### **Response to Key Staff and Roles Requirements**

**1. Identification and Appointment of Key Roles (Clause 1.1 - 1.3)**

Hack The Box will ensure that all Key Roles are filled by suitably qualified individuals as specified in Annex 1. We acknowledge that the Buyer may identify additional Key Roles, and any personnel appointed to these roles will be included on the list of Key Staff with the Buyer’s approval.

**2. Continuity of Key Staff (Clause 1.4)**

Hack The Box commits to maintaining the continuity of Key Staff throughout the Contract Period. We will ensure that no Key Staff member will be removed or replaced without the Buyer's approval, except in situations such as resignation, retirement, death, long-term leave, or in the event of a material breach of contract. In such cases, we will promptly inform the Buyer and seek necessary approvals for replacements.

**3. Temporary Absences and Vacancies (Clause 1.5.1 - 1.5.2)**

In the event of short-term absences (sickness or holidays under two weeks), Hack The Box will ensure appropriate temporary cover for the relevant Key Role to prevent any disruption to service delivery. We also commit to ensuring that any Key Role vacancy will not exceed ten (10) Working Days, should such a situation arise.

**4. Notice Period for Changes in Key Staff (Clause 1.5.3 - 1.5.4)**

Hack The Box will provide the Buyer with as much notice as practicable, with a minimum of three (3) months’ notice, for any planned changes to Key Staff (except in cases of death, unexpected ill health, or material breaches). During any planned changes, we will facilitate a handover period between outgoing and incoming staff to ensure smooth transitions and no adverse impact on the provision of Deliverables.

**5. Replacement Qualifications and Competency (Clause 1.5.5)**

Hack The Box guarantees that any replacement for a Key Role will have qualifications, experience, and competency appropriate for the role. We will ensure that the replacement staff will be fully capable of carrying out the responsibilities of the previous Key Staff member.

**6. Buyer’s Rights to Remove Key Staff (Clause 1.6)**

Hack The Box acknowledges that the Buyer has the right to request the removal of any Key Staff deemed unsatisfactory. Should this occur, we will promptly take action to remove and replace the staff member, and we understand that the Buyer will not be liable for any costs associated with the replacement.

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| --- | --- | --- | --- |
| **Key Role** | **Key Staff** | **Contact Details** | **Qualifications/Experience** |

REDACTED As per REG 40 of The FOIA Act 2000