ANNEX TO PART C: RECTIFICATION PLAN PROCESS

Rectifying issues

22.17. If there is a Notifiable Default, the Contractor must notify the Authority within 3 Working Days and the Authority can, without limiting its other rights, may request that the Contractor provide a Rectification Plan within 10 Working Days alongside any additional documentation that the Authority requires.

22.18. When the Authority receives a requested Rectification Plan it can either:

- 22.18.1. reject the Rectification Plan or revised Rectification Plan, giving reasons; or
- 22.18.2. accept the Rectification Plan or revised Rectification Plan (without limiting its rights) in which case the Contractor must immediately start work on the actions in the Rectification Plan at its own cost, unless agreed otherwise by the Parties.

22.19. Where the Rectification Plan or revised Rectification Plan is rejected, the Authority:

- 22.19.1. will give reasonable grounds for its decision; and
- 22.19.2. may request that the Contractor provides a revised Rectification Plan within 5 Working Days.

Escalating issues

22.20. If the Contractor fails to:

- 22.20.1. submit a Rectification Plan or a revised Rectification Plan within the timescales set out in Clauses 22.17 or 22.19; and
- 22.20.2. adhere to the timescales set out in an accepted Rectification Plan to resolve the Notifiable Default.
- 22.20.3. or if the Authority otherwise rejects a Rectification Plan, the Authority can require the Contractor to attend an Escalation Meeting on not less than 5 Working Days' notice. The Authority will determine the location, time and

C170935 – SPEAK UP HELPLINE

duration of the Escalation Meeting(s) and the Contractor must ensure that the authorised representative of the Contractor is available to attend.

22.21. The Escalation Meeting(s) will continue until the Authority is satisfied that the Notifiable Default has been resolved, however, where an Escalation Meeting(s) has continued for more than 5 Working Days, either Party may treat the matter as a Dispute to be handled through the dispute resolution set out in Clause 19 (Dispute Resolution) of Schedule 2.

22.22. If the Contractor is in Default of any of its obligations under this Clause 22, the Authority shall be entitled to terminate this Agreement.

The Rectification Plan

Request for [Revised] Rectification Plan		
Details of the Default	[Guidance: Explain the Default, with clear schedule and clause references as appropriate]	
Deadline for receiving the [Revised] Rectification Plan	[add date (minimum 10 days from request)]	
Signed by Authority		
Date		
Contractor [Revised] Rectification Plan		
Cause of the Default	[add cause]	
Anticipated impact assessment	[add impact]	
Actual effect of Default	[add effect]	
Steps to be taken to rectification	Steps	Timescale
	1.	[date]
	2.	[date]
	3.	[date]
Timescale for complete Rectification of Default	[X] Working Days	
Steps taken to prevent recurrence of Default	Steps	Timescale
	1.	[date]
	2.	[date]
	3.	[date]
Signed by the Contractor		
Date		
Review of Rectification Plan Contractor		
Outcome of review	[Plan Accepted] [Plan Rejected] [Revised Plan Requested]	
Reasons for rejection (if applicable)	[add reasons]	

C170935 – SPEAK UP HELPLINE

Signed by Contractor	
Date	

23. THE COLLABORATIVE WORKING PRINCIPLES

(ONLY APPLICABLE TO THE CONTRACT IF THIS BOX IS CHECKED)

23.1. The Parties agree that the Collaborative Working Principles will apply, the Contractor must co-operate and provide reasonable assistance to any Authority Third Party and act at all times in accordance with the following principles:

- 23.1.1. proactively leading on, mitigating and contributing to the resolution of problems or issues irrespective of its contractual obligations, acting in accordance with the principle of "fix first, settle later";
- 23.1.2. being open, transparent and responsive in sharing relevant and accurate information with Authority Third Parties;
- 23.1.3. adopting common working practices, terminology, standards and technology and a collaborative approach to service development and resourcing with Authority Third Parties;
- 23.1.4. providing cooperation, support, information and assistance to Authority Third Parties in a proactive, transparent and open way and in a spirit of trust and mutual confidence; and
- 23.1.5. identifying, implementing and capitalising on opportunities to improve Service and deliver better solutions and performance throughout the relationship lifecycle.

24. INTELLECTUAL PROPERTY RIGHTS - OPTIONS

OPTION 2 (ONLY APPLICABLE TO THE CONTRACT AND REPLACES CLAUSE 10 (INTELLECTUAL PROPERTY) below IF THIS BOX IS CHECKED)

[Guidance note: for Option 2: Authority owns all New IPR with non-exclusive Contractor rights, please include the following drafting:]

Intellectual Property Rights

C170935 – SPEAK UP HELPLINE

24.1. Each Party keeps ownership of its own Existing IPR. Neither Party has the right to use the other Party's IPR, including any use of the other Party's names, logos or trademarks, except as expressly granted elsewhere under the Contract or otherwise agreed in writing.

24.2. Except as expressly granted elsewhere under the Contract, neither Party acquires any right, title or interest in or to the IPR owned by the other Party or any third party.

24.3. Licences granted by the Contractor: Contractor Existing IPR

24.3.1. Where the Authority orders Services which contain or rely upon Contractor Existing IPR, the Contractor hereby grants the Authority a Contractor Existing IPR Licence on the terms set out in Paragraph 24.3.2.

24.3.2. The Contractor Existing IPR Licence granted by the Contractor to the Authority is a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-license any Contractor Existing IPR which is reasonably required by the Authority to enable it:

(a) or any End User to use and receive the Services; or

(b) to use, sub-licence or commercially exploit (including by publication under Open Licence) the New IPR and New IPR Items,

for any purpose relating to the exercise of the Authority's (or, if the Authority is a Public Sector Body, any other Public Sector Body's) business or function.

24.4. Licences granted by the Authority and New IPR

24.4.1. Any New IPR created under the Contract is owned by the Authority. The Authority gives the Contractor a [insert duration or delete if no duration required] licence to use the Authority Existing IPR and the New IPR which the Contractor reasonably requires for the purpose of fulfilling its obligations during the Term or using or exploiting the New IPR developed under the Contract, including (but not limited to) the right to grant sub-licences to Subcontractors provided that:

(a) any relevant Subcontractor has entered into a confidentiality undertaking with the Contractor on the same terms as set out in this Contract; and

(b) [Optional] [the Contractor shall not without Prior written consent of the Authority use the materials licensed under this clause for any other purpose or for the benefit of any person other than the Authority.]” Where a Party acquires ownership of IPR incorrectly under this Contract it must do

C170935 – SPEAK UP HELPLINE

everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.]

- 24.4.2. Unless otherwise agreed in writing, the Contractor and the Authority will record any New IPR in the table at Annex 1 to this clause 24 and keep this updated throughout the Term.

24.5. Third Party IPR

- 24.5.1. The Contractor shall not use in the delivery of the Services any Third Party IPR unless Prior written consent of the Authority is granted by the Authority and it has procured that the owner or an authorised licensor of the relevant Third Party IPR has granted a Third Party IPR Licence on the terms set out in Paragraph 24.5.2. If the Contractor cannot obtain for the Authority a licence on the terms set out in Paragraph 24.5.3 in respect of any Third Party IPR the Contractor shall:

- (a) notify the Authority in writing; and
- (b) use the relevant Third Party IPR only if the Authority has provided authorisation in writing, with reference to the acts authorised and the specific IPR involved.

- 24.5.2. In spite of any other provisions of the Contract and for the avoidance of doubt, award of this Contract by the Authority and the ordering of any Services under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 Section 12 of the Registered Designs Act 1949 or Sections 240 – 243 of the Copyright, Designs and Patents Act 1988.

- 24.5.3. The Third Party IPR Licence granted to the Authority shall be a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-licence any Third Party IPR which is reasonably required by the Authority to enable it or any End User to receive and use the Services and make use of the deliverables provided by a Replacement Contractor.

24.6. Termination of licences

- 24.6.1. The Contractor Existing IPR Licence granted pursuant to Paragraph 24.3 and the Third Party IPR Licence granted pursuant to Paragraph 24.5 shall survive the Expire Date and termination of this Contract.

C170935 – SPEAK UP HELPLINE

- 24.6.2. The Contractor shall, if requested by the Authority in accordance with Schedule 12 (Exit Plan and Service Transfer Arrangements) and to the extent reasonably necessary to ensure continuity of service during exit and transition to any Replacement Contractor, grant (or procure the grant) to the Replacement Contractor a licence to use any Contractor Existing IPR or Third Party IPR on terms equivalent to the Contractor Existing IPR Licence or Third Party IPR Licence (as applicable) subject to the Replacement Contractor entering into reasonable confidentiality undertakings with the Contractor.
- 24.6.3. On expiry of the licence granted to the Contractor pursuant to Paragraph 24.4 (Licence granted by the Authority) the Contractor shall:
- (a) immediately cease all use of the New IPR and Authority Existing IPR (including the Authority Data within which the Authority Existing IPR may subsist);
 - (b) at the discretion of the Authority, return or destroy documents and other tangible materials that contain any of the New IPR, Authority Existing IPR and the Authority Data, provided that if the Authority has not made an election within six months of the termination of the licence, the Contractor may destroy the documents and other tangible materials that contain any of the New IPR, the Authority Existing IPR and the Authority Data (as the case may be); and
 - (c) ensure, so far as reasonably practicable, that any new IPR, Authority Existing IPR and Authority Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Contractor containing such New IPR, Authority Existing IPR or Authority Data.”

24.7. Contractor Exploitation of New IPR

- 24.7.1. Notwithstanding the Contractor’s ownership of the New IPR or licence which allows it to exploit and commercialise the New IPR:
- (a) the Contractor must always offer a price and solution to the Authority which is in accordance with the Contract Price and must licence the New IPR and Contractor Existing IPR to the Authority on equivalent terms as apply under this Contract;

C170935 – SPEAK UP HELPLINE

-
- (b) where the Contractor proposes to exploit the New IPR, that it provides a detailed proposal of its plans for exploitation of the New IPR and the forecast returns, including (but not limited to) details of the goods and services to be offered by the Contractor which use the New IPR, the target markets and territory, the estimated level of orders, the marketing strategy; full details of the estimated costs, prices, revenues and profits; impact assessment on services delivered under the Contract; and any other information that would reasonably be required by the Authority to enable it to consider the commercial, legal and financial implications to the Parties of the proposal and any further information which the Authority may reasonably request; and
 - (c) where the Contractor proposes to discount the prices offered to the Authority in return for the right to exploit the New IPR, that it provides clear evidence to demonstrate how the exploitation plans and financial information provided under Paragraph 24.7.1 above have been applied to the price for the Services offered to the Authority and other potential End Users;

24.7.2. The Authority shall be under no obligation to:

- (a) offer the New IPR (where this is owned by the Authority) or the Authority Existing IPR on an exclusive licence basis or on any other alternative terms of licensing and ownership; or
- (b) accept any alternative arrangement proposed by the Contractor under this Clause and the Authority shall be entitled to require the Contractor to deliver the solution on the basis of the same position on ownership and licensing of the New IPR (where this is owned by the Authority) or Authority Existing IPR applies as applies under this Contract. Such agreement does not confer any exclusive right on the Contractor to negotiate with the Authority in relation to the New IPR (where this is owned by the Authority), Authority Existing IPR or any Crown IPR and the Authority shall be entitled to licence, assign and otherwise deal with such IPR (where it owns such IPR) with any other person (except to the extent that the Authority has entered into an exclusive licence with the Contractor in respect of such IPR pursuant to this Contract).

24.7.3. The Contractor acknowledges and agrees that the Authority is under an obligation to comply with procurement Laws and state aid rules when

considering proposals for alternative IPR arrangements and the Authority will need to consider its position and approach on a case by case basis.

OPTION 3 (ONLY APPLICABLE TO THE CONTRACT AND REPLACES CLAUSE 10 (INTELLECTUAL PROPERTY) below IF THIS BOX IS CHECKED)

[Guidance note: for Option 3: Contractor ownership of all New IPR with Authority rights for the current contract only, please include the following drafting:]

Intellectual Property Rights

- 24.8.** Each Party keeps ownership of its own Existing IPR. Neither Party has the right to use the other Party's IPR, including any use of the other Party's names, logos or trademarks, except as expressly granted elsewhere under the Contract or otherwise agreed in writing.
- 24.9.** Except as expressly granted elsewhere under the Contract, neither Party acquires any right, title or interest in or to the IPR owned by the other Party or any third party.

24.10. Licences granted by the Contractor: Contractor Existing IPR

- 24.10.1. Where the Authority orders Services which contain or rely upon Contractor Existing IPR, the Contractor hereby grants the Authority a Contractor Existing IPR Licence on the terms set out in Paragraph 24.10.2.
- 24.10.2. The Contractor Existing IPR Licence granted by the Contractor to the Authority is a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-license any Contractor Existing IPR which is reasonably required by the Authority to enable it:
- (a) or any End User to use and receive the Services; or
 - (b) to use, sub-licence or commercially exploit the New IPR and New IPR Items,
- for any purpose relating to the exercise of the Authority's (or, if the Authority is a Public Sector Body, any other Public Sector Body's) business or function.

24.11. Licences granted by the Authority and New IPR

- 24.11.1. Any New IPR created under the Contract is owned by the Contractor. The Authority gives the Contractor a licence to use any Authority Existing IPR for the purpose of fulfilling its obligations during the Term.

C170935 – SPEAK UP HELPLINE

- 24.11.2. Where a Party acquires ownership of IPR incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 24.11.3. Unless otherwise agreed in writing, the Contractor and the Authority will record any New IPR in the table at Annex 1 to this clause 24 and keep this updated throughout the Term.
- 24.11.4. The Contractor hereby grants the Authority a licence to the New IPR on the terms set out in Paragraph 24.11.5.
- 24.11.5. The licence granted by the Contractor to the Authority pursuant to clause 24.11.4 is a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-license any New IPR which is reasonably required by the Authority to enable it or any End User to use and receive the Services

24.12. Third Party IPR

- 24.12.1. The Contractor shall not use in the delivery of the Services any Third Party IPR unless Prior written consent of the Authority is granted by the Authority and it has procured that the owner or an authorised licensor of the relevant Third Party IPR has granted a Third Party IPR Licence on the terms set out in Paragraph 24.12.3. If the Contractor cannot obtain for the Authority a licence on the terms set out in Paragraph 24.12.2 in respect of any Third Party IPR the Contractor shall:
- (a) notify the Authority in writing; and
 - (b) use the relevant Third Party IPR only if the Authority has provided authorisation in writing, with reference to the acts authorised and the specific IPR involved.
- 24.12.2. In spite of any other provisions of the Contract and for the avoidance of doubt, award of this Contract by the Authority and the ordering of any Services under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 Section 12 of the Registered Designs Act 1949 or Sections 240 – 243 of the Copyright, Designs and Patents Act 1988.
- 24.12.3. The Third Party IPR Licence granted to the Authority shall be a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use,

change and sub-licence any Third Party IPR which is reasonably required by the Authority to enable it or any End User to receive and use the Services and make use of the deliverables provided by a Replacement Contractor.

24.13. Termination of licences

- 24.13.1. The Contractor Existing IPR Licence granted pursuant to Paragraph 24.10 and the Third Party IPR Licence granted pursuant to Paragraph 24.12 shall survive the Expiry Date and termination of this Contract.
- 24.13.2. The Contractor shall, if requested by the Authority in accordance with Schedule 12 (Exit Plan and Service Transfer Arrangements) and to the extent reasonably necessary to ensure continuity of service during exit and transition to any Replacement Contractor, grant (or procure the grant) to the Replacement Contractor a licence to use any Contractor Existing IPR or Third Party IPR on terms equivalent to the Contractor Existing IPR Licence or Third Party IPR Licence (as applicable) subject to the Replacement Contractor entering into reasonable confidentiality undertakings with the Contractor.
- 24.13.3. Any licence granted to the Contractor pursuant to Paragraph 24.10 (Licence granted by the Authority) shall terminate automatically on the Expiry Date and the Contractor shall:
- (a) immediately cease all use of the Authority Existing IPR (including the Authority Data within which the Authority Existing IPR may subsist);
 - (b) at the discretion of the Authority, return or destroy documents and other tangible materials that contain any of the Authority Existing IPR and the Authority Data, provided that if the Authority has not made an election within six months of the termination of the licence, the Contractor may destroy the documents and other tangible materials that contain any of the Authority Existing IPR and the Authority Data (as the case may be); and
 - (c) ensure, so far as reasonably practicable, that any Authority Existing IPR and Authority Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Contractor containing such Authority Existing IPR or Authority Data.

24.14. Contractor Exploitation of New IPR

C170935 – SPEAK UP HELPLINE

-
- 24.14.1. Notwithstanding the Contractor's ownership of the New IPR or licence which allows it to exploit and commercialise the New IPR:
- (a) the Contractor must always offer a price and solution to the Authority which is in accordance with the Contract Price and must licence the New IPR and Contractor Existing IPR to the Authority on equivalent terms as apply under this Contract;
 - (b) where the Contractor proposes to exploit the New IPR, that it provides a detailed proposal of its plans for exploitation of the New IPR and the forecast returns, including (but not limited to) details of the goods and services to be offered by the Contractor which use the New IPR, the target markets and territory, the estimated level of orders, the marketing strategy; full details of the estimated costs, prices, revenues and profits; impact assessment on services delivered under the Contract; and any other information that would reasonably be required by the Authority to enable it to consider the commercial, legal and financial implications to the Parties of the proposal and any further information which the Authority may reasonably request; and
 - (c) where the Contractor proposes to discount the prices offered to the Authority in return for the right to exploit the New IPR, that it provides clear evidence to demonstrate how the exploitation plans and financial information provided under Paragraph 24.14.1 above have been applied to the price for the Services offered to the Authority and other potential End Users;
- 24.14.2. The Authority shall be under no obligation to:
- (a) offer the New IPR (where this is owned by the Authority) or the Authority Existing IPR on an exclusive licence basis or on any other alternative terms of licensing and ownership; or
 - (b) accept any alternative arrangement proposed by the Contractor under this Clause and the Authority shall be entitled to require the Contractor to deliver the solution on the basis of the same position on ownership and licensing of the New IPR (where this is owned by the Authority) or Authority Existing IPR applies as applies under this Contract.
- 24.14.3. Such agreement does not confer any exclusive right on the Contractor to negotiate with the Authority in relation to the New IPR (where this is owned by

C170935 – SPEAK UP HELPLINE

the Authority), Authority Existing IPR or any Crown IPR and the Authority shall be entitled to licence, assign and otherwise deal with such IPR (where it owns such IPR) with any other person (except to the extent that the Authority has entered into an exclusive licence with the Contractor in respect of such IPR pursuant to this Contract).

- 24.14.4. The Contractor acknowledges and agrees that the Authority is under an obligation to comply with procurement Laws and state aid rules when considering proposals for alternative IPR arrangements and the Authority will need to consider its position and approach on a case by case basis.
- 24.14.5. If within three years of its creation, any Intellectual Property in the New IPR has not been commercially exploited by the Contractor, and the Contractor is not using its best endeavours to do so, the Contractor shall on written request by the Authority promptly assign the Intellectual Property Rights in the New IPR to the Authority. Each party shall bear its own costs in such assignment.

OPTION 4 (ONLY APPLICABLE TO THE CONTRACT AND REPLACES CLAUSE 10 (INTELLECTUAL PROPERTY) below IF THIS BOX IS CHECKED)

[Guidance note: for Option 4: Contractor ownership of all IPR with Authority rights for the current contract and broader public sector functions, please include the following drafting:]

Intellectual Property Rights

- 24.15.** Each Party keeps ownership of its own Existing IPR. Neither Party has the right to use the other Party's IPR, including any use of the other Party's names, logos or trademarks, except as expressly granted elsewhere under the Contract or otherwise agreed in writing.
- 24.16.** Except as expressly granted elsewhere under the Contract, neither Party acquires any right, title or interest in or to the IPR owned by the other Party or any third party.

24.17. Licences granted by the Contractor: Contractor Existing IPR

- 24.17.1. Where the Authority orders Services which contain or rely upon Contractor Existing IPR, the Contractor hereby grants the Authority a Contractor Existing IPR Licence on the terms set out in Paragraph 24.17.2.
- 24.17.2. The Contractor Existing IPR Licence granted by the Contractor to the Authority is a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide

C170935 – SPEAK UP HELPLINE

licence to use, change and sub-license any Contractor Existing IPR which is reasonably required by the Authority to enable it:

- (a) or any End User to use and receive the Services; or
- (b) to use, sub-licence or commercially exploit (including by publication under Open Licence) the New IPR and New IPR Items,

for any purpose relating to the exercise of the Authority's (or, if the Authority is a Public Sector Body, any other Public Sector Body's) business or function.

24.18. Licences granted by the Authority and New IPR

- 24.18.1. Any New IPR created under the Contract is owned by the Contractor. The Authority gives the Contractor a licence to use any Authority Existing IPR for the purpose of fulfilling its obligations during the Term.
- 24.18.2. Where a Party acquires ownership of IPR incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.
- 24.18.3. Unless otherwise agreed in writing, the Contractor and the Authority will record any New IPR in the table at Annex 1 to this clause 24 and keep this updated throughout the Term.
- 24.18.4. The Contractor hereby grants the Authority a licence to the New IPR on the terms set out in Paragraph 24.18.5.
- 24.18.5. The licence granted by the Contractor to the Authority pursuant to Paragraph 24.18.4 is a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-license any New IPR which is reasonably required by the Authority to enable it or any End User to use and receive the Services or for any purpose relating to the exercise of the Authority's (or, if the Authority is a Public Sector Body, any other Public Sector Body's) business or function.

24.19. Third Party IPR

- 24.19.1. The Contractor shall not use in the delivery of the Services any Third Party IPR unless Prior written consent of the Authority is granted by the Authority and it has procured that the owner or an authorised licensor of the relevant Third Party IPR has granted a Third Party IPR Licence on the terms set out in Paragraph

C170935 – SPEAK UP HELPLINE

24.19.2. If the Contractor cannot obtain for the Authority a licence on the terms set out in Paragraph 24.19.2 in respect of any Third Party IPR the Contractor shall:

- (a) notify the Authority in writing; and
- (b) use the relevant Third Party IPR only if the Authority has provided authorisation in writing, with reference to the acts authorised and the specific IPR involved.

24.19.2. In spite of any other provisions of the Contract and for the avoidance of doubt, award of this Contract by the Authority and the ordering of any Services under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 Section 12 of the Registered Designs Act 1949 or Sections 240 – 243 of the Copyright, Designs and Patents Act 1988.

24.19.3. The Third Party IPR Licence granted to the Authority shall be a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-licence any Third Party IPR which is reasonably required by the Authority to enable it or any End User to receive and use the Services and make use of the deliverables provided by a Replacement Contractor.

24.20. Termination of licences

24.20.1. The Contractor Existing IPR Licence granted pursuant to Paragraph 24.17 and the Third Party IPR Licence granted pursuant to Paragraph 24.18 shall survive the Expiry Date and termination of this Contract.

24.20.2. The Contractor shall, if requested by the Authority in accordance with Schedule 12 (Exit Plan) and to the extent reasonably necessary to ensure continuity of service during exit and transition to any Replacement Contractor, grant (or procure the grant) to the Replacement Contractor a licence to use any Contractor Existing IPR or Third Party IPR on terms equivalent to the Contractor Existing IPR Licence or Third Party IPR Licence (as applicable) subject to the Replacement Contractor entering into reasonable confidentiality undertakings with the Contractor.

24.20.3. Any licence granted to the Contractor pursuant to Paragraph 24.18 (Licence granted by the Authority) shall terminate automatically on the Expiry Date and the Contractor shall:

C170935 – SPEAK UP HELPLINE

- (a) immediately cease all use of the Authority Existing IPR (including the Authority Data within which the Authority Existing IPR may subsist);
- (b) at the discretion of the Authority, return or destroy documents and other tangible materials that contain any of the Authority Existing IPR and the Authority Data, provided that if the Authority has not made an election within six months of the termination of the licence, the Contractor may destroy the documents and other tangible materials that contain any of the Authority Existing IPR and the Authority Data (as the case may be); and
- (c) ensure, so far as reasonably practicable, that any Authority Existing IPR and Authority Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Contractor containing such Authority Existing IPR or Authority Data.

24.21. Contractor Exploitation of New IPR

24.21.1. Notwithstanding the Contractor's ownership of the New IPR or licence which allows it to exploit and commercialise the New IPR:

- (a) the Contractor must always offer a price and solution to the Authority which is in accordance with the Contract Price and must licence the New IPR and Contractor Existing IPR to the Authority on equivalent terms as apply under this Contract;
- (b) where the Contractor proposes to exploit the New IPR, that it provides a detailed proposal of its plans for exploitation of the New IPR and the forecast returns, including (but not limited to) details of the goods and services to be offered by the Contractor which use the New IPR, the target markets and territory, the estimated level of orders, the marketing strategy; full details of the estimated costs, prices, revenues and profits; impact assessment on services delivered under the Contract; and any other information that would reasonably be required by the Authority to enable it to consider the commercial, legal and financial implications to the Parties of the proposal and any further information which the Authority may reasonably request; and
- (c) where the Contractor proposes to discount the prices offered to the Authority in return for the right to exploit the New IPR, that it provides clear evidence to demonstrate how the exploitation plans and financial

C170935 – SPEAK UP HELPLINE

information provided under Paragraph 24.21.1 above have been applied to the price for the Services offered to the Authority and other potential End Users;

- 24.21.2. The Authority shall be under no obligation to:
- (a) offer the New IPR (where this is owned by the Authority) or the Authority Existing IPR on an exclusive licence basis or on any other alternative terms of licensing and ownership; or
 - (b) accept any alternative arrangement proposed by the Contractor under this Clause and the Authority shall be entitled to require the Contractor to deliver the solution on the basis of the same position on ownership and licensing of the New IPR (where this is owned by the Authority) or Authority Existing IPR applies as applies under this Contract.
- 24.21.3. Such agreement does not confer any exclusive right on the Contractor to negotiate with the Authority in relation to the New IPR (where this is owned by the Authority), Authority Existing IPR or any Crown IPR and the Authority shall be entitled to licence, assign and otherwise deal with such IPR (where it owns such IPR) with any other person (except to the extent that the Authority has entered into an exclusive licence with the Contractor in respect of such IPR pursuant to this Contract).
- 24.21.4. The Contractor acknowledges and agrees that the Authority is under an obligation to comply with procurement Laws and state aid rules when considering proposals for alternative IPR arrangements and the Authority will need to consider its position and approach on a case by case basis.
- 24.21.5. If within three years of its creation, any Intellectual Property in the New IPR has not been commercially exploited by the Contractor, and the Contractor is not using its best endeavours to do so, the Contractor shall on written request by the Authority promptly assign the Intellectual Property Rights in the New IPR to the Authority. Each party shall bear its own costs in such assignment.

OPTION 5 (ONLY APPLICABLE TO THE IF THIS BOX IS CHECKED)

[Guidance note: for Option 5: Options 2, 3, or 4, plus Authority rights to a gain/profit share, please use the appropriate drafting taken from either Options 2, 3 or 4, tailored as appropriate for your agreement, and include the following additional drafting:]

24.22. Gain Share

24.22.1. The Contractor is permitted to commercially exploit the New IPR or any material reproducing the New IPR provided that it pays to the Authority an amount to be calculated using one of the following options, such option to be agreed in writing by the parties prior to any commercial exploitation:

(a) a levy for the use of the New IPR including copyright to be calculated at [...] % of the Contractor's selling/licensing price; or

(b) a profit sharing arrangement on the basis of a levy payable to the Authority in respect of the Contractor's exploitation of the New IPR. This levy expressed as a percentage of the profit and shall be determined as follows:
gross sale or licence price, i.e. the price for which the Contractor invoices its customer

minus

the allowable costs as prescribed by the Authority for this purpose.

The profit so determined shall be shared between the Contractor and the Authority as below, but in no circumstances will any loss be shared:

The first [.....] per cent shall be retained by the Contractor;

The next [.....] per cent shall be shared between the Contractor and the Authority in the ratio of [.....];The remaining profit shall be shared between the Contractor and the Authority in the ratio of [.....].]

24.22.2. The Contractor shall promptly inform the Authority if any of the New IPR is capable of exploitation outside of the Contract.

24.22.3. Sales involving, or licences to reproduce, adaptations, extractions, translations or enhancements of the New IPR shall attract levy in accordance with the Contract unless the Authority agrees in writing that an allowance may be made for software that was not developed at the Crown's or Authority's expense.

24.22.4. The following provisions shall apply to this Contract:

C170935 – SPEAK UP HELPLINE

- (a) The Contractor shall provide as soon as possible after delivery of the sale/licensed articles a statement, in a form prescribed by the Authority, of the calculable profitability showing the gross selling/licence price and a summary of the allowable costs together with a certificate from its statutory auditors that the statement is correct and complete and that it complies with the accounting conventions agreed by the Authority for the purpose.
- (b) The Contractor shall provide such facilities as may be necessary for the Authority, if it so desires, to verify the statements and for this purpose the Contractor shall maintain proper books of accounts and records at its premises and shall make them available for inspection whether physically or otherwise at all reasonable times by representatives of the Authority.
- (c) The liability of the Contractor to the Authority for any sum due under this Contract including interim payment of levy for exploitation of the New IPR shall accrue on the date of delivery to the third party licensee/sub-licensee excluding the Contractor's works or, where the licence so prescribes, upon shipment.

C170935 – SPEAK UP HELPLINE

ANNEX 1: NEW IPR

Name of New IPR	Details

SCHEDULE 2 GENERAL TERMS AND CONDITIONS

CONTENTS

1.	PROVISION OF SERVICES	61
2.	KEY PERSONNEL	62
3.	CONTRACTOR PERSONNEL	63
4.	MANNER OF CARRYING OUT THE SERVICES	65
5.	USE OF AUTHORITY EQUIPMENT	66
6.	TERM	66
7.	CONTRACT MANAGEMENT AND MONITORING OF CONTRACTOR'S PERFORMANCE	67
8.	PRICE AND PAYMENT	68
9.	WARRANTIES	69
11.	AUTHORITY DATA	77
12.	PROTECTION OF PERSONAL DATA	78
13.	RECORDS RETENTION AND RIGHT OF AUDIT	86
14.	INDEMNITY AND LIMITATION OF LIABILITY	86
15.	INSURANCE	89
16.	TERMINATION	90
17.	CONSEQUENCES OF EXPIRY OR EARLY TERMINATION OF THE CONTRACT	94
18.	RECOVERY UPON EXPIRY OR EARLIER TERMINATION OF THE CONTRACT	94
19.	DISPUTE RESOLUTION	95
20.	CONFLICT OF INTEREST	97
21.	CHANGE MANAGEMENT	98
22.	FORCE MAJEURE	99
23.	EQUALITY AND DIVERSITY	101
24.	NOTICE	102
25.	ASSIGNMENT, NOVATION AND SUB-CONTRACTING	102
26.	PREVENTION OF FRAUD AND BRIBERY	106
27.	CONFIDENTIAL INFORMATION	108
28.	FREEDOM OF INFORMATION ACT	111
29.	TRANSPARENCY	112

C170935 – SPEAK UP HELPLINE

30.	SUSTAINABILITY	112
31.	OFFICIAL SECRETS ACTS AND FINANCE ACT	125
32.	DISRUPTION	125
33.	COMPLAINTS	126
34.	NON-SOLICITATION.....	127
35.	HEALTH AND SAFETY.....	127
36.	PUBLICITY	128
37.	GENERAL.....	128

GENERAL TERMS AND CONDITIONS

1. PROVISION OF SERVICES

1.1. The Contractor shall ensure that the Services:

- 1.1.1. comply in all respects with the Specification;
- 1.1.2. are supplied promptly and in any event within any time limits as may be set out in this Contract;
- 1.1.3. are supplied in accordance with the Contractor's Tender and the provisions of this Contract.

1.2. The Contractor shall:

- 1.2.1. perform its obligations under this Contract, including in relation to the supply of the Services in accordance with:
 - (a) all applicable Law;
 - (b) in accordance with the Anti-slavery Policy and if Key Provision 18 (Tackling Modern Slavery) shall apply in accordance with the Authority's Anti-slavery Policy; and
 - (c) Good Industry Practice;
 - (d) any quality assurance standards as set out in the Key Provisions; and
 - (e) the Contractor's own established procedures and practices to the extent that the same do not conflict with the requirements of Clauses 1.2.1(a) to 1.2.1(d), above; and
- 1.2.2. deliver the Services using efficient business processes and ways of working having regard to the Authority's obligation to ensure value for money.

1.3. In the event that the Contractor becomes aware of any inconsistency between the requirements of Clauses 1.2.1(a) to 1.2.1(d) of this Schedule 2, the Contractor shall immediately notify the Authority Representative in writing of such inconsistency and the Authority Representative shall, as soon as practicable, notify the Contractor which requirement the Contractor shall comply with.

C170935 – SPEAK UP HELPLINE

- 1.4.** The Authority may inspect and examine the manner in which the Contractor supplies the Services during normal business hours on reasonable notice.
- 1.5.** Immediately following the Commencement Date, the Contractor shall, if specified in the Key Provisions, implement the Services fully in accordance with the Implementation Plan.
- 1.6.** The Contractor shall commence delivery of the Services on the Services Commencement Date, if specified in Clause 7 (Services Commencement Date) of Schedule 1.
- 1.7.** The Contractor shall comply fully with its obligations set out in the Specification and the Tender.
- 1.8.** If the Authority informs the Contractor in writing that the Authority reasonably believes that any part of the Services does not meet the requirements and/or standards of the Contract or differs in any way from those requirements, and this is other than as a result of a Default by the Authority, the Contractor shall at its own expense re-schedule and carry out the Services in accordance with the requirements of the Contract within such reasonable time as may be specified by the Authority.
- 1.9.** The Contractor shall notify the Authority as soon as it becomes aware of:
 - 1.9.1.** any breach, or potential breach, of the Anti-slavery Policy and if Key Provision 18 applies, any breach, or potential breach, of the Authority's Anti-slavery Policy; or
 - 1.9.2.** any actual or suspected slavery or human trafficking in a supply chain which has a connection with this Contract.

2. KEY PERSONNEL

- 2.1.** The Contractor acknowledges that the Key Personnel are essential to the proper provision of the Services to the Authority.
- 2.2.** The Contractor shall not remove or replace any Key Personnel unless:
 - 2.2.1.** requested to do so by the Authority;
 - 2.2.2.** the person concerned resigns, retires or dies or is on maternity or long-term sick leave;

C170935 – SPEAK UP HELPLINE

2.2.3. the person's employment or contractual arrangement with the Contractor or a Sub-contractor is terminated for material breach of contract by the employee; or

2.2.4. the Contractor obtains the Authority's prior written consent.

2.3. The Authority shall not unreasonably withhold its consent under Clause 2.2.4 of this Schedule 2. Such consent shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse impact on the Contract which could be caused by a change in Key Personnel.

3. CONTRACTOR PERSONNEL

3.1. At all times, the Contractor shall ensure that:

3.1.1. each of the Contractor Personnel responsible for providing the Services is suitably qualified, adequately trained and capable of providing the applicable Services in respect of which they are engaged;

3.1.2. there is an adequate number of Contractor Personnel to provide the Services properly and in accordance with the Contract;

3.1.3. only those people who are authorised by the Contractor are involved in providing the Services; and

3.1.4. all of the Contractor Personnel comply with all of the Authority's policies, rules, regulations and requirements (including those relating to security arrangements) as may be in force from time to time for conduct when at or outside the Premises of the Authority.

3.2. The Authority may refuse to grant access to and remove any of the Contractor Personnel who do not comply with Clause 3.1 of this Schedule 2 or if they otherwise present a security threat or the Authority reasonably determines their presence to be undesirable.

3.3. The Contractor shall replace any of the Contractor Personnel who the Authority reasonably decides have failed to carry out their duties with reasonable skill and care to a professional standard. Following the removal of any of the Contractor Personnel for any reason, the Contractor shall ensure such person is replaced promptly with another person with the necessary training and skills to meet the requirements of the Services.

3.4. At the Authority's written request, the Contractor shall provide a list of the names and addresses of all persons who may require admission in connection with the Contract to

C170935 – SPEAK UP HELPLINE

the Premises, specifying the capacities in which they are concerned with the Contract and the Services and giving such other particulars as the Authority may reasonably request. The Contractor shall ensure at all times that it has the right to provide these records under Data Protection Legislation.

- 3.5.** The Contractor shall comply with the Authority's procedures for the vetting of personnel and as advised to the Contractor by the Authority in respect of all persons employed or engaged in the provision of the Services. The Contractor confirms that all persons employed or engaged by the Contractor were vetted and recruited on a basis that is equivalent to and no less strict than the Authority's procedures for the vetting of personnel.
- 3.6.** If the Contractor fails to comply with Clause 3.4 of this Schedule 2 within one (1) Month of the date of the request and, in the reasonable opinion of the Authority, such failure may be prejudicial to the interests of the Crown, then the Authority may terminate the Contract with immediate effect by giving written notice to the Contractor at any time after the end of that one (1) Month period, such termination shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.
- 3.7.** The decision of the Authority as to whether any person is to be refused access to the Premises and/or as to whether the Contractor has failed to comply with Clause 3.4 of this Schedule 2 shall be final and conclusive.

Income Tax and National Insurance Contributions

- 3.8.** Where the Contractor or any Contractor Personnel are liable to be taxed in the UK or to pay national insurance contributions in respect of consideration received under the Contract, the Contractor shall:
- 3.8.1. at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax, and the Social Security Contributions and Benefits Act 1992 and all other statutes and regulations relating to national insurance contributions, in respect of that consideration; and
- 3.8.2. indemnify the Authority against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made (whether before or after the making of a demand pursuant to the indemnity hereunder) in connection with the provision of the Services by the Contractor or any Contractor Personnel.
- 3.9.** In the event that any one of the Contractor Personnel is a Worker as defined in Clause 1 of Schedule 3 (Definitions and Interpretation) who receives consideration relating to the

C170935 – SPEAK UP HELPLINE

Services, then the Contractor shall ensure that its contract with the Worker contains the following requirements:

- 3.9.1. that the Authority may, at any time during the Term, request that the Worker provides information which demonstrates how the Worker complies with the requirements of Clause 3.8 of this Schedule 2, or why those requirements do not apply to it. In such case, the Authority may specify the information which the Worker must provide and the period within which that information must be provided;
- 3.9.2. that the Worker's contract may be terminated at the Authority's request if:
 - (a) the Worker fails to provide the information requested by the Authority within the time specified by the Authority under Clause 3.9.1 of this Schedule 2; and/or
 - (b) the Worker provides information which the Authority considers is inadequate to demonstrate how the Worker complies with Clause 3.8 of this Schedule 2 or confirms that the Worker is not complying with those requirements; and
- 3.9.3. that the Authority may supply any information it receives from the Worker to HMRC for the purpose of the collection and management of revenue for which they are responsible.

4. MANNER OF CARRYING OUT THE SERVICES

- 4.1. The Contractor shall begin performing the Services on the Services Commencement Date and continue to perform them for the Term. The Authority may, by written notice, require the Contractor to execute the Services in such order as the Authority may decide. In the absence of such notice the Contractor shall submit such detailed programmes of work and progress reports as the Authority may from time to time require.
- 4.2. The Contractor shall at all times comply with the Quality Standards. To the extent that the standard of Services has not been specified in the Contract, the Contractor shall agree the relevant standard of the Services with the Authority prior to the supply of the Services and, in any event, the Contractor shall perform its obligations under the Contract in accordance with the Law and Good Industry Practice.
- 4.3. The Contractor shall ensure that all Contractor Personnel supplying the Services shall do so with all due skill, care and diligence and shall possess such qualifications, skills and experience as are necessary for the proper supply of the Services.

C170935 – SPEAK UP HELPLINE

4.4. The Contractor will be responsible for providing and delivering the Services in each and every respect with all relevant provisions of the Contract at all times and will ensure continuity of supply (at no extra cost to the Authority) in accordance with Schedule 4.

5. USE OF AUTHORITY EQUIPMENT

5.1. Where the Authority issues Property free of charge to the Contractor such Property shall be and remain the property of the Authority. The Contractor irrevocably licences the Authority and its agents to enter upon any premises of the Contractor during normal business hours on reasonable notice to recover any such Property. The Contractor shall take all reasonable steps to ensure that the title of the Authority to the Property and the exclusion of any such lien or other interest are brought to the notice of all Sub-contractors and other appropriate persons and shall, at the Authority's request, store the Property separately and ensure that it is clearly identifiable as belonging to the Authority.

5.2. The Property shall be deemed to be in good condition when received by or on behalf of the Contractor unless the Contractor notifies the Authority otherwise within five (5) Working Days of receipt.

5.3. Upon receipt of the Property the Contractor shall subject it to:

5.3.1. a reasonable visual inspection, and

5.3.2. such additional inspection and testing as may be necessary and practicable in order to check that the Property is not defective or deficient for the purpose for which it has been provided.

5.4. The Authority shall replace or re-issue issued Property agreed by the Parties to be defective within a reasonable period.

5.5. The Contractor shall ensure the security of all the Property whilst in its possession.

5.6. The Contractor shall be liable for all loss of, or damage to, the Property (excluding fair wear and tear), unless such loss or damage was caused by the Default of the Authority. The Contractor shall inform the Authority within two (2) Working Days of any loss of, or damage to, the Property occurring.

6. TERM

6.1. This Contract shall commence on the Services Commencement Date and, unless terminated earlier in accordance with the terms of this Contract or the general law, shall continue until the end of the Term.

C170935 – SPEAK UP HELPLINE

6.2. The Authority shall be entitled to extend the Term on one or more occasions by giving the Contractor written notice not less than three (3) Months prior to the date on which this Contract would otherwise have expired, provided that the duration of this Contract shall be no longer than the total term specified in the Order Form. The provisions of the Contract will apply and take effect mutatis mutandis (subject to any Variation or adjustment to the Contract Price pursuant to Clause 8 (Price Adjustment on Extension of Term) of the Key Provisions, if applicable) throughout any such extended period.

7. CONTRACT MANAGEMENT AND MONITORING OF CONTRACTOR'S PERFORMANCE

7.1. The Parties shall each appoint a contract manager to be known respectively as the Authority Representative and the Contractor Representative. The Authority Representative and the Contractor Representative shall meet at least Monthly (unless otherwise notified by the Authority) to discuss the Contractor's performance and other matters connected to the delivery of the Contract.

7.2. The Contractor shall comply, as the Authority shall require, with the monitoring arrangements set out in Schedule 7 (Contract Monitoring) including, but not limited to, providing such data and information as the Contractor may be required to produce under the Contract.

7.3. The Contractor shall comply with any and all of the monitoring arrangements that the Authority shall reasonably require from time to time. This shall include, but shall not be limited to, providing such information as the Authority may require the Contractor to produce under the Contract.

7.4. At the Authority's request, within five (5) Working Days of such request, the Contractor shall supply such management information to the Authority as the Authority may reasonably request from time to time (including without limit any information about the Contractor's supply chain and its compliance in relation to sustainability requirements).

7.5. The Contractor shall provide the Authority with such supporting documentation as the Authority may require to establish and verify the Contractor's levels of performance.

7.6. The Contractor shall meet with the Authority following the completion of the provision of the Services to discuss:

7.6.1. whether the Contractor believes the objectives of the Contract were achieved;

7.6.2. how far the intended benefits sought in the Authority's Specification and that had been forecast in the Tender were achieved; and

C170935 – SPEAK UP HELPLINE

7.6.3. to identify any lessons learnt for future projects.

7.7. The Authority shall be able to share and use any information arising from such meetings referred to in Clause 7.6 of this Schedule 2 as it sees fit.

8. PRICE AND PAYMENT**Contract Price**

8.1. In consideration of the Contractor carrying out its obligations under the Contract, including the provision of the Services, the Authority shall pay the Contractor the Contract Price in accordance with this Clause 8 (Price and Payment) of this Schedule 2. The Contract Price shall remain fixed for the Term.

8.2. The Contractor shall not suspend the supply of the Services unless the Contractor is entitled to terminate the Contract under Clause 16.5 (Termination) of this Schedule 2 for failure to pay undisputed sums of money. Interest shall be payable by the Authority on the late payment of any undisputed sums of money properly invoiced in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

8.3. The Authority may retain or set-off any amount owed by the Contractor to the Crown or any part of the Crown (including the Authority) against any amount due to the Contractor under this Contract or under any agreement between the Contractor and the Authority.

VAT

8.4. The Contract Price is stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Authority following delivery of a valid VAT invoice.

8.5. The Contractor shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred, that is levied, demanded or assessed on the Authority at any time in respect of the Contractor's failure to account for or to pay any VAT relating to payments made to the Contractor under this Contract. Any amounts due under this Clause 8.5 shall be paid in cleared funds by the Contractor to the Authority not less than five Working Days before the date upon which the tax or other liability is payable by the Authority.

Invoicing

8.6. The Contractor shall submit an invoice to the Authority Monthly in arrears. The Contractor shall ensure that each invoice contains all appropriate references and a detailed breakdown of the Services supplied and that it is supported by any other documentation as may be reasonably required by the Authority to substantiate such invoice. Where travel

C170935 – SPEAK UP HELPLINE

and subsistence is claimed, all claims must comply with the provisions set out in the Schedule 6 and must be accompanied by appropriate receipts to cover the total amount claimed.

- 8.7.** The Authority shall verify and pay each valid and undisputed invoice received in accordance with Clause 8.6 of this Schedule 2 within thirty (30) days of receipt of such invoice at the latest. If there is undue delay in verifying the invoice in accordance with this Clause 8.7 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purposes this Clause 8.7 after a reasonable time has passed

Recovery of Sums Due

- 8.8.** The Authority shall be entitled to withhold payment due under this Clause 8 (Price and Payment) of this Schedule 2 for so long as the Contractor, in the Authority's reasonable opinion, has failed to comply with its obligations to pay any Sub-contractors promptly in accordance with Clause 25.11 (Assignment, Novation and Sub-contracting) of this Schedule 2. For the avoidance of doubt the Authority shall not be liable to pay any interest or penalty in withholding such payment.

Electronic Invoicing

- 8.9.** The Authority shall accept and process for payment an electronic invoice submitted for payment by the Contractor where the invoice is undisputed and where it complies with the standard on electronic invoicing.
- 8.10.** For the purposes of clause 8.9, an electronic invoice complies with the standard on electronic invoicing where it complies with the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/1870.
- 8.11.** The Authority's right to request paper form invoicing shall be subject to procurement policy note 11/15
(https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/437471/PN_e-invoicing.pdf) in respect of the Authority's obligation to accept unstructured electronic invoices from the Contractor where and as required under that procurement policy note (as amended from time to time).

9. WARRANTIES

- 9.1.** The Contractor represents and warrants that:
- 9.1.1. it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;

C170935 – SPEAK UP HELPLINE

-
- 9.1.2. it has full capacity and authority (including, where its procedures so require, the consent of its parent company) to enter into and perform its obligations under the Contract;
 - 9.1.3. this Contract is executed by a duly authorised representative of the Contractor;
 - 9.1.4. all necessary rights, authorisations, licences, consents and regulatory approvals (including in relation to IPR) are in place to enter into this Contract, enable the Contractor to perform its obligations under the Contract and for the Authority to receive the Services;
 - 9.1.5. in entering the Contract it has not committed any Fraud;
 - 9.1.6. all written statements and representations in any written submissions made by the Contractor as part of the procurement process, including without limitation its response to the selection questionnaire and invitation to tender (if applicable), its tender and any other documents submitted remain true, accurate and not misleading, save as may have been specifically disclosed in writing to the Authority prior to execution of the Contract;
 - 9.1.7. it has notified the Authority in writing of any actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge any threatened against it or any of its Affiliates that might affect its ability to perform its obligations under the Contract;
 - 9.1.8. its execution, delivery and performance of its obligations under this Contract will not constitute a breach of any Law or obligation applicable to it and will not cause or result in a default under any agreement by which it is bound;
 - 9.1.9. its obligations under this Contract constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or law);
 - 9.1.10. it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under the Contract;
 - 9.1.11. no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Contractor or

C170935 – SPEAK UP HELPLINE

for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Contractor's assets or revenue;

9.1.12. it owns, has obtained, valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract and/or the receipt of the Services by the Authority;

9.1.13. in the three (3) years prior to the Commencement Date:

(a) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;

(b) it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and

(c) it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern, ability to fulfil its obligations under the Contract or provide the Services; and

9.2. The Contractor warrants and undertakes to the Authority that as at the Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance. If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Contractor shall:

9.2.1. notify the Authority in writing of such fact within five (5) Working Days of its occurrence; and

9.2.2. promptly provide to the Authority:

(a) details of the steps which the Contractor is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and

(b) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.

9.3. The Contractor warrants and undertakes to the Authority that:

C170935 – SPEAK UP HELPLINE

-
- 9.3.1. its responses to the Authority's slavery and human trafficking due diligence questionnaire, if any, are complete and accurate; and
- 9.3.2. neither the Contractor nor any of its Contractor Personnel:
- (a) has been convicted of any offence involving slavery and human trafficking; and
 - (b) having made reasonable enquiries, so far as it is aware, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or Regulatory Body regarding any offence or alleged offence of or in connection with slavery and human trafficking; and
- 9.3.3. it shall at all times conduct its business in a manner that is consistent with any anti-slavery policy of the Authority that is notified to the Contractor and shall provide to the Authority any reports or other information that the Authority may request as evidence of the Contractor's compliance with this Clause 9.3.3 and/or as may be requested or otherwise required by the Authority in accordance with its anti-slavery policy.
- 9.4.** The Contractor shall implement due diligence procedures for its own suppliers, Sub-contractors and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains.
- 9.5.** The representations and warranties set out in this Clause 9 (Warranties) of this Schedule 2 shall be deemed to be repeated by the Contractor on the Services Commencement Date (if later than the date of signature of this Contract) by reference to the facts then existing.
- 9.6.** Each of the representations and warranties set out in this Clause 9 (Warranties) of this Schedule 2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any other undertaking in this Contract.
- 9.7.** If at any time the Contractor becomes aware that a representation or warranty given by it under this Clause 9 (Warranties) has been breached, is untrue or is misleading, it shall immediately notify the Authority of the relevant occurrence in sufficient detail to enable the Authority to make an accurate assessment of the situation.
- 9.8.** For the avoidance of doubt, the fact that any provision within this Contract is expressed as a warranty shall not preclude any right of termination which the Authority may have in respect of breach of that provision by the Contractor.

9.9. Except as expressly stated in this Contract, all warranties and conditions whether express or implied by statute, common law or otherwise are hereby excluded to the extent permitted by Law.

10. INTELLECTUAL PROPERTY

10.1. Each Party keeps ownership of its own Existing IPR. Neither Party has the right to use the other Party's IPR, including any use of the other Party's names, logos or trademarks, except as expressly granted elsewhere under the Contract or otherwise agreed in writing.

10.2. Internet domain names (**Domain Names**) which:

10.2.1. are owned or operated by the Contractor at the Commencement Date and which are intended to be used in connection with the performance of the Contract shall be transferred to the Authority within [7] days of the Commencement Date;

10.2.2. are acquired or registered by the Contractor in connection with Contractor's performance of the Contract during the Term shall be transferred to the Authority within [7] days of the date of acquisition or registration in each case;

10.2.3. incorporate (i) the name of the Authority or (ii) the name under which Services are delivered shall not be registered by the Contractor without authorisation in writing by the Authority. In the event that authorisation is given, any such Domain Names shall be transferred to the Authority within [7] days of the date of acquisition or registration.

10.3. For the purposes of this agreement, Domain Names shall be treated as Authority Existing IPR.

10.4. Intellectual Property Rights in the content of any website owned or operated by the Contractor at the Commencement Date in connection with or related to the Services shall hereby be assigned to the Authority with full title guarantee.

10.5. Except as expressly granted elsewhere under the Contract, neither Party acquires any right, title or interest in or to the IPR owned by the other Party or any third party.

10.6. Licences granted by the Contractor: Contractor's Existing IPR

10.6.1. Where the Authority orders Services which contain or rely upon Contractor's Existing IPR, the Contractor hereby grants the Authority a Contractor's Existing IPR Licence on the terms set out in Paragraph 10.6.2.

C170935 – SPEAK UP HELPLINE

10.6.2. The Contractor gives the Authority a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use, change and sub-license the Contractor's Existing IPR which is reasonably required by the Authority to enable it:

(A) or any End User to use and receive the Services; or

(B) to use, sub-license or commercially exploit (including by publication under Open Licence) the New IPR and New IPR Items,

for any purpose relating to the exercise of the Authority's or any other Public Sector Body's) business or function.

10.7. Licences granted by the Authority and New IPR

10.7.1. Any New IPR created under the Contract is owned by the Authority from the date of creation. The Authority gives the Contractor a licence to use any Existing IPRs and New IPRs for the purpose of fulfilling its obligations during the Term.

10.7.2. Where a Party acquires ownership of IPR incorrectly under this Contract it must do everything reasonably necessary to complete a transfer assigning them in writing to the other Party on request and at its own cost.

10.7.3. Unless otherwise agreed in writing, the Contractor and the Authority will record any New IPR in the table at Annex 1 to this Clause 10 of this Schedule 2 and keep this updated throughout the Term.

10.8. Open Licence Publication

10.8.1. Subject to Paragraph 10.8.4, the Contractor agrees that the Authority may at its sole discretion publish under Open Licence all or part of the New IPR Items.

10.8.2. Subject to Paragraph 10.8.4, the Contractor hereby warrants that the New IPR Items are suitable for release under Open Licence.

10.8.3. The Contractor will supply any or all New IPR Items in a format suitable for publication under Open Licence ("the Open Licence Publication Material") within 30 days of written request from the Contractor ("Authority Open Licence Request").

10.8.4. The Contractor may within 15 days of a Authority Open Licence Request under Paragraph 10.8.3 request in writing that the Contractor excludes all or part of:

C170935 – SPEAK UP HELPLINE

- (a) the New IPR; or
 - (b) Contractor's Existing IPR or Third Party IPR that would otherwise be included in the Open Licence Publication Material supplied to the Authority pursuant to Paragraph 10.8.3,

from Open Licence publication.
- 10.8.5. Any decision to Approve any such request from the Contractor pursuant to Paragraph 10.8.4 shall be at the Authority's sole discretion, not to be unreasonably withheld, delayed or conditioned.
- 10.8.6. Subject to Clauses 14 (Indemnity and Limitation of Liability) and 15 (Insurance) of Schedule 2, the Authority will not be liable in the event that any Contractor's Existing IPR or Third Party IPR is included in the Open Licence Publication Material published by the Contractor.

10.9. Third Party IPR

- 10.9.1. The Contractor shall not use in the delivery of the Services any Third Party IPR unless Prior written consent of the Authority is granted by the Authority and it has procured that the owner or an authorised licensor of the relevant Third Party IPR has granted a Third Party IPR Licence on the terms set out in Paragraph 10.9.3. If the Contractor cannot obtain for the Authority a licence on the terms set out in Paragraph 10.9.3 in respect of any Third Party IPR the Contractor shall:
- (a) notify the Authority in writing; and
 - (b) use the relevant Third Party IPR only if the Authority has provided authorisation in writing, with reference to the acts authorised and the specific IPR involved.
- 10.9.2. In spite of any other provisions of the Contract and for the avoidance of doubt, award of this Contract by the Authority and the ordering of any Services under it does not constitute an authorisation by the Crown under Sections 55 and 56 of the Patents Act 1977 Section 12 of the Registered Designs Act 1949 or Sections 240 – 243 of the Copyright, Designs and Patents Act 1988.
- 10.9.3. The Third Party IPR Licence granted to the Authority shall be a non-exclusive, perpetual, royalty-free, irrevocable, transferable, worldwide licence to use,

C170935 – SPEAK UP HELPLINE

change and sub-licence any Third Party IPR which is reasonably required by the Authority to enable it or any End User to receive and use the Services and make use of the Services provided by a Replacement Contractor.

10.10. Termination of licences

- 10.10.1. The Contractor's Existing IPR Licence granted pursuant to Paragraph 10.6 and the Third Party IPR Licence granted pursuant to Paragraph 10.9 shall survive the Expiry Date and termination of this Contract.
- 10.10.2. The Contractor shall, if requested by the Authority in accordance with Schedule 12 (Exit Plan and Service Transfer Arrangements) and to the extent reasonably necessary to ensure continuity of service during exit and transition to any Replacement Contractor, grant (or procure the grant) to the Replacement Contractor a licence to use any Contractor's Existing IPR or Third Party IPR on terms equivalent to the Contractor's Existing IPR Licence or Third Party IPR Licence (as applicable) subject to the Replacement Contractor entering into reasonable confidentiality undertakings with the Contractor.
- 10.10.3. Any licence granted to the Contractor pursuant to Paragraph 10.7 (Licence granted by the Authority) shall terminate automatically on the Expiry Date and the Contractor shall:
- (a) immediately cease all use of the Authority's Existing IPR (including the Authority Data within which the Authority's Existing IPR may subsist);
 - (b) at the discretion of the Authority, return or destroy documents and other tangible materials that contain any of the Authority's Existing IPR and the Authority Data, provided that if the Authority has not made an election within six months of the termination of the licence, the Contractor may destroy the documents and other tangible materials that contain any of the Authority's Existing IPR and the Authority Data (as the case may be); and
 - (c) ensure, so far as reasonably practicable, that any Authority's Existing IPR and Authority Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any computer, word processor, voicemail system or any other device of the Contractor containing such Authority's Existing IPR or Authority Data.

ANNEX 1: NEW IPR

C170935 – SPEAK UP HELPLINE

Name of New IPR	Details
New Website & URL/Domain	<p>The successful Service Provider will replace the existing website with a new website and arrange for webhosting services. Having a website is an integral part of the service provided. It will require periodic review and updating to maintain its relevance and accuracy.</p> <p>Under the new contract, DHSC will own the website and any intellectual property rights arising from the provision of the services by the Service Provider (Please refer to contract). The successful Service Provider will work with DHSC to identify an appropriate URL for the new website.</p>

11. AUTHORITY DATA

- 11.1.** The Contractor shall not delete or remove any proprietary notices contained within or relating to the Authority Data.
- 11.2.** The Contractor shall not store, copy, disclose, or use the Authority Data except as necessary for the performance by the Contractor of its obligations under the Contract or as otherwise expressly authorised in writing by the Authority.
- 11.3.** To the extent that Authority Data is held and/or processed by the Contractor, the Contractor shall supply that Authority Data to the Authority as requested by the Authority in the format the Authority specifies.
- 11.4.** Upon receipt or creation by the Contractor of any Authority Data and during any collection, Processing, storage and transmission by the Contractor of any Authority Data, the Contractor shall take all precautions necessary to preserve the integrity of the Authority Data and to prevent any corruption or loss of the Authority Data.
- 11.5.** The Contractor shall perform secure back-ups of all Authority Data. The Contractor shall ensure that such back-ups are available to the Authority at all times upon request.

C170935 – SPEAK UP HELPLINE

-
- 11.6.** The Contractor shall ensure that any system on which the Contractor holds any Authority Data, including back-up data, is a secure system that complies with the Security Policy.
- 11.7.** If the Authority Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the Authority may:
- 11.7.1. require the Contractor (at the Contractor's expense) to restore or procure the restoration of the Authority Data and the Contractor shall do so as soon as practicable; and/or
 - 11.7.2. itself restore or procure the restoration of the Authority Data, and shall be repaid by the Contractor any reasonable expenses incurred in doing so.
- 11.8.** If at any time the Contractor suspects or has reason to believe that Authority Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Contractor shall notify the Authority immediately and inform the Authority of the remedial action the Contractor proposes to take.

12. PROTECTION OF PERSONAL DATA**Status of the Controller**

- 12.1.** The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under this Contract will determine the status of each Party under the Data Protection Legislation. A Party may act as:
- 12.1.1. “Controller” (where the other Party acts as the “Processor”);
 - 12.1.2. “Processor” (where the other Party acts as the “Controller”);
 - 12.1.3. “Joint Controller” (where both Parties are considered to jointly control the same Personal Data);
 - 12.1.4. “Independent Controller” of the Personal Data where the other Party is also “Controller” of the same Personal Data in its own right (but there is no element of joint control);

and the Parties shall set out in Schedule 13 (Processing, Personal Data and Data Subjects) which scenario or scenarios are intended to apply under this Contract.

Where one Party is Controller and the other Party its Processor

C170935 – SPEAK UP HELPLINE

-
- 12.2.** Where a Party is a Processor, the only Processing that it is authorised to do is listed in Schedule 13 (Processing, Personal Data and Data Subjects) by the Controller.
- 12.3.** The Processor shall notify the Controller immediately if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 12.4.** The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any Processing. Such assistance may, at the discretion of the Controller, include:
- 12.4.1. a systematic description of the envisaged Processing operations and the purpose of the Processing;
 - 12.4.2. an assessment of the necessity and proportionality of the Processing operations in relation to the Services;
 - 12.4.3. an assessment of the risks to the rights and freedoms of Data Subjects; and
 - 12.4.4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 12.5.** The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:
- 12.5.1. process that Personal Data only in accordance with Schedule 13 (Processing, Personal Data and Data Subjects), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Authority before Processing the Personal Data unless prohibited by Law;
 - 12.5.2. ensure that it has in place Protective Measures, including in the case of the Controller the measures set out in Clause 11 (Authority Data), which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
 - (a) nature of the data to be protected;
 - (b) harm that might result from a Data Loss Event;
 - (c) state of technological development; and
 - (d) cost of implementing any measures;

C170935 – SPEAK UP HELPLINE

12.5.3. ensure that:

- (a) the Processor Personnel do not process Personal Data except in accordance with this Contract (and in particular Schedule 13 (Processing, Personal Data and Data Subjects));
- (b) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - i. are aware of and comply with the Processor's duties under this Clause 12 (Protection of Personal Data), Clause 10 (Authority Data) and Clause 27 (Confidential Information) of this Schedule 2;
 - ii. are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
 - iii. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Controller or as otherwise permitted by this Contract; and
 - iv. have undergone adequate training in the use, care, protection and handling of Personal Data;
- (c) not transfer Personal Data outside of the EU, other than to the Controller, unless the prior written consent of the Controller has been obtained and the following conditions are fulfilled:
 - i. the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with Article 46 of the GDPR or Section 75 of the DPA 2018) as determined by the Controller;
 - ii. the Data Subject has enforceable rights and effective legal remedies;
 - iii. the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and

C170935 – SPEAK UP HELPLINE

- iv. the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the Processing of the Personal Data; and
 - (d) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
- 12.6.** Subject to Clause 12.7 of this Schedule 2, the Processor shall notify the Controller immediately if it:
 - 12.6.1. receives a Data Subject Request (or purported Data Subject Request);
 - 12.6.2. receives a request to rectify, block or erase any Personal Data;
 - 12.6.3. receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - 12.6.4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
 - 12.6.5. receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
 - 12.6.6. becomes aware of a Data Loss Event.
- 12.7.** The Processor's obligation to notify under Clause 12.6 of this Schedule 2 shall include the provision of further information to the Controller in phases, as details become available.
- 12.8.** Taking into account the nature of the Processing, the Processor shall provide the Controller with reasonable assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 12.6 of this Schedule 2 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:
 - 12.8.1. the Controller with full details and copies of the complaint, communication or request;

C170935 – SPEAK UP HELPLINE

- 12.8.2. such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
 - 12.8.3. the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
 - 12.8.4. assistance as requested by the Controller following any Data Loss Event; and/or
 - 12.8.5. assistance as requested by the Controller with respect to any request from the Information Commissioner's Office, or any consultation by the Controller with the Information Commissioner's Office.
- 12.9.** The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Clause. This requirement does not apply where the Processor employs fewer than 250 staff, unless:
- 12.9.1. the Controller determines that the Processing is not occasional;
 - 12.9.2. the Controller determines the Processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
 - 12.9.3. the Controller determines that the Processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 12.10.** The Processor shall allow for audits of its Processing activity by the Controller or the Controller's designated auditor.
- 12.11.** The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 12.12.** Before allowing any Sub-processor to process any Personal Data related to this Contract, the Processor must:
- 12.12.1. notify the Controller in writing of the intended Sub-processor and Processing;
 - 12.12.2. obtain the written consent of the Controller;

C170935 – SPEAK UP HELPLINE

-
- 12.12.3. enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 12 (Protection of Personal Data) such that they apply to the Sub-processor; and
- 12.12.4. provide the Controller with such information regarding the Sub-processor as the Controller may reasonably require.
- 12.13. The Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 12.14. The Authority may, at any time on not less than 30 Working Days' notice, revise this Clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 12.15. The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Authority may on not less than 30 Working Days' notice to the Contractor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Where the Parties are Joint Controllers of Personal Data

- 12.16. In the event that the Parties are Joint Controllers in respect of Personal Data under this Contract, the Parties shall implement Clauses that are necessary to comply with Article 26 of the GDPR based on the terms set out in Annex 1 to Schedule 13 (Processing, Personal Data and Data Subjects).

Where the Parties are Independent Controllers of Personal Data

- 12.17. With respect to Personal Data provided by one Party to another Party for which each Party acts as Controller but which is not under a Joint Controller arrangement of the Parties, each Party undertakes to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Controller.
- 12.18. Each Party shall process the Personal Data in compliance with its obligations under the Data Protection Legislation and not do anything to cause the other Party to be in breach of it.
- 12.19. Where a Party has provided Personal Data to the other Party in accordance with Clause 12.17 of this Schedule 2, the recipient of the Personal Data will provide all such relevant

C170935 – SPEAK UP HELPLINE

documents and information relating to its data protection policies and procedures as the other Party may reasonably require.

12.20. The Parties shall be responsible for their own compliance with Articles 13 and 14 of the GDPR in respect of the Processing of Personal Data for the purposes of this Contract.

12.21. The Parties shall only provide Personal Data to each other:

12.21.1. to the extent necessary to perform the respective obligations under this Contract;

12.21.2. in compliance with the Data Protection Legislation (including by ensuring all required fair processing information has been given to affected Data Subjects); and

12.21.3. where it has recorded it in Schedule 13 (Processing, Personal Data and Data Subjects).

12.22. Taking into account the state of the art, the costs of implementation and the nature, scope, context and purposes of Processing as well as the risk of varying likelihood and severity for the rights and freedoms of natural persons, each Party shall, with respect to its Processing of Personal Data as independent Controller, implement and maintain appropriate technical and organisational measures to ensure a level of security appropriate to that risk, including, as appropriate, the measures referred to in Article 32(1)(a), (b), (c) and (d) of the GDPR, and the measures shall, at a minimum, comply with the requirements of the Data Protection Legislation, including Article 32 of the GDPR.

12.23. A Party Processing Personal Data for the purposes of this Contract shall maintain a record of its Processing activities in accordance with Article 30 of the GDPR and shall make the record available to the other Party upon reasonable request.

12.24. Where a Party receives a request by any Data Subject to exercise any of their rights under the Data Protection Legislation in relation to the Personal Data provided to it by the other Party pursuant to this Contract ("**the Request Recipient**"):

12.24.1. the other Party shall provide any information and/or assistance as reasonably requested by the Request Recipient to help it respond to the request or correspondence, at the cost of the Request Recipient; or

C170935 – SPEAK UP HELPLINE

-
- 12.24.2. where the request or correspondence is directed to the other Party and/or relates to the other Party's Processing of the Personal Data, the Request Recipient will:
- (a) promptly, and in any event within five (5) Working Days of receipt of the request or correspondence, inform the other Party that it has received the same and shall forward such request or correspondence to the other Party; and
 - (b) provide any information and/or assistance as reasonably requested by the other Party to help it respond to the request.
- 12.25.** Each Party shall promptly notify the other Party upon it becoming aware of any Personal Data Breach relating to Personal Data provided by the other Party pursuant to this Contract and shall:
- 12.25.1. do all such things as reasonably necessary to assist the other Party in mitigating the effects of the Personal Data Breach;
 - 12.25.2. implement any measures necessary to restore the security of any compromised Personal Data;
 - 12.25.3. work with the other Party to make any required notifications to the Information Commissioner's Office and affected Data Subjects in accordance with the Data Protection Legislation (including the timeframes set out therein); and
 - 12.25.4. not do anything which may damage the reputation of the other Party or that Party's relationship with the relevant Data Subjects, save as required by Law.
- 12.26.** Personal Data provided by one Party to the other Party may be used exclusively to exercise rights and obligations under this Contract as specified in Schedule 13 (Processing, Personal Data and Data Subjects).
- 12.27.** Personal Data shall not be retained or processed for longer than is necessary to perform each Party's obligations under this Contract which is specified in Schedule 13 (Processing, Personal Data and Data Subjects).
- 12.28.** Notwithstanding the general application of Clauses 12.2 to 12.15 of this Schedule 2 to Personal Data, where the Contractor is required to exercise its regulatory and/or legal obligations in respect of Personal Data, it shall act as an independent Controller of Personal Data in accordance with Clauses 12.16 to 12.27 of this Schedule 2.

13. RECORDS RETENTION AND RIGHT OF AUDIT

- 13.1.** The Contractor shall in accordance with the GDPR keep secure and maintain until six (6) years after the final payment of all sums due under the Contract, or such longer period as may be agreed between the Parties, full and accurate records of the Services, all expenditure reimbursed by the Authority and all payments made by the Authority including records and accounts which the Authority has a right to audit.
- 13.2.** The Contractor shall grant to the Authority, or its authorised agents, such access to those records as they may reasonably require in order to check the Contractor's compliance with the Contract.
- 13.3.** For the purpose of:
- 13.3.1. the examination and certification of the Authority's accounts; or
 - 13.3.2. any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources
- 13.4.** the Comptroller and Auditor General may examine such documents as he may reasonably require which are owned, held or otherwise within the control of the Contractor and may require the Contractor to provide such oral and/or written explanations as he considers necessary. This Clause does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Contractor under Section 6(3)(d) and (5) of the National Audit Act 1983. The Parties will bear their own costs when an audit is undertaken unless the audit identifies a material Default by the Contractor, in which case the Contractor will repay the Authority's reasonable costs in connection with the audit.

14. INDEMNITY AND LIMITATION OF LIABILITY

- 14.1.** Subject to the limitations of liability set out in this Clause 14 (Indemnity and Limitation of Liability) and without prejudice to any rights and remedies of the Authority, the Contractor shall indemnify the Authority, and keep it indemnified, from and against any and all Losses whatsoever and howsoever to the extent arising directly (but not indirectly or consequentially) out of the act, default, negligence, breach of contract, breach of statutory or statutory duty by the Contractor or any of its employees or agents acting within the course of their employment or any of its Sub-contractors and their employees or agents.

Unlimited liability

C170935 – SPEAK UP HELPLINE

-
- 14.2.** Neither Party excludes or limits liability to the other Party for:
- 14.2.1. death or personal injury caused by its negligence, or that of its employees, agents or Sub-contractors (as applicable);
 - 14.2.2. bribery or Fraud or fraudulent misrepresentation by it or its employees;
 - 14.2.3. breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or; or
 - 14.2.4. any liability to the extent it cannot be limited or excluded by Law.
- 14.3.** The Contractor's liability in respect of the indemnities in Clauses 3.8 (Income Tax and National Insurance Contributions), Clause 8.4 (VAT), Clause 10.7.3 (Intellectual Property), of Schedule 2, Schedule 10 (Staff Transfer) and the Annexes to Schedule 10 (Staff Transfer) shall be unlimited.
- 14.4.** The Authority's liability in respect of the indemnities in Schedule 10 (Staff Transfer) and the Annexes to Schedule 10 (Staff Transfer) shall be unlimited.

Financials and other limits

- 14.5.** Subject to Clauses 14.2, 14.3, 14.4 (Unlimited liability) and Clause 14.7 (Consequential Losses) of this Schedule 2:
- 14.5.1. the Contractor's aggregate liability in respect of loss of or damage to the Authority Premises or other property or assets of the Authority (including technical infrastructure, assets or equipment but excluding any loss or damage to the Authority Data or any other data) that is caused by Defaults of the Contractor occurring in each and any Contract Year shall in no event exceed £10 million;
 - 14.5.2. the Contractor's aggregate liability in respect of:
 - (a) loss or damage to Authority Data; and
 - (b) breach of the Data Protection Legislation;
 - (c) that is caused by Default of the Contractor occurring in each and any Contract Year shall in no event exceed £10 million;

C170935 – SPEAK UP HELPLINE

-
- 14.5.3. in respect of all other Losses, the aggregate liability of each Party to the other under or in connection with this Contract whether arising in contract, tort, negligence, breach of statutory duty or otherwise shall in no event exceed the greater of:
- (a) £5,000,000; or
 - (b) one hundred and twenty five per cent (125%) of the total Contract Price paid or payable by the Authority to the Contractor for the Services.
- 14.6. If the total Contract Price paid or payable by the Authority to the Contractor over the Term:
- 14.6.1. is less than or equal to **£1,000,000** then the figure of **£5,000,000** at Clause 14.5.3 of this Schedule 2 shall be replaced with **£1,000,000**;
 - 14.6.2. is less than or equal to **£3,000,000** but greater than **£1,000,000**, then the figure of **£5,000,000** at Clause 14.5.3 of this Schedule 2 shall be replaced with **£3,000,000**
 - 14.6.3. is equal to, exceeds or will exceed **£10,000,000** then the figure of **£5,000,000** at Clause 14.5.3 of this Schedule 2 shall be replaced with **£10,000,000** and the figure of one hundred and twenty five percent (125%) at Clause 14.5.3 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and fifteen percent (115%).

Consequential loss

- 14.7. Subject always to Clauses 14.2, 14.3, 14.4 (Unlimited liability) and Clause 14.7 of this Schedule 2 neither Party shall be liable to the other Party for:
- 14.7.1. any indirect, special or consequential loss;
 - 14.7.2. loss of profits, turnover, business opportunities or damage to goodwill (in each case whether direct or indirect).
- 14.8. Notwithstanding Clause 14.7 but subject to Clause 14.5 the Contractor acknowledges that the Authority may, amongst other things, recover from the Contractor the following losses incurred by the Authority to the extent that they arise as a result of a Default by the Contractor:

C170935 – SPEAK UP HELPLINE

- 14.8.1. any additional operational and/or administrative costs and expenses incurred by the Authority, including costs relating to time spent by or on behalf of the Authority in dealing with the consequences of the Default;
 - 14.8.2. any wasted expenditure or Contract Price;
 - 14.8.3. the additional costs of procuring Replacement Services for the remainder of the Term, which shall include any incremental costs associated with such Replacement Services above those which would have been payable under the Contract;
 - 14.8.4. any compensation or interest paid to a third party by the Authority; and
 - 14.8.5. any fine, penalty or costs incurred by the Authority pursuant to Law any costs incurred by the Authority in defending any proceedings which result in such fine or penalty.
- 14.9.** Each Party shall use its respective reasonable endeavours to mitigate any loss or damage suffered arising out of or connection with the Contract.
- 14.10.** Where the Contractor is a consortium, for the avoidance of doubt, the organisations comprising the Contractor shall be jointly and severally liable with regard to the performance by the Contractor of any and all of its obligations under the Contract and in respect of any Losses incurred by the Authority under or in connection with this Contract as a result of Defaults by the Contractor.
- 15. INSURANCE**
- 15.1.** The Contractor shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Contractor, arising out of the Contractor's performance of its obligations under the Contract, including death or personal injury, loss of or damage to property or any other loss. Such insurance shall be maintained for the duration of the Term and for a minimum of six (6) years following the expiration or earlier termination of the Contract.
- 15.2.** The Contractor shall hold employer's liability insurance in respect of Contractor Personnel in accordance with any legal requirement from time to time in force.
- 15.3.** Without limitation to any insurance arrangements as required by Law, the Contractor shall put in place and/or maintain the different types and/or levels of indemnity arrangements explicitly required by the Authority, if specified in the Key Provisions.

C170935 – SPEAK UP HELPLINE

-
- 15.4.** The Contractor shall from time to time and in any event within five (5) Working Days of written demand provide documentary evidence to the Authority that insurance arrangements taken out by the Contractor pursuant to this Clause 15 (Insurance) of this Schedule 2 and the Key Provisions are fully maintained and that any premiums on them and/or contributions in respect of them (if any) are fully paid.
- 15.5.** If, for whatever reason, the Contractor fails to give effect to and maintain the insurances required by the provisions of the Contract the Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Contractor.
- 15.6.** The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract. It shall be the responsibility of the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability referred to in Clause 14 (Indemnity and Limitation of Liability) of this Schedule 2.

16. TERMINATION

- 16.1.** In the case of a breach of any of the terms of this Contract by the Contractor that is capable of remedy (including, without limitation any failure to pay any sums due under this Contract), the Authority may, without prejudice to its other rights and remedies under this Contract, issue a Breach Notice and shall allow the Contractor the opportunity to remedy such breach in the first instance via a remedial proposal put forward by the Contractor (“**Remedial Proposal**”) before exercising any right to terminate this Contract. Such Remedial Proposal must be agreed with the Authority (such agreement not to be unreasonably withheld or delayed) and must be implemented by the Contractor in accordance with the timescales referred to in the agreed Remedial Proposal. Once agreed, any changes to a Remedial Proposal must be approved by the Parties in writing. Any failure by the Contractor to:
- 16.1.1. put forward and agree a Remedial Proposal with the Authority in relation to the relevant Default or breach within a period of ten (10) Working Days (or such other period as the Authority may agree in writing) from the deemed date of receipt of the Breach Notice;
 - 16.1.2. comply with such Remedial Proposal (including, without limitation, as to its timescales for implementation, which shall be ten (10) days unless otherwise agreed between the Parties); and/or

C170935 – SPEAK UP HELPLINE

16.1.3. remedy the Default or breach notwithstanding the implementation of such Remedial Proposal in accordance with the agreed timescales for implementation,

shall be deemed, for the purposes of Clause 16.2.1(b) (Termination) of this Schedule 2, a material breach of this Contract by the Contractor not remedied in accordance with an agreed Remedial Proposal.

16.2. The Authority may terminate the Contract, or terminate the provision of any part of the Services, with immediate effect by serving a Termination Notice to the Contractor:

16.2.1. if the Contractor commits a material breach of any of the terms of this Contract which is:

(a) not capable of remedy; or

(b) in the case of a breach capable of remedy, which is not remedied in accordance with a Remedial Proposal; or

16.2.2. if the Contractor has been served with a valid Breach Notice having already been served with at least two (2) previous valid Breach Notices within the last twelve (12) Month rolling period as a result of any previous material breaches of this Contract which are capable of remedy (whether or not the Contractor has remedied the breach in accordance with a Remedial Proposal). The twelve (12) Months rolling period is the twelve (12) Months immediately preceding the date of the third Breach Notice.

16.2.3. if the Contractor does not commence delivery of the Services by the Services Commencement Date;

16.2.4. if the Contractor, or any third party guaranteeing the obligations of the Contractor under this Contract, ceases or threatens to cease carrying on its business; suspends making payments on any of its debts or announces an intention to do so; is, or is deemed for the purposes of any Law to be, unable to pay its debts as they fall due or insolvent; enters into or proposes any composition, assignment or arrangement with its creditors generally; takes any step or suffers any step to be taken in relation to its winding-up, dissolution, administration (whether out of court or otherwise) or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) otherwise than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation; has a liquidator, trustee in bankruptcy, judicial custodian,

C170935 – SPEAK UP HELPLINE

compulsory manager, receiver, administrative receiver, administrator or similar officer appointed (in each case, whether out of court or otherwise) in respect of it or any of its assets; has any security over any of its assets enforced; or any analogous procedure or step is taken in any jurisdiction;

- 16.2.5. if the Contractor purports to assign, Sub-contract, novate, create a trust in or otherwise transfer or dispose of this Contract in breach of Clause 25 (Assignment, Novation and Sub-contracting) of this Schedule 2;
- 16.2.6. if the Contractor undergoes a change of control within the meaning of sections 450 and 451 of the Corporation Tax Act 2010 (other than for an intra-group change of control) without the prior written consent of the Authority and the Authority shall be entitled to withhold such consent if, in the reasonable opinion of the Authority, the proposed change of control will have a material impact on the performance of this Contract or the reputation of the Authority; or
- 16.2.7. Clause 3.6 (Contractor Personnel), Clause 10.10.3 (Intellectual Property Rights), Clause 20.5 (Conflict of Interest), Clause 22.7 (Force Majeure), Clause 27.10 (Confidential Information), Clause 31.2 (Official Secrets Acts and Finance Act), Clause 32.4 (Disruption) and Clause 33.5 (Complaints), of this Schedule 2;
- 16.2.8. where the warranty given by the Contractor pursuant to Clause 9 (Warranties) of this Schedule 2 is materially untrue;
- 16.2.9. where
- (a) the warranty given by the Contractor pursuant to Clause 9.2 of this Schedule 2 is materially untrue; or
 - (b) the Contractor commits a material breach of its obligation to notify the Authority of any Occasion of Tax Non-Compliance as required by Clause 9.2.1 of this Schedule 2; or
 - (c) the Contractor fails to provide details of proposed mitigating factors required by Clause 9.2.2 of this Schedule 2 which in the reasonable opinion of the Authority, are acceptable; or
- 16.2.10. on the occurrence of any of the statutory provisions contained in Regulation 73(1)(a) to (c) of the Regulations; or

C170935 – SPEAK UP HELPLINE

-
- 16.2.11. if the Contractor commits a breach of the Anti-slavery Policy or the Authority's Anti-slavery Policy.
- 16.3.** If the Authority, acting reasonably, has good cause to believe that there has been a material deterioration in the financial circumstances of the Contractor and/or any third party guaranteeing the obligations of the Contractor under this Contract and/or any material Sub-contractor of the Contractor when compared to any information provided to and/or assessed by the Authority as part of any procurement process or other due diligence leading to the award of this Contract to the Contractor or the entering into a Sub-contract by the Contractor, the following process shall apply:
- 16.3.1. the Authority may (but shall not be obliged to) give notice to the Contractor requesting adequate financial or other security and/or assurances for due performance of its material obligations under this Contract on such reasonable and proportionate terms as the Authority may require within a reasonable time period as specified in such notice; and
- 16.3.2. a failure or refusal by the Contractor to provide the financial or other security and/or assurances requested in accordance with Clause 16.3 of this Schedule 2 in accordance with any reasonable timescales specified in any such notice issued by the Authority shall be deemed a breach of this Contract by the Contractor and shall be referred to and resolved in accordance with the Dispute Resolution Procedure.
- 16.4.** Notwithstanding any other provision in the Contract, the Authority shall be entitled to terminate this Contract with immediate notice should any information supplied by the Contractor, contained in this Contract or obtained by the Authority (including but not limited to financial or other due diligence information provided by the Contractor or obtained by the Authority) be inaccurate, misleading and/or otherwise give rise to reasonable suspicion by the Authority of fraud.
- 16.5.** The Contractor may, by issuing a Termination Notice to the Authority, terminate this Contract if the Authority fails to pay an undisputed sum due to the Contractor under this Contract [REDACTED] and such amount remains outstanding 40 Working Days after the receipt by the Authority of a notice of non-payment from the Contractor, save that such right of termination shall not apply where the failure to pay is due to the Authority exercising its rights under Clause 8.8 (Recovery of Sums Due) of this Schedule 2.

17. CONSEQUENCES OF EXPIRY OR EARLY TERMINATION OF THE CONTRACT

17.1. Where the Authority terminates the Contract under Clause 16 (Termination) of this Schedule 2 and then makes other arrangements for the supply of Services, the Authority may recover from the Contractor the cost reasonably incurred of making those other arrangements and any additional expenditure incurred by the Authority throughout the remainder of the Term. The Authority shall take all reasonable steps to mitigate such additional expenditure. Where the Contract is terminated under Clause 16 (Termination) of this Schedule 2 no further payments shall be made by the Authority to the Contractor (for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the Authority), until the Authority has established the final cost of arranging an alternative supplier of the Services.

17.2. Save as otherwise expressly provided in the Contract:

17.2.1. termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and

17.2.2. termination of the Contract shall not affect the continuing rights, remedies or obligations of the Authority or the Contractor under Clause 8 (Price and Payment), Clause 10 (Intellectual Property), Clause 12 (Protection of Personal Data), Clause 13 (Records Retention and Right of Audit), Clause 14 (Indemnity and Limitation of Liability), Clause 15 (Insurance), Clause 17 (Consequences of Expiry or Early Termination of the Contract), Clause 18 (Recovery upon Expiry or Early Termination of the Contract), Clause 26 (Prevention of Fraud and Bribery), Clause 27 (Confidential Information), Clause 28 (Freedom of Information Act), Clause 31 (Official Secrets Acts and Finance Act), Clauses 37.2 to 37.4 (Waiver), Clause 37.5 (Cumulative Remedies) and Clauses 37.10 to 37.11 (Law and Jurisdiction) of Schedule 2.

18. RECOVERY UPON EXPIRY OR EARLIER TERMINATION OF THE CONTRACT

18.1. Upon expiry or earlier termination (for any reason) of this Contract, the Contractor shall at the request of the Authority and at the Contractor's cost:

18.1.1. immediately return to the Authority all Confidential Information, Personal Data, Authority Existing IPR and any New IPR in its possession or in the possession or under the control of any permitted suppliers or Sub-contractors, which was obtained or produced in the course of providing the Services (but excluding

C170935 – SPEAK UP HELPLINE

- copies of such Confidential Information, Personal Data or other information that the Contractor is required to retain pursuant to the Law or for regulatory purposes);
- 18.1.2. except where the retention of Personal Data is required by Law or regulatory purposes, promptly destroy all copies of the Personal Data and provide written confirmation to the Authority that the data has been destroyed;
 - 18.1.3. immediately deliver to the Authority all Property (including materials, documents, information and access keys) provided to the Contractor under Clause 5 (Use of Authority Equipment) of this Schedule 2. Such property shall be handed back in good working order (allowance shall be made for reasonable wear and tear);
 - 18.1.4. vacate and procure that the Contractor Personnel vacate any premises of the Authority occupied for the purposes of providing the Services;
 - 18.1.5. return to the Authority any sums prepaid in respect of the Services not provided by the date of expiry or termination (howsoever arising);
 - 18.1.6. comply with its obligations under any agreed Exit Plan; and
 - 18.1.7. promptly provide all information concerning the provision of the Services which may reasonably be requested by the Authority for the purposes of adequately understanding the manner in which the Services have been provided or for the purpose of allowing the Authority or any Replacement Contractor to conduct due diligence.
- 18.2.** If the Contractor fails to comply with Clause 18.1.1 and 18.1.2 of this Schedule 2, the Authority may recover possession of the items mentioned in those Clauses. The Contractor shall grant, and shall procure that any Sub-contractor shall grant, a licence to the Authority for its appointed agents to enter (for the purposes of such recovery) any premises of the Contractor or its Sub-contractors where any such items may be held.

19. DISPUTE RESOLUTION

- 19.1.** The Authority and the Contractor shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Contract within twenty (20) Working Days of either notifying the other Party of the dispute and such efforts shall involve the escalation of the dispute to senior management of each Party.

C170935 – SPEAK UP HELPLINE

-
- 19.2.** Nothing in this dispute resolution procedure shall prevent the Authority or the Contractor from seeking from any court of competent jurisdiction an interim order restraining the other Party from doing any act or compelling the other Party to do any act.
- 19.3.** If the dispute cannot be resolved by the Authority and the Contractor pursuant to Clause 19.1 of this Schedule 2, the Authority and the Contractor shall refer it to mediation pursuant to the procedure set out in Clause 19.5 of this Schedule 2 unless:
- 19.3.1. the Authority considers that the dispute is not suitable for resolution by mediation; or
- 19.3.2. the Contractor does not agree to mediation.
- 19.4.** The obligations of the Authority and the Contractor under the Contract shall not be suspended, cease or be delayed by the reference of a dispute to mediation and the Contractor and the Contractor Personnel shall comply fully with the requirements of the Contract at all times.
- 19.5.** The procedure for mediation is as follows:
- 19.5.1. a neutral adviser or mediator (the “**Contract Mediator**”) shall be chosen by agreement between the Authority and the Contractor or, if they are unable to agree upon a Contract Mediator within ten (10) Working Days after a request by one Party to the other or if the Contract Mediator agreed upon is unable or unwilling to act, either Party shall within ten (10) Working Days from the date of the proposal to appoint a Contract Mediator or within ten (10) Working Days of notice to either Party that he is unable or unwilling to act, apply to the CEDR to appoint a Contract Mediator;
- 19.5.2. the Authority and the Contractor shall within ten (10) Working Days of the appointment of the Contract Mediator meet with him in order to agree a programme for the exchange of all relevant information and the structure to be adopted for negotiations to be held. If considered appropriate, the Authority and the Contractor may at any stage seek assistance from the CEDR to provide guidance on a suitable procedure;
- 19.5.3. unless otherwise agreed, all negotiations connected with the dispute and any settlement agreement relating to it shall be conducted in confidence and without prejudice to the rights of the Parties in any future proceedings;

C170935 – SPEAK UP HELPLINE

-
- 19.5.4. if the Parties reach agreement on the resolution of the dispute, the agreement shall be reduced to writing and shall be binding on the Parties once it is signed by their duly authorised representatives;
- 19.5.5. failing agreement, either of the Parties may invite the Contract Mediator to provide a non-binding but informative opinion in writing. Such an opinion shall be provided on a without prejudice basis and shall not be used in evidence in any proceedings relating to the Contract without the prior written consent of both Parties; and
- 19.5.6. if the Parties fail to reach agreement in the structured negotiations within sixty (60) Working Days of the Contract Mediator being appointed, or such longer period as may be agreed by the Parties, then any dispute or difference between them may be referred to the courts.

20. CONFLICT OF INTEREST

- 20.1.** The Contractor recognises that the Authority is subject to PPN 01/19: Applying Exclusions in Public Procurement, Managing Conflicts of Interest and Whistleblowing: (<https://www.gov.uk/government/publications/procurement-policy-note-0119-applying-exclusions-in-public-procurement-managing-conflicts-of-interest-and-whistleblowing>). The Contractor shall comply with the provision of this Clause 20 (Conflict of Interest) in order to assist the Authority with its compliance with its obligations under that PPN.
- 20.2.** The Contractor shall take appropriate steps to ensure that neither the Contractor nor the Contractor Personnel are placed in a position where (in the reasonable opinion of the Authority) there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interest of the Contractor or the Contractor Personnel and the duties owed to the Authority and other Contracting Authorities under the provisions of the Contract.
- 20.3.** The Contractor shall promptly notify and provide full particulars to the Authority or the relevant other Contracting Authority if such conflict arises or may reasonably be foreseen as arising.
- 20.4.** Without prejudice to the foregoing, the Contractor shall not knowingly act at any time during the Term of the Contract in any capacity for any person, firm or company in circumstances where a conflict of interest between such person, firm or company and the Authority shall thereby exist in relation to the Services. The Contractor shall immediately report to the Authority Representative any matters which involve or could potentially involve a conflict of interest as referred to in this Clause 20 (Conflict of Interest).

C170935 – SPEAK UP HELPLINE

20.5. The Authority reserves the right to terminate the Contract with immediate effect by giving written notice to the Contractor and/or take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor and the duties owed to the Authority under the provisions of the Contract. The action of the Authority pursuant to this Clause 20 (Conflict of Interest) shall not prejudice or affect any right of action or remedy which shall have accrued or shall thereafter accrue to the Authority.

21. CHANGE MANAGEMENT

21.1. The Contractor acknowledges to the Authority that the Authority's requirements for the Services may change during the Term and the Contractor shall not unreasonably withhold or delay its consent to any reasonable Variation or addition to the Specification and Tender, as may be requested by the Authority from time to time.

21.2. Any change to the Services or other Variation to this Contract shall only be binding once it has been agreed either:

21.2.1. in accordance with the Change Control Process if the Key Provisions specify that changes are subject to a formal change control process; or

21.2.2. if the Key Provisions make no such reference, in writing and signed by an authorised representative of both Parties.

Change in Law

21.3. The Contractor shall neither be relieved of its obligations to supply the Services in accordance with the terms and conditions of this Contract nor be entitled to an increase in the Contract Price as the result of:

21.3.1. a General Change in Law; or

21.3.2. a Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Commencement Date.

21.4. If a Specific Change in Law occurs or will occur during the Term (other than as referred to in Clause 21.3.2 of this Schedule 2), the Contractor shall:

21.4.1. notify the Authority as soon as reasonably practicable of the likely effects of that change, including:

C170935 – SPEAK UP HELPLINE

- (a) whether any Variation is required to the Services, the Contract Price or this Contract; and
 - (b) whether any relief from compliance with the Contractor's obligations is required; and
- 21.4.2. provide the Authority with evidence:
 - (a) that the Contractor has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-contractors;
 - (b) as to how the Specific Change in Law has affected the cost of providing the Services; and
 - (c) demonstrating that any expenditure that has been avoided has been taken into account in amending the Contract Price.
- 21.5.** Any Variation in the Contract Price or relief from the Contractor's obligations resulting from a Specific Change in Law (other than as referred to in Clause 21.3.2 of this Schedule 2) shall be implemented in accordance with the Clause 21.2 of this Schedule 2.

22. FORCE MAJEURE

- 22.1.** Subject to the remaining provisions of this Clause 22 (Force Majeure) (and, in relation to the Contractor, subject to its compliance with its obligations in Clause 19 (Business Continuity and Disaster Recovery) of Schedule 1 and Schedule 14 (Business Continuity and Disaster Recovery Plan), if applicable), a Party may claim relief under this Clause 22 (Force Majeure) from liability for failure to meet its obligations under this Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Contractor in performing its obligations under this Contract which results from a failure or delay by an agent, Sub-contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Contractor.
- 22.2.** The Affected Party shall as soon as reasonably practicable issue a Force Majeure Notice, which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect.
- 22.3.** If the Contractor is the Affected Party, it shall not be entitled to claim relief under this Clause 22 (Force Majeure) to the extent that consequences of the relevant Force Majeure Event:

C170935 – SPEAK UP HELPLINE

-
- 22.3.1. are capable of being mitigated, but the Contractor has failed to do so;
- 22.3.2. should have been foreseen and prevented or avoided by a prudent provider of services similar to the Services, operating to the standards required by this Contract; or
- 22.3.3. are the result of the Contractor's failure to comply with its BCDR Plan (except to the extent that such failure is also due to a Force Majeure Event that affects the execution of the BCDR Plan).
- 22.4.** Subject to Clause 22.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an appropriate timetable in which those steps should be taken, to enable continued provision of the Services affected by the Force Majeure Event.
- 22.5.** The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Contractor is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.
- 22.6.** Where, as a result of a Force Majeure Event:
- 22.6.1. an Affected Party fails to perform its obligations in accordance with this Contract, then during the continuance of the Force Majeure Event:
- (a) the other Party shall not be entitled to exercise any rights to terminate this Contract in whole or in part as a result of such failure other than pursuant to Clause 22.7; and
 - (b) neither Party shall be liable for any Default arising as a result of such failure;
- 22.6.2. the Contractor fails to perform its obligations in accordance with this Contract:
- (a) the Authority shall not be entitled during the continuance of the Force Majeure Event to exercise its rights under Clause 15 (Authority Step-In Rights) of Schedule 1 (if applicable) as a result of such failure; and
 - (b) the Contractor shall be entitled to receive payment of the Contract Price (or a proportional payment of them) only to the extent that the Services (or part

C170935 – SPEAK UP HELPLINE

of the Services) continue to be performed in accordance with the terms of this Contract during the occurrence of the Force Majeure Event.

- 22.7.** Either Party may terminate this Contract by issuing a Termination Notice to the other Party if a Force Majeure Event endures for a continuous period of ninety (90) days and this Contract shall terminate on the date specified in the Termination Notice.
- 22.8.** The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Contract.
- 22.9.** Relief from liability for the Affected Party under this Clause 22 (Force Majeure) shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under this Contract and shall not be dependent on the serving of notice under Clause 22.8.

23. EQUALITY AND DIVERSITY**23.1.** The Contractor shall:

- 23.1.1. ensure that (a) it does not, whether as employer or as supplier of the Services, engage in any act or omission that would contravene the Equality Legislation, and (b) it complies with all its obligations as an employer or supplier of the Services as set out in the Equality Legislation and take reasonable endeavours to ensure the Contractor Personnel do not unlawfully discriminate within the meaning of the Equality Legislation;
- 23.1.2. in the management of its affairs and the development of its equality and diversity policies, cooperate with the Authority in light of the Authority's obligations to comply with its statutory equality duties whether under the Equality Act 2010 or otherwise. The Contractor shall take such reasonable and proportionate steps as the Authority considers appropriate to promote equality and diversity, including race equality, equality of opportunity for disabled people, gender equality, and equality relating to religion and belief, sexual orientation and age; and
- 23.1.3. impose on all its Sub-contractors and suppliers, obligations substantially similar to those imposed on the Contractor by this Clause 23 (Equality and Diversity).
- 23.1.4. The Contractor shall meet reasonable requests by the Authority for information evidencing the Contractor's compliance with the provisions of this Clause 23 (Equality and Diversity).

24. NOTICE

24.1. Any notice required to be given by either Party under this Contract shall be in writing quoting the date of the Contract and shall be delivered by hand or sent by prepaid first class recorded delivery or by email to the person referred to in the Order Form or such other person as one Party may inform the other Party in writing from time to time.

24.2. A notice shall be treated as having been received:

24.2.1. if delivered by hand within normal business hours when so delivered or, if delivered by hand outside normal business hours, at the next start of normal business hours; or

24.2.2. if sent by first class recorded delivery mail on a normal Working Day, at 9.00 am on the second Working Day subsequent to the day of posting, or, if the notice was not posted on a Working Day, at 9.00 am on the third Working Day subsequent to the day of posting; or

24.2.3. if sent by email, if sent within normal business hours when so sent or, if sent outside normal business hours, at the next start of normal business hours provided the sender has either received an electronic confirmation of delivery or has telephoned the recipient to inform the recipient that the email has been sent.

25. ASSIGNMENT, NOVATION AND SUB-CONTRACTING

25.1. The Contractor shall not assign, novate, sub-contract or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under the Contract or any part of it without the prior written consent of the Authority.

25.2. The Authority may assign, novate or otherwise dispose of any or all of its rights, liabilities and obligations under the Contract or any part thereof to:

25.2.1. any other body established by the Crown; or

25.2.2. under statute in order substantially to perform any of the functions that had previously been performed by the Authority; or

25.2.3. any private sector body which substantially performs the functions of the Authority,

C170935 – SPEAK UP HELPLINE

and the Contractor shall, at the Authority's request, enter into a novation agreement in such form as the Authority shall reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause 25 (Assignment, Novation and Sub-contracting).

- 25.3.** A change in the legal status of the Authority shall not, subject to Clause 25.2 of this Schedule 2 affect the validity of the Contract and the Contract shall be binding on any successor body to the Authority.
- 25.4.** If the Authority assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under the Contract to a private sector body in accordance with Clause 25.2 of this Schedule 2 (the “**Transferee**” in the rest of this Clause) the right of termination of the Authority in Clause 16.2.4 (Termination) of this Schedule 2 shall be available to the Contractor in the event of insolvency of the Transferee (as if the references to Contractor in Clause 16.2.4 (Termination) of this Schedule 2 were references to the Transferee).
- 25.5.** The Contractor shall exercise due skill and care in the selection of any Sub-contractors to ensure that the Contractor is able to:
- 25.5.1. manage any Sub-contractors in accordance with Good Industry Practice;
 - 25.5.2. comply with its obligations under the Contract in the provision of the Services; and
 - 25.5.3. assign, novate or otherwise transfer to the Authority or any Replacement Contractor any of its rights and/or obligations under each Sub-contract that relates exclusively to the Contract.
- 25.6.** Prior to sub-contracting any of its obligations under the Contract, the Contractor shall notify the Authority and provide the Authority with:
- 25.6.1. the proposed Sub-contractor's name, registered office and company registration number; and
 - 25.6.2. the scope of any Services to be provided by the proposed Sub-contractor.
- 25.7.** If requested by the Authority within ten (10) Working Days of receipt of the Contractor's notice issued pursuant to Clause 25.6 of this Schedule 2, the Contractor shall also provide:
- 25.7.1. a copy of the proposed Sub-contract; and
 - 25.7.2. any further information reasonably requested by the Authority.

C170935 – SPEAK UP HELPLINE

25.8. The Authority may, within ten (10) Working Days of receipt of the Contractor's notice issued pursuant to Clause 25.6 of this Schedule 2 (or, if later, receipt of any further information requested pursuant to Clause 25.7 of this Schedule 2), object to the appointment of the relevant Sub-contractor if they consider that:

- 25.8.1. the appointment of a proposed Sub-contractor may prejudice the provision of the Services or may be contrary to the interests respectively of the Authority under the Contract;
- 25.8.2. the proposed Sub-contractor is unreliable and/or has not provided reliable goods and or reasonable services to its other customers;
- 25.8.3. the proposed Sub-contractor employs unfit persons; and/or
- 25.8.4. the proposed Sub-contractor should be excluded in accordance with Clause 25.14 of this Schedule 2,

in which case, the Contractor shall not proceed with the proposed appointment.

25.9. If the Authority has not notified the Contractor that it objects to the proposed Sub-contractor's appointment by the later of ten (10) Working Days of receipt of:

- 25.9.1. the Contractor's notice issued pursuant to Clause 25.6 of this Schedule 2; and
- 25.9.2. any further information requested by the Authority pursuant to Clause 25.7 of this Schedule 2,

the Contractor may proceed with the proposed appointment.

25.10. The Contractor shall ensure that all Sub-contracts (which in this sub-clause includes any contract in the Contractor's supply chain made wholly or substantially for the purpose of performing or contributing to the performance of the whole or any part of this Contract) contain provisions:

- 25.10.1. requiring the Contractor or other party receiving goods or services under the contract to consider and verify invoices under that contract in a timely fashion;
- 25.10.2. that if the Contractor or other party fails to consider and verify an invoice in accordance with Clause 25.10.1 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purpose of Clause 25.10.3 of this Schedule 2 after a reasonable time has passed;

C170935 – SPEAK UP HELPLINE

-
- 25.10.3. requiring the Contractor or other party to pay any undisputed sums which are due from it to the Sub-contractor within a specified period not exceeding thirty (30) days of verifying that the invoice is valid and undisputed; and
- 25.10.4. giving the Authority a right to publish the Contractor's compliance with its obligation to pay undisputed invoices within the specified payment period; and
- 25.10.5. requiring the Sub-contractor to include a clause to the same effect as this Clause 25.10 in any contracts it enters into wholly or substantially for the purpose of performing or contributing to the performance of the whole or any part of this Contract.
- 25.11.** The Contractor shall pay any undisputed sums which are due from it to a Sub-contractor within thirty (30) days of verifying that the invoice is valid and undisputed.
- 25.12.** Notwithstanding any provision of Clause 27 (Confidential Information) of this Schedule 2 and Clause 36 (Publicity) of this Schedule 2, if the Contractor notifies the Authority that the Contractor has failed to pay an undisputed Sub-contractor's invoice within thirty (30) days of receipt, or, where Clauses 17.8 to 17.12 (Supply Chain Visibility) of Schedule 1 (Key Provisions) apply, that it has failed to pay 95% or above of its Sub-Contractors or Unconnected Sub-contractors within 60 days after the day on which the Contractor receives an invoice or otherwise has notice of an amount for payment, or the Authority otherwise discovers the same, the Authority shall be entitled to publish the details of the late or non-payment (including on government websites and in the press).
- 25.13.** Notwithstanding the Contractor's right to sub-contract pursuant to this Clause 25 (Assignment, Novation and Sub-contracting), the Contractor shall remain responsible for all acts and omissions of its Sub-contractors and the acts and omissions of those employed or engaged by the Sub-contractors as if they were its own.
- 25.14.** The Authority may require the Contractor to terminate a Sub-contract where:
- 25.14.1. the acts or omissions of the relevant Sub-contractor have caused or materially contributed to the Authority's right of termination pursuant to Clause 16 (Termination) of this Schedule 2;
- 25.14.2. the relevant Sub-contractor or any of its Affiliates have embarrassed the Authority or otherwise brought the Authority into disrepute by engaging in any act or omission which is reasonably likely to diminish the trust that the public places in the Authority, regardless of whether or not such act or omission is

C170935 – SPEAK UP HELPLINE

related to the Sub-contractor's obligations in relation to the Services or otherwise;

25.14.3. the relevant Sub-contractor has failed to comply in the performance of its Sub-contract with legal obligations in the fields of environmental, social or labour law; and/or

25.14.4. the Authority has found grounds for exclusion of the Sub-contractor in accordance with Clause 25.15.

25.15. Where the Authority considers whether there are grounds for exclusion of a Sub-contractor under Regulation 57 of the Regulations, then:

25.15.1. if the Authority finds there are compulsory grounds for exclusion, the Contractor shall replace or shall not appoint the Sub-contractor;

25.15.2. if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Contractor to replace or not appoint the Sub-contractor and the Contractor shall comply with such a requirement.

26. PREVENTION OF FRAUD AND BRIBERY

26.1. The Contractor warrants and represents to the Authority that neither it, nor to the best of its knowledge any Contractor Personnel, have at any time prior to the Commencement Date:

26.1.1. committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; and/or

26.1.2. been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.

26.2. The Contractor shall not during the Term:

26.2.1. commit a Prohibited Act; and/or

26.2.2. do or suffer anything to be done which would cause the Authority or any of the Authority's employees, consultants, contractors, Sub-contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.

C170935 – SPEAK UP HELPLINE

26.3. The Contractor shall during the Term:

- 26.3.1. establish, maintain and enforce, and require that its Sub-contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;
- 26.3.2. keep appropriate records of its compliance with its obligations under Clause 26.3.1 (Prevention of Fraud and Bribery) of this Schedule 2 and make such records available to the Authority on request;
- 26.3.3. if so required by the Authority, within twenty (20) Working Days of the Commencement Date, and annually thereafter, certify in writing to the Authority, the compliance with this Clause of all persons associated with the Contractor or its Sub-contractors who are responsible for supplying the Services in connection with the Contract. The Contractor shall provide such supporting evidence as the Authority may reasonably request; and
- 26.3.4. have, maintain and, where appropriate, enforce an anti-bribery policy (which shall be disclosed to the Authority on request) to prevent it and any Contractor Personnel or any person acting on the Contractor's behalf from committing a Prohibited Act.

26.4. The Contractor shall immediately notify the Authority in writing if it becomes aware of any breach of Clause 26.1 (Prevention of Fraud and Bribery) of this Schedule 2, or has reason to believe that it has or any of the Contractor Personnel has:

- 26.4.1. been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
- 26.4.2. been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- 26.4.3. received a request or demand for any undue financial or other advantage of any kind in connection with the performance of the Contract or otherwise suspects that any person or party directly or indirectly connected with the Contract has committed or attempted to commit a Prohibited Act.

C170935 – SPEAK UP HELPLINE

-
- 26.5.** If the Contractor makes a notification to the Authority pursuant to Clause 26.4 (Prevention of Fraud and Bribery) of this Schedule 2, the Contractor shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with Clause 13 (Records Retention and Right of Audit) of this Schedule 2.
- 26.6.** If the Contractor breaches Clause 26.1 (Prevention of Fraud and Bribery) of this Schedule 2, the Authority may by notice:
- 26.6.1. require the Contractor to remove from the performance of the Contract any Contractor Personnel whose acts or omissions have caused the Contractor's breach; or
 - 26.6.2. immediately terminate the Contract pursuant to Clause 16.2.1(a) (Termination) of this Schedule 2.
- 26.7.** Any notice served by the Authority under Clause 26.6 of this Schedule 2 shall specify the nature of the Prohibited Act, the identity of the party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which the Contract shall terminate).

27. CONFIDENTIAL INFORMATION

- 27.1.** For the purposes of this Clause 27 (Confidential Information), the term:
- 27.1.1. **"Disclosing Party"** shall mean a Party which discloses or makes available directly or indirectly its Confidential Information; and
 - 27.1.2. **"Recipient"** shall mean the Party which receives or obtains directly Confidential Information.
- 27.2.** Except to the extent set out in this Clause 27 (Confidential Information) or where disclosure is expressly permitted elsewhere in the Contract, the Recipient shall:
- 27.2.1. treat the Disclosing Party's Confidential Information as confidential and safeguard it accordingly (which is appropriate depending on the form in which such materials are stored and the nature of the Confidential Information contained in those materials);
 - 27.2.2. not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in the Contract or without the Disclosing Party's prior written consent;

C170935 – SPEAK UP HELPLINE

-
- 27.2.3. not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under the Contract; and
- 27.2.4. immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.
- 27.3.** Clause 27.1 of this Schedule 2 shall not apply to the extent that:
- 27.3.1. Law requires such disclosure by the Party making the disclosure, including any requirements for disclosure under FOIA, the Regulations or the Environmental Information Regulations;
- 27.3.2. such information is required in relation to the examination and certification of the Authority's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority is making use of its resources;
- 27.3.3. the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office;
- 27.3.4. such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or
- 27.3.5. it is independently developed without access to the other Party's Confidential Information.
- 27.4.** If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall, as soon as reasonably practicable and to the extent permitted by Law, notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or Regulatory Body requiring such disclosure and the Confidential Information to which such disclosure would apply.
- 27.5.** The Contractor may only disclose the Confidential Information of the Authority to the Contractor Personnel directly involved in the provision of the Services and who need to know the information, and shall ensure that such Contractor Personnel are aware of and shall comply with these obligations as to confidentiality.

C170935 – SPEAK UP HELPLINE

-
- 27.6.** The Contractor shall not, and shall procure that the Contractor Personnel do not, use any of the Confidential Information of the Authority received otherwise than for the purposes of the Contract and the provision of the Services.
- 27.7.** At the written request of the Authority, the Contractor shall procure that Contractor Personnel identified in the Authority's request shall sign a confidentiality undertaking (in a form acceptable to the Authority) prior to commencing any work in accordance with the Contract.
- 27.8.** The Authority may disclose the Confidential Information of the Contractor:
- 27.8.1. on a confidential basis to any Central Government Body for any proper purpose of the Authority or of the relevant Central Government Body;
 - 27.8.2. to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - 27.8.3. to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions;
 - 27.8.4. on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 27.8.1 of this Schedule 2 including any benchmarking organisation for any purpose relating to or connected with the Contract;
 - 27.8.5. on a confidential basis for the purpose of the exercise of its rights under the Contract; or
 - 27.8.6. on a confidential basis to a proposed successor body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under the Contract,

and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Clause 27 (Confidential Information).

- 27.9.** Nothing in this Clause 27 (Confidential Information) shall prevent either Party from using any techniques, ideas or Know-How gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of

C170935 – SPEAK UP HELPLINE

the other Party's Confidential Information or an infringement of Intellectual Property Rights.

27.10. Failure by the Contractor to comply with any of its obligations under this Clause 27 (Confidential Information) shall be an irremediable material breach of this Contract and the Authority shall be entitled to terminate the Contract pursuant to Clause 16.2.1(a) (Termination) of this Schedule 2.

28. FREEDOM OF INFORMATION ACT

28.1. The Contractor acknowledges that the Authority is subject to the requirements of the FOIA and the Environmental Information Regulations and shall:

28.1.1. provide all necessary assistance and cooperation as reasonably requested by the Authority, at the Contractor's expense, to enable the Authority to comply with its obligations under the FOIA and the Environmental Information Regulations;

28.1.2. transfer to the Authority all requests for information that it receives under the FOIA and the Environmental Information Regulations ("**Requests for Information**") relating to the Contract that it receives as soon as practicable and in any event within two (2) Working Days of receipt;

28.1.3. provide the Authority with a copy of all Information belonging to the Authority requested in the Request for Information which is in the Contractor's possession or control in the form that the Authority requires within five (5) Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and

28.1.4. not respond directly to a Request for Information unless authorised in writing to do so by the Authority.

28.2. The Contractor acknowledges that the Authority may be required under the FOIA and the Environmental Information Regulations to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Contractor. The Authority shall take reasonable steps to notify the Contractor of a Request For Information (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Contract) the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information

C170935 – SPEAK UP HELPLINE

is exempt from disclosure in accordance with the FOIA and/or the Environmental Information Regulations.

- 28.3.** The Contractor shall ensure that all Information is retained for disclosure in accordance with Clause 13 (Records Retention and Right of Audit) of this Schedule 2 and shall permit the Authority to inspect such records as the Authority requests from time to time.
- 28.4.** The Contractor acknowledges that the Commercially Sensitive Information is of indicative value only and that such information may be disclosed pursuant to Clause 13 (Records Retention and Right of Audit) of this Schedule 2.

29. TRANSPARENCY

- 29.1.** The Contractor recognises that the Authority is subject to PPN 01/17: Update to Transparency Principles (<https://www.gov.uk/government/publications/procurement-policy-note-0117-update-to-transparency-principles>). The Contractor shall comply with the provision of this Clause 29 (Transparency) in order to assist the Authority with its compliance with its obligations under that PPN.
- 29.2.** The Parties agree and acknowledge that the content of this Contract is not Confidential Information, except for:
- 29.2.1. any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Authority; and
- 29.2.2. Commercially Sensitive Information.
- 29.3.** Notwithstanding any other provision of this Contract, the Contractor hereby gives consent for the Authority to publish to the general public this Contract in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted), including any changes to this Contract agreed from time to time. The Authority may consult with the Contractor to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.
- 29.4.** The Contractor shall assist and cooperate with the Authority to enable the Authority to publish this Contract.

30. SUSTAINABILITY

- 30.1.** The HM Government published a Contractor Code of Conduct setting out the standards and behaviours expected of suppliers who work with government shall apply for the purposes of this Contract

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier Code of Conduct.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf)) (the “Code”).

In addition to the obligations under the Contract, the Authority expects the Contractor and any Sub-contractors to meet the standards set out in that Code.

- 30.2.** The Contractor acknowledges that the Authority may have additional requirements in relation to corporate social responsibility. The Authority expects that the Contractor and its Sub-contractors will comply with such corporate social responsibility requirements as the Authority may notify to the Contractor from time to time.
- 30.3.** The Contractor shall comply with reasonable requests by the Authority for information evidencing compliance with the provisions of this Clause 30 (Sustainability) within fourteen (14) days of such request, provided that such requests are limited to two per Contract Year.

Equality and Accessibility

- 30.4.** The Contractor shall support the Authority in fulfilling its Public Sector Equality duty under section 149 of the Equality Act 2010 by ensuring that it fulfils its obligations under the Contract in a way that seeks to:
- 30.4.1. eliminate discrimination, harassment or victimisation and any other conduct prohibited by the Equality Act 2010; and
- 30.4.2. advance equality of opportunity and good relations between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.
- 30.5.** In delivering the Services, the Contractor shall comply with the Authority’s equality, diversity and inclusion requirements, to be provided to the Contractor by the Authority.
- 30.6.** The Contractor shall ensure that it fulfils its obligations under the Contract in a way that does not discriminate against individuals because of socio-economic background, working pattern or having parental or other caring responsibilities.

Employment Law

- 30.7.** The Contractor must perform its obligations meeting the requirements of all applicable Law regarding employment.

Modern Slavery

30.8. The Contractor:

- 30.8.1. shall, and shall procure that each of its Sub-contractors shall, comply with the Modern Slavery Act 2015;
- 30.8.2. shall not use, nor allow its Sub-contractors to use forced, bonded or involuntary prison labour or any practice that is considered to be an indicator of forced labour as defined by the International Labour Organisation;
- 30.8.3. shall not require any Contractor Personnel or Sub-contractor staff to lodge deposits or identify papers with the employer and shall be free to leave their employer after reasonable notice;
- 30.8.4. warrants and represents that it has not been convicted of any slavery or human tracking offences anywhere around the world.
- 30.8.5. warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human tracking offences anywhere around the world.
- 30.8.6. shall make reasonable enquires to ensure that its officers, employees and Sub-contractors have not been convicted of slavery or human tracking offenses anywhere around the world.
- 30.8.7. shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act 2015 and include in its contracts with its Sub-contractors anti-slavery and human trafficking provisions;
- 30.8.8. shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- 30.8.9. shall prepare and deliver to the Authority an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business with its annual certification of compliance with this Paragraph;

C170935 – SPEAK UP HELPLINE

-
- 30.8.10. shall not use, nor allow its employees or Sub-contractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Sub-contractors;
- 30.8.11. shall not use or allow child or slave labour to be used by its Sub-contractors; and
- 30.8.12. shall report the discovery or suspicion of any slavery or trafficking by it or its Sub-contractors to the Authority and Modern Slavery Helpline. .
- 30.9.** The Contractor shall indemnify the Authority against any losses, liabilities, damages, costs (including but not limited to legal fees) and expenses incurred by, or awarded against, the Authority as a result of any breach of the Anti-slavery Policy and if Key Provision 18 applies, as a result of any breach of the Authority's Anti-slavery Policy.

Environmental Requirements

- 30.10.** The Contractor shall comply in all material respects with all applicable environmental laws, permits and regulations in force in relation to the Contract.
- 30.11.** The Contractor warrants that it has obtained ISO 14001 certification from an accredited body and shall comply with and maintain certification requirements throughout the Term.
- 30.12.** The Contractor shall meet the applicable Government Buying Standards applicable to services which can be found online at: <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>
- 30.13.** The Contractor must have a documented management system and controls in place to manage the environmental impacts of delivering the Services.
- 30.14.** The Contractor shall ensure that any Services are designed, sourced and delivered in a manner which is environmentally and socially responsible.
- 30.15.** In delivering the Services, the Contractor must comply with the Authority's sustainability requirements, to be provided to the Contractor by the Authority.
- 30.16.** In performing its obligations under the Contract, the Contractor shall to the reasonable satisfaction of the Authority:
- 30.16.1. avoid consumable single use items (including packaging) unless otherwise agreed with the Authority, and unless the use is primarily related to the

C170935 – SPEAK UP HELPLINE

management of the Contractor's own facilities or internal operations as opposed to the provision of Services;

- 30.16.2. demonstrate that the whole life cycle impacts (including end of use) associated with the Services that extend beyond direct operations into that of the supply chain have been considered and reduced;
 - 30.16.3. minimise the consumption of resources and use them efficiently (including water and energy), working towards a circular economy including designing out waste and non-renewable resources, using re-use and closed loop systems;
 - 30.16.4. demonstrate protection of the environment including understanding and reduction of biosecurity risks (which include risks to plant and tree health from harmful pests and diseases), and reducing and eliminating hazardous/harmful substances to the environment and preventing pollution;
 - 30.16.5. enhance the natural environment and connecting communities with the environment; and
 - 30.16.6. achieve continuous improvement in environmental (and social) performance.
- 30.17.** The Contractor shall inform the Authority within one Working Day in the event that a permit, licence or exemption to carry or send waste generated under this Contract is revoked.

Sustainability

30.18. The Contractor shall:

- 30.18.1. comply with all applicable Government Buying Standards which can be found online at: <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>;
- 30.18.2. perform its obligations under the Contract in a way that:
 - (a) conserves energy, water, wood, paper and other resources;
 - (b) reduces waste and avoids the use of ozone depleting substances; and
 - (c) minimises the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment; and
- 30.18.3. use reasonable endeavours to avoid the use of paper and card in carrying out its obligations under this Contract. Where unavoidable under reasonable

C170935 – SPEAK UP HELPLINE

endeavours, the Contractor shall ensure that any paper or card deployed in the performance of the Services consists of one hundred percent (100%) recycled content and used on both sides where feasible to do so.

30.19. The Contractor must demonstrate its progress on climate change adaptation, mitigation and sustainable development, including performance against carbon reduction management plans, and must provide an annual summary of that progress to the Authority.

30.20. CARBON FOOTPRINT / NET ZERO OBLIGATIONS

In this clause, the following definition shall apply:

“Carbon Reduction Plan” means the template at the Annex A or otherwise agreed by the Authority.

30.21. The parties acknowledge that the UK Government has committed to bring all greenhouse gas emissions to net zero by 2050 pursuant to the Climate Change Act 2008 (2050 Amendment) Order 2019.

30.22. As a condition of this Contract the Contractor warrants that:

30.22.1. it has undertaken an assessment of the Carbon Footprint; and

30.22.2. so far as it is aware, the Carbon Footprint projected to be incurred as set out in **Annex A** is true and accurate as at the date of this Contract.

30.23. The Contractor undertakes:

30.23.1. to develop and implement a Carbon Reduction Plan of continuous improvement with the objective of reducing the Carbon Footprint throughout the Term and shall provide a copy of that plan to the Authority on request;

30.23.2. to re-assess the Carbon Footprint and update the Carbon Reduction Plan every Contract Year;

30.23.3. to provide the Authority with a written confirmation of the results of each assessment within one month of the completion of each assessment under Clause 30.23.2;

30.24. The Contractor shall at the Authority’s request arrange for the Carbon Trust to undertake an independent assessment and verification of the Carbon Footprint and make a copy of

C170935 – SPEAK UP HELPLINE

the results of that assessment and verification available to the Purchaser as soon as reasonably practicable after receipt (but no more than once in any period of two Contract Years).

30.25. Contractor acknowledges and understands the Authority’s Net Zero Target. Accordingly, the Contractor shall:

- 30.25.1. set its own Net Zero target (the “Contractor NZ Target”) with a target achievement date the same as or earlier than the Net Zero Target Date (the “Contractor NZ Date”);
- 30.25.2. agree the Contract Target with the Authority;
- 30.25.3. achieve the Contract Target;
- 30.25.4. ensure that this Clause 30 will be copied into any and all of its supply chain contracts that relate to its obligations under this agreement;
- 30.25.5. introduce emission reduction technologies, processes and policies as well as offsetting and, where technologically and commercially feasible, carbon removal initiatives, to achieve the Contractor NZ Date;
- 30.25.6. undertake and keep up to date full and complete records of Carbon Reporting activity and data and provide the same to the Authority each year and more frequently as the Authority may reasonably request;
- 30.25.7. attend, on reasonable notice, meetings with the Authority Representative or other nominated representative to present the Contractor’s plan to achieve, and current progress towards, the Contractor NZ Date;
- 30.25.8. not do or omit to do anything which could reasonably be expected to cause the Authority to miss its Net Zero Target Date, whether pursuant to this contract or otherwise.

30.26. If:

- 30.26.1. the Contractor fails to comply with any of the obligations in clause 30.25; or
- 30.26.2. the Authority, having reviewed the Carbon Reporting and discussed with the Contractor its progress to achieve the Contractor NZ Date, determines (acting reasonably) that the Contractor is making insufficient progress towards achieving the Contractor NZ Date; or

C170935 – SPEAK UP HELPLINE

-
- 30.26.3. the Contractor fails to achieve the Contractor NZ Target by the Contractor NZ Date, the Authority may, without affecting any other right or remedy available to it:
- (a) terminate this agreement by giving one month's written notice to the Contractor;
 - (b) require the Contractor to plant a number of Native Trees in the UK sufficient to compensate for the Authority's shortfall in progress towards the Contractor NZ Date attributable to the delivery of the Services; and/or
 - (c) recover from the Contractor any costs reasonably incurred by the Authority in achieving the Contract Target to the extent by which that Contract Target is missed by the Contractor by:
 - i. obtaining carbon credits to offset the Contractor's net Greenhouse Gas emissions footprint attributable to the delivery of the Services; or
 - ii. planting, or arranging for the planting of, Native Trees to offset the Contractor's net Greenhouse Gas emissions footprint attributable to the delivery of the Services.
- 30.27.** The Contractor shall, at its own cost, submit a report to the Authority within 20 Working Days identifying the emergence of new and evolving relevant technologies and processes which could accelerate the achievement of the Contractor NZ Date. Such report shall provide sufficient detail to enable the Authority to evaluate properly the benefits of the new technology or process. The Authority may only require the Contractor to provide such report no more than once in any period of **two** Contract Years.
- 30.28.** The Contractor warrants to Authority that:
- 30.28.1. it has sufficient resources, infrastructure and materials to achieve the Contract Target by the date of the expiry of the contract;
 - 30.28.2. none of the Services supplied under this agreement will be of lower quality as a result of working towards the Contract Target;
 - 30.28.3. it will not offer preferential terms to those other customers who do not require a Contract Target or similar obligations in their contracts.
- 30.29.** For the purposes of this Clause 30, the term Net Zero Target Date shall mean the first year by which the Authority aims to achieve the Net Zero Target, being 1 January **2050**.

C170935 – SPEAK UP HELPLINE

ANNEX A – CARBON REDUCTION PLAN

Contractor name:

Publication date:

Commitment to achieving Net Zero

[Contractor name] is committed to achieving Net Zero emissions by 20XX.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

[Instructions to Contractors: Please provide details of your organisation’s baseline emissions below. If your organisation has not previously assessed or reported emissions, please detail this below and use your first reporting period as your Baseline.]

Baseline Year: [20xx]	
Additional Details relating to the Baseline Emissions calculations.	
[Instructions to Contractors: Add commentary regarding your Baseline Emissions as required: e.g. historic baseline which deviates from the requirements under this measure (e.g. no prior Scope 3 emissions reporting), where there is no previous reporting and the creation of a new baseline due to substantial organisational change or restructuring]	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO2e)
Scope 1	
Scope 2	
Scope 3 (Included Sources)	
Total Emissions	

Current Emissions Reporting

Reporting Year: [20xx]	
EMISSIONS	TOTAL (tCO2e)
Scope 1	
Scope 2	

C170935 – SPEAK UP HELPLINE

Scope 3 (Include Sources)	
Total Emissions	

Emissions reduction targets

[Instructions to Contractors: If existing emissions reduction targets are in place for your organisation, please provide details below. If you have no previous emissions reduction commitment, or if this is your organisation's first carbon footprint, please provide targets for your organisation]

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets. We project that carbon emissions will decrease over the next five years to XX tCO₂e by 20XX. This is a reduction of XX%.

Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 20XX baseline. The carbon emission reduction achieved by these schemes equate to XX tCO₂e, a XX%ge reduction against the 20XX baseline and the measures will be in effect when performing the contract

[Instructions to Contractors: Briefly provide details of some of your completed carbon reduction projects. This is for information only. This may include environmental management measures such as certification schemes like ISO14001 or PAS 2060, signing up to SBTi or specific measures you have taken such as; the adoption of LED/PIR lighting controls, changes to policy resulting in a reduction in company travel and flights or the electrification of the company fleet.]

In the future we hope to implement further measures such as:

[Instructions to Contractors: Briefly provide details of some of any likely/proposed future carbon reduction projects. This is for information only.]

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

C170935 – SPEAK UP HELPLINE

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting .

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Contractor:

.....

Date:

CARBON FOOTPRINT / NET ZERO OBLIGATIONS – KEY PERFORMANCE INDICATORS

30.30. The Contractor shall complete the table of Environmental Key Performance Indicators (“Environmental KPIs”) for each Contract Year in relation its provision of the Services under this Contract and provide the Environmental KPIs to the Authority on the date and frequency outlined in Clause 30.33.

Environmental KPIs

30.31. The Contractor shall provide to the Authority the following Environmental KPIs as the Authority requests from time to time. The Contractor acknowledges that the Authority may make reasonable adjustments to the Environmental KPIs during the Term.

30.32. The Contractor shall provide such Environmental KPIs in accordance with guidance provided by the Department for Environmental Food and Rural Affairs (“Defra”).

30.33. Table of Environmental KPIs

Environmental Key Performance Indicators – [for the Contract Year [x]]
Direct Impacts (Operational)

C170935 – SPEAK UP HELPLINE

Greenhouse Gases	Definition	Data source and Calculation Methods	Quantity						
			Absolute Tonnes CO2		Normalised Tonnes CO2 per £M Turnover				
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target	
[E.g. vehicle fuel]	E.g. Petrol and diesel used by staff and van hire fleet	E.g. Expense claims and MOT recorded mileage, converted according to Defra Guidelines]							
Waste	Definition	Data source and Calculation Methods	Quantity						
			Absolute Tonnes		Normalised Tonnes Waste per £M Turnover				
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target	
[E.g. Recycled	E.g. General office waste recycled, primarily cardboard	E.g. volume of waste recycled per annum, calculated by recording the number of bins and skips removed for recycling, converted to tonnes according to Defra Guidelines]							
Acid Rain & Smog Precursors	Definition	Data source and Calculation Methods	Quantity						
			Absolute Tonnes		Normalised Tonnes per £M Turnover				
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target	
	Definition		Quantity						

C170935 – SPEAK UP HELPLINE

Pesticides & Fertilisers		Data source and Calculation Methods	Absolute Tonnes		Normalised Tonnes per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
Agricultural Produce	Definition	Data source and Calculation Methods	Quantity					
			Absolute Tonnes		Normalised Tonnes per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
Radioactive Waste	Definition	Data source and Calculation Methods	Quantity					
			Absolute Tonnes		Normalised Tonnes per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
Oil	Definition	Data source and Calculation Methods	Quantity					
			Absolute Tonnes		Normalised Tonnes per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
Metal emissions to [land/water/air]	Definition	Data source and Calculation Methods	Quantity					
			Absolute Tonnes		Normalised Tonnes per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
Indirect Impacts (Supply Chain)								
Greenhouse Gases	Definition	Data source and Calculation Methods	Quantity					
			Absolute Tonnes CO2		Normalised Tonnes CO2 per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
[E.g. Energy use	E.g. Directly purchased electricity which generates Greenhouse Gases	E.g. Yearly consumption of directly purchased electricity in kWh, converted according to Defra Guidelines]						
Water	Definition		Quantity					

C170935 – SPEAK UP HELPLINE

		Data source and Calculation Methods	Absolute Cubic Metres		Normalised Cubic Metres Water per £M Turnover			
			[insert year]	[insert year]	[insert year]	Target	[Insert year]	Target
[E.g. Supplied water]	E.g. Consumption of piped water	E.g. Yearly consumption of purchased water]						

31. OFFICIAL SECRETS ACTS AND FINANCE ACT

31.1. The Contractor shall comply with, and shall ensure the Contractor Personnel comply with, the provisions of:

31.1.1. the Official Secrets Acts 1911 to 1989; and

31.1.2. section 182 of the Finance Act 1989.

31.2. The Authority may terminate the Contract with immediate effect by giving written notice to the Contractor if the Contractor or any of the Contractor Personnel do not comply with Clause 31.1 (Official Secrets Acts and Finance Act) of this Schedule 2.

32. DISRUPTION

32.1. The Contractor shall take reasonable skill and care to a professional standard to ensure that, in the performance of its obligations under the Contract, it does not disrupt the operations of the Authority, its employees or any other contractor employed or engaged by the Authority.

32.2. The Contractor shall immediately inform the Authority of any actual or potential industrial action, whether such action be by their own employees or others, which affects or might affect its ability at any time to perform its obligations under the Contract.

32.3. In the event of industrial action by the Contractor Personnel, the Contractor shall prepare proposals for the continuation of its obligations under the Contract for the Authority to approve.

32.4. If the Contractor's proposals referred to in Clause 32.3 (Disruption) of this Schedule 2 are considered insufficient or unacceptable by the Authority, acting reasonably, then the Contract may be terminated with immediate effect by the Authority by written notice.

C170935 – SPEAK UP HELPLINE

32.5. If the Contractor is temporarily unable to fulfil the requirements of the Contract owing to disruption of normal business of the Authority, the Contractor may request a reasonable allowance of time and in addition, the Authority will reimburse any additional expense reasonably incurred by the Contractor as a direct result of such disruption.

33. COMPLAINTS

33.1. Where a complaint is received about the standard of Services or about the manner in which any Services have been supplied or work has been performed or about the materials or procedures used or about any other matter connected with the performance of the Contractor's obligations under the Contract, then the Authority shall notify the Contractor, and where considered appropriate by the Authority, investigate the complaint. The Authority may, in its sole discretion, uphold the complaint and take further action in accordance with Clause 16 (Termination) of this Schedule 2.

33.2. Should the Authority be of the view, acting reasonably, that the Contractor can no longer provide the Services, then without prejudice to the Authority's rights and remedies under this Contract, the Authority shall be entitled to exercise its Step-In Rights if the Key Provisions refer to the Authority having such rights under this Contract.

33.3. Without prejudice to its right under Clause 8.8 (Recovery of Sums Due) of this Schedule 2, the Authority may charge the Contractor for any costs reasonably incurred and any reasonable administration costs in respect of the supply of any part of the Services by the Authority or a third party to the extent that such costs exceed the payment which would otherwise have been payable to the Contractor for such part of the Services and provided that the Authority uses its reasonable endeavours to mitigate any additional expenditure in obtaining replacement Services.

33.4. If the Contractor fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the Authority shall instruct the Contractor to remedy the failure and the Contractor shall, at its own cost and expense, remedy such failure (and any damage resulting from such failure) within ten (10) Working Days or such other period of time as the Authority may direct.

33.5. In the event that:

33.5.1. the Contractor fails to comply with Clause 33.4 (Complaints) of this Schedule 2 and the failure is materially adverse to the interests of the Authority or prevents the Authority from discharging a statutory duty; or

C170935 – SPEAK UP HELPLINE

33.5.2. the Contractor persistently fails to comply with Clause 33.4 (Complaints) of this Schedule 2;

the Authority may terminate the Contract with immediate effect by giving written notice.

34. NON-SOLICITATION

34.1. Except in respect of any transfer of staff pursuant to Schedule 10 (Staff Transfer), neither Party shall (except with the prior written consent of the other Party) directly or indirectly solicit or entice away (or attempt to solicit or entice away) from the employment of the other Party any person employed or engaged by such other Party in the provision of the Services or (in the case of the Authority) in the receipt of the Services at any time during the Term or for a further period of twelve (12) Months after the termination of the Contract other than by means of a national advertising campaign open to all comers and not specifically targeted at any of the employees of the other Party.

34.2. If either the Contractor or the Authority commits any breach of Clause 34.1 (Non-Solicitation) of this Schedule 2 the breaching Party shall, on demand, pay to the claiming Party a sum equal to one year's basic salary or the annual fee that was payable by the claiming Party to that employee, worker or independent contractor plus the recruitment costs incurred by the claiming Party in replacing such person.

35. HEALTH AND SAFETY

35.1. The Contractor shall take all measures necessary to comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other Laws and codes of practice relating to health and safety, which may apply to Contractor Personnel in the performance of the Services.

35.2. The Contractor shall promptly notify the Authority of any health and safety hazards which may arise in connection with the performance of the Services.

35.3. The Authority shall promptly notify the Contractor of any health and safety hazards which may exist or arise at the Premises of the Authority and which may affect the Contractor in the performance of the Services.

35.4. The Contractor shall inform all Contractor Personnel engaged in the provision of Services at the Premises of the Authority of all known health and safety hazards and shall instruct those Contractor Personnel in connection with any necessary safety measures.

C170935 – SPEAK UP HELPLINE

- 35.5.** Whilst on the Premises of the Authority, the Contractor shall comply, and shall procure that the Contractor Personnel comply, with any health and safety measures implemented by the Authority in respect of persons working on those Premises.
- 35.6.** The Contractor shall notify the Authority Representative immediately in the event of any incident occurring in the performance of the Services on the Premises of the Authority where that incident causes any personal injury or any damage to property which could give rise to personal injury.
- 35.7.** The Contractor shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Authority on request.

36. PUBLICITY

- 36.1.** The Contractor shall not and shall procure that its Sub-contractors shall not:
- 36.1.1. make any press announcements or publicise the Contract in any way; or
 - 36.1.2. use the Authority's name or brand in any promotion or marketing or announcement,
- without the prior written consent of the Authority.
- 36.2.** The Authority shall be entitled to publicise the Contract in accordance with any legal obligation upon the Authority, including any examination of the Contract, by the National Audit Office pursuant to the National Audit Act 1983 or otherwise.
- 36.3.** The provisions of this Clause 36 (Publicity) shall apply during the Term and indefinitely after its expiry or the earlier termination of the Contract.

37. GENERAL

Relationship of the Parties

- 37.1.** Except as expressly provided otherwise in the Contract, nothing in the Contract, nor any actions taken by the Parties pursuant to the Contract shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

Waiver

- 37.2.** The failure of either Party to insist upon strict performance of any provision of the Contract, or the failure of either Party to exercise, or any delay in exercising, any right or remedy

C170935 – SPEAK UP HELPLINE

shall not constitute a waiver of that right or remedy and shall not cause a diminution of the obligations established by the Contract.

37.3. No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party in writing in accordance with Clause 24 (Notice) of this Schedule 2.

37.4. A waiver of any right or remedy arising from a breach of contract shall not constitute a waiver of any right or remedy arising from any other breach of the Contract.

Cumulative Remedies

37.5. Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of the Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.

Severability

37.6. If any provision of the Contract is held invalid, illegal or unenforceable for any reason by any court of competent jurisdiction, such provision shall be severed and the remainder of the provisions of the Contract shall continue in full force and effect as if the Contract had been executed with the invalid, illegal or unenforceable provision eliminated. In the event of a holding of invalidity so fundamental as to prevent the accomplishment of the purpose of the Contract, the Parties shall immediately commence negotiations in good faith to remedy the invalidity.

Entire agreement

37.7. The Contract constitutes the entire agreement between the Parties in respect of the matters dealt with herein. The Contract supersedes all prior negotiations between the Parties and all representations and undertakings made by one Party to the other, whether written or oral, except that this Clause 37.537.7 (Entire Agreement) shall not exclude liability in respect of any Fraud or fraudulent misrepresentation.

Further assurances

37.8. Each Party undertakes at the request of the other, and at the cost of the requesting Party, to do all acts and execute all documents which may be necessary to give effect to the meaning of the Contract.

The Contracts (Rights of Third Parties) Act 1999

37.9. A person who is not a Party to the Contract shall have no right to enforce any of its provisions which, expressly or by implication, confer a benefit on him, without the prior written agreement of both Parties. This Clause 37.9 (The Contracts (Rights of Third

Parties) Act 1999) does not affect any right or remedy of any person which exists or is available apart from the Contracts (Rights of Third Parties) Act 1999 and does not apply to the Crown.

Law and Jurisdiction

- 37.10.** This Contract, and any dispute or claim arising out of or in connection with it or its subject matter (including any non-contractual claims), shall be governed by, and construed in accordance with, the laws of England and Wales.
- 37.11.** Subject to Clause 19 (Dispute Resolution) of this Schedule 2, the Parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Contract or its subject matter.

SCHEDULE 3 DEFINITIONS AND INTERPRETATION

1. DEFINITIONS

1.1. In the Contract unless the context requires otherwise the following definitions shall be used for the purposes of interpreting the Contract. Other definitions that are not of general application are stated in the Clause where the definition first appears and shall apply only to that Clause unless otherwise shown below:

“Affected Party”	the Party seeking to claim relief in respect of a Force Majeure Event;
“Affiliate”	means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
“Anti-slavery Policy”	means the Contractor’s slavery and human trafficking policy, if any, as amended by notification to the Authority from time to time;
“Authority”	means the Secretary of State for Health acting as part of the Crown;
“Authority’s Anti-slavery Policy”	means the Authority’s slavery and human trafficking policy, if any, as amended by notification to the Contractor from time to time;
“Authority Data”	<p>means the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are:</p> <ol style="list-style-type: none"> a. supplied to the Contractor by or on behalf of the Authority; or b. which the Contractor is required to generate, process, store or transmit pursuant to the Contract; or c. any Personal Data for which the Authority is the Controller;

C170935 – SPEAK UP HELPLINE

“Authority Existing IPR”	means any and all IPR that are owned by or licensed to the Authority, and where the Authority is a Central Government Body, any Crown IPR, and which are or have been developed independently of the Contract (whether prior to the Commencement Date or otherwise);
“Authority Representative”	means the person authorised to act for the Authority for the purposes of the Contract, being the person specified in the Key Provisions;
“Authority Third Party”	means any supplier to the Authority (other than the Contractor), which is notified to the Contractor from time to time and/or of which the Contractor should have been aware;
“BCDR Plan”	means the Contractor’s business continuity and disaster recovery plan prepared in accordance with Schedule 14 (Business continuity and disaster recovery plan) as amended from time to time
“Biometric Data”	means Personal Data resulting from specific technical Processing relating to the physical, physiological or behavioral characteristics of a natural person, which allow or confirm the unique identification of that natural person, such as facial images or dactyloscopic data;
“Breach Notice”	means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;
“Business Continuity Event”	means any event or issue that could impact on the operations of the Contractor and its ability to supply the Services;
“Carbon Footprint”	means the amount of carbon dioxide equivalent emissions that will be released into the atmosphere as a result of the supply of the Services determined in accordance with international carbon reporting practice, being the accepted practice from time to time in relation to reporting for the purposes of the protocols to the United Nations Framework Convention on Climate Change.

C170935 – SPEAK UP HELPLINE

“Carbon Reporting”	means reporting of an organisation’s greenhouse gas emissions and extraction to a standard not less than that required by the UK government’s Streamlined Energy and Carbon Reporting (SECR).
“Central Government Body”	means a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: <ul style="list-style-type: none"> a. Government Department; b. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c. Non-Ministerial Department; or d. Executive Agency;
“Change Control Process”	means the change control process, if any, referred to in the Key Provisions;
“Change in Law”	means any change in Law which impacts on the performance of the Services which comes into force after the Commencement Date;
“Commencement Date”	means the date of this Contract;
“Commercially Sensitive Information”	means the information listed in Schedule 8 (Commercially Sensitive Information) comprising the information of a commercially sensitive nature relating to the Contractor, its business or which the Contractor has indicated to the Authority that, if disclosed by the Authority, would cause the Contractor significant commercial disadvantage or material financial loss;
“Comparable Supply”	means the supply of services to another customer of the Contractor that are the same or similar to any of the Services;

C170935 – SPEAK UP HELPLINE

“Confidential Information”

means any information which has been designated as confidential by either Party in writing or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and Know-How of either Party and all Personal Data and sensitive Personal Data within the meaning of the GDPR. Confidential Information shall not include information which:

- a. was public knowledge at the time of disclosure (otherwise than by breach of Clause 27 (Confidential Information) of Schedule 2);
- b. was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;
- c. is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or
- d. is independently developed without access to the Confidential Information;

“Contract”

means the form of contract at the front of this document and all Schedules attached to the form of contract;

“Contract Price”

means the price (exclusive of any applicable VAT), payable to the Contractor by the Authority under the Contract, as set out in the Order Form or Schedule 6 (Pricing) (as applicable) for the full and proper performance by the Contractor of its obligations under the Contract but before taking into account the effect of any adjustment of price in accordance with Clause 8 (Price Adjustment on Extension of Term) of Schedule 1, if applicable;

“Contract Target”

the proportion of the Authority’s Net Zero Target which will be achieved under this Contract.

“Contract Year”

means:

- a. a period of 12 Months commencing on the Services Commencement Date; or

C170935 – SPEAK UP HELPLINE

- b. thereafter a period of 12 Months commencing on each anniversary of the Services Commencement Date;

provided that the final Contract Year shall end on the expiry or termination of the Term;

“Contracting Authority”	means any contracting authority as defined in Regulation 2 of the Regulations;
“Contractor”	means the contractor named on the form of Contract on the second page;
“Contractor Existing IPR”	any and all IPR that are owned by or licensed to the Contractor and which are or have been developed independently of the Contract (whether prior to the Commencement Date or otherwise)
“Contractor Existing IPR Licence”	means a licence to be offered by the Contractor to the Contractor Existing IPR;
“Contractor Personnel”	means all directors, officers, employees, agents, consultants and contractors of the Contractor and/or of any Sub-contractor engaged in the performance of the Contractor’s obligations under the Contract from time to time;
“Contractor Representative”	means the individual authorised to act for the Contractor for the purposes of the Contract, being the person specified in the Key Provisions;
“Contracts Finder”	means the facility provided by the Cabinet Office to advertise contract opportunities available at https://www.gov.uk/contracts-finder and any successor facility or website;
"Control"	means the beneficial ownership of more than 50% of the issued share capital of a company or the legal power to direct or cause the direction of the management of the company and " Controls " and " Controlled " shall be interpreted accordingly;

C170935 – SPEAK UP HELPLINE

“Controller”, “Processor”, “Data Subject”, “Personal Data”, “Personal Data Breach”, “Data Protection Officer”	take the meaning given in the GDPR;
“Crown”	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;
“Crown IPR”	means any IPR which is owned by or licensed to the Crown, and which are or have been developed independently of the Contract (whether prior to the Commencement Date or otherwise);
“Data Concerning Health”	means Personal Data related to the physical or mental health of a natural person, including the provision of health care services, which reveal information about his or her health status;
“Data Loss Event”	any event that results, or may result, an unauthorised access to Personal Data held by the Contractor under this Contract, and/or actual or potential loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;
“Data Protection Impact Assessment”	means an assessment by the Controller of the impact of the envisaged Processing on the protection of Personal Data;
“Data Protection Legislation”	means (i) the GDPR, (ii) Data Protection Act 2018 to the extent that it relates to processing of Personal Data and privacy; (iii) the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426); and (iv) all applicable Law about the processing of Personal Data and privacy;
“Data Subject Access Request”	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to their Personal Data;

C170935 – SPEAK UP HELPLINE

- “Default”** means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or negligent statement:
- a. in the case of the Authority, of its employees, servants or agents; or
 - b. in the case of the Contractor, of its Sub-contractors or any Contractor Personnel,
 - c. in connection with or in relation to the subject matter of the Contract and in respect of which such Party is liable to the other;
- “DOTAS”** if applicable means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue & Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992;
- “End User”** means a party that is accessing the Services provided pursuant to this Contract (including the Authority where it is accessing services on its own account as a user);
- “Environmental Information Regulations”** means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such regulations;
- “Equality Legislation”** means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non-discrimination and human rights as may be in force in England and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less

C170935 – SPEAK UP HELPLINE

Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;

“Existing IPRs”

means any and all Intellectual Property Rights that are owned by or licensed to either Party (whether prior to the Commencement Date or otherwise) and, in the case of the Contractor, which are or have been developed independently of, and without reference to, the Contract. The definition of Existing IPRs excludes any Internet domain name owned or operated by the Contractor which is used or intended to be used in connection with the Contractor’s performance of the Contract;

“Exit Day”

shall have the meaning in the European Union (Withdrawal) Act 2018;

“Exit Plan”

means the plan for the provisions of the Transitional Assistance Services in the event of the expiry or termination of the Contract, which is to be developed by the Parties pursuant to Clause 16 (Exit and Service Transfer) of Schedule 1;

“Expiry Date”

means the date upon which the Contract shall end as specified in the Key Provisions;

“FOIA”

means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to such legislation;

“Force Majeure Event”

any event outside the reasonable control of either Party affecting its performance of its obligations under the Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including acts of God, riots, war or armed conflict, acts of terrorism, acts of government, local government or Regulatory Bodies, fire, flood, storm or earthquake, or disaster but excluding any industrial dispute relating to the Contractor or the Contractor Personnel or any other failure in the Contractor’s or a Sub-contractor’s supply chain or, for the avoidance of doubt, the withdrawal of the United Kingdom from the European Union

C170935 – SPEAK UP HELPLINE

	and any related circumstances, events, changes or requirements;
“Force Majeure Notice”	a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
“Fraud”	means any offence under Laws creating offences in respect of fraudulent acts (including the Misrepresentation Act 1967) or at common law in respect of fraudulent acts including acts of forgery;
“GDPR”	means the UK GDPR as defined in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018;
“General Anti-Abuse Rule”	if applicable, means (a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
“General Change in Law”	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Contractor) or which affects or relates to a Comparable Supply;
“Good Industry Practice”	means standards, practices, methods and procedures conforming to the Law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances;
“Greenhouse Gas”	means gases that contribute to or accelerate the greenhouse effect by absorbing infrared radiation, including but not limited to: carbon dioxide, methane, nitrous oxide, sulphur hexafluoride, hydrofluorocarbons, perfluorocarbons and chlorofluorocarbons;
“Halifax Abuse Principle”	if applicable, means the principle explained in the CJEU Case C-255/02 Halifax and others;

C170935 – SPEAK UP HELPLINE

- “Impact Assessment”** an assessment of the impact of a Variation request, compelled in good faith, including:
- a. details of the impact of the proposed Variation on the Services and the Contractor’s ability to meet its other obligations under the Contract;
 - b. details of the cost of implementing the proposed Variation;
 - c. details of the ongoing costs required by the proposed Variation when implemented, including any increase or decrease in the Contract Price, any alteration in the resources and/or expenditure required by either Party, and any alteration to the working practices of either Party;
 - d. a timetable for the implementation, together with any proposals for the testing of the Variation; and
 - e. such other information as the Authority may reasonably request in (or in response to) the Variation request.
- “Implementation Plan”** means the implementation plan, if any, referred to in the Key Provisions;
- “Information”** means all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form);
- “Intellectual Property Rights” or “IPR(s)”** includes:
- a. copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in internet domain names and website addresses and other rights in trade or business names, goodwill, designs, Know-How, trade secrets and other rights in Confidential Information;
 - b. applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are

C170935 – SPEAK UP HELPLINE

capable of being registered in any country or jurisdiction; and

- c. all other rights having equivalent or similar effect in any country or jurisdiction;

“Joint Controllers”	means where two or more Controllers jointly determine the purposes and means of Processing;
“Key Personnel”	means those persons named in Schedule 11 as being key personnel or such persons as shall be agreed in writing by the Authority from time to time;
“Key Provisions”	means the Key Provisions and Optional Key Provisions (as applicable) set out in Schedule 1;
“Know-How”	means all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know-how relating to the Services but excluding know-how already in the other Party’s possession before the applicable Commencement Date;
“Law”	means any law, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of Section 2 of the European Communities Act 1972, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements with which the Contractor is bound to comply including but not limited to the Modern Slavery Act 2015;
“Losses”	losses, liabilities, damages, costs and expenses (including legal fees on a solicitor/client basis) and disbursements and costs of investigation, litigation, settlement, judgment interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty or otherwise;
“Month”	means calendar month;
“Native Trees”	those species of trees that are native to the United Kingdom since the last ice age and listed as such on the Forestry Commission Website;

C170935 – SPEAK UP HELPLINE

“Net Zero Target”

a net reduction of Greenhouse Gas emissions from all operations including value and supply chains to zero by a specified date so there is a balance between sources and sinks of Greenhouse Gases in a calendar year and for each subsequent year thereafter;

“New IPR”

means:

- a. Intellectual Property Rights in items created by the Contractor (or by a third party on behalf of the Contractor) for the purposes of the Contract, whether in anticipation of or during the term of the Contract, and all updates, and variations to and amendments of these items including (but not limited to) database schema; and/or

Intellectual Property Rights in or arising as a result of the performance of the Contractor’s obligations under the Contract and all updates and amendments to the same; But shall not include the Contractor’s Existing IPR;

“New IPR Item”

means a deliverable, document, product or other item within which New IPR subsists;

“Occasion of Tax Non-Compliance”

means:

- a. any tax return of the Contractor submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of:
 - i) a Relevant Tax Authority successfully challenging the Contractor under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
 - ii) the failure of an avoidance scheme which the Contractor was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or
- b. any tax return of the Contractor submitted to a Relevant Tax Authority on or after 1 October 2012

C170935 – SPEAK UP HELPLINE

gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Commencement Date or to a civil penalty for fraud or evasion;

- “Open Licence”** means any material that is published for use, with rights to access and modify, by any person for free, under a generally recognised open licence including Open Government Licence as set out at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/> and the Open Standards Principles documented at <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles> ;
- "Open Licence Publication Material"** means items created pursuant to the Contract which the Authority may wish to publish as Open Licence which are supplied in a format suitable for publication under Open Licence;
- “Optional Services”** means the services described as such in Schedule 4 (Specification), if any, which are to be provided by the Contractor if required by the Authority in accordance with Clause 8 (Optional Services) of the Key Provisions;
- "Party"** means a party to the Contract;
- “Premises”** means, where applicable, the location where the Services are to be supplied, as set out in the Schedule 4 (Specification);
- “Processing”** means any operation or set of operations which is performed on Personal Data or on sets of Personal Data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;
- “Processor Personnel”** means all directors, officers, employees, agents, consultants and contractors of the Processor and/or of any

C170935 – SPEAK UP HELPLINE

Sub-Processor engaged in the performance of its obligations under this Contract;

“Protective Measures” means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it;

“Profiling” means any form of automated Processing of Personal Data consisting of the use of Personal Data to evaluate certain personal aspects relating to a natural person, in particular to analyse or predict aspects concerning that natural person’s performance at work, economic situation, health, personal preferences, interests, reliability, behaviour, location or movements;

“Prohibited Act” means:

- a. to directly or indirectly offer, promise or give any person working or engaged by a Contracting Authority and/or the Authority a financial or other advantage to:
 - i) induce that person to perform improperly a relevant function or activity; or
 - ii) reward that person for improper performance of a relevant function or activity;
- b. committing any offence:
 - i) under the Bribery Act 2010;
 - ii) under legislation creating offences concerning Fraud; or
 - iii) at common level concerning Fraud; or
- c. committing (or attempting or conspiring to commit) Fraud;

C170935 – SPEAK UP HELPLINE

“Property”	means the property, other than real property, issued or made available to the Contractor by the Authority in connection with the Contract;
“Pseudonymising”	means the Processing of Personal Data in such a manner that the Personal Data can no longer be attributed to a specific Data Subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organisational measures to ensure that the Personal Data are not attributed to an identified or identifiable natural person;
“Public Sector Body”	means a formally established organisation that is (at least in part) publicly funded to deliver a public or government service;
“Purchase Order”	means the purchase order required by the Authority’s financial systems, if a purchase order is referred to in the Key Provisions;
“Quality Standards”	means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardization or other reputable or equivalent body, (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Schedule 4 (Specification) and where applicable shall maintain accreditation with the relevant Quality Standards authorisation body;
“Regulations”	means the Public Contracts Regulations 2015 as amended from time to time;
“Regulatory Bodies”	means government departments and regulatory, statutory and other entities, committees, ombudsman and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate or influence the matters dealt with in the Contract and “Regulatory Body” shall be construed accordingly;

C170935 – SPEAK UP HELPLINE

“Relevant Requirements”	means all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;
“Relevant Tax Authority”	if applicable, means HM Revenue & Customs, or, if applicable, a tax authority in the jurisdiction in which the Contractor is established;
“Relevant Transfer”	shall have the meaning ascribed in Schedule 10 (Staff Transfer);
"Replacement Contractor"	means any third party contractor of Replacement Services appointed by the Authority from time to time and in accordance with the terms of the Contract;
"Replacement Services"	means any services which are identical or substantially similar to any of the Services and which the Authority receives in substitution for any of the Services following the termination or expiry of the Contract, whether those services are provided by the Authority itself or by any Replacement Contractor;
“Security Policy”	means the HMG Security Policy Framework (April 2014) available at https://www.gov.uk/government/publications/security-policy-framework , as amended by notification to the Contractor from time to time;
“Services”	means the services to be supplied as specified in Schedule 4 (Specification);
“Services Commencement Date”	means the services commencement date, if any, referred to in the Clause 7 (Services Commencement Date) of Schedule 1. If Clause 7 (Services Commencement Date) of Schedule 1 is not applicable, references in the Contract to the Services Commencement Date shall refer to the Commencement Date;
“SME”	means an enterprise falling within the category of micro, small and medium-sized enterprises (http://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en) defined by the Commission

C170935 – SPEAK UP HELPLINE

	Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises;
“Specific Change in Law”	a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;
“Specification”	means the Specification set out in the Order Form or Schedule 4 (Specification), as applicable.
“Step-In Rights”	means the step-in rights, if any, referred to in the Key Provisions;
“Sub-contract”	means the Contractor’s contract with a Sub-contractor whereby that Sub-contractor agrees to provide to the Contractor the Services (or any part thereof) or facilities or services necessary for the provision of the Services (or any part thereof) or necessary for the management, direction or control of the Services;
“Sub-contractor”	means any person appointed by the Contractor to carry out any and/or all of the Contractor’s obligations under the Contract;
“Sub-processor”	means any third party appointed to process Personal Data on behalf of the Contractor related to this Contract;
“Tender”	means the tender submitted by the Contractor to the Authority and annexed to Schedule 5 (Tender);
“Term”	means the term as set out in the Key Provisions;
“Termination Notice”	means any notice to terminate this Contract which is given by either Party in accordance with the provisions of the Contract;
“Termination Period”	means the period specified in the Termination Notice during which period the Authority may require the Contractor to continue to provide the Services after a Termination Notice has been given provided always that such period may not

C170935 – SPEAK UP HELPLINE

	extend the Term (as extended by Clause 6.2 (Term) of Schedule 2) by more than six (6) Months;
"Third Party IPR"	Intellectual Property Rights owned by a third party which is or will be used by the Contractor for the purpose of providing the Services;
"Third Party IPR Licence"	means a licence to the Third Party IPR;
"Transferring Authority Employees"	shall have the meaning ascribed in Schedule 10 (Staff Transfer);
"Transferring Former Contractor Employees"	shall have the meaning ascribed in Schedule 10 (Staff Transfer);
"Transitional Assistance Service Charges"	means the charges, if any, payable by the Authority to the Contractor for the provision of the Transitional Assistance Services, which shall be calculated in accordance with Schedule 6;
"Transitional Assistance Services"	means the services to be provided by the Contractor to the Authority pursuant to Clause 16 (Exit and Service Transfer) of Schedule 1 in order to facilitate the transfer of the Services to the Authority or a Replacement Contractor;
"Unconnected Sub-contract"	means any contract or agreement which is not a Sub-contract and is between the Contractor and a third party (which is not an Affiliate of the Contractor) and is a qualifying contract under regulation 6 of the Reporting on Payment Practices and Performance Regulations 2017
"Unconnected Sub-contractor"	means any third party with whom the Contractor enters into an Unconnected Sub-contract
"Variation"	means any variation to this Contract;
"Variation Form"	means the form set out in Schedule 9 (Variation Form);
"VAT"	means value added tax in accordance with the provisions of the Value Added Tax Act 1994;

C170935 – SPEAK UP HELPLINE

“Voluntary, Community and Social Enterprise” or “VCSE” means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;

“Worker” means any one of the Contractor Personnel which the Authority, in its reasonable opinion, considers is an individual to which Procurement Policy Note 08/15 (Tax Arrangements of Public Appointees) applies in respect of the Services;

“Working Day” means any day other than a Saturday or Sunday or public holiday in England and Wales.

1.2. The interpretation and construction of the Contract shall be subject to the following provisions:

1.2.1. words importing the singular meaning include, where the context so admits, the plural meaning and vice versa;

1.2.2. words importing the masculine include the feminine and the neuter;

1.2.3. reference to a Clause is a reference to the whole of that Clause unless stated otherwise;

1.2.4. reference to any statute, enactment, order, regulation or other similar instrument shall be construed as a reference to the statute, enactment, order, regulation or instrument as amended by any subsequent enactment, modification, order, regulation or instrument as subsequently amended or re-enacted;

1.2.5. reference to any person shall include natural persons and partnerships, firms and other incorporated bodies and all other legal persons of whatever kind and however constituted and their successors and permitted assigns or transferees;

1.2.6. the words “include”, “includes” and “including” are to be construed as if they were immediately followed by the words “without limitation”; and

1.2.7. headings are included in the Contract for ease of reference only and shall not affect the interpretation or construction of this Contract.

1.3. Where a standard, policy or document is referred to in this Contract by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant

C170935 – SPEAK UP HELPLINE

standard, policy or document, the Contractor shall notify the Authority and the Parties shall update this Contract with a reference to the replacement hyperlink.

- 1.4. Any Breach Notice issued by a Party in connection with this Contract shall not be invalid due to it containing insufficient information. A Party receiving a Breach Notice (“**Receiving Party**”) may ask the Party that issued the Breach Notice (“**Issuing Party**”) to provide any further information in relation to the subject matter of the Breach Notice that it may reasonably require to enable it to understand the Breach Notice and/or to remedy the breach. The Issuing Party shall not unreasonably withhold or delay the provision of such further information as referred to above as may be requested by the Receiving Party but no such withholding or delay shall invalidate the Breach Notice.
- 1.5. In entering into this Contract the Authority is acting as part of the Crown.
- 1.6. Any reference in this Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
 - 1.6.1. any EU regulation, EU decision, EU tertiary legislation or provision of the European Economic Area (“**EEA**”) agreement (“**EU References**”) which is to form part of domestic Law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic Law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic Law from time to time; and
 - 1.6.2. any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred.

SCHEDULE 4 SPECIFICATION

1. BACKGROUND

- 1.1. The National Guardian's Office and the role of the Freedom to Speak Up Guardian were created in response to recommendations made in Sir Robert Francis QC's report "[The Freedom to Speak Up](#)" (2015).
- 1.2. These recommendations were made as Sir Robert Francis found that NHS culture did not always encourage or support workers to speak up, and that patients and workers suffered as a result. 'Freedom to Speak Up' and is one of a number of measures introduced to ensure health and care workers are encouraged to speak up, and do not suffer as a result.
- 1.3. The National Guardian's Office (NGO) helps to lead cultural change within the NHS, so that healthcare staff feel confident and supported to speak up. The NGO undertakes a variety of work to further its goals, including case review of Speak Up incidents and the creation of Speak Up training.
- 1.4. The NGO also leads and supports a network of Freedom to Speak Up Guardians in the NHS and increasingly in social care, and ALBs. There are more than 800 FTSUGs (Freedom to Speak Up Guardians) and they cover every Trust in England.
- 1.5. FTSUGs offer an alternative route for workers to speak up. They also promote Speak Up in their organisations, raise awareness, and try to ensure that their organisation is well equipped to support staff who speak up. It is essential that the successful contractor develops effective working relationships with the National Guardian's Office and should seek to take part in NGO led initiatives including its working group.
- 1.6. While this infrastructure is becoming embedded to support people who work within the NHS and primary care, there is little comparable provision for employees and workers within the adult social care environment. FTSUGs do not have the same reach in adult social care as in the NHS.
- 1.7. Therefore, this service continues and also reinforces the government's commitment to Speak Up as it provide independent and confidential advice in the process of Speak Up and is open to all health workers and in general to members of the public that would like to raise concerns.

2. OVERVIEW AND PURPOSE

- 2.1. Speak Up is a priority for the Department of Health and Social Care (DHSC). Ministers have repeatedly stated their desire to see a culture across the NHS and social care

C170935 – SPEAK UP HELPLINE

sector where people are encouraged to speak up, and that concerns, e.g. about patient safety, are acted upon when they do. This service proposition supports that priority – as described in the government responses to the Freedom to Speak Up Review and Learning from Gosport - through the provision of a Speak Up helpline for the NHS and Social Care workers.

- 2.2. The existing Speak up helpline and website has been in place since 2017 with service provision dating back to 2003. In this time, the service has provided an independent resource for NHS and Social Care workers who wish to speak up and raise their concerns.
- 2.3. The current contract comes to an end on 28th February 2023 (subject to pending extension). The current service provides signposting services through a free phone helpline, and online portal, for those who wish to speak up. The provider seeks to understand service users concern/s and then signposts them to the relevant organisation e.g. a regulator like the CQC. No advice is provided as part of this service.
- 2.4. DHSC is currently undertaking a survey to gather intelligence and feedback from users and make recommendations on future service provision requirements. The survey may result in changes to the current provision, these changes may include additional deliverables or modification of the current delivery model; or may result on the discontinuation of the service.
- 2.5. DHSC wishes to appoint a responsible, competent and flexible provider who can deliver the services both in their current form but who are also agile and able to work with DHSC in delivery of any future state and shape of the service as desired by the Authority.
- 2.6. The service will continue being called “Speak Up” or similar and will have core requirements that comprise of:
 - a) Purchase on behalf of the Authority of a URL web domain to host the written and graphic contain of the service. Name to be agreed with the Authority.
 - b) The design and development of the website to provide detailed information of the principles of Speak Up, the online decision/signposting tool and contact details to access the Speak Up service.
 - c) The provision of a helpline service to be accessible by email (with online form) and telephone.
 - d) The design and provision of an online decision/signposting tool for NHS and Social care workers that assess the information and concern the user is raising and provides them with automatic clear signposting information on where the user should raise their concern;
 - e) A plan to raise awareness of Speak Up services targeted at potential users;

C170935 – SPEAK UP HELPLINE

- f) The successful provider will also need to provide management reports that details a breakdown of as a minimum (but not limited to):
- Monthly user volume of the Speak Up helpline, online tool, and email contacts;
 - Identification of any issues raised through Speak Up, separated by NHS or adult Social care;
 - Details of which organisations Speak Up has signposted its users to, and their frequency;
 - The percentage of helpline callers were answered within 30 seconds;
 - The percentage of helpline callers were abandoned
 - The percentage of email correspondents were answered within 2 working days;
 - Monthly complaints raised split by helpline, online tool and email and by upheld and not upheld

3. THE REQUIREMENTS**Outline**

- 3.1. A Service Provider is sought to deliver the Speak Up package of services for people who work in the NHS and Adult Social Care sector and for providers of NHS services and Adult Social Care services. The objective of the service is to support people who wish to speak up about matters that affect them, and the provision of care.
- 3.2. We require the Service Provider to provide:
- A telephone helpline;
 - A website, including an online tool to identify where concerns should be raised and email contact option;
 - Escalation procedures where issues such as potential safeguarding situations need to be acted upon;
 - Performance data for regular reporting of management information; and
 - Active awareness raising and promotion activity.
- 3.3. The target customer base for the helpline service is:
- NHS workers (including trainees, agency staff, and those that work outside of normal working hours);
 - Staff employed in the Adult Social Care sector (including trainees, agency staff, and those that work outside of normal working hours);
 - NHS and Social Care employing organisations;
 - Contractors for the NHS and Social Care sector.

Helpline service

C170935 – SPEAK UP HELPLINE

- 3.4. The minimum operating time of the telephone Speak Up helpline will be normal business hours, i.e. from 0800 hours to 1800 hours Monday to Friday. During these hours the service will be manned.

Helpline operating procedures

- 3.5. The nature of the Speak Up service - in particular the telephone service - is such that staff working for the successful bidder will likely be communicating with individuals who may be emotional.
- 3.6. The successful Service Provider must handle calls to its telephone helpline by following operating guidelines that reflect good practice principles. For example:
- Opening the conversation in a welcoming manner;
 - Outlining the limits of the assistance the helpline may provide, in order to manage the callers expectations;
 - Identifying the nature of the call / concerns / key request to establish the caller's needs;
 - Summarising and clarifying the reasons for the call, being mindful of serious concerns and escalation procedures (where applicable);
 - Signposting the caller to the organisation/s that are best placed to take forward their concerns;
 - Check the caller's understanding of the signposting information given;
 - Closing the call;

Translation service provision

- 3.7. NHS and Adult Social Care service provision is varied, employing individuals with a diverse capability and skills mix. It is recognised that some sectors might employ workers where English is not an individual's first language.
- 3.8. The Service Provider must have access to relevant translation services to ensure equality of access and treatment of callers' diverse needs.

Website

- 3.9. The successful Service Provider will replace the existing website with a new website and arrange for webhosting services. Having a website is an integral part of the service provided. It will require periodic review and updating to maintain its relevance and accuracy.

C170935 – SPEAK UP HELPLINE

- 3.10. Under the new contract, DHSC will own the website and any intellectual property rights arising from the provision of the services by the Service Provider (Please refer to contract). The successful Service Provider will work with DHSC to identify an appropriate URL for the new website.
- 3.11. The successful Service Provider will work with the Authority to manage and deliver the transition from the existing website to the new Speak Up site in the most effective manner whilst seeking to maintain service levels and minimise user disruption
- 3.12. The successful Service Provider will be responsible for the website support aspects related to Speak Up and keeping the website up to date.

Signposting

- 3.13. The nature of the Speak Up Service is such that staff working for the successful Service Provider will likely be communicating with individuals who may be experiencing a variety of emotional states. Calls can be complex and there will be a need to ask questions in a sensitive way.
- 3.14. The service is to provide guidance relevant to a caller's situation, and 'signpost' to the appropriate organisation for the callers' concern, e.g. regulators like CQC.
- 3.15. The Service Provider will have in place a service flow ('map') for guidance and signposting and this will be updated in annual basis, if required. The service model must include how serious concerns raised by service users will be referred to the relevant bodies or authorities and the relevant law governing data protection.
- 3.16. The service will not cover the provision of specific legal advice on the merits of an individual's case nor act on individual concerns.

Escalation procedures

- 3.17. Through initial questioning, it may become apparent that there may be safeguarding issues to consider – where serious concerns, especially those alleging criminal activity or serious patient safety concerns, are raised. The Service Provider will need to include to include in the delivery of the service consideration of the need for onward referral of such concerns. It will also be required to have Safeguarding policies in place that include effective training of all staff and volunteers involved in the delivery of the service and appropriate escalation processes of safeguarding issues.
- 3.18. The Service Provider will need to meet the following standards:
 - Access to detailed and up-to-date knowledge and information of the relevant legal framework, including the Public Interest Disclosure Act 1998, the Employment Rights Act 1996 and data protection legislation; associated case-law, local policies to

C170935 – SPEAK UP HELPLINE

implement relevant legislation and procedure in both the private and public sector to ensure that consistent signposting guidance is given.

- Provision of a secure way to log caller information and email queries that abides by current information security and data protection legislation

Awareness raising / promotion activity

- 3.19. An element of the requirement will include awareness raising/promotion activity of the Speak Up helpline. Freedom To Speak Up Guardians may be a channel for promoting the Speak Up helpline.
- 3.20. The Service provider will need to undertake activities to raise awareness of the service, (e.g. use of Social Media)

4. CONTRACT PERIOD

4.1 [Redacted]
[Redacted]

5. BUDGET

5.1. [Redacted]
5.2. [Redacted]

6. PAYMENT SCHEDULE

6.1. [Redacted]

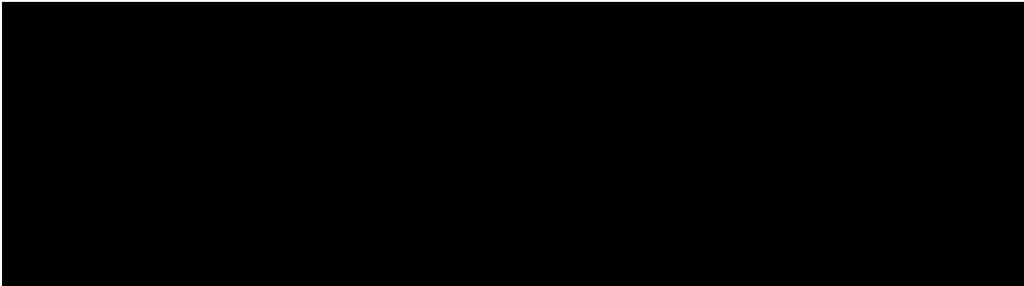
[Redacted]	[Redacted]

[Redacted]

6.2. The estimated spend breakdown by Financial Year (FY) if all extensions are exercised is as follows:



6.3. [Redacted]



7. VARIATIONS TO THE SCOPE OF REQUIREMENTS

7.1. DHSC is currently undertaking a service user survey seeking feedback on the current service offer. Depending on the response to this survey, we may wish to include additional deliverables, amend the delivery model or discontinue the services altogether.

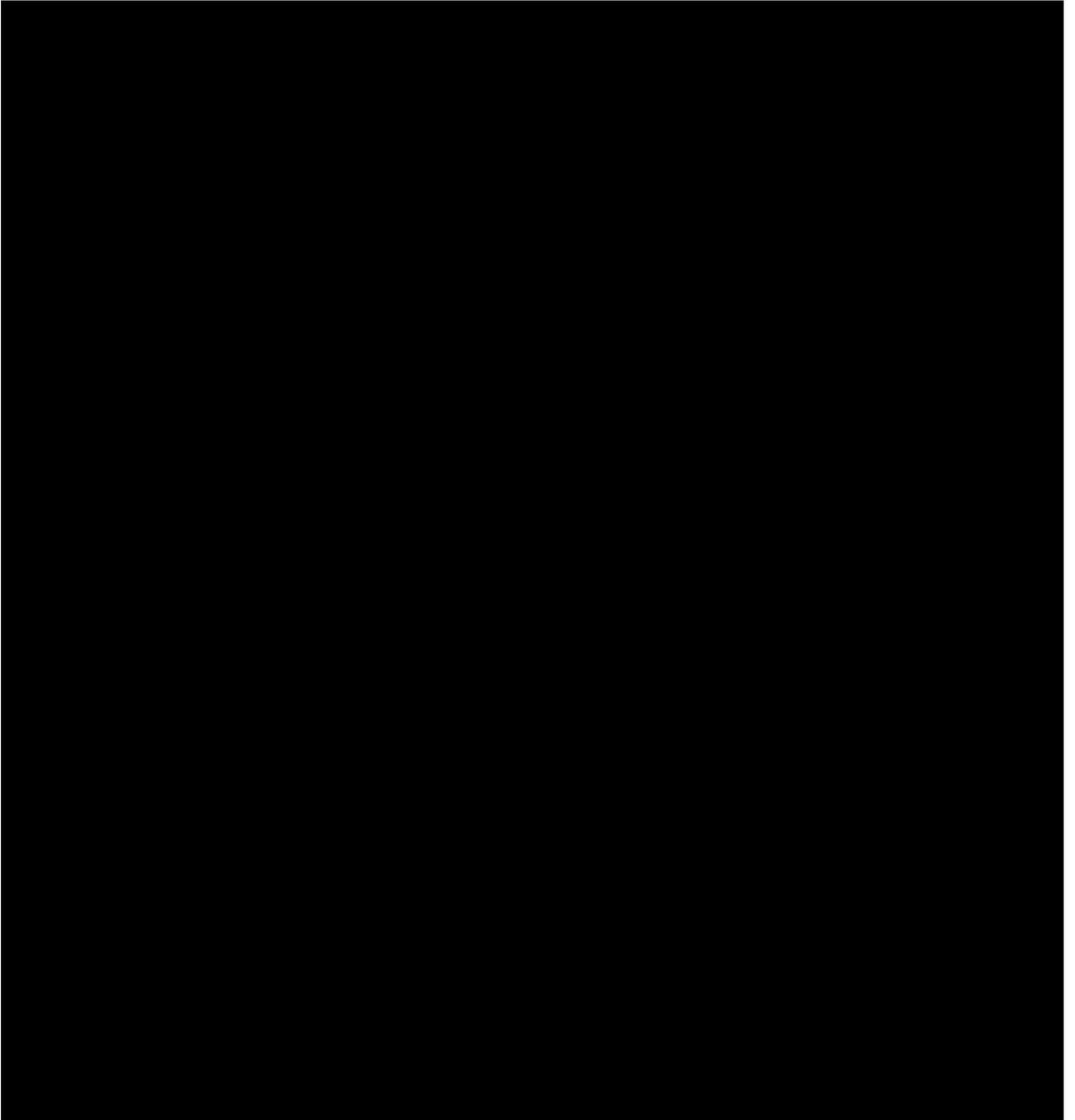
7.2. Such additional services will follow the variation process as set out in clause 12 of the Terms and Conditions of Contract.

7.3. Additional services/variations will be of the same nature of the contract and may include but not be limited to the following:

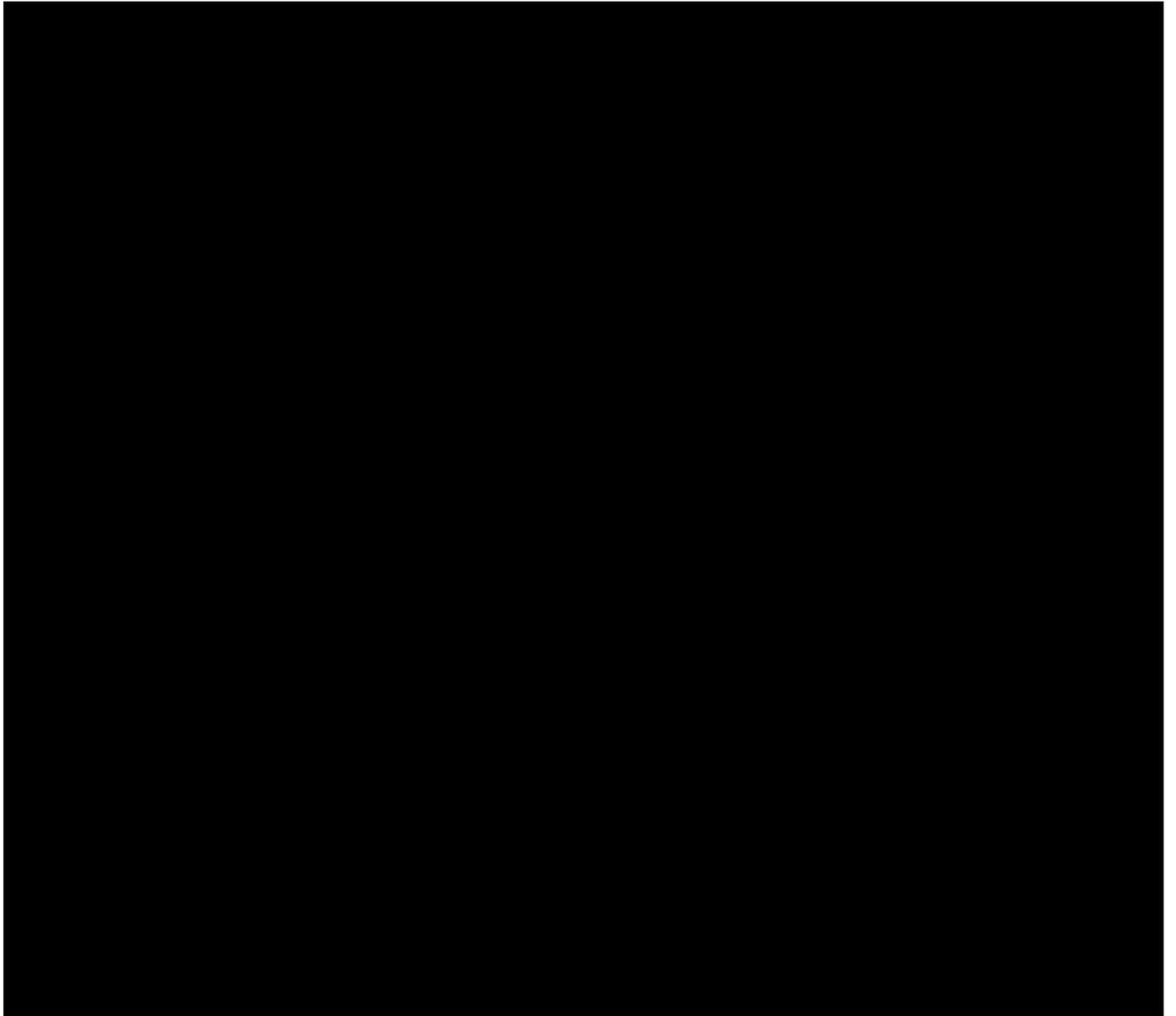
- Meetings with service users
- Hand over notes/meetings between service users and signpost organisation

7.4. [Redacted] The appointed Service Provider will be offered any additional scope of work related to this contract. In the case of any variation, the Authority will issue to the appointed Service Provider additional scope of services, and the appointed provider will submit within agreed timescales a costing for such additional services for review and approval prior to commencement of any additional or amended activity.

8. KEY PERFORMANCE INDICATORS



C170935 – SPEAK UP HELPLINE



9. PERFORMANCE DATA FOR REPORTING OF MANAGEMENT INFORMATION

9.1. [Redacted text block]

9.2. [Redacted text block]

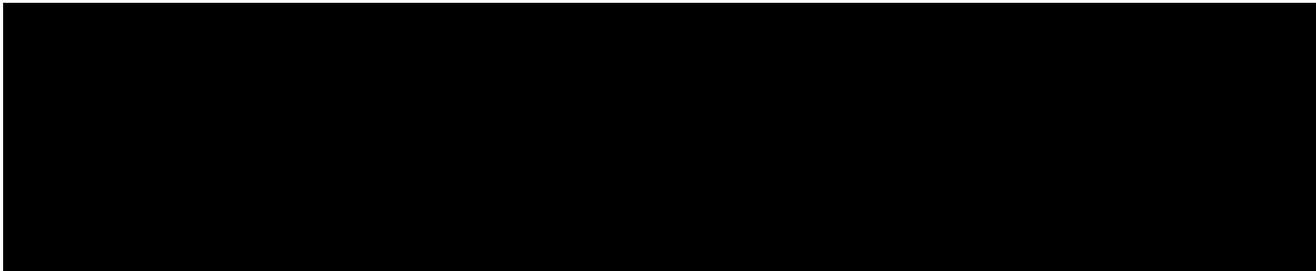
C170935 – SPEAK UP HELPLINE

- Staff with the relevant skills, competency and training to deal with potentially anxious and distressed callers.
- Staff that have the ability to communicate clearly and impartially the guidance on Speak Up, appropriate to an individual caller’s needs, the legal framework on whistleblowing and available resources to individual members of NHS staff and adult social care workers or an individual representing a provider of NHS services.
- The Speak Up landscape is multifaceted and shifting, and the law on whistleblowing can be complex. Anyone working on the helpline will therefore need to keep abreast of developments and relevant case law to inform their guidance.
- Staff must be trained to understand the boundary between providing bespoke guidance and support, and advising on individual cases or providing legal advice, and they must be able to communicate this limitation of the service to each caller;
- Ability to promote the Speak Up helpline to relevant audiences

11. SERVICE CREDITS

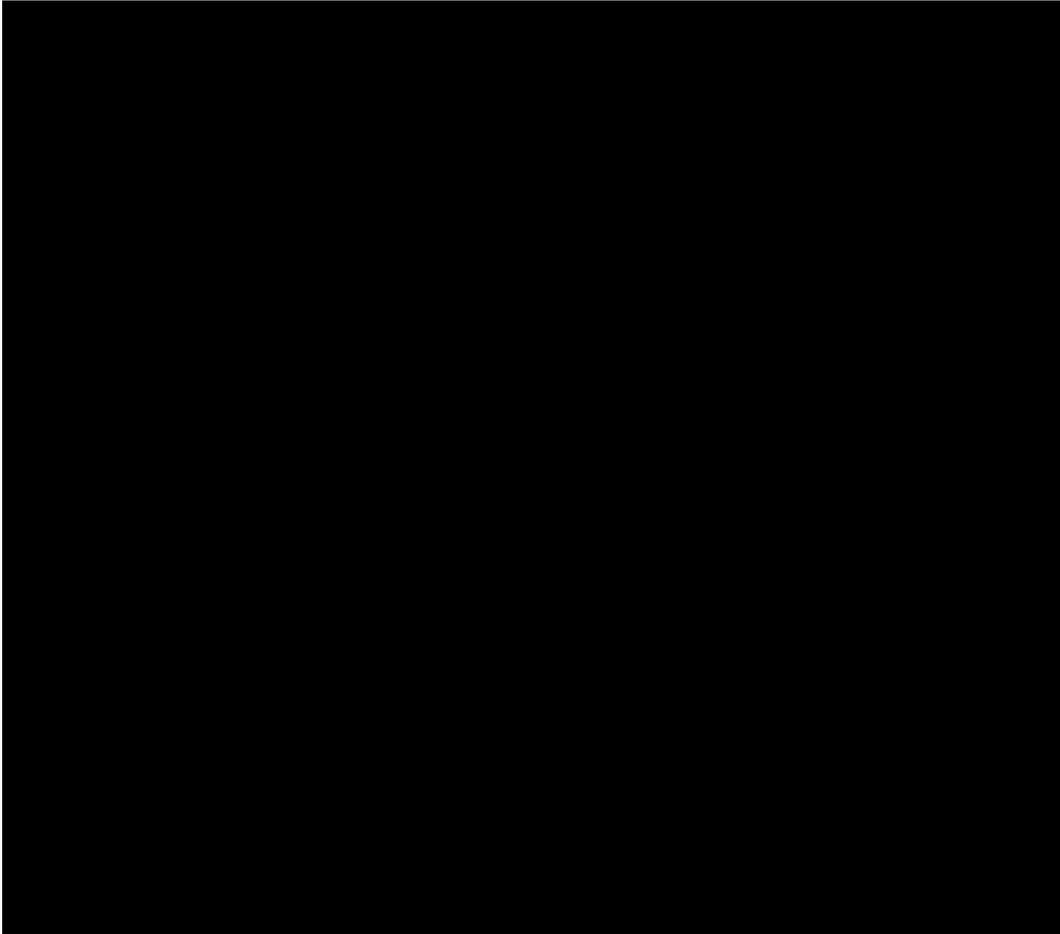
- 11.1. Where the supplier performs at ‘requires improvement’ level in any of the KPIs, the supplier should put in place a remedial action plan to rectify the performance and prevent a Critical Service Failure from taking place.
- 11.2. Where the supplier performs at ‘inadequacy level’ in 3 or more KPIs in any given quarter period, the Authority will be entitled to trigger service credits equal to 5% of the quarterly payment due in that quarter in accordance with the Contract Optional Key Provision 22.

12. CONTRACT MONITORING



13. REPRESENTATIVES AND CONTACT POINTS





14. DATA

Provision of data within the Service should flow securely and in accordance with Data Protection regulations.

14.1. Security

The Service Provider shall deliver the service in accordance with the HMG Security Policy Framework.

<https://www.gov.uk/government/publications/security-policy-framework>

The Service Provider shall have a Cyber Essentials Scheme Basic Certificate or equivalent at the commencement date of the contract. Cyber Essential Scheme requirements can be located at:

<https://www.ncsc.gov.uk/cyberessentials/overview>.

The Service Provider shall ensure that Customer's and Service Users information and Data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE.

[May-2018 Government-Security-Classifications-2.pdf \(publishing.service.gov.uk\)](#)

The Service Provider shall ensure that the Government Security Classification Policy rating is also applied when information and Data is transmitted across all applicable networks and/or in line with the Authority's requirements.

The Service Provider shall, where required, have the capability to employ encryption to information / Data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL-SENSITIVE and/or in line with the Authority' requirements.

The Service Provider shall ensure that any suspected or actual security breaches are reported to the Customer's representative immediately and depending on the impact of the breach, shall be included in monthly/quarterly performance reporting to the Authority.

The Service provider shall comply with all relevant legislation, organisational and cross Government policy and guidelines in relation to Data and asset security.

14.2. Standards

The Service provider shall provide secure solutions that comply with any restrictions or requirements arising out of Customer's security policies. This shall include, but not be limited to:

Cyber Essentials Scheme Basic Certificate; or

NHS Data Security and Protection Toolkit; or

ISO 27001 Information Security Management as agreed;

The service provider shall not charge a premium to Buyers for any additional standards and/or security compliance applicable to a Call Off contract, unless otherwise agreed in advance by Buyers.

15. SOCIAL VALUE

The Authority has set out what they see as the priority Social Value areas for this contract.

The contract will support:

Social Value Theme 5 - Wellbeing

Improve community cohesion

MAC 8.1: Demonstrate collaboration with users and communities in the co-design and delivery of the contract to support strong integrated communities.

Metrics that will be reported as part of KPIs:

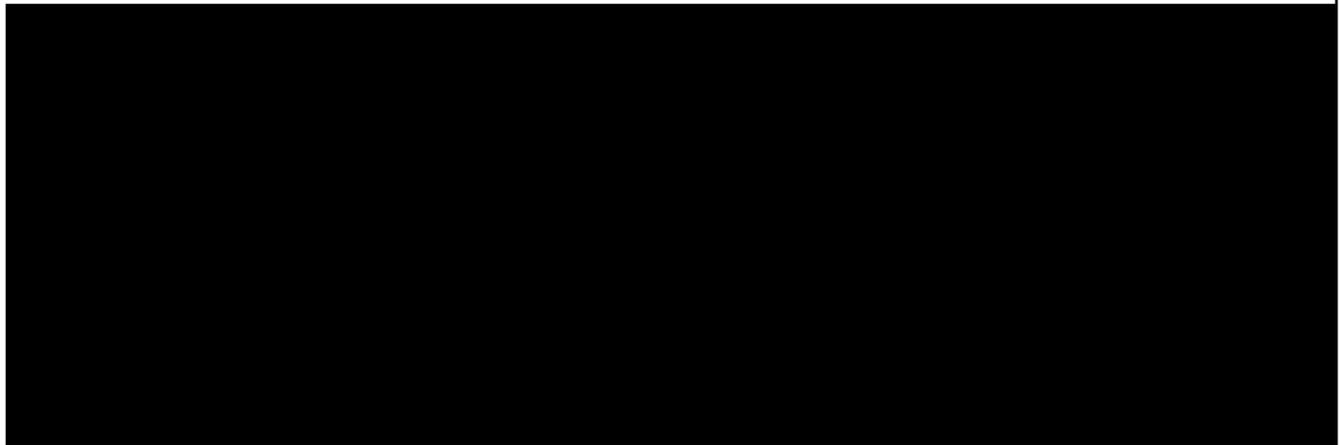
C170935 – SPEAK UP HELPLINE

Number of people-hours spent supporting local community integration, such as volunteering and other community-led initiatives, under the contract.

**SCHEDULE 5
TENDER**

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
AQ1	Delivery Model	<p>Provide detailed description of your delivery model. This must include but not be limited to the following elements:</p> <p>Full staffing structure with roles and responsibilities. For the contract manager and team leaders include details of their knowledge and experience.</p> <p>Service flow chart that illustrates how the service is delivered from the point a service user is engaged, tree factors relevant to decisions, and resolution/sigh-posting to relevant organisations/bodies.</p>	40	700

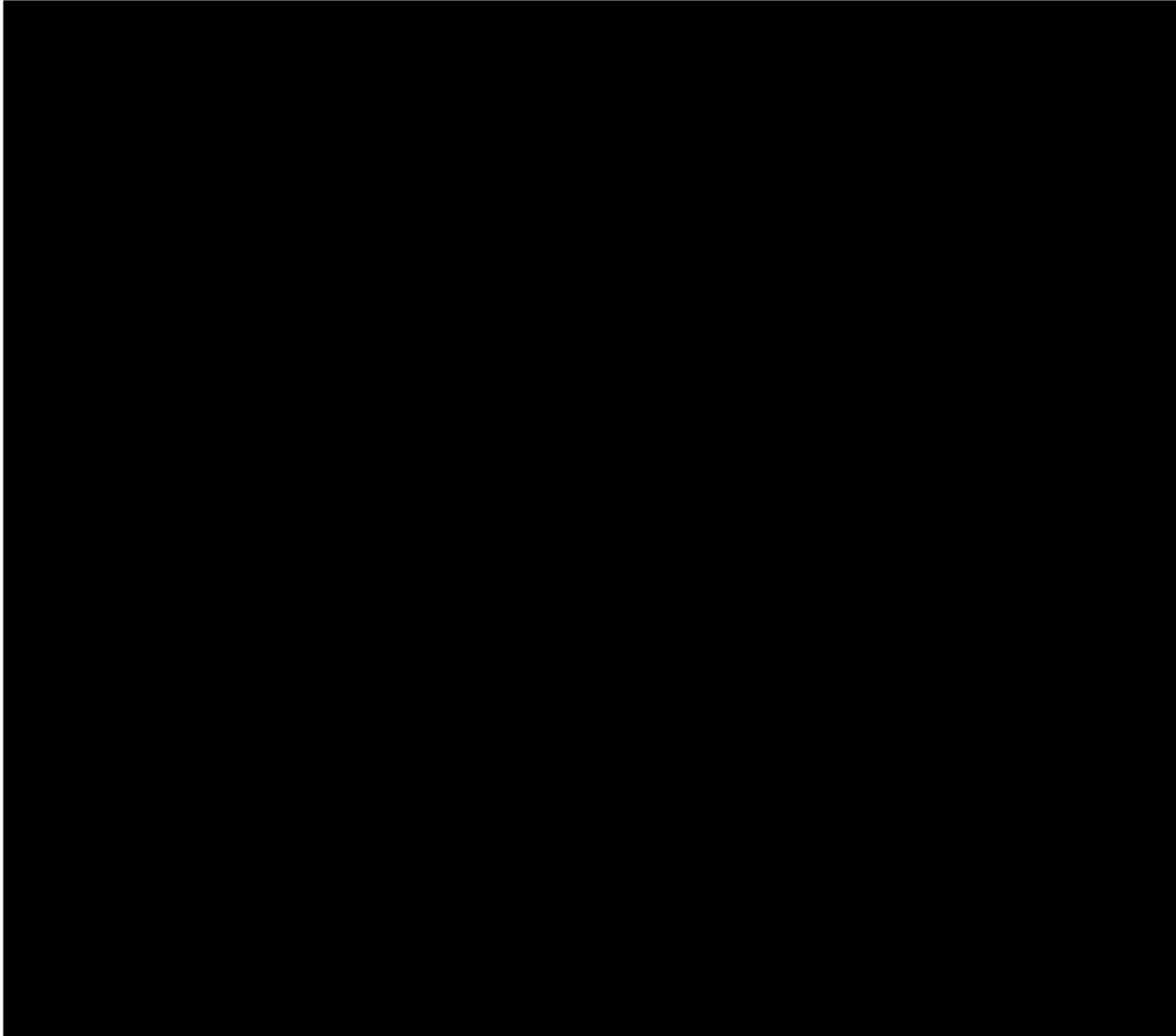
Insert your response below



C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
AQ2	Online Portal and Helpline	Provide details of your proposed online portal and how its functionality and	15	500

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
		available information will meet the service requirements. You can also support your answer with screenshots or diagrams		
Insert your response below				
				

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
AQ3	Knowledge and Training	<p>Provide details on how will make sure that all staff are trained to the appropriate standard and have the relevant skills, competency, and knowledge to fulfil their role. You must include cyclical training plan.</p> <p>Include in your answer how you will make sure that the boundaries between information and legal advice will be kept.</p>	15	500
Insert your response below				

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
AQ4	Promotion of the Service	Provide details on how you will promote the service to raise profile of the Speak Up Helpline	10	400
Insert your response below				

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
AQ5	Contract Management	Provide details on how you will manage the contract, keep records of usage and deliver reports in line with the required KPIs. You can support your answer with sample reporting.	10	400
Insert your response below				

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
AQ6	Mobilisation/Implementation Plan	Please provide a detailed project management for mobilisation and implementation of service. Your plan must include: <ul style="list-style-type: none"> • Indicative timescales • Key milestones • Roles and responsibilities for each task (both within 	10	2 attachments

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question and Guidance	Weighting	Maximum Word Count
		<p>your organisation and externally)</p> <ul style="list-style-type: none"> • Dependencies and assumptions • Resources • Inputs expected from the Authority <p>Key risks and control measures to mitigate the risks. (Complete and upload the attached risk register. You only need to complete the risk tab). The register will be used from start of the contract and be monitored in quarterly basis.</p> <p>If you are the incumbent provider, you should respond to this question as if you were a new provider.</p>		
Upload the attachments				

SOCIAL VALUE ENVELOPE RESPONSE DOCUMENT

Number	Award Criterion	Question	Response Guidance and Metrics	Weighting	Word Count
SV01	<p>Theme 5 - Wellbeing</p> <p>Improve community cohesion</p> <p>MAC 8.1: Demonstrate collaboration with users and communities in the co-design</p>	<p>Describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:</p> <ul style="list-style-type: none"> • your 'Method Statement', stating how you will achieve this and how your commitment 	<p>Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • Understanding of local demographics, needs and opportunities for the co-design of the goods, services and works to be delivered under the contract. • Methods for engaging with different parts of the community (including 	100%	1000

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question	Response Guidance and Metrics	Weighting	Word Count
	and delivery of the contract to support strong integrated communities.	<p>meets the Award Criteria, and</p> <ul style="list-style-type: none"> ● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency ● how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training and education, partnering/collaborating, volunteering. 	<p>the education system) and how communities come together to inform decisions, strategy and projects to leave a positive legacy for future generations.</p> <p>Illustrative examples: engagement events; awareness campaigns and outreach activities; focus groups; ‘anchor institutions’ such as educational establishments and health trusts; Local Economic Partnerships (LEPs); charities; industry or community representative bodies.</p> <ul style="list-style-type: none"> ● Measures to involve local stakeholders and/or users in design (e.g. in the design of services, systems, products or buildings). ● Plans for positive actions with community groups. ● Measures for making facilities used in the delivery of the contract available for community groups, education or training. ● Measures to build trust, gain credibility and build relationships to increase community integration, trust and influence on how the contract is performed. 		

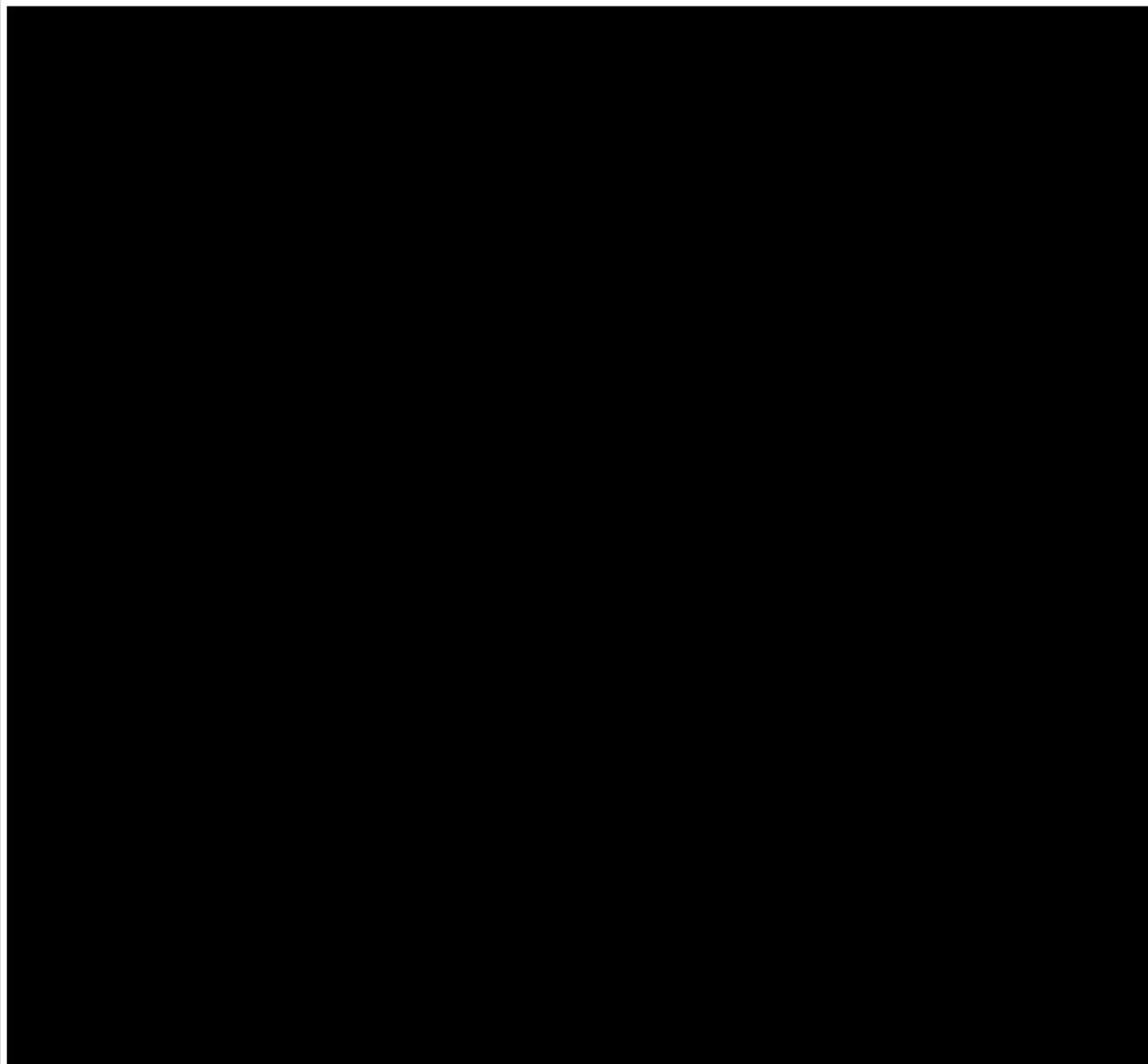
C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question	Response Guidance and Metrics	Weighting	Word Count
			<ul style="list-style-type: none"> • Flexibility in responsiveness and ability to adapt in approach to community engagement and initiatives. • Support to community-led initiatives relevant to the contract. Illustrative examples: improving transport links; reducing crime; reducing homelessness, poverty and hunger; reducing loneliness; helping with English language proficiency; and helping meaningful social mixing among people with different backgrounds. • Employee volunteering schemes applicable to the contract workforce. <p>Metrics to be provided during the life of the contract:</p> <p>Number of people-hours spent supporting local community integration, such as volunteering and other community-led initiatives, under the contract.</p>		

C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question	Response Guidance and Metrics	Weighting	Word Count
			Set up a target		

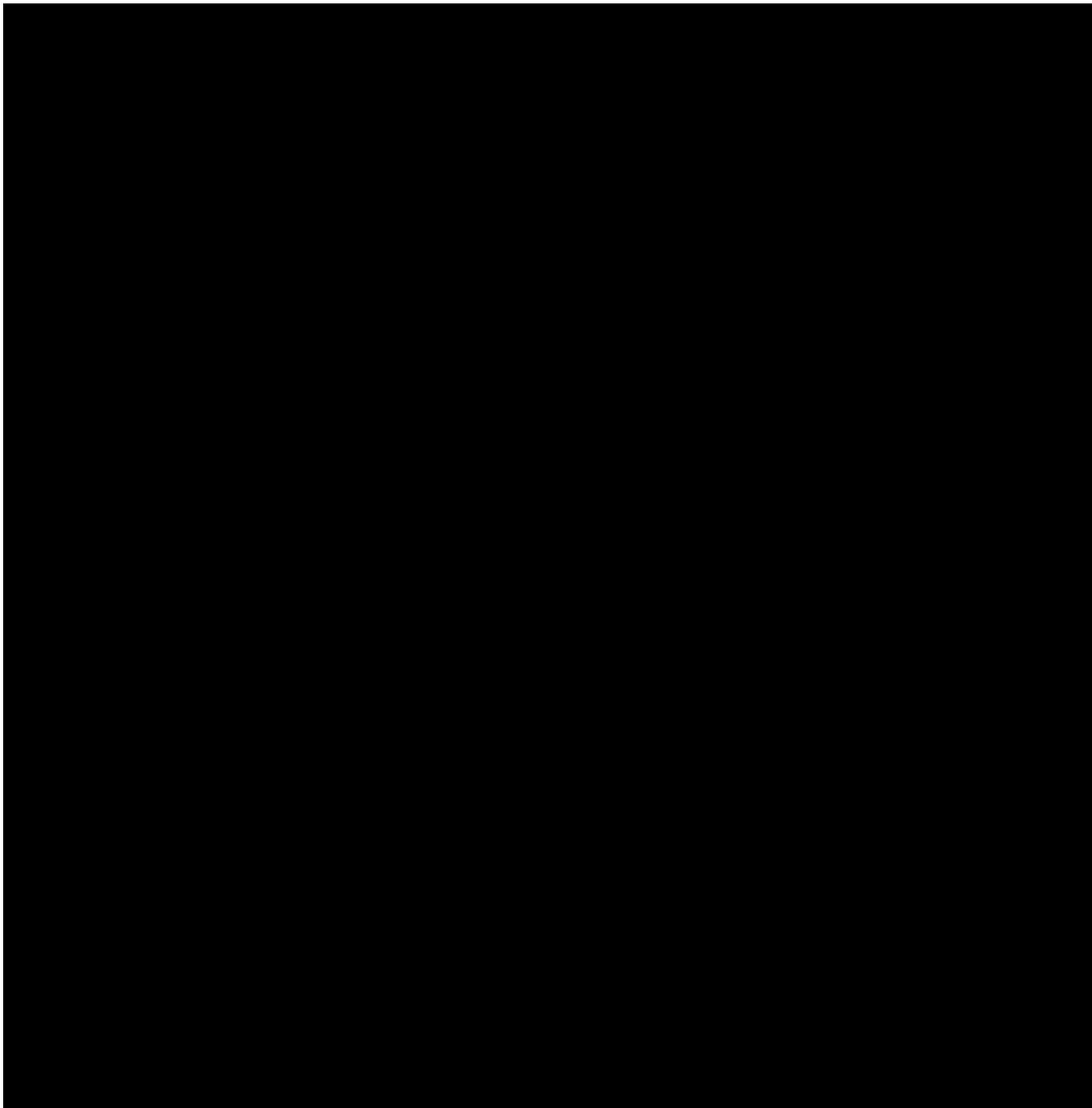
Respond below



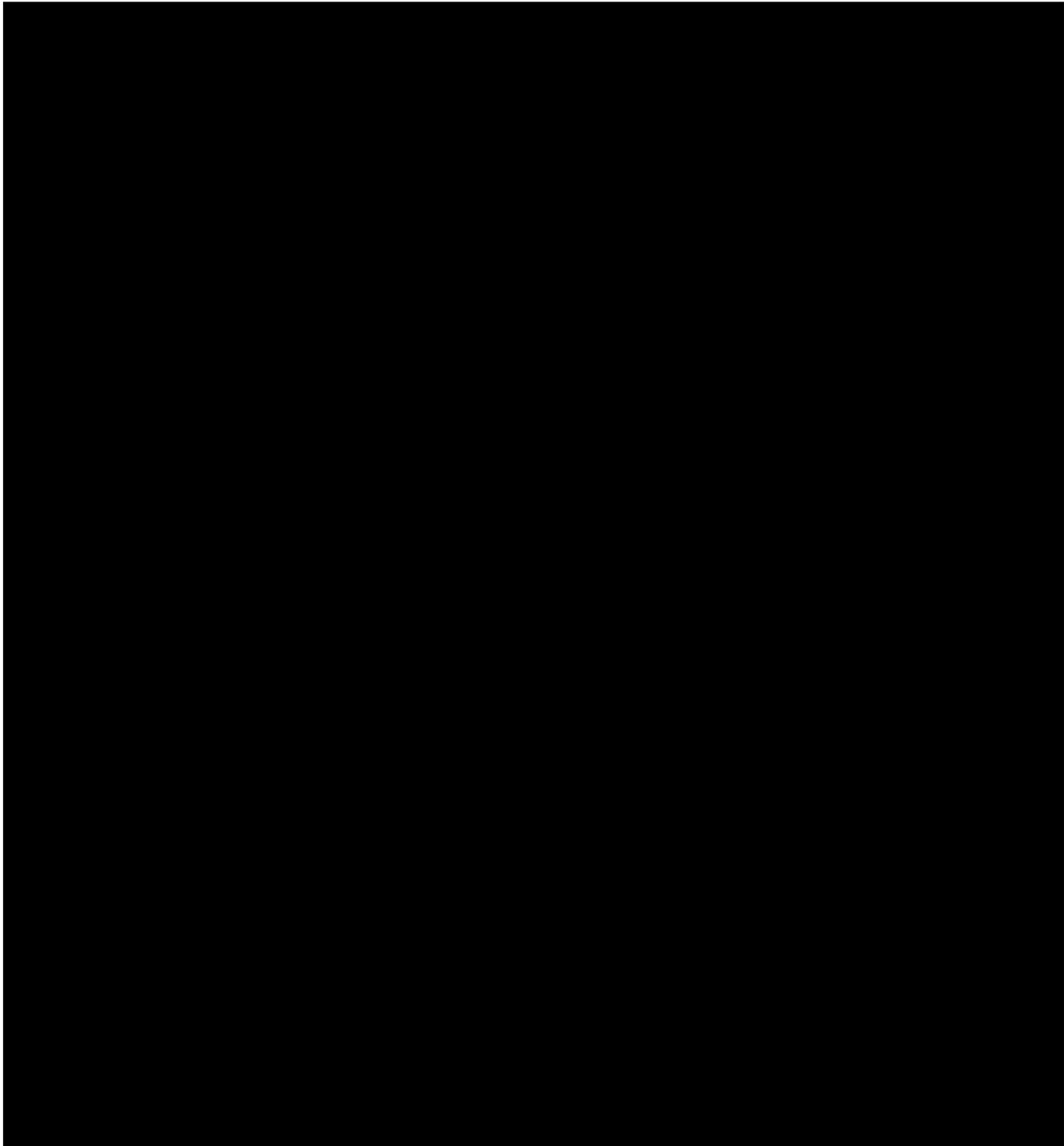
C170935 – SPEAK UP HELPLINE

Number	Award Criterion	Question	Response Guidance and Metrics	Weighting	Word Count
[Redacted Content]					

**SCHEDULE 6
PRICING**



C170935 – SPEAK UP HELPLINE



C170935 – SPEAK UP HELPLINE

**SCHEDULE 7
CONTRACT MONITORING**

For contract monitoring obligations, please see Schedule 4 Specification.

C170935 – SPEAK UP HELPLINE

**SCHEDULE 8
COMMERCIALLY SENSITIVE INFORMATION**

Contractor pricing (see Schedule 6) is to be considered commercially sensitive.

**SCHEDULE 9
VARIATION FORM**

No of Contract being varied:

.....

Variation Form No:

.....

BETWEEN:

[insert name of Authority] ("the Authority")

and

[insert name of Contractor] ("the Contractor")

1. The Contract is varied as follows and shall take effect on the date signed by both Parties:

[Insert details of the Variation]

2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the Authority

Signature

.....

Date

.....

Name (in Capitals)

.....

C170935 – SPEAK UP HELPLINE

Address

Signed by an authorised signatory to sign for and on behalf of the Contractor

Signature

Date

Name (in Capitals)

Address

**SCHEDULE 10
STAFF TRANSFER**

1. DEFINITIONS

1.1. In this Schedule, the following definitions shall apply:

“Admission Contract” The agreement to be entered into by which the Contractor agrees to participate in the Schemes as amended from time to time’

“Contractor’s Final Contractor” a list provided by the Contractor of all Contractor Personnel who will transfer under the Employment Regulations on the Relevant Transfer Date;

“Contractor’s Provisional Contractor Personnel List” a list prepared and updated by the Contractor of all Contractor Personnel who are engaged in or wholly or mainly assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Contractor

“Eligible Employee” any Fair Deal Employee who at the relevant time is an eligible employee as defined in the Admission Contract;

“Employee Liabilities” all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation related to employment including in relation to the following:

- a. redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;

C170935 – SPEAK UP HELPLINE

- b. unfair, wrongful or constructive dismissal compensation;
- c. compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;
- d. compensation for less favourable treatment of part-time workers or fixed term employees;
- e. outstanding employment debts and unlawful deduction of wages including any PAYE and national insurance contributions;
- f. employment claims whether in tort, contract or statute or otherwise;
- g. any investigation relating to employment matters by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;

“Fair Employee(s)”

Deal those Transferring Authority Employees who are on the Relevant Transfer Date entitled to the protection of New Fair Deal and any Transferring Former Contractor Employees who originally transferred pursuant to a Relevant Transfer under the Employment Regulations (or the predecessor legislation to the Employment Regulations), from employment with a public sector employer and who were once eligible to participate in the Schemes and who at the Relevant Transfer Date become entitled to the protection of New Fair Deal;

“Former Contractor”

a supplier supplying services to the Authority before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall

C170935 – SPEAK UP HELPLINE

		include any sub-contractor of such supplier (or any sub-contractor of any such sub-contractor);
“New Fair Deal”		the revised Fair Deal position set out in the HM Treasury guidance: “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013;
“Notified contractor”	Sub-	a Sub-contractor identified in the Annex to this Schedule to whom Transferring Authority Employees and/or Transferring Former Contractor Employees will transfer on a Relevant Transfer Date;
“Old Fair Deal”		means HM Treasury Guidance “Staff Transfers from Central Government: A Fair Deal for Staff Pensions” issued in June 1999 including the supplementary guidance “Fair Deal for Staff Pensions: Procurement of Bulk Transfer Agreements and Related Issues” issued in June 2004;
“Relevant Transfer”		a transfer of employment to which the Employment Regulations applies;
“Relevant Transfer Date”	Transfer	in relation to a Relevant Transfer, the date upon which the Relevant Transfer takes place;
“Replacement contractor”	Sub-	a sub-contractor of the Replacement Contractor to whom Transferring Contractor Employees will transfer on a Service Transfer Date (or any sub-contractor of any such Sub-contractor);
“Schemes”		the Principal Civil Service Pension Scheme available to employees of the civil service and employees of bodies under the Superannuation Act 1972, as governed by rules adopted by Parliament; the Partnership Pension Account and its (i) Ill health Benefits Scheme and (ii) Death Benefits Scheme; the Civil Service Additional Voluntary Contribution Scheme; and the 2015 New Scheme (with effect from a date

C170935 – SPEAK UP HELPLINE

to be notified to the Contractor by the Minister for the Cabinet Office);

“Service Transfer” any transfer of the Services (or any part of the Services), for whatever reason, from the Contractor or any Sub-contractor to a Replacement Contractor or a Replacement Sub-contractor;

“Service Transfer Date” The date of a Service Transfer;

“Staffing Information” in relation to all persons identified on the Contractor's Provisional Contractor Personnel List or Contractor's Final Contractor Personnel List, as the case may be, such information as the Authority may reasonably request (subject to all applicable provisions of the Data Protection Legislation), but including in an anonymised format:

- a. their ages, dates of commencement of employment or engagement and gender;
- b. details of whether they are employed, self-employed contractors or consultants, agency workers or otherwise;
- c. the identity of the employer or relevant contracting Party;
- d. their relevant contractual notice periods and any other terms relating to termination of employment, including redundancy procedures, and redundancy payments;
- e. their wages, salaries and profit sharing arrangements as applicable;
- f. details of other employment-related benefits, including (without limitation) medical insurance, life assurance, pension or other retirement benefit schemes, share option schemes and company car schedules applicable to them;

C170935 – SPEAK UP HELPLINE

-
- g. any outstanding or potential contractual, statutory or other liabilities in respect of such individuals (including in respect of personal injury claims);
 - h. details of any such individuals on long term sickness absence, parental leave, maternity leave or other authorised long term absence;
 - i. copies of all relevant documents and materials relating to such information, including copies of relevant contracts of employment (or relevant standard contracts if applied generally in respect of such employees); and
 - j. any other “employee liability information” as such term is defined in Regulation 11 of the Employment Regulations;

“Transferring Authority Employees”	those employees of the Authority to whom the Employment Regulations will apply on the Relevant Transfer Date;
“Transferring Contractor Employees”	those employees of the Contractor and/or the Contractor’s Sub-contractors to whom the Employment Regulations will apply on the Service Transfer Date; and
“Transferring Former Contractor Employees”	in relation to a Former Contractor, those employees of the Former Contractor to whom the Employment Regulations will apply on the Relevant Transfer Date.

2. INTERPRETATION

Where a provision in this Schedule imposes an obligation on the Contractor to provide an indemnity, undertaking or warranty, the Contractor shall procure that each of its Sub-contractors shall comply with such obligation and provide such indemnity, undertaking or warranty to the Authority, Former Contractor, Replacement Contractor or Replacement Sub-contractor, as the case may be.

PART A: TRANSFERRING AUTHORITY EMPLOYEES AT COMMENCEMENT OF SERVICES**1. RELEVANT TRANSFERS****1.1.** The Authority and the Contractor agree that:

1.1.1. the commencement of the provision of the Services or of each relevant part of the Services will be a Relevant Transfer in relation to the Transferring Authority Employees; and

1.1.2. as a result of the operation of the Employment Regulations, the contracts of employment between the Authority and the Transferring Authority Employees (except in relation to any terms dis-applied through operation of Regulation 10(2) of the Employment Regulations) will have effect on and from the Relevant Transfer Date as if originally made between the Contractor and/or any Notified Sub-contractor and each such Transferring Authority Employee.

1.2. The Authority shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of the Transferring Authority Employees in respect of the period arising up to (but not including) the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period up to (but not including) the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Authority; and (ii) the Contractor and/or any Notified Sub-contractor (as appropriate).

2. AUTHORITY INDEMNITIES

2.1. Subject to Paragraph 2.2, the Authority shall indemnify the Contractor and any Notified Sub-contractor against any Employee Liabilities in respect of any Transferring Authority Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

2.1.1. any act or omission by the Authority occurring before the Relevant Transfer Date;

2.1.2. the breach or non-observance by the Authority before the Relevant Transfer Date of:

C170935 – SPEAK UP HELPLINE

-
- (a) any collective agreement applicable to the Transferring Authority Employees; and/or
 - (b) any custom or practice in respect of any Transferring Authority Employees which the Authority is contractually bound to honour;
- 2.1.3. any claim by any trade union or other body or person representing the Transferring Authority Employees arising from or connected with any failure by the Authority to comply with any legal obligation to such trade union, body or person arising before the Relevant Transfer Date;
- 2.1.4. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Authority Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Authority Employee and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Authority to the Contractor and/or any Notified Sub-contractor as appropriate, to the extent that the proceeding, claim or demand by the HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date.
- 2.1.5. a failure of the Authority to discharge, or procure the discharge of, all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Authority Employees arising before the Relevant Transfer Date;
- 2.1.6. any claim made by or in respect of any person employed or formerly employed by the Authority other than a Transferring Authority Employee for whom it is alleged the Contractor and/or any Notified Sub-contractor as appropriate may be liable by virtue of the Employment Regulations and/or the Acquired Rights Directive; and
- 2.1.7. any claim made by or in respect of a Transferring Authority Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Authority Employee relating to any act or omission of the Authority in relation to its obligations under Regulation 13 of the

C170935 – SPEAK UP HELPLINE

Employment Regulations, except to the extent that the liability arises from the failure by the Contractor or any Sub-contractor to comply with Regulation 13(4) of the Employment Regulations.

- 2.2.** The indemnities in Paragraph 2.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Contractor or any Sub-contractor (whether or not a Notified Sub-contractor) whether occurring or having its origin before, on or after the Relevant Transfer Date including any Employee Liabilities:
- 2.2.1. arising out of the resignation of any Transferring Authority Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Contractor and/or any Sub-contractor to occur in the period from (and including) the Relevant Transfer Date; or
 - 2.2.2. arising from the failure by the Contractor or any Sub-contractor to comply with its obligations under the Employment Regulations.
- 2.3.** If any person who is not identified by the Authority as a Transferring Authority Employee claims, or it is determined in relation to any person who is not identified by the Authority as a Transferring Authority Employee, that his/her contract of employment has been transferred from the Authority to the Contractor and/or any Notified Sub-contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
- 2.3.1. the Contractor shall, or shall procure that the Notified Sub-contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Authority; and
 - 2.3.2. the Authority may offer (or may procure that a third party may offer) employment to such person within fifteen (15) Working Days of receipt of the notification by the Contractor and/or any Notified Sub-contractor, or take such other reasonable steps as the Authority considers appropriate to deal with the matter provided always that such steps are in compliance with Law.
- 2.4.** If an offer referred to in Paragraph 2.3.2 is accepted, or if the situation has otherwise been resolved by the Authority, the Contractor shall, or shall procure that the Notified Sub-contractor shall, immediately release the person from his/her employment or alleged employment.
- 2.5.** If by the end of the fifteen (15) Working Day period specified in Paragraph 2.3.2:
- 2.5.1. no such offer of employment has been made;

C170935 – SPEAK UP HELPLINE

-
- 2.5.2. such offer has been made but not accepted; or
- 2.5.3. the situation has not otherwise been resolved, the Contractor and/or any Notified Sub-contractor may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.
- 2.6.** Subject to the Contractor and/or any Notified Sub-contractor acting in accordance with the provisions of Paragraphs 2.3 to 2.5 and in accordance with all applicable proper employment procedures set out in applicable Law, the Authority shall indemnify the Contractor and/or any Notified Sub-contractor (as appropriate) against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 2.5 provided that the Contractor takes, or procures that the Notified Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 2.7.** The indemnity in Paragraph 2.6:
- 2.7.1. shall not apply to:
- (a) any claim for:
- i. discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- ii. equal pay or compensation for less favourable treatment of part-time in any case in relation to any alleged act or omission of the Contractor and/or any Sub-contractor; or
- 2.7.2. any claim that the termination of employment was unfair because the Contractor and/or Notified Sub-contractor neglected to follow a fair dismissal procedure; and
- 2.7.3. shall apply only where the notification referred to in Paragraph 2.3.1 is made by the Contractor and/or any Notified Sub-contractor (as appropriate) to the Authority within six (6) Months of the Services Commencement Date.
- 2.8.** If any such person as is referred to in Paragraph 2.3 is neither re-employed by the Authority nor dismissed by the Contractor and/or any Notified Sub-contractor within the time scales set out in Paragraph 2.5 such person shall be treated as having transferred to the Contractor and/or any Notified Sub-contractor and the Contractor shall, or shall procure that the Notified Sub-contractor shall, comply with such obligations as may be imposed upon it under applicable Law.

3. CONTRACTOR INDEMNITIES AND OBLIGATIONS

3.1. Subject to Paragraph 3.2, the Contractor shall indemnify the Authority against any Employee Liabilities in respect of any Transferring Authority Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

- 3.1.1. any act or omission by the Contractor or any Sub-contractor whether occurring before, on or after the Relevant Transfer Date;
- 3.1.2. the breach or non-observance by the Contractor or any Sub-contractor on or after the Relevant Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Authority Employees; and/or
 - (b) any custom or practice in respect of any Transferring Authority Employees which the Contractor or any Sub-contractor is contractually bound to honour;
- 3.1.3. any claim by any trade union or other body or person representing any Transferring Authority Employees arising from or connected with any failure by the Contractor or any Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;
- 3.1.4. any proposal by the Contractor or a Sub-contractor made before the Relevant Transfer Date to make changes to the terms and conditions of employment or working conditions of any Transferring Authority Employees to their material detriment on or after their transfer to the Contractor or the relevant Sub-contractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Authority Employee but for their resignation (or decision to treat their employment as terminated under Regulation 4(9) of the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;
- 3.1.5. any statement communicated to or action undertaken by the Contractor or any Sub-contractor to, or in respect of, any Transferring Authority Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Authority in writing;

C170935 – SPEAK UP HELPLINE

-
- 3.1.6. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Authority Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Authority Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Authority to the Contractor or a Sub-contractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date;
- 3.1.7. a failure of the Contractor or any Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Authority Employees in respect of the period from (and including) the Relevant Transfer Date; and
- 3.1.8. any claim made by or in respect of a Transferring Authority Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Authority Employee relating to any act or omission of the Contractor or any Sub-contractor in relation to their obligations under Regulation 13 of the Employment Regulations, except to the extent that the liability arises from the Authority's failure to comply with its obligations under Regulation 13 of the Employment Regulations.
- 3.2.** The indemnities in Paragraph 3.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Authority whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Authority's failure to comply with its obligations under the Employment Regulations.
- 3.3.** The Contractor shall comply, and shall procure that each Sub-contractor shall comply, with all its obligations under the Employment Regulations (including its obligation to inform and consult in accordance with Regulation 13 of the Employment Regulations) and shall perform and discharge, and shall procure that each Sub-contractor shall perform and discharge, all its obligations in respect of the Transferring Authority Employees, from (and including) the Relevant Transfer Date (including the payment of all remuneration, benefits,

C170935 – SPEAK UP HELPLINE

entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period from and including the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Authority and the Contractor.

4. INFORMATION

The Contractor shall, and shall procure that each Sub-contractor shall, promptly provide to the Authority in writing such information as is necessary to enable the Authority to carry out its duties under Regulation 13 of the Employment Regulations. The Authority shall promptly provide to the Contractor and each Notified Sub-contractor in writing such information as is necessary to enable the Contractor and each Notified Sub-contractor to carry out their respective duties under Regulation 13 of the Employment Regulations.

5. PRINCIPLES OF GOOD EMPLOYMENT PRACTICE

5.1. The Parties agree that the Principles of Good Employment Practice issued by the Cabinet Office in December 2010 apply to the treatment by the Contractor of employees whose employment begins after the Relevant Transfer Date, and the Contractor undertakes to treat such employees in accordance with the provisions of the Principles of Good Employment Practice.

5.2. The Contractor shall, and shall procure that each Sub-contractor shall, comply with any requirement notified to it by the Authority relating to pensions in respect of any Transferring Authority Employee as set down in:

5.2.1. the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised December 2013;

5.2.2. Old Fair Deal; and/or

5.2.3. the New Fair Deal.

5.3. Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraphs 5.1 or 5.2 shall be agreed in accordance with the Change Control Process.

6. PENSIONS

6.1. The Contractor shall, and shall procure that each of its Sub-contractors shall, comply with the pensions provisions in the following Annex.

ANNEX TO PART A: PENSIONS

1. PARTICIPATION

- 1.1. The Contractor undertakes to enter into the Admission Contract.
- 1.2. The Contractor and the Authority undertake to do all such things and execute any documents (including the Admission Contract) as may be required to enable the Contractor to participate in the Schemes in respect of the Fair Deal Employees.
- 1.3. The Contractor shall bear its own costs and all costs that the Authority reasonably incurs in connection with the negotiation, preparation and execution of documents to facilitate the Contractor participating in the Schemes.

2. FUTURE SERVICE BENEFITS

- 2.1. The Contractor shall procure that the Fair Deal Employees, shall be either admitted into, or offered continued membership of, the relevant section of the Schemes that they currently contribute to, or were eligible to join immediately prior to the Relevant Transfer Date and the Contractor shall procure that the Fair Deal Employees continue to accrue benefits in accordance with the provisions governing the relevant section of Schemes for service from (and including) the Relevant Transfer Date.
- 2.2. The Contractor undertakes that should it cease to participate in the Schemes for whatever reason at a time when it has Eligible Employees, that it will, at no extra cost to the Authority, provide to any Fair Deal Employee who immediately prior to such cessation remained an Eligible Employee with access to an occupational pension scheme certified by the Government Actuary's Department or any actuary nominated by the Authority in accordance with relevant guidance produced by the Government Actuary's Department as providing benefits which are broadly comparable to those provided by the Schemes at the relevant date.
- 2.3. The Parties acknowledge that the Civil Service Compensation Scheme and the Civil Service Injury Benefit Scheme (established pursuant to section 1 of the Superannuation Act 1972) are not covered by the protection of New Fair Deal.

3. FUNDING

- 3.1. The Contractor undertakes to pay to the Schemes all such amounts as are due under the Admission Contract and shall deduct and pay to the Schemes such employee contributions as are required by the Schemes.

C170935 – SPEAK UP HELPLINE

- 3.2.** The Contractor shall indemnify and keep indemnified the Authority on demand against any claim by, payment to, or loss incurred by, the Schemes in respect of the failure to account to the Schemes for payments received and the non-payment or the late payment of any sum payable by the Contractor to or in respect of the Schemes.

4. PROVISION OF INFORMATION

- 4.1.** The Contractor and the Authority respectively undertake to each other:

- 4.1.1. to provide all information which the other Party may reasonably request concerning matters (i) referred to in this Annex and (ii) set out in the Admission Contract, and to supply the information as expeditiously as possible; and
- 4.1.2. not to issue any announcements to the Fair Deal Employees prior to the Relevant Transfer Date concerning the matters stated in this Annex without the consent in writing of the other Party (not to be unreasonably withheld or delayed).

5. INDEMNITY

The Contractor undertakes to the Authority to indemnify and keep indemnified the Authority on demand from and against all and any Losses whatsoever arising out of or in connection with any liability towards the Fair Deal Employees arising in respect of service on or after the Relevant Transfer Date which relate to the payment of benefits under an occupational pension scheme (within the meaning provided for in section 1 of the Pension Schemes Act 1993) or the Schemes.

6. EMPLOYER OBLIGATION

The Contractor shall comply with the requirements of [Part 1 of] the Pensions Act 2008 and the Transfer of Employment (Pension Protection) Regulations 2005.

7. SUBSEQUENT TRANSFERS

- 7.1.** The Contractor shall:

- 7.1.1. not adversely affect pension rights accrued by any Fair Deal Employee in the period ending on the date of the relevant future transfer;
- 7.1.2. provide all such co-operation and assistance as the Schemes and the Replacement Contractor and/or the Authority may reasonably require to enable the Replacement Contractor to participate in the Schemes in respect of any

C170935 – SPEAK UP HELPLINE

Eligible Employee and to give effect to any transfer of accrued rights required as part of participation under New Fair Deal; and

7.1.3. for the period either:

- (a) after notice (for whatever reason) is given, in accordance with the other provisions of this Contract, to terminate the Contract or any part of the Services; or
- (b) after the date which is two (2) years prior to the date of expiry of this Contract, ensure that no change is made to pension, retirement and death benefits provided for or in respect of any person who will transfer to the Replacement Contractor or the Authority, no category of earnings which were not previously pensionable are made pensionable and the contributions (if any) payable by such employees are not reduced without (in any case) the prior approval of the Authority (such approval not to be unreasonably withheld). Save that this sub-paragraph shall not apply to any change made as a consequence of participation in an Admission Contract.

PART B: TRANSFERRING FORMER CONTRACTOR EMPLOYEES AT COMMENCEMENT OF SERVICES

1. RELEVANT TRANSFERS

1.1. The Authority and the Contractor agree that:

1.1.1. the commencement of the provision of the Services or of any relevant part of the Services will be a Relevant Transfer in relation to the Transferring Former Contractor Employees; and

1.1.2. as a result of the operation of the Employment Regulations, the contracts of employment between each Former Contractor and the Transferring Former Contractor Employees (except in relation to any terms disapplied through the operation of Regulation 10(2) of the Employment Regulations) shall have effect on and from the Relevant Transfer Date as if originally made between the Contractor and/or Notified Sub-contractor and each such Transferring Former Contractor Employee.

1.2. The Authority shall procure that each Former Contractor shall comply with all its obligations under the Employment Regulations and shall perform and discharge all its obligations in respect of all the Transferring Former Contractor Employees in respect of the period up to (but not including) the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part in respect of the period up to (but not including) the Relevant Transfer Date) and the Contractor shall make, and the Authority shall procure that each Former Contractor makes, any necessary apportionments in respect of any periodic payments.

2. FORMER CONTRACTOR INDEMNITIES

2.1. Subject to Paragraph 2.2 the Authority shall procure that each Former Contractor shall indemnify the Contractor and any Notified Sub-contractor against any Employee Liabilities in respect of any Transferring Former Contractor Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

2.1.1. any act or omission by the Former Contractor arising before the Relevant Transfer Date;

C170935 – SPEAK UP HELPLINE

-
- 2.1.2. the breach or non-observance by the Former Contractor arising before the Relevant Transfer Date of:
- (a) any collective agreement applicable to the Transferring Former Contractor Employees; and/or
 - (b) any custom or practice in respect of any Transferring Former Contractor Employees which the Former Contractor is contractually bound to honour;
- 2.1.3. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Former Contractor Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising before the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Former Contractor Employee and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Former Contractor to the Contractor and/or any Notified Sub-contractor as appropriate, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations in respect of the period to (but excluding) the Relevant Transfer Date;
- 2.1.4. a failure of the Former Contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Former Contractor Employees in respect of the period to (but excluding) the Relevant Transfer Date;
- 2.1.5. any claim made by or in respect of any person employed or formerly employed by the Former Contractor other than a Transferring Former Contractor Employee for whom it is alleged the Contractor and/or any Notified Sub-contractor as appropriate may be liable by virtue of this Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
- 2.1.6. any claim made by or in respect of a Transferring Former Contractor Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Contractor Employee relating to any act or omission of the Former Contractor in relation to its obligations under

C170935 – SPEAK UP HELPLINE

Regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Contractor or any Sub-contractor to comply with Regulation 13(4) of the Employment Regulations.

- 2.2.** The indemnities in Paragraph 2.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Contractor or any Sub-contractor whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities:
- 2.2.1. arising out of the resignation of any Transferring Former Contractor Employee before the Relevant Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Contractor or any Sub-contractor to occur in the period from (and including) the Relevant Transfer Date; or
 - 2.2.2. arising from the failure by the Contractor and/or any Sub-contractor to comply with its obligations under the Employment Regulations.
- 2.3.** If any person who is not identified by the Authority as a Transferring Former Contractor Employee claims, or it is determined in relation to any person who is not identified by the Authority as a Transferring Former Contractor Employee, that his/her contract of employment has been transferred from a Former Contractor to the Contractor and/or any Notified Sub-contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
- 2.3.1. the Contractor shall, or shall procure that the Notified Sub-contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Authority and, where required by the Authority, to the Former Contractor; and
 - 2.3.2. the Former Contractor may offer (or may procure that a third party may offer) employment to such person within fifteen (15) Working Days of the notification by the Contractor and/or the Notified Sub-contractor or take such other reasonable steps as the Former Contractor considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 2.4.** If an offer referred to in Paragraph 2.3.2 is accepted, or if the situation has otherwise been resolved by the Former Contractor and/or the Authority, the Contractor shall, or shall procure that the Notified Sub-contractor shall, immediately release the person from his/her employment or alleged employment.

C170935 – SPEAK UP HELPLINE

-
- 2.5.** If by the end of the fifteen (15) Working Day period specified in Paragraph 2.3.2:
- 2.5.1. no such offer of employment has been made;
 - 2.5.2. such offer has been made but not accepted; or
 - 2.5.3. the situation has not otherwise been resolved, the Contractor and/or any Notified Sub-contractor may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.
- 2.6.** Subject to the Contractor and/or any Notified Sub-contractor acting in accordance with the provisions of Paragraphs 2.3 to 2.5 and in accordance with all applicable proper employment procedures set out in Law, the Authority shall procure that the Former Contractor indemnifies the Contractor and/or any Notified Sub-contractor (as appropriate) against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 2.5 provided that the Contractor takes, or shall procure that the Notified Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 2.7.** The indemnity in Paragraph 2.6:
- 2.7.1. shall not apply to:
 - (a) any claim for:
 - i. discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
 - ii. equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Contractor and/or any Sub-contractor; or
 - (b) any claim that the termination of employment was unfair because the Contractor and/or Notified Sub-contractor neglected to follow a fair dismissal procedure; and
 - 2.7.2. shall apply only where the notification referred to in Paragraph 2.3.1 is made by the Contractor and/or any Notified Sub-contractor (as appropriate) to the Authority and, if applicable, the Former Contractor, within six (6) Months of the Services Commencement Date.

C170935 – SPEAK UP HELPLINE

2.8. If any such person as is described in Paragraph 2.3 is neither re-employed by the Former Contractor nor dismissed by the Contractor and/or any Notified Sub-contractor within the time scales set out in Paragraph 2.5, such person shall be treated as having transferred to the Contractor or Notified Sub-contractor and the Contractor shall, or shall procure that the Notified Sub-contractor shall, comply with such obligations as may be imposed upon it under the Law.

3. CONTRACTOR INDEMNITIES AND OBLIGATIONS

3.1. Subject to Paragraph 3.2, the Contractor shall indemnify the Authority and/or the Former Contractor against any Employee Liabilities in respect of any Transferring Former Contractor Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

3.1.1. any act or omission by the Contractor or any Sub-contractor whether occurring before, on or after the Relevant Transfer Date;

3.1.2. the breach or non-observance by the Contractor or any Sub-contractor on or after the Relevant Transfer Date of:

(a) any collective agreement applicable to the Transferring Former Contractor Employee; and/or

(b) any custom or practice in respect of any Transferring Former Contractor Employees which the Contractor or any Sub-contractor is contractually bound to honour;

3.1.3. any claim by any trade union or other body or person representing any Transferring Former Contractor Employees arising from or connected with any failure by the Contractor or a Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;

3.1.4. any proposal by the Contractor or a Sub-contractor prior to the Relevant Transfer Date to make changes to the terms and conditions of employment or working conditions of any Transferring Former Contractor Employees to their material detriment on or after their transfer to the Contractor or a Sub-contractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Former Contractor Employee but for their resignation (or decision to treat their employment as terminated under Regulation 4(9) of

C170935 – SPEAK UP HELPLINE

the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;

- 3.1.5. any statement communicated to or action undertaken by the Contractor or a Sub-contractor to, or in respect of, any Transferring Former Contractor Employee before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Authority and/or the Former Contractor in writing;
- 3.1.6. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Former Contractor Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Former Contractor Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Former Contractor to the Contractor or a Sub-contractor, to the extent that the proceeding, claim or demand by the HMRC or other statutory authority relates to financial obligations arising on or after the Relevant Transfer Date;
- 3.1.7. a failure of the Contractor or any Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Former Contractor Employees in respect of the period from (and including) the Relevant Transfer Date; and
- 3.1.8. any claim made by or in respect of a Transferring Former Contractor Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Former Contractor Employee relating to any act or omission of the Contractor or any Sub-contractor in relation to obligations under Regulation 13 of the Employment Regulations, except to the extent that the liability arises from the Former Contractor's failure to comply with its obligations under Regulation 13 of the Employment Regulations.

C170935 – SPEAK UP HELPLINE

- 3.2.** The indemnities in Paragraph 3.1 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Former Contractor whether occurring or having its origin before, on or after the Relevant Transfer Date including, without limitation, any Employee Liabilities arising from the Former Contractor's failure to comply with its obligations under the Employment Regulations.
- 3.3.** The Contractor shall comply, and shall procure that each Sub-contractor shall comply, with all its obligations under the Employment Regulations (including without limitation its obligation to inform and consult in accordance with Regulation 13 of the Employment Regulations) and shall perform and discharge, and shall procure that each Sub-contractor shall perform and discharge, all its obligations in respect of all the Transferring Former Contractor Employees, on and from the Relevant Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period from (and including) the Relevant Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between the Contractor and the Former Contractor.

4. INFORMATION

- 4.1.** The Contractor shall, and shall procure that each Sub-contractor shall, promptly provide to the Authority and/or at the Authority's direction, the Former Contractor, in writing such information as is necessary to enable the Authority and/or the Former Contractor to carry out their respective duties under Regulation 13 of the Employment Regulations. The Authority shall procure that the Former Contractor shall promptly provide to the Contractor and each Notified Sub-contractor in writing such information as is necessary to enable the Contractor and each Notified Sub-contractor to carry out their respective duties under Regulation 13 of the Employment Regulations.

5. PRINCIPLES OF GOOD EMPLOYMENT PRACTICE

- 5.1.** The Contractor shall, and shall procure that each Sub-contractor shall, comply with any requirement notified to it by the Authority relating to pensions in respect of any Transferring Former Contractor Employee as set down in:
- 5.1.1. the Cabinet Office Statement of Practice on Staff Transfers in the Public Sector of January 2000, revised December 2013;
- 5.1.2. Old Fair Deal; and/or

5.1.3. the New Fair Deal.

5.2. Any changes embodied in any statement of practice, paper or other guidance that replaces any of the documentation referred to in Paragraph 5.1 shall be agreed in accordance with the Change Control Process.

6. PROCUREMENT OBLIGATIONS

Notwithstanding any other provisions of this Part B, where in this Part B the Authority accepts an obligation to procure that a Former Contractor does or does not do something, such obligation shall be limited so that it extends only to the extent that the Authority's contract with the Former Contractor contains a contractual right in that regard which the Authority may enforce, or otherwise so that it requires only that the Authority must use reasonable endeavours to procure that the Former Contractor does or does not act accordingly.

7. PENSIONS

The Contractor shall, and shall procure that each Sub-contractor shall, comply with the pensions provisions in the following Annex in respect of any Transferring Former Contractor Employees who transfer from the Former Contractor to the Contractor.

ANNEX TO PART B: PENSIONS

1. PARTICIPATION

- 1.1.** The Contractor undertakes to enter into the Admission Agreement.
- 1.2.** The Contractor and the Authority:
 - 1.2.1.** undertake to do all such things and execute any documents (including the Admission Agreement) as may be required to enable the Contractor to participate in the Schemes in respect of the Fair Deal Employees;
 - 1.2.2.** agree that the Authority is entitled to make arrangements with the body responsible for the Schemes for the Authority to be notified if the Contractor breaches the Admission Agreement; and
 - 1.2.3.** agree that notwithstanding sub-paragraph 1.2.2 of this Annex to Part B: Pensions the Contractor shall notify the Authority in the event that it breaches the Admission Agreement.
- 1.3.** The Contractor shall bear its own costs and all costs that the Authority reasonably incurs in connection with the negotiation, preparation and execution of documents to facilitate the Contractor participating in the Schemes.

2. FUTURE SERVICE BENEFITS

- 2.1.** If the Contractor is rejoining the Schemes for the first time, the Contractor shall procure that the Fair Deal Employees shall be either admitted to or offered continued membership of the relevant section of the Schemes that they became eligible to join on the Relevant Transfer Date and shall continue to accrue or accrue benefits in accordance with the provisions governing the relevant section of the Schemes for service from (and including) the Relevant Transfer Date.
- 2.2.** If staff have already been readmitted to the Schemes, the Contractor shall procure that the Fair Deal Employees, shall be either admitted into, or offered continued membership of, the relevant section of the Schemes that they currently contribute to, or were eligible to join immediately prior to the Relevant Transfer Date and the Contractor shall procure that the Fair Deal Employees continue to accrue benefits in accordance with the provisions governing the relevant section of the Schemes for service from (and including) the Relevant Transfer Date.

C170935 – SPEAK UP HELPLINE

- 2.3.** The Contractor undertakes that should it cease to participate in the Schemes for whatever reason at a time when it has Eligible Employees, that it will, at no extra cost to the Authority, provide to any Fair Deal Employee who immediately prior to such cessation remained an Eligible Employee with access to an occupational pension scheme certified by the Government Actuary's Department or any actuary nominated by the Authority in accordance with relevant guidance produced by the Government Actuary's Department as providing benefits which are broadly comparable to those provided by the Schemes at the relevant date.
- 2.4.** The Parties acknowledge that the Civil Service Compensation Scheme and the Civil Service Injury Benefit Scheme (established pursuant to section 1 of the Superannuation Act 1972) are not covered by the protection of New Fair Deal.

3. FUNDING

- 3.1.** The Contractor undertakes to pay to the Schemes all such amounts as are due under the Admission Agreement and shall deduct and pay to the Schemes such employee contributions as are required by the Schemes.
- 3.2.** The Contractor shall indemnify and keep indemnified the Authority on demand against any claim by, payment to, or loss incurred by the Schemes in respect of the failure to account to the Schemes for payments received and the non-payment or the late payment of any sum payable by the Contractor to or in respect of the Schemes.

4. PROVISION OF INFORMATION

- 4.1.** The Contractor and the Authority respectively undertake to each other:
- 4.1.1. to provide all information which the other Party may reasonably request concerning matters (i) referred to in this Annex and (ii) set out in the Admission Agreement, and to supply the information as expeditiously as possible; and
 - 4.1.2. not to issue any announcements to the Fair Deal Employees prior to the Relevant Transfer Date concerning the matters stated in this Annex without the consent in writing of the other Party (not to be unreasonably withheld or delayed).

5. INDEMNITY

- 5.1.** The Contractor undertakes to the Authority to indemnify and keep indemnified the Authority on demand from and against all and any Losses whatsoever arising out of or in

C170935 – SPEAK UP HELPLINE

connection with any liability towards the Fair Deal Employees arising in respect of service on or after the Relevant Transfer Date which relate to the payment of benefits under an occupational pension scheme (within the meaning provided for in section 1 of the Pension Schemes Act 1993) or the Schemes.

6. EMPLOYER OBLIGATION

- 6.1.** The Contractor shall comply with the requirements of [Part 1 of] the Pensions Act 2008 and the Transfer of Employment (Pension Protection) Regulations 2005.

7. SUBSEQUENT TRANSFERS

- 7.1.** The Contractor shall:

7.1.1. not adversely affect pension rights accrued by any Fair Deal Employee in the period ending on the date of the relevant future transfer;

7.1.2. provide all such co-operation and assistance as the Schemes and the Replacement Contractor and/or the Authority may reasonably require to enable the Replacement Contractor to participate in the Schemes in respect of any Eligible Employee and to give effect to any transfer of accrued rights required as part of participation under the New Fair Deal; and

7.1.3. for the period either:

(a) after notice (for whatever reason) is given, in accordance with the other provisions of this Contract, to terminate the Contract or any part of the Services; or

(b) after the date which is two (2) years prior to the date of expiry of this Contract,

- 7.2.** ensure that no change is made to pension, retirement and death benefits provided for or in respect of any person who will transfer to the Replacement Contractor or the Authority, no category of earnings which were not previously pensionable are made pensionable and the contributions (if any) payable by such employees are not reduced without (in any case) the prior approval of the Authority (such approval not to be unreasonably withheld). Save that this sub-paragraph shall not apply to any change made as a consequence of participation in an Admission Agreement.

PART C: NO TRANSFER OF EMPLOYEES AT COMMENCEMENT OF SERVICES**1. PROCEDURE IN THE EVENT OF TRANSFER**

- 1.1.** The Authority and the Contractor agree that the commencement of the provision of the Services or of any part of the Services will not be a Relevant Transfer in relation to any employees of the Authority and/or any Former Contractor.
- 1.2.** If any employee of the Authority and/or a Former Contractor claims, or it is determined in relation to any employee of the Authority and/or a Former Contractor, that his/her contract of employment has been transferred from the Authority and/or the Former Contractor to the Contractor and/or any Sub-contractor pursuant to the Employment Regulations or the Acquired Rights Directive then:
- 1.2.1. the Contractor shall, and shall procure that the relevant Sub-contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Authority and, where required by the Authority, give notice to the Former Contractor; and
- 1.2.2. the Authority and/or the Former Contractor may offer (or may procure that a third party may offer) employment to such person within fifteen (15) Working Days of the notification by the Contractor or the Sub-contractor (as appropriate) or take such other reasonable steps as the Authority or Former Contractor (as the case may be) considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 1.3.** If an offer referred to in Paragraph 1.2.2 is accepted (or if the situation has otherwise been resolved by the Authority and/or the Former Contractor), the Contractor shall, or shall procure that the Sub-contractor shall, immediately release the person from his/her employment or alleged employment.
- 1.4.** If by the end of the fifteen (15) Working Day period specified in Paragraph 1.2.2:
- 1.4.1. no such offer of employment has been made;
- 1.4.2. such offer has been made but not accepted; or
- 1.4.3. the situation has not otherwise been resolved,
- the Contractor and/or the Sub-contractor may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.

2. INDEMNITIES

2.1. Subject to the Contractor and/or the relevant Sub-contractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance with all applicable employment procedures set out in applicable Law and subject also to Paragraph 2.4, the Authority shall:

2.1.1. indemnify the Contractor and/or the relevant Sub-contractor against all Employee Liabilities arising out of the termination of the employment of any employees of the Authority referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Contractor takes, or shall procure that the Notified Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities; and

2.1.2. procure that the Former Contractor indemnifies the Contractor and/or any Notified Sub-contractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Contractor made pursuant to the provisions of Paragraph 1.4 provided that the Contractor takes, or shall procure that the relevant Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.

2.2. If any such person as is described in Paragraph 1.2 is neither re employed by the Authority and/or the Former Contractor as appropriate nor dismissed by the Contractor and/or any Sub-contractor within the fifteen (15) Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Contractor and/or the Sub-contractor (as appropriate) and the Contractor shall, or shall procure that the Sub-contractor shall, comply with such obligations as may be imposed upon it under Law.

2.3. Where any person remains employed by the Contractor and/or any Sub-contractor pursuant to Paragraph 2.2, all Employee Liabilities in relation to such employee shall remain with the Contractor and/or the Sub-contractor and the Contractor shall indemnify the Authority and any Former Contractor, and shall procure that the Sub-contractor shall indemnify the Authority and any Former Contractor, against any Employee Liabilities that either of them may incur in respect of any such employees of the Contractor and/or employees of the Sub-contractor.

2.4. The indemnities in Paragraph 2.1:

2.4.1. shall not apply to:

(a) any claim for:

C170935 – SPEAK UP HELPLINE

- i. discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- ii. equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Contractor and/or any Sub-contractor; or

- (b) any claim that the termination of employment was unfair because the Contractor and/or any Sub-contractor neglected to follow a fair dismissal procedure; and

2.4.2. shall apply only where the notification referred to in Paragraph 1.2.1 is made by the Contractor and/or any Sub-contractor to the Authority and, if applicable, Former Contractor within six (6) Months of the Services Commencement Date.

3. PROCUREMENT OBLIGATIONS

Where in this Part C the Authority accepts an obligation to procure that a Former Contractor does or does not do something, such obligation shall be limited so that it extends only to the extent that the Authority's contract with the Former Contractor contains a contractual right in that regard which the Authority may enforce, or otherwise so that it requires only that the Authority must use reasonable endeavours to procure that the Former Contractor does or does not act accordingly.

PART D: EMPLOYMENT EXIT PROVISIONS

1. PRE-SERVICE TRANSFER OBLIGATIONS

1.1. The Contractor agrees that within twenty (20) Working Days of the earliest of:

- 1.1.1. receipt of a notification from the Authority of a Service Transfer or intended Service Transfer;
- 1.1.2. receipt of the giving of notice of early termination of this Contract;
- 1.1.3. the date which is twelve (12) Months before the end of the Term; and
- 1.1.4. receipt of a written request of the Authority at any time (provided that the Authority shall only be entitled to make one such request in any six (6) Month period),

C170935 – SPEAK UP HELPLINE

it shall provide in a suitably anonymised format so as to comply with the Data Protection Legislation, the Contractor's Provisional Contractor Personnel List, together with the Staffing Information in relation to the Contractor's Provisional Contractor Personnel List and it shall provide an updated Contractor's Provisional Contractor Personnel List at such intervals as are reasonably requested by the Authority.

- 1.2.** At least twenty (20) Working Days prior to the Service Transfer Date, the Contractor shall provide to the Authority or at the direction of the Authority to any Replacement Contractor and/or any Replacement Sub-contractor:
 - 1.2.1. the Contractor's Final Contractor Personnel List, which shall identify which of the Contractor Personnel are Transferring Contractor Employees; and
 - 1.2.2. the Staffing Information in relation to the Contractor's Final Contractor Personnel List (insofar as such information has not previously been provided).
- 1.3.** The Authority shall be permitted to use and disclose information provided by the Contractor under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Contractor and/or Replacement Sub-contractor.
- 1.4.** The Contractor warrants, for the benefit of the Authority, any Replacement Contractor, and any Replacement Sub-contractor that all information provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.
- 1.5.** From the date of the earliest event referred to in Paragraph 1.1, the Contractor agrees, that it shall not, and agrees to procure that each Sub-contractor shall not, assign any person to the provision of the Services who is not listed on the Contractor's Provisional Contractor Personnel List and shall not without the approval of the Authority (not to be unreasonably withheld or delayed):
 - 1.5.1. replace or re-deploy any Contractor Personnel listed on the Contractor Provisional Contractor Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces;
 - 1.5.2. make, promise, propose or permit any material changes to the terms and conditions of employment of the Contractor Personnel (including any payments connected with the termination of employment);

C170935 – SPEAK UP HELPLINE

-
- 1.5.3. increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Contractor Personnel save for fulfilling assignments and projects previously scheduled and agreed;
 - 1.5.4. introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Contractor's Provisional Contractor Personnel List;
 - 1.5.5. increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services); or
 - 1.5.6. terminate or give notice to terminate the employment or contracts of any persons on the Contractor's Provisional Contractor Personnel List save by due disciplinary process,

and shall promptly notify, and procure that each Sub-contractor shall promptly notify, the Authority or, at the direction of the Authority, any Replacement Contractor and any Replacement Sub-contractor of any notice to terminate employment given by the Contractor or relevant Sub-contractor or received from any persons listed on the Contractor's Provisional Contractor Personnel List regardless of when such notice takes effect.

- 1.6. During the Term, the Contractor shall provide, and shall procure that each Sub-contractor shall provide, to the Authority any information the Authority may reasonably require relating to the manner in which the Services are organised, which shall include:
 - 1.6.1. the numbers of employees engaged in providing the Services;
 - 1.6.2. the percentage of time spent by each employee engaged in providing the Services; and
 - 1.6.3. a description of the nature of the work undertaken by each employee by location.
- 1.7. The Contractor shall provide, and shall procure that each Sub-contractor shall provide, all reasonable cooperation and assistance to the Authority, any Replacement Contractor and/or any Replacement Sub-contractor to ensure the smooth transfer of the Transferring Contractor Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Contractor Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within five (5) Working

C170935 – SPEAK UP HELPLINE

Days following the Service Transfer Date, the Contractor shall provide, and shall procure that each Sub-contractor shall provide, to the Authority or, at the direction of the Authority, to any Replacement Contractor and/or any Replacement Sub-contractor (as appropriate), in respect of each person on the Contractor's Final Contractor Personnel List who is a Transferring Contractor Employee:

- 1.7.1. the most recent Month's copy pay slip data;
- 1.7.2. details of cumulative pay for tax and pension purposes;
- 1.7.3. details of cumulative tax paid;
- 1.7.4. tax code;
- 1.7.5. details of any voluntary deductions from pay; and
- 1.7.6. bank/building society account details for payroll purposes.

2. EMPLOYMENT REGULATIONS EXIT PROVISIONS

- 2.1. The Authority and the Contractor acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination of this Contract or otherwise) resulting in the Services being undertaken by a Replacement Contractor and/or a Replacement Sub-contractor. Such change in the identity of the supplier of such services may constitute a Relevant Transfer to which the Employment Regulations and/or the Acquired Rights Directive will apply. The Authority and the Contractor further agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Contractor and the Transferring Contractor Employees (except in relation to any contract terms disapplied through operation of Regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Contractor and/or a Replacement Sub-contractor (as the case may be) and each such Transferring Contractor Employee.
- 2.2. The Contractor shall, and shall procure that each Sub-contractor shall, comply with all its obligations in respect of the Transferring Contractor Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Sub-contractor shall perform and discharge, all its obligations in respect of all the Transferring Contractor Employees arising in respect of the period up to (and including) the Service Transfer Date

C170935 – SPEAK UP HELPLINE

(including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Contractor and/or the Sub-contractor (as appropriate); and (ii) the Replacement Contractor and/or Replacement Sub-contractor.

2.3. Subject to Paragraph 2.4 the Contractor shall indemnify the Authority and/or the Replacement Contractor and/or any Replacement Sub-contractor against any Employee Liabilities in respect of any Transferring Contractor Employee (or, where applicable any employee representative as defined in the Employment Regulations) arising from or as a result of:

2.3.1. any act or omission of the Contractor or any Sub-contractor whether occurring before, on or after the Service Transfer Date;

2.3.2. the breach or non-observance by the Contractor or any Sub-contractor occurring on or before the Service Transfer Date of:

(a) any collective agreement applicable to the Transferring Contractor Employees; and/or

(b) any other custom or practice with a trade union or staff association in respect of any Transferring Contractor Employees which the Contractor or any Sub-contractor is contractually bound to honour;

2.3.3. any claim by any trade union or other body or person representing any Transferring Contractor Employees arising from or connected with any failure by the Contractor or a Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;

2.3.4. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:

(a) in relation to any Transferring Contractor Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on and before the Service Transfer Date; and

(b) in relation to any employee who is not a Transferring Contractor Employee, and in respect of whom it is later alleged or determined that the

C170935 – SPEAK UP HELPLINE

Employment Regulations applied so as to transfer his/her employment from the Contractor to the Authority and/or Replacement Contractor and/or any Replacement Sub-contractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;

- 2.3.5. a failure of the Contractor or any Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Contractor Employees in respect of the period up to and including the Service Transfer Date;
 - 2.3.6. any claim made by or in respect of any person employed or formerly employed by the Contractor or any Sub-contractor other than a Transferring Contractor Employee for whom it is alleged the Authority and/or the Replacement Contractor and/or any Replacement Sub-contractor may be liable by virtue of this Contract and/or the Employment Regulations and/or the Acquired Rights Directive; and
 - 2.3.7. any claim made by or in respect of a Transferring Contractor Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Contractor Employee relating to any act or omission of the Contractor or any Sub-contractor in relation to its obligations under Regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Authority and/or Replacement Contractor to comply with Regulation 13(4) of the Employment Regulations.
- 2.4.** The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Contractor and/or any Replacement Sub-contractor whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities:
- 2.4.1. arising out of the resignation of any Transferring Contractor Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Contractor and/or any Replacement Sub-contractor to occur in the period on or after the Service Transfer Date; or
 - 2.4.2. arising from the Replacement Contractor's failure, and/or Replacement Sub-contractor's failure, to comply with its obligations under the Employment Regulations.

C170935 – SPEAK UP HELPLINE

-
- 2.5.** If any person who is not a Transferring Contractor Employee claims, or it is determined in relation to any person who is not a Transferring Contractor Employee, that his/her contract of employment has been transferred from the Contractor or any Sub-contractor to the Replacement Contractor and/or Replacement Sub-contractor pursuant to the Employment Regulations or the Acquired Rights Directive, then:
- 2.5.1. the Authority shall procure that the Replacement Contractor shall, or any Replacement Sub-contractor shall, within five (5) Working Days of becoming aware of that fact, give notice in writing to the Contractor; and
- 2.5.2. the Contractor may offer (or may procure that a Sub-contractor may offer) employment to such person within fifteen (15) Working Days of the notification by the Replacement Contractor and/or any and/or Replacement Sub-contractor or take such other reasonable steps as it considers appropriate to deal with the matter provided always that such steps are in compliance with Law.
- 2.6.** If such offer is accepted, or if the situation has otherwise been resolved by the Contractor or a Sub-contractor, the Authority shall procure that the Replacement Contractor shall, or procure that the Replacement Sub-contractor shall, immediately release or procure the release of the person from his/her employment or alleged employment.
- 2.7.** If after the fifteen (15) Working Day period specified in Paragraph 2.5.2 has elapsed:
- 2.7.1. no such offer of employment has been made;
- 2.7.2. such offer has been made but not accepted; or
- 2.7.3. the situation has not otherwise been resolved
- the Authority shall advise the Replacement Contractor and/or Replacement Sub-contractor, as appropriate that it may within five (5) Working Days give notice to terminate the employment or alleged employment of such person.
- 2.8.** Subject to the Replacement Contractor and/or Replacement Sub-contractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7, and in accordance with all applicable proper employment procedures set out in applicable Law, the Contractor shall indemnify the Replacement Contractor and/or Replacement Sub-contractor against all Employee Liabilities arising out of the termination pursuant to the provisions of Paragraph 2.7 provided that the Replacement Contractor takes, or shall procure that the Replacement Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.

2.9. The indemnity in Paragraph 2.8:

2.9.1. shall not apply to:

(a) any claim for:

- i. discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
- ii. equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Replacement Contractor and/or Replacement Sub-contractor; or

(b) any claim that the termination of employment was unfair because the Replacement Contractor and/or Replacement Sub-contractor neglected to follow a fair dismissal procedure; and

2.9.2. shall apply only where the notification referred to in Paragraph 2.5.1 is made by the Replacement Contractor and/or Replacement Sub-contractor to the Contractor within six (6) Months of the Service Transfer Date.

2.10. If any such person as is described in Paragraph 2.5 is neither re-employed by the Contractor or any Sub-contractor nor dismissed by the Replacement Contractor and/or Replacement Sub-contractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Contractor Employee and the Replacement Contractor and/or Replacement Sub-contractor shall comply with such obligations as may be imposed upon it under applicable Law.

2.11. The Contractor shall comply, and shall procure that each Sub-contractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Sub-contractor shall perform and discharge, all its obligations in respect of the Transferring Contractor Employees before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:

C170935 – SPEAK UP HELPLINE

-
- 2.11.1. the Contractor and/or any Sub-contractor; and
- 2.11.2. the Replacement Contractor and/or the Replacement Sub-contractor.
- 2.12.** The Contractor shall, and shall procure that each Sub-contractor shall, promptly provide to the Authority and any Replacement Contractor and/or Replacement Sub-contractor, in writing such information as is necessary to enable the Authority, the Replacement Contractor and/or Replacement Sub-contractor to carry out their respective duties under Regulation 13 of the Employment Regulations. The Authority shall procure that the Replacement Contractor and/or Replacement Sub-contractor, shall promptly provide to the Contractor and each Sub-contractor in writing such information as is necessary to enable the Contractor and each Sub-contractor to carry out their respective duties under Regulation 13 of the Employment Regulations.
- 2.13.** Subject to Paragraph 2.14, the Authority shall procure that the Replacement Contractor indemnifies the Contractor on its own behalf and on behalf of any Replacement Sub-contractor and its sub-contractors against any Employee Liabilities in respect of each Transferring Contractor Employee (or, where applicable any employee representative (as defined in the Employment Regulations) of any Transferring Contractor Employee) arising from or as a result of:
- 2.13.1. any act or omission of the Replacement Contractor and/or Replacement Sub-contractor;
- 2.13.2. the breach or non-observance by the Replacement Contractor and/or Replacement Sub-contractor on or after the Service Transfer Date of:
- (a) any collective agreement applicable to the Transferring Contractor Employees; and/or
- (b) any custom or practice in respect of any Transferring Contractor Employees which the Replacement Contractor and/or Replacement Sub-contractor is contractually bound to honour;
- 2.13.3. any claim by any trade union or other body or person representing any Transferring Contractor Employees arising from or connected with any failure by the Replacement Contractor and/or Replacement Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or after the Relevant Transfer Date;
- 2.13.4. any proposal by the Replacement Contractor and/or Replacement Sub-contractor to change the terms and conditions of employment or working

C170935 – SPEAK UP HELPLINE

conditions of any Transferring Contractor Employees on or after their transfer to the Replacement Contractor or Replacement Sub-contractor (as the case may be) on the Relevant Transfer Date, or to change the terms and conditions of employment or working conditions of any person who would have been a Transferring Contractor Employee but for their resignation (or decision to treat their employment as terminated under Regulation 4(9) of the Employment Regulations) before the Relevant Transfer Date as a result of or for a reason connected to such proposed changes;

- 2.13.5. any statement communicated to or action undertaken by the Replacement Contractor or Replacement Sub-contractor to, or in respect of, any Transferring Contractor Employee on or before the Relevant Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Contractor in writing;
- 2.13.6. any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
- (a) in relation to any Transferring Contractor Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Contractor Employee, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Contractor or Sub-contractor, to the Replacement Contractor or Replacement Sub-contractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date;
- 2.13.7. a failure of the Replacement Contractor or Replacement Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Contractor Employees in respect of the period from (and including) the Service Transfer Date; and
- 2.13.8. any claim made by or in respect of a Transferring Contractor Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Contractor Employee relating to any act or

C170935 – SPEAK UP HELPLINE

omission of the Replacement Contractor or Replacement Sub-contractor in relation to obligations under Regulation 13 of the Employment Regulations.

- 2.14.** The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Contractor and/or any Sub-contractor (as applicable) whether occurring or having its origin before, on or after the Relevant Transfer Date, including any Employee Liabilities arising from the failure by the Contractor and/or any Sub-contractor (as applicable) to comply with its obligations under the Employment Regulations.

C170935 – SPEAK UP HELPLINE

ANNEX: LIST OF NOTIFIED SUB-CONTRACTORS

C170935 – SPEAK UP HELPLINE

**SCHEDULE 11
KEY PERSONNEL**

See Order Form

SCHEDULE 12
EXIT PLAN AND SERVICE TRANSFER ARRANGEMENTS

1. DEFINITIONS

1.1. In this Schedule, the following definitions shall apply:

"Documentation"	<p>any descriptions of the Services, technical specifications, user manuals, training manuals, operating manuals, process definitions and procedures, system environment descriptions and all such other documentation (whether in hardcopy or electronic form) which is required to be supplied by the Contractor to the Authority under the Contract as:</p> <ul style="list-style-type: none"> a) would reasonably be required by a competent third party capable of Good Industry Practice contracted by the Authority to develop, configure, build, deploy, run, maintain, upgrade and test the individual systems that provide the Services; b) is required by the Contractor in order to provide the Services; and/or c) has been or shall be generated for the purpose of providing the Services;
"Ethical Agreement"	<p>Wall means an ethical wall agreement in a form similar to the draft ethical wall agreement set out in the Model Services Contract at Schedule 8.5 (Exit Management) Annex 2 (Draft Ethical Wall Agreement) or an alternative form of ethical wall agreement agreed between the Parties;</p>
"Model Contract"	<p>Services means the Model Services Contract published and maintained by Cabinet Office, as update from time to time, the current version of which is published at https://www.gov.uk/government/publications/model-services-contract</p>
"Registers"	<p>means the registers and database referred to in Paragraph 4.2.1 and Paragraph 4.2.2 of this Schedule 12;</p>

C170935 – SPEAK UP HELPLINE

"Transferable Contracts"	Sub-contracts, licences or other agreements which are necessary to enable the Authority or any Replacement Contractor to provide the Replacement Services, including in relation to licences all relevant Documentation;
"Transitional Assistance Notice"	has the meaning set out in Paragraph 5.1 of this Schedule 12;
"Transitional Assistance Period"	has the meaning set out in Paragraph 5.1.3 of this Schedule 12.

2. PURPOSE OF THIS SCHEDULE

- 2.1.** The Contractor is required to ensure the orderly transition of the Services from the Contractor to the Authority or any Replacement Contractor in the event of any termination (including partial termination) or expiry of this Contract. This Schedule sets out the principles of the exit and service transition arrangements which are intended to achieve this and upon which the Exit Plan shall be based.
- 2.2.** For the avoidance of doubt the Contractor is responsible for the overall management of the exit and Service transfer arrangements.

3. EXIT

- 3.1.** The Exit Plan shall:
- 3.1.1. address each of the issues set out in this Schedule 12 (Exit Plan and Service Transfer Arrangements) to facilitate the transition of the Services from the Contractor to the Replacement Contractor and/or the Authority and shall ensure that there is no disruption in the supply of the Services and no deterioration in the quality of delivery of the Services;
 - 3.1.2. detail how the Services will transfer to the Replacement Contractor and/or the Authority including details of the processes, documentation, data transfer, systems migration, security and the segregation of the Authority's technology components from any technology components run by the Contractor or any of its Sub-contractors (where applicable);
 - 3.1.3. specify the scope of the Transitional Assistance Services that may be required by the Authority, any charges that would be payable for the provision of

C170935 – SPEAK UP HELPLINE

Transitional Assistance Services and detail how such services would be provided (if required) during the Termination Period;

3.1.4. provide a timetable and identify critical issues for carrying out the Transitional Assistance Services; and

3.1.5. set out the management structure to be put in place and employed during the Termination Period.

4. OBLIGATIONS DURING THE TERM

4.1. The Contractor and the Authority shall each appoint an exit manager and provide written notification of such appointment to each other within six (6) Months after the Commencement Date. The Contractor's exit manager shall be responsible for ensuring that the Contractor and its employees, agents and Sub-contractors comply with this Schedule. The Contractor shall ensure that its exit manager has the requisite authority to arrange and procure any resources of the Contractor as are reasonably necessary to enable the Contractor to comply with this Paragraph 4.1. The exit managers shall liaise with one another in relation to all issues relevant to termination or expiry and all matters connected with this Schedule 12 and each Party's compliance with it.

4.2. During the Term, the Contractor shall:

4.2.1. create and maintain a register of:

(a) all assets, detailing their ownership status; and

(b) all Sub-contracts and other agreements required to perform the Services;

4.2.2. create and maintain a database setting out the Contractor's technical infrastructure through which the Services are delivered. Such database shall be capable of allowing staff of the Replacement Contractor and/or the Authority to acquire sufficient technical understanding of how the Contractor provides the Services to ensure the smooth transition of the Services with the minimum of disruption; and

4.2.3. at all times keep the Registers up to date and shall maintain copies of any agreements referred to in any Register.

4.3. The Parties shall agree the format of the Registers as part of the process of agreeing the first Exit Plan.

C170935 – SPEAK UP HELPLINE

-
- 4.4. At the same time as the Contractor submits a revised Exit Plan, it shall also submit to the Authority up-to-date Registers.
- 4.5. On reasonable notice, the Contractor shall provide to the Authority and/or to its Replacement Contractor (subject to the Replacement Contractor entering into reasonable written confidentiality undertakings with the Contractor), such material and information as the Authority shall reasonably require in order to facilitate the preparation by the Authority of any invitation to tender and/or to facilitate any potential Replacement Contractor undertaking due diligence.

5. TRANSITIONAL ASSISTANCE SERVICES

- 5.1. The Authority shall be entitled to require the provision of Transitional Assistance Services by sending the Contractor a notice to that effect (a “**Transitional Assistance Notice**”) at any time prior to the termination or expiry of the Contract. The Transitional Assistance Notice shall specify:
- 5.1.1. the date from which Transitional Assistance Services are required;
 - 5.1.2. the nature and extent of the Transitional Assistance Services required; and
 - 5.1.3. the period during which it is anticipated that Transitional Assistance Services will be required (“**Transitional Assistance Period**”) which shall continue no longer than twelve (12) Months after the date that the Contractor ceases to provide the Services.
- 5.2. The Authority shall have an option to extend the Transitional Assistance Period beyond the period specified in the Transitional Assistance Notice by written notice to the Contractor provided that such extension shall not extend beyond six (6) Months after the expiry of the period referred to in Paragraph 5.1.3 (Transitional Assistance Services) of this Schedule 12 (Exit Plan and Service Transfer Arrangements).
- 5.3. The Authority shall have the right to terminate its requirement for Transitional Assistance Services by serving not less than twenty (20) days' notice upon the Contractor to such effect.
- 5.4. The Transitional Assistance Services shall be provided in good faith and in accordance with Good Industry Practice.
- 5.5. During the Transitional Assistance Period, the Contractor shall, in addition to providing the Services and the Transitional Assistance Services, provide to the Authority any

C170935 – SPEAK UP HELPLINE

reasonable assistance requested by the Authority to allow the Services to continue without interruption and to facilitate the orderly transfer of the Services. The Contractor shall use all reasonable endeavours to reallocate resources to provide these services without additional costs. However if this is not possible, any additional reasonable costs incurred by the Contractor in this regard which are not already in the scope of the Transitional Assistance Services or the Exit Plan shall be provided on a time-and-materials basis in accordance with the applicable rates set out in Schedule 6 and subject to agreement under the Change Control Process.

- 5.6.** The Authority and the Contractor acknowledge that the transition of the Services to the Replacement Contractor may be phased over a period of time so that certain identified Services are transferred to the Replacement Contractor before others.
- 5.7.** The Authority shall, at the Contractor's reasonable request, require the Replacement Contractor and any agent or personnel of the Replacement Contractor, to enter into an appropriate confidentiality undertaking with the Contractor.
- 5.8.** The Contractor shall comply with all of its obligations contained in the Exit Plan.
- 5.9.** From the date six (6) Months before expiry or from the service by either Party of any Termination Notice (whichever is the earlier) and during any Termination Period, the Contractor shall not terminate or vary in any material respect any Transferable Contract without the Authority's prior written consent, such consent not to be unreasonably withheld or delayed.
- 5.10.** The Contractor shall comply with all of its obligations regarding the Contractor Personnel in accordance with Clause 3 (Application of TUPE at the Commencement of the Provision of the Services) of Schedule 1 and Schedule 10 (Staff Transfer).
- 5.11.** Upon the termination or expiry of the Contract (as the case may be) or upon expiration of the Termination Period or, provided that it does not have an adverse impact on the ability of the Contractor to provide the Services or the Transitional Assistance Services, at any time during the Termination Period (as the Authority shall require):
- 5.11.1. the Contractor shall cease to use the Authority Data and, at the direction of the Authority either:
- (a) provide the Authority or Replacement Contractor with a complete and uncorrupted version of the Authority Data in electronic form (or such other format as reasonably required by the Authority); or

C170935 – SPEAK UP HELPLINE

-
- (b) destroy (including removal from any hard disk) or return (at the Authority's option) all copies of the Authority Data not required to be retained by the Contractor for statutory compliance purposes and confirm in writing that such destruction has taken place;
- 5.11.2. the Contractor shall erase from any computers, storage devices and storage media that are to be retained by the Contractor after the end of the Termination Period any software containing the Intellectual Property Rights owned by the Authority;
- 5.11.3. the Contractor shall return to the Authority such of the following as are in the Contractor's possession or control:
- (a) all materials created by the Contractor under this Contract, the Intellectual Property Rights in which are owned by the Authority;
- (b) any other equipment which belongs to the Authority; and
- (c) any items that have been on-charged to the Authority, such as consumables;
- 5.11.4. the Contractor shall vacate any Authority's Premises; and
- 5.11.5. each Party shall return to the other Party all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information.
- 5.12.** The Transitional Assistance Services to be provided by the Contractor shall include (without limitation) such of the following services as the Authority may specify:
- 5.12.1. providing assistance and expertise as necessary to examine all operational and business processes (including all supporting documentation) in place and re-writing and implementing processes and procedures such that they are appropriate for use by the Authority or Replacement Contractor after the end of the Termination Period;
- 5.12.2. providing details of work volumes and staffing requirements over the preceding twelve (12) Months;
- 5.12.3. analysing and providing information about capacity and performance requirements, processor requirements and bandwidth requirements, and known planned requirements for capacity growth;

C170935 – SPEAK UP HELPLINE

- 5.12.4. transferring all training material and providing appropriate training to those Authority and/or Replacement Contractor staff responsible for internal training in connection with the provision of the Services;
- 5.12.5. providing for transfer to the Authority and/or the Replacement Contractor of all knowledge reasonably required for the provision of the Services which may, as appropriate, include information, records and documents; and
- 5.12.6. answering all reasonable questions from the Authority and/or the Replacement Contractor regarding the Services.

6. OBLIGATION TO ENTER INTO AN ETHICAL WALL AGREEMENT ON RE-TENDERING OF SERVICES

- 6.1.** The Authority may require the Contractor to enter into the Ethical Wall Agreement at any point during a re-tendering or contemplated re-tendering of the Services or any part of the Services.
- 6.2.** If required to enter into the Ethical Wall Agreement, the Contractor will return a signed copy of the Ethical Wall Agreement within 10 Working Days of receipt. The Contractor's costs of entering into the Ethical Wall Agreement will be borne solely by the Contractor.

SCHEDULE 13
PROCESSING, PERSONAL DATA AND DATA SUBJECTS

ANNEX 1: PROCESSING PERSONAL DATA

This Schedule shall be completed by the Controller, who may take account of the view of the Processors, however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

The contact details of the Controller's Data Protection Officer are:

Data Protection Office

Department of Health and Social Care

39 Victoria Street, London

SW1H 0EU

Email: odpo@dhsc.gov.uk

The contact details of the Processor's Data Protection Officer are:

Data Protection Officer

Mercantile Chambers

39 - 69 Bothwell Street

Glasgow

G2 6TS.

Email: DPO@advice.scot

The Processor shall comply with any further written instructions with respect to Processing by the Controller.

Any such further instructions shall be incorporated into this Schedule.

Description	Details
-------------	---------

C170935 – SPEAK UP HELPLINE

Identity of Controller for each Category of Personal Data	<p>[The Authority is Controller and the Contractor is Processor]</p> <p>The Parties acknowledge that in accordance with Clause 12.2 to 12.15 (Protection of Personal Data) and for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor of the following Personal Data:</p>
Subject matter of the processing	<p>The processing is needed in order to ensure that the Processor can effectively deliver the contract to provide a service to members of the public.</p>
Duration of the processing	<p>Customer personal information will be held for as long as is necessary to resolve the query and for one month after the query is closed.</p> <p>Personal information won't be kept for any purpose for longer than is necessary and personal information will only be kept that is necessary in relation to the purpose.</p> <p>We are also required to retain certain information as required by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.</p>
Nature and purposes of the processing	<p>Legitimate Interests GDPR, Article 6(1)(f)</p> <ul style="list-style-type: none"> • to assist you in your enquiry to provide relevant and applicable guidance, advice and information • to forward you relevant information or advice via email or text, following the resolution of your query • protecting SED's legitimate business interests and legal rights, including but not limited to, use in connection with legal claims, compliance, regulatory and investigative purposes (including disclosure of such information in connection with legal process or litigation) • to monitor use of our websites and online services • to monitor any customer account to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime • to provide our funders with anonymous statistics on service use • to comply with applicable law and legislation <p>Personal data may be shared with government authorities and/or law enforcement officials if required for the purposes above, if mandated by</p>

C170935 – SPEAK UP HELPLINE

	law or if needed for the legal protection of our legitimate interests in compliance with applicable laws.
Type of Personal Data being Processed	<p>The personal data we process includes:</p> <ul style="list-style-type: none"> • Name. • Phone number. • Email address. • Information related to the browser or device you use to access our website. • Any other relevant information provided. This may include special category data, depending on the circumstances of the case. <p>The Speak Up service can be used completely anonymously. In this case, the only information we collect does not include anything personally identifiable.</p>
Categories of Data Subject	<p>Categories of Data Subject Include:</p> <ul style="list-style-type: none"> • Customers of the Speak Up service • Visitors of the Speak Up Website
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under law to preserve that type of data</p>	<p>Data stored on Salesforce is deleted on a scheduled basis. Initially this data is placed in a 'recycle bin', at which point a final, manual check is made prior to completion of purge.</p> <p>Data stored on Horizon is wiped automatically at a server-level on a rolling basis.</p>

ANNEX 2: JOINT CONTROLLER AGREEMENT – NOT USED

1. JOINT CONTROLLER STATUS AND ALLOCATION OF RESPONSIBILITIES

- 1.1.** With respect to Personal Data for which the Parties are Joint Controllers, the Parties envisage that they shall each be a Data Controller in respect of that Personal Data in accordance with the terms of this Annex 2 (Joint Controller Agreement) in replacement of Clauses 12.2 to 12.15 of Schedule 2 (Protection of Personal Data) (Where one Party is Controller and the other Party is Processor) and Clauses 12.17 to 12.27 (Protection of Personal Data) of Schedule 2 (Independent Controllers of Personal Data). Accordingly, the Parties each undertake to comply with the applicable Data Protection Legislation in respect of their Processing of such Personal Data as Data Controllers.
- 1.2.** The Parties agree that the [Contractor/Authority]:
- 1.2.1. is the exclusive point of contact for Data Subjects and is responsible for all steps necessary to comply with the GDPR regarding the exercise by Data Subjects of their rights under the GDPR;
 - 1.2.2. shall direct Data Subjects to its Data Protection Officer or suitable alternative in connection with the exercise of their rights as Data Subjects and for any enquiries concerning their Personal Data or privacy;
 - 1.2.3. is solely responsible for the Parties' compliance with all duties to provide information to Data Subjects under Articles 13 and 14 of the GDPR;
 - 1.2.4. is responsible for obtaining the informed consent of Data Subjects, in accordance with the GDPR, for Processing in connection with the Services where consent is the relevant legal basis for that Processing; and
 - 1.2.5. shall make available to Data Subjects the essence of this Joint Controller Agreement (and notify them of any changes to it) concerning the allocation of responsibilities as Joint Controller and its role as exclusive point of contact, the Parties having used their best endeavours to agree the terms of that essence. This must be outlined in the [Contractor's/Authority's] privacy policy (which must be readily available by hyperlink or otherwise on all of its public facing services and marketing).
- 1.3.** Notwithstanding the terms of paragraph 1.2, the Parties acknowledge that a Data Subject has the right to exercise their legal rights under the Data Protection Legislation as against the relevant Party as Data Controller.

2. UNDERTAKINGS OF BOTH PARTIES

2.1. The Contractor and the Authority each undertake that they shall:

- 2.1.1. report to the other Party every [x] Months on:
- (a) the volume of Data Subject Access Requests (or purported Data Subject Access Requests) from Data Subjects (or third parties on their behalf);
 - (b) the volume of requests from Data Subjects (or third parties on their behalf) to rectify, block or erase any Personal Data;
 - (c) any other requests, complaints or communications from Data Subjects (or third parties on their behalf) relating to the other Party's obligations under applicable Data Protection Legislation;
 - (d) any communications from the Information Commissioner or any other regulatory authority in connection with Personal Data; and
 - (e) any requests from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; that it has received in relation to the subject matter of the Contract during that period;
- 2.1.2. notify each other immediately if it receives any request, complaint or communication made as referred to in Paragraphs 2.1.1(a) to 2.1.1(e); and
- 2.1.3. provide the other Party with full cooperation and assistance in relation to any request, complaint or communication made as referred to in Paragraphs 2.1.1 2.1.1(c) to 2.1.1(e) to enable the other Party to comply with the relevant timescales set out in the Data Protection Legislation.
- 2.1.4. not disclose or transfer the Personal Data to any third party unless necessary for the provision of the Services and, for any disclosure or transfer of Personal Data to any third party, save where such disclosure or transfer is specifically authorised under this Contract or is required by Law. For the avoidance of doubt to which Personal Data is transferred must be subject to equivalent obligations which are no less onerous than those set out in this Annex.
- 2.1.5. request from the Data Subject only the minimum information necessary to provide the Services and treat such extracted information as Confidential Information.

C170935 – SPEAK UP HELPLINE

-
- 2.1.6. ensure that at all times it has in place appropriate Protective Measures to guard against unauthorised or unlawful Processing of the Personal Data and/or accidental loss, destruction or damage to the Personal Data and unauthorised or unlawful disclosure of or access to the Personal Data
- 2.1.7. take all reasonable steps to ensure the reliability and integrity of any of its Personnel who have access to the Personal Data and ensure that its Personnel:
- (a) are aware of and comply with their duties under this Annex 1 (Joint Controller Agreement) and those in respect of Confidential Information
 - (b) are informed of the confidential nature of the Personal Data, are subject to appropriate obligations of confidentiality and do not publish, disclose or divulge any of the Personal Data to any third party where the that Party would not be permitted to do so;
 - (c) have undergone adequate training in the use, care, protection and handling of Personal Data as required by the applicable Data Protection Legislation;
- 2.1.8. ensure that it has in place Protective Measures as appropriate to protect against a Data Loss Event having taken account of the:
- (a) nature of the data to be protected;
 - (b) harm that might result from a Data Loss Event;
 - (c) state of technological development; and
 - (d) cost of implementing any measures.
- 2.1.9. ensure that it has the capability (whether technological or otherwise), to the extent required by Data Protection Legislation, to provide or correct or delete at the request of a Data Subject all the Personal Data relating to that Data Subject that the Contractor holds; and
- 2.1.10. ensure that it notifies the other Party as soon as it becomes aware of a Data Loss Event.
- 2.1.11. For the purposes of this Joint Controller Agreement “Personnel” means all directors, officers, employees, agents, consultants and suppliers of the Parties and/or of any Sub-Processor engaged in the performance of its obligations under this Contract;

C170935 – SPEAK UP HELPLINE

2.2. Each Joint Controller shall use its reasonable endeavours to assist the other Controller to comply with any obligations under applicable Data Protection Legislation and shall not perform its obligations under this Annex in such a way as to cause the other Joint Controller to breach any of its' obligations under applicable Data Protection Legislation to the extent it is aware, or ought reasonably to have been aware, that the same would be a breach of such obligations.

3. DATA PROTECTION BREACH

3.1. Without prejudice to Paragraph 3.2, each Party shall notify the other Party promptly and without undue delay, and in any event within 48 hours, upon becoming aware of any Personal Data Breach or circumstances that are likely to give rise to a Personal Data Breach, providing the other Party and its advisors with:

3.1.1. sufficient information and in a timescale which allows the other Party to meet any obligations to report a Personal Data Breach under the Data Protection Legislation;

3.1.2. all reasonable assistance, including:

(a) co-operation with the other Party and the Information Commissioner investigating the Personal Data Breach and its cause, containing and recovering the compromised Personal Data and compliance with the applicable guidance;

(b) co-operation with the other Party including taking such reasonable steps as are directed by the Authority to assist in the investigation, mitigation and remediation of a Personal Data Breach;

(c) co-ordination with the other Party regarding the management of public relations and public statements relating to the Personal Data Breach;

(d) providing the other Party and to the extent instructed by the other Party to do so, and/or the Information Commissioner investigating the Personal Data Breach, with complete information relating to the Personal Data Breach, including, without limitation, the information set out in Paragraph 3.2.

3.2. Each Party shall take all steps to restore, re-constitute and/or reconstruct any Personal Data where it has lost, damaged, destroyed, altered or corrupted as a result of a Personal Data Breach as if it was that Party's own data at its own cost with all possible speed and shall provide the other Party with all reasonable assistance in respect of any such Personal

C170935 – SPEAK UP HELPLINE

Data Breach, including providing the other Party, as soon as possible and within 48 hours of the Personal Data Breach relating to the Personal Data Breach, in particular:

- 3.2.1. the nature of the Personal Data Breach;
- 3.2.2. the nature of Personal Data affected;
- 3.2.3. the categories and number of Data Subjects concerned;
- 3.2.4. the name and contact details of the Contractor's Data Protection Officer or other relevant contact from whom more information may be obtained;
- 3.2.5. measures taken or proposed to be taken to address the Personal Data Breach; and
- 3.2.6. describe the likely consequences of the Personal Data Breach.

4. AUDIT**4.1.** The Contractor shall permit:

- 4.1.1. the Authority, or a third-party auditor acting under the Authority's direction, to conduct, at the Authority's cost, data privacy and security audits, assessments and inspections concerning the Contractor's data security and privacy procedures relating to Personal Data, its compliance with this Annex 1 and the Data Protection Legislation.
- 4.1.2. the Authority, or a third-party auditor acting under the Authority's direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 of the GDPR by the Contractor so far as relevant to the Contract, and procedures, including premises under the control of any third party appointed by the Contractor to assist in the provision of the Services.

4.2. The Authority may, in its sole discretion, require the Contractor to provide evidence of the Contractor's compliance with Paragraph 4.1 in lieu of conducting such an audit, assessment or inspection.**5. IMPACT ASSESSMENTS****5.1.** The Parties shall:

C170935 – SPEAK UP HELPLINE

-
- 5.1.1. provide all reasonable assistance to each other to prepare any Data Protection Impact Assessment as may be required (including provision of detailed information and assessments in relation to Processing operations, risks and measures);
 - 5.1.2. maintain full and complete records of all Processing carried out in respect of the Personal Data in connection with this Contract, in accordance with the terms of Article 30 of the GDPR.

6. ICO GUIDANCE

The Parties agree to take account of any guidance issued by the Information Commissioner and/or any relevant Central Government Body. The Authority may on not less than thirty (30) Working Days' notice to the Contractor amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner and/or any relevant Central Government Body.

7. LIABILITIES FOR DATA PROTECTION BREACH

7.1. If financial penalties are imposed by the Information Commissioner on either the Authority or the Contractor for a Personal Data Breach ("**Financial Penalties**") then the following shall occur:

7.1.1. If in the view of the Information Commissioner, the Authority is responsible for the Personal Data Breach, in that it is caused as a result of the actions or inaction of the Authority, its employees, agents, contractors (other than the Contractor) or systems and procedures controlled by the Authority, then the Authority shall be responsible for the payment of such Financial Penalties. In this case, the Authority will conduct an internal audit and engage at its reasonable cost when necessary, an independent third party to conduct an audit of any such data incident. The Contractor shall provide to the Authority and its third party investigators and auditors, on request and at the Contractor's reasonable cost, full cooperation and access to conduct a thorough audit of such data incident;

7.1.2. If in the view of the Information Commissioner, the Contractor is responsible for the Personal Data Breach, in that it is not a breach that the Authority is responsible for, then the Contractor shall be responsible for the payment of these Financial Penalties. The Contractor will provide to the Authority and its auditors, on request and at the Contractor's sole cost, full cooperation and access to conduct a thorough audit of such data incident.

C170935 – SPEAK UP HELPLINE

- 7.1.3. If no view as to responsibility is expressed by the Information Commissioner, then the Authority and the Contractor shall work together to investigate the relevant data incident and allocate responsibility for any Financial Penalties as outlined above, or by agreement to split any Financial Penalties equally if no responsibility for the Personal Data Breach can be apportioned. In the event that the Parties do not agree such apportionment then such dispute shall be referred to the dispute resolution procedure Clause 19 (Dispute Resolution) of Schedule 2.
- 7.2. If either the Authority or the Contractor is the defendant in a legal claim brought before a court of competent jurisdiction (“**Court**”) by a third party in respect of a Personal Data Breach, then unless the Parties otherwise agree, the Party that is determined by the final decision of the Court to be responsible for the Personal Data Breach shall be liable for the losses arising from such breach. Where both Parties are liable, the liability will be apportioned between the Parties in accordance with the decision of the Court.
- 7.3. In respect of any losses, cost claims or expenses incurred by either Party as a result of a Personal Data Breach (the “Claim Losses”):
- 7.3.1. if the Authority is responsible for the relevant breach, then the Authority shall be responsible for the Claim Losses;
- 7.3.2. if the Contractor is responsible for the relevant breach, then the Contractor shall be responsible for the Claim Losses: and
- 7.3.3. if responsibility is unclear, then the Authority and the Contractor shall be responsible for the Claim Losses equally.
- 7.4. Nothing in Paragraphs 7.2-7.3 shall preclude the Authority and the Contractor reaching any other agreement, including by way of compromise with a third party complainant or claimant, as to the apportionment of financial responsibility for any Claim Losses as a result of a Personal Data Breach, having regard to all the circumstances of the breach and the legal and financial obligations of the Authority.

8. TERMINATION

If the Contractor is in material Default under any of its obligations under this Annex 2 (Joint Controller Agreement), the Authority shall be entitled to terminate this Contract by issuing a Termination Notice to the Contractor in accordance with Clause 16 (Termination) of Schedule 2.

9. SUB-PROCESSING

9.1. In respect of any Processing of Personal Data performed by a third party on behalf of a Party, that Party shall:

9.1.1. carry out adequate due diligence on such third party to ensure that it is capable of providing the level of protection for the Personal Data as is required by this Contract, and provide evidence of such due diligence to the other Party where reasonably requested; and

9.1.2. ensure that a suitable agreement is in place with the third party as required under applicable Data Protection Legislation.

10. DATA RETENTION

10.1. The Parties agree to erase Personal Data from any computers, storage devices and storage media that are to be retained as soon as practicable after it has ceased to be necessary for them to retain such Personal Data under applicable Data Protection Legislation and their privacy policy (save to the extent (and for the limited period) that such information needs to be retained by a Party for statutory compliance purposes or as otherwise required by this Contract), and taking all further actions as may be necessary to ensure its compliance with Data Protection Legislation and its privacy policy.

SCHEDULE 14 BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN – NOT USED**1. BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN****1.1.** The Contractor shall ensure that the BCDR Plan shall include:

- 1.1.1. details of how the Contractor will implement the BCDR Plan;
- 1.1.2. details of how the BCDR Plan inter-operates with any other disaster recovery and business continuity plan of the Authority (as notified by the Authority from time to time);
- 1.1.3. details as to how the invocation of any element of the BCDR Plan may impact on the operation of the Services and a full analysis of the risks to the operation of the services; and
- 1.1.4. identification of all reasonably possible failures of or disruptions to the Services.

1.2. The Contractor shall ensure that the BCDR Plan shall also include:

- 1.2.1. back-up methodology;
- 1.2.2. data verification procedures;
- 1.2.3. identification of all potential disaster recovery scenarios;
- 1.2.4. provision of appropriate levels of spares, maintenance equipment and test equipment;
- 1.2.5. responsibilities of the Sub-contractors in the event of a disaster;
- 1.2.6. hardware configuration details, network planning and invocation rules and procedures;
- 1.2.7. data centre site audits;
- 1.2.8. Authority obligations and dependencies.

1.3. The BCDR Plan shall be designed so as to ensure that:

- 1.3.1. the Services are provided in accordance with this Contract at all times during and after the invocation of the BCDR Plan;

C170935 – SPEAK UP HELPLINE

- 1.3.2. the adverse impact of any disaster is minimised as far as reasonably possible;
 - 1.3.3. it complies with the relevant provisions of ISO/IEC 27002; ISO22301/ISO22313 and all other industry standards from time to time in force; and
 - 1.3.4. it details a process for the management of disaster recovery testing.
- 1.4.** The Contractor shall also ensure that the BCDR Plan defines the processes, activities and responsibilities relating to the application of emergency fixes in business-critical emergency situations. It shall also define the rules for storing data, the required availability for that data and the mechanisms for making that data available. It shall also include:
- 1.4.1. risk analysis (including failure scenarios, assessments, identification of single points of failure and ways to manage such failure and business impact analysis);
 - 1.4.2. possible areas where system critical elements can be "dual sourced" so as to eliminate or minimise single points of failure;
 - 1.4.3. business continuity maintenance;
 - 1.4.4. documentation of business processes, procedures and responsibilities;
 - 1.4.5. a communications strategy; and
 - 1.4.6. procedures for reverting to normal service.

SCHEDULE 15 STEP-IN RIGHTS – NOT USED

1. STEP-IN RIGHTS

1.1. In this Schedule, the following definitions shall apply:

“Deductions” means any service credits, compensation for unacceptable KPI failure, delay payments or any other deduction which is paid or payable to the Authority under this Contract;

“Sites” means any premises (including the Premises, the Contractor’s premises or third party premises) from, to or at which:

- (a) the Services are (or are to be) provided; or
- (b) the Contractor manages, organises or otherwise directs the provision or the use of the Services.

“Step-In Notice” has the meaning given in Clause 1.2 of this Schedule 15 (Step-In Rights);

“Step-In Trigger Event” means:

- (a) a condition occurs that triggers the Authority's right to terminate the Contract under Clause 16 (Termination) of Schedule 2;
- (b) a Default by the Contractor that is materially preventing or materially delaying the performance of the Services or any material part of the Services;
- (c) the Authority considers that the circumstances constitute an emergency despite the Contractor not being in breach of its obligations under this Contract;
- (d) the Authority being advised by a regulatory body that the exercise by the Authority of its rights under Clause 1.2 of this Schedule 15 (Step-In Rights) is necessary;

C170935 – SPEAK UP HELPLINE

- (e) the existence of a serious risk to the health or safety of persons, property or the environment in connection with the Services; and/or
- (f) a need by the Authority to take action to discharge a statutory duty.

“Step-Out Date” has the meaning given in Clause 1.6.2 of this Schedule 15 (Step-In Rights);

“Step-Out Notice” has the meaning given in Clause 1.6 of this Schedule 15 (Step-In Rights);

“Step-Out Plan” has the meaning given in Clause 1.7 of this Schedule 15 (Step-In Rights);

“Required Action” has the meaning given in Clause 1.2.1 of this Schedule 15 (Step-In Rights);

1.2. On the occurrence of a Step-In Trigger Event, the Authority may serve notice on the Contractor (a **“Step-In Notice”**) that it will be taking action under this Schedule 15 (Step-In Rights), either itself or with the assistance of a third party (provided any third parties appointed by the Authority shall be subject to the same confidentiality obligations as the Authority under Clause 27 (Confidential Information) of Schedule 2). The Step-In Notice shall set out the following:

- 1.2.1. the action the Authority wishes to take and in particular the Services that it wishes to control (the **“Required Action”**);
- 1.2.2. the Step-In Trigger Event that has occurred and whether the Authority believes that the Required Action is due to the Contractor’s Default;
- 1.2.3. the date on which it wishes to commence the Required Action;
- 1.2.4. the time period which it believes will be necessary for the Required Action;
- 1.2.5. whether the Authority will require access to the Contractor’s premises and/or the Sites; and

C170935 – SPEAK UP HELPLINE

-
- 1.2.6. to the extent practicable, the impact that the Authority anticipates the Required Action will have on the Contractor's obligations to provide the Services during the period that the Required Action is being taken.
- 1.3. Following service of a Step-In Notice, the Authority shall:
- 1.3.1. take the Required Action set out in the Step-In Notice and any consequential additional action as it reasonably believes is necessary to achieve the Required Action;
- 1.3.2. keep records of the Required Action taken and provide information about the Required Action to the Contractor;
- 1.3.3. co-operate wherever reasonable with the Contractor in order to enable the Contractor to continue to provide the Services in relation to which the Authority is not assuming control; and
- 1.3.4. act reasonably in mitigating the cost that the Contractor will incur as a result of the exercise of the Authority's rights under this Schedule 15 (Step-In Rights).
- 1.4. For so long as and to the extent that the Required Action is continuing, then:
- 1.4.1. the Contractor shall not be obliged to provide the Services to the extent that they are the subject of the Required Action;
- 1.4.2. no Deductions shall be applicable in relation to the Contract Price in respect of Services that are the subject of the Required Action and the provisions of Clause 1.5 of this Schedule 15 (Step-In Rights) shall apply to Deductions from Contract Price in respect of other Services; and
- 1.4.3. the Authority shall pay to the Contractor the Contract Price after subtracting any applicable Deductions and the Authority's costs of taking the Required Action.
- 1.5. If the Contractor demonstrates to the reasonable satisfaction of the Authority that the Required Action has resulted in the degradation of any Services not subject to the Required Action beyond that which would have been the case had the Authority not taken the Required Action, then the Contractor shall be entitled to an agreed adjustment of the Contract Price.
- 1.6. Before ceasing to exercise its Step-In rights under this Schedule 15 (Step-In Rights) the Authority shall deliver a written notice to the Contractor (a "**Step-Out Notice**"), specifying:

C170935 – SPEAK UP HELPLINE

-
- 1.6.1. the Required Action it has actually taken; and
- 1.6.2. the date on which the Authority plans to end the Required Action (the “**Step-Out Date**”) subject to the Authority being satisfied with the Contractor's ability to resume the provision of the Services and the Contractor's plan developed in accordance with Clause 1.7 of this Schedule 15 (Step-In Rights).
- 1.7. The Contractor shall, following receipt of a Step-Out Notice and not less than 20 Working Days prior to the Step-Out Date, develop for the Authority's approval a draft plan (a “**Step-Out Plan**”) relating to the resumption by the Contractor of the Services, including any action the Contractor proposes to take to ensure that the affected Services satisfy the requirements of this Contract.
- 1.8. If the Authority does not approve the draft Step-Out Plan, the Authority shall inform the Contractor of its reasons for not approving it. The Contractor shall then revise the draft Step-Out Plan taking those reasons into account and shall re-submit the revised plan to the Authority for the Authority’s approval. The Authority shall not withhold or delay its approval of the draft Step-Out Plan unnecessarily.
- 1.9. The Contractor shall bear its own costs in connection with any step-in by the Authority under this Schedule 15 (Step-In Rights), provided that the Authority shall reimburse the Contractor's reasonable additional expenses incurred directly as a result of any step-in action taken by the Authority under:
- 1.9.1. limbs (c) or (d) of the definition of a Step-In Trigger Event; or
- 1.9.2. limbs (e) and (f) of the definition of a Step-in Trigger Event (insofar as the primary cause of the Authority serving the Step-In Notice is identified as not being the result of the Contractor’s Default).