

Joint Schedule 2 (Variation Form)

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This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contact Details		
This variation is between:	Secretary of State for Environment, Food & Rural Affairs (" the Buyer ") And Vodafone Limited (" the Supplier ")	
Contract name:	Direct Award Order Form for Lot 13 (RM3808-L13-VodafoneLtd-#008) (" the Contract ")	
Contract reference number:	RM3808-0419	
Details of Proposed Variation		
Variation initiated by:	Supplier	
Variation number:	003	
Date variation is raised:	10.08.2021	
Proposed variation	Update Call Off Schedule 8 (Business Continuity and Disaster Recovery)	
Reason for the variation:	Update Call Off Schedule 8 (Business Continuity and Disaster Recovery) to most recent available version	
An Impact Assessment shall be provided within:	N/A days	
Impact of Variation		
Likely impact of the proposed variation:	N/A	
Outcome of Variation		
Contract variation:	<p>This Contract detailed above is varied as follows:</p> <ul style="list-style-type: none"> Call Off Schedule 8 (Business Continuity and Disaster Recovery) as incorporated into the Order Form (signed 29 January 2021) is deleted in its entirety and replaced by Call Off Schedule 8 (Business Continuity and Disaster Recovery) as appended as Annex 1 to this Variation Form. 	
Financial variation:	Original Contract Value:	£ 1,458,979.55
	Additional cost due to variation:	£ 0.00
	New Contract value:	£ 1,458,979.55

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by Buyer
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.

Framework Ref: RM3808

Project Version: v1.0

Model Version: v3.0 – Vodafone Direct Award Version

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Signed by an authorised
Signature

Date

Name (in Capitals)

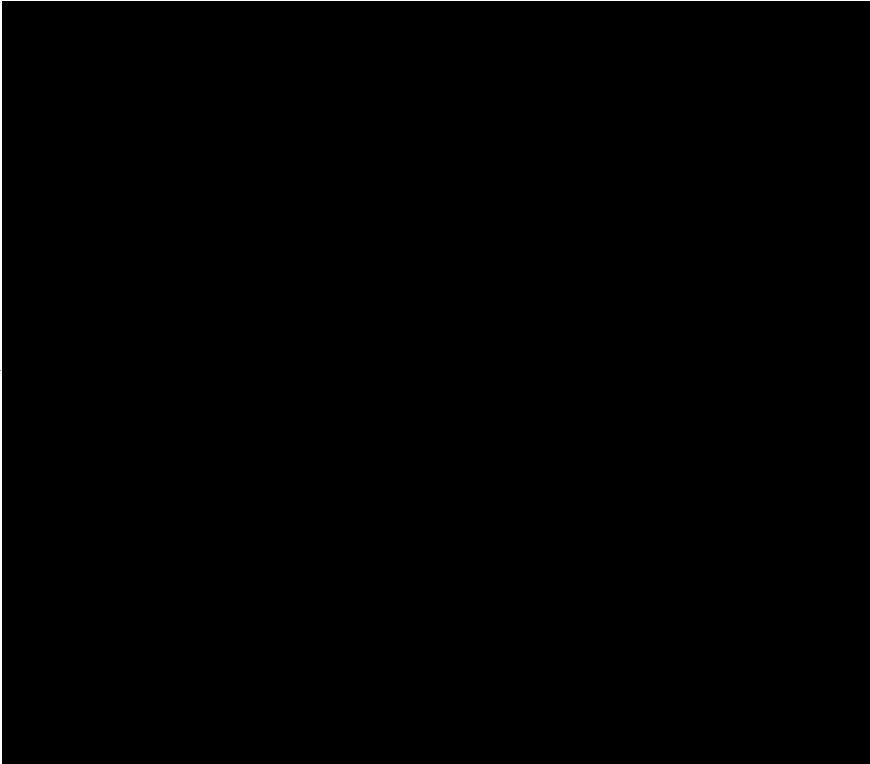
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Date

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ANNEX 1 follows (16 pages)

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Call-Off Ref:

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Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

PART A: Supplier BCDR Plan

1. BCDR Plan

- 1.1 Where the Buyer has not specified a bespoke BCDR Plan in accordance with Part B as part of a Further Competition Procedure, the Supplier's BCDR Plan at Annex 1 to this Part A will apply.
- 1.2 The Buyer and the Supplier recognise that, where specified in Framework Schedule 4 (Framework Management), CCS shall have the right to enforce the Buyer's rights under this Schedule.
- 1.3 The Supplier's BCDR Plan shall as a minimum detail the processes and arrangements that the Supplier shall follow to:
 - 1.3.1 ensure continuity of the business processes and operations supported by the Services following any failure or disruption of any element of the Deliverables; and
 - 1.3.2 the recovery of the Deliverables in the event of a Disaster.

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PART A: ANNEX 1 Supplier BCDR Plan

Framework Ref: RM3808

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Model Version: v3.0 – Vodafone Direct Award Version

Business Continuity Plan

DEFRA

Version: V1.1

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1. Introduction

1.1 Overview

Business Continuity Management (BCM) is a discipline that ensures a pre-planned response to any potential threats that if realized, could interfere with normal business operations.

Vodafone United Kingdom's (VFUK) BCM approach has been designed to support our strategic business objectives through providing a framework for organizational resilience. VFUK are certified to ISO 22301 for its voice and data global telecommunications services, International Standard for best practice BCM and have a mature BCM system. Through our BCM approach we endeavour to ensure that the critical activities underpinning our global infrastructure can continue to provide services to our customers in the event of any type of incident

1.2 Purpose & Scope

The purpose of this Business Continuity Plan (BCP) is to provide details of the response and management of an incident impacting the services provided to DEFRA which cannot be effectively managed through the 'Business as Usual' (BAU) processes in accordance with the Call-Off Schedule 8 (Business Continuity and Disaster Recovery).

This BCP does not include a technical description of services and resilience. This is provided in the relevant Solution Design documents implemented by the DEFRA and Vodafone delivery teams.

2. Business Continuity Plan

The BCP has been developed for DEFRA and will be subject to annual review to ensure it is fit for purpose and to provide assurance of continuity of services. A copy of Vodafone UK's Resilience Whitepaper which provides details of the overall BCM approach together a copy of the ISO22301 BCM Certificate will be provided.

A BCP is underpinned by a Business Impact Analysis (BIA) and will detail arrangements that are to be invoked to ensure that the business operations facilitated by the services remain supported in the event of failure. The BIA also

determines the Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPO) from the point of the incident occurring based on the criticality of the activity.

Using the results from the BIA, the impacted teams are able to identify the most appropriate option for reducing the likelihood of a disruption, shorten the period of disruption and limit the impact to DEFRA. All VFUK functional areas have BCPs in place. The following teams provide services to DEFRA:-

Function /Team	Location (s)	High level Services & BC Recovery Strategy
CS&O Service Desk	Primary: Manchester Secondary: Glasgow	<p>Services:-</p> <ul style="list-style-type: none"> • Enquiries • Access Management • Incident Management • Fault Management • Event Management • Escalation Management • Request Fulfilment • Knowledge Management • Receipt and handling of Customer-reported issues <p>Recovery Strategy:-</p> <ul style="list-style-type: none"> • Redirection of calls. • Pre-planned call diversion plans that will route customer calls to alternate Network Supplier offices • Cross Skilled Resource • Remote working capability <p>Last Tested:-</p> <ul style="list-style-type: none"> • 9 October 2020 • Currently being tested to manage impacts of COVID-19

Technology Converged Assurance Network Operations Centre (NOC)	Newbury Birmingham	<p>Services:-</p> <ul style="list-style-type: none"> Incident Management & communications Service Operations (SO) is the central function that manages Vodafone's Access and Core Network on a day-to-day basis. Birmingham is home to the NOC for IP Data networks where our UK routers are looked after Fixed Voice traffic monitoring and incident fault resolution for STORM services managed via Content Guru IP Data Infrastructure Management <p>Recovery Strategy:-</p> <ul style="list-style-type: none"> Relocate to DR Site which is regularly tested Cross Skilled Resource BC Plan in place to maintain monitoring and diagnostics of the network (24/7/365) BC Plan tested annually <p>Last Tested:-</p> <ul style="list-style-type: none"> 9 March 2020 Currently being tested to manage COVID-19
FLS&SLS UC Teams	Pune, India (1 st & 2 nd Line Support)	<p>Services:-</p> <ul style="list-style-type: none"> Event Monitoring 1st, 2nd & 3rd Line Support Incident & Service Management Change Management <p>Recovery Strategy:-</p> <ul style="list-style-type: none"> Relocate to Primary DR Site (Pune) Relocate to Secondary DR Site (Bangalore/Ahmedabad) Ability to work remotely to support services Divert services to VF UK Support Team (3rd Line Support) Crossed Skilled Resource BC Plan tested annually <p>Last Tested:-</p> <ul style="list-style-type: none"> 1st & 2nd Line Support, India – March 2020 3rd Line Support - currently being tested to manage COVID-19
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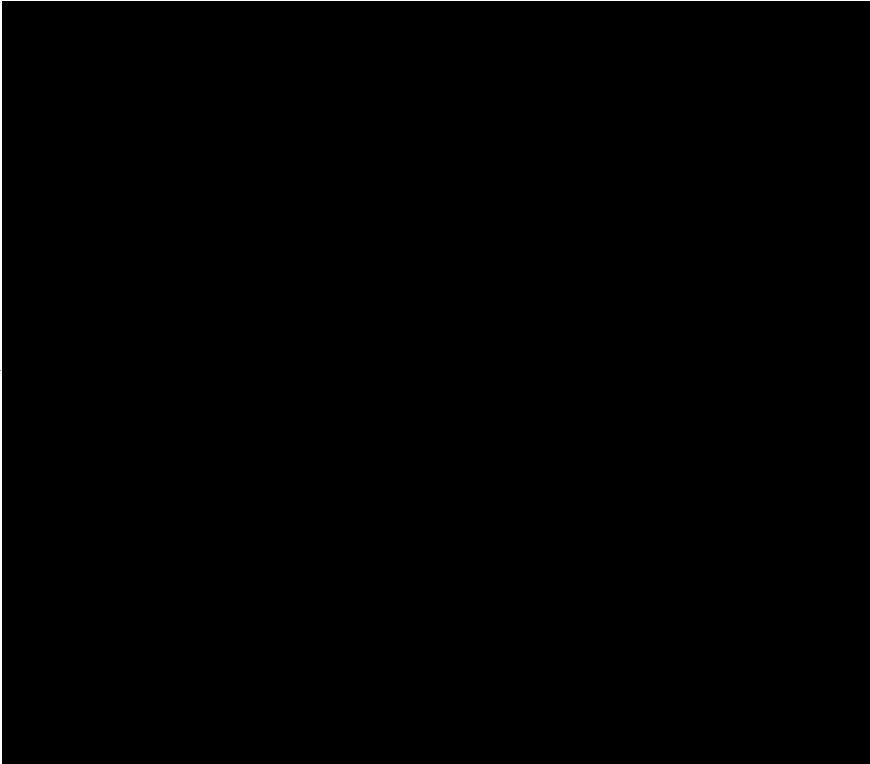
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Date
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Address

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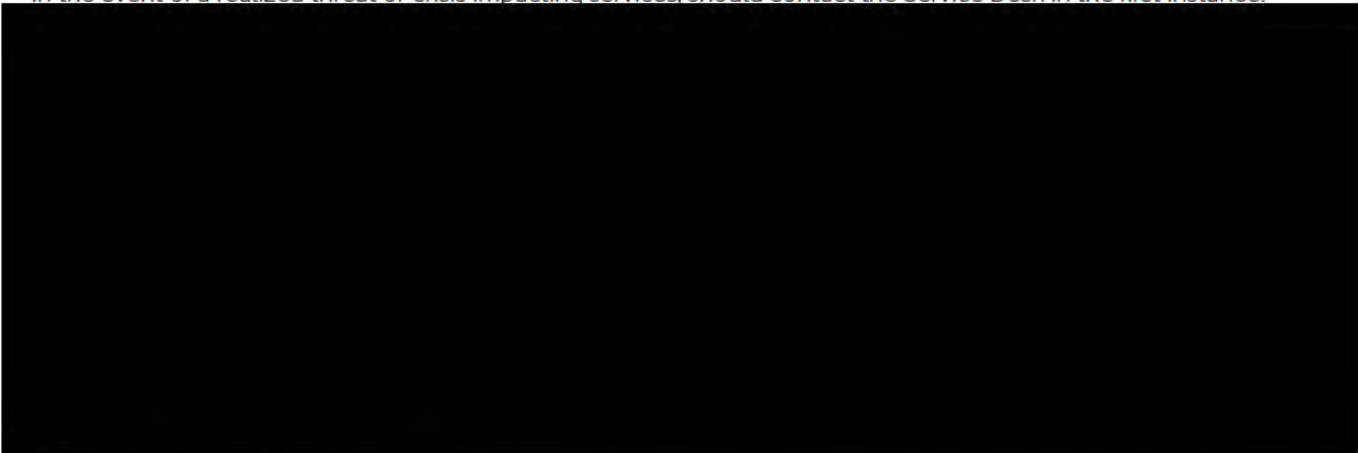
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2.1 BC Plan Invocation

In the event of a realized threat or crisis impacting services, should contact the Service Desk in the first instance.



2.2 Incident Categorisation

The Service Desk will categorise the realised threat or crisis utilising the VFUK Incident Management process and escalate the incident within VFUK to ensure that the correct management processes are invoked to enable resolution of the incident. BCPs for teams which provide services to DEFRA will be invoked.

2.3 Incident Communications

VF UK will communicate progress, incident resolution utilising existing communications channels including the Major Incident Service Incident Manager Guide which ensures customers are proactively kept up to date. This includes the following key stakeholders:

Company		Operational Hours
Vodafone UK		24/7
Vodafone UK		24/7
Vodafone UK		Mon-Thurs, 8.30 a.m. to 5.15 p.m. Friday, 8.30 to 4 p.m.
Vodafone UK		Mon-Thurs, 8.30 a.m. to 5.15 p.m. Friday, 8.30 to 4 p.m.
Vodafone UK		Mon-Thurs, 8.30 a.m. to 5.15 p.m. Friday, 8.30 to 4 p.m.

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Vodafone UK		Mon-Thurs, 8.30 a.m. to 5.15 p.m. Friday, 8.30 to 4 p.m.
DEFRA		Mon-Fri, 8.30 a.m. to 5.15 p.m.
DEFRA		Mon-Fri, 8.00 a.m. to 4.00 p.m.

2.4 Post Incident Review

All actions that have occurred during any activation of the BCP will be recorded to enable a comprehensive post-incident review to be carried out as part of BAU activities.

2.5 Testing

All Vodafone UK BCPs are exercised annually and/or as a result of significant changes. Upon request dates of exercises for VFUK teams who provide services to DEFRA will be provided as part of the annual review process as per the contract.

NB: Specific technical tests will be pre-agreed and managed by the Vodafone UK Service Manager and the customer, if required.

The table below provides details of the technical failover tests. N/A

Proposed Month	Proposed Test Details	Date completed	Next Proposed Month
N/A			
N/A			

2.6 Plan Maintenance

VFUK will be responsible for Plan maintenance and will review the BCP annually, following the invocation of the BCP as a result of a 'Significant Incident' or upon notification of any significant change (s) to either the operating environment and/or key stakeholders.

2.7 Plan Distribution

2.8 DEFRA Key stakeholders

Name	Role	Contact Details

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2.9 Vodafone UK Key Stakeholders

Name	Role	Contact Details
[Redacted Content]		

3. Disaster Recovery

Vodafone Disaster Recovery (DR) involves a set of policies and procedures to enable the recovery or continuation of vital technology infrastructure and systems. This is detailed in Vodafone's Business Resilience Policy which includes Business Continuity Management, Crisis Management, Technology Resilience (including Disaster Recovery) and Physical Security. The principles of Section 2 – Business Continuity Plan and the Business Resilience Whitepaper (Appendix A) underpin Disaster Recovery requirements.

4. Document Approval

Name	Position	Date
[Redacted Content]		18 th March 2021
		18 th March 2021
		18 th March 2021

5. Document Control

Version	Date	Details of Changes	Reviewed by
0.1	30 Dec 20	Initial draft	[Redacted Content]
0.2	14 Jan 21	Updates to internal teams, key stakeholders	
0.3	21 Jan 21	Updates to Internal Teams	
0.4	25 Jan 21	Updates to DEFRA contacts	

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0.5	24 Feb 21	Updated supplier statement in the whitepaper
1.0	8 Apr 21	Updated with sign off from customer and reviewed for final approval with BC/DR team. Version 1.0 to now be circulated to all key stakeholders.

Appendix A - Vodafone UK Business Resilience Whitepaper

Published: 23/06/2021
Version 3.0

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6. Executive Summary

Vodafone UK (VFUK) is committed to being a resilient organisation. We invest significant time and resource into ensuring that we are able to respond effectively to adverse events and recover quickly to enable us to continue to deliver business activities and critical services to our customers, whilst safeguarding our people, network and brand.

We view resilience as an overarching discipline that encompasses a number of interrelated activities and functions, including Business Continuity (BC) Management, Crisis Management, Technology Resilience and Physical and Personnel Security. In order to ensure we measure ourselves against internationally recognised standards we invest in maintaining ISO certification across the areas that support our overarching resilience. We hold current ISO 22301, ISO 27001, ISO 9001, ISO 20000 certification.

7. Major Incident Management

VFUK experience Major Incidents (MI) across our fixed and mobile estate each year and we have an established process and team in place to deal with any such incident. An MI is an event that has significantly impacted, or has the potential to impact customers, either directly or indirectly.

The MI Team is staffed 24x7x365 to provide operational command and control of an MI to ensure it is dealt with in a timely manner, mitigating any impact that would be felt by our customers.

In the event that an MI escalates above and beyond pre-defined thresholds, a Crisis will be declared and will be supported by the Crisis Management (CM) Process.

8. Crisis Management

VFUK have an established CM Process as part of our BC Management System (BCMS). The Process is flexible and can be activated to provide support in the event of any abnormal and unstable situation that provides, or may develop into, a threat to our business activities and services that support our customers, people, network and brand.

Within the CM Process we have a dedicated Crisis Team who co-ordinate and deliver CM, supported by nominated senior management personnel from across the business. All functions within the Crisis Team provide cover 24x7x365 and VFUK exercise and test their CM Process throughout the year to enable us to respond in the most efficient manner during a time of Crisis.

VFUK have a dedicated Crisis Plan in place to support the CM Process and this contains a number of pre-determined responses to specific Crisis events that are continually improved based on experience and exercise learning.

9. Business Continuity Management

VFUK has an established BCMS, certified to ISO 22301 that covers all our voice and data services that VFUK provide for our global telecommunication services. Through the delivery of a robust BCMS we enhance our resilience by ensuring that we can continue to operate our business critical functions and services to acceptable, pre-defined, levels during disruptive incidents and crisis. We also subject our Supply Chain to stringent BCMS reviews to satisfy our requirements around our supplier's resilience.

The BCMS is delivered by a dedicated and experienced Team of BC professionals supported by functional co-ordinators to ensure the accurate capture of the elements that contribute to functional Business Impact Analysis (BIAs) and Business Continuity Plans (BCPs), VFUK ensure that every area within our corporate structure is included within functional BIAs and BCPs, all of which are subject to annual review and exercising.

10. Technology Resilience

10.1 Our Network

Network Continuity

We use the latest technology to ensure our network is as resilient as possible with Network Operations Centres providing best in class network monitoring, management and service support. We work 24x7x365 to ensure that any issues on the network are identified, prioritised and addressed quickly and effectively so that any downtime is kept to a minimum.

Network Site Integrity

Our core network sites are equipped with physical and environmental control systems such as backup power systems, fire prevention and air conditioning to enable us to maintain the continuity of services that run through them.

Physical Controls

Our core sites are housed in secure premises which meet our physical security standards mandated by our dedicated Physical Security Team.

Environmental Controls

Our core sites have onsite generator backup capable of supporting the total electrical demand with an onsite fuel supply for multiple days as well as battery backup. The power design (generators, batteries and mains) and auto cutover are regularly tested to ensure uninterrupted power supply to all the core network equipment.

10.2 Mobile Network Resilience

The VFUK Mobile Network core is designed for reliability and availability, with design principles providing high availability operation at an element level within a site and geographic resilience at a network level ensuring platforms are not single points of failure. The network design is such that where a Radio Base Station provides both 2G, 3G, 4G and 5G coverage, each technology is connected to a different Mobile Telephone Exchange (MTX) to ensure continued availability even in the event of a complete MTX failure.

10.3 Fixed Network Resilience

Our VFUK Fixed Network is a state of the art converged network (known as RedStream) that provides connectivity for all our mobile, consumer and enterprise customers. The core network has been designed, built and tested with resilient equipment, physically diverse links and sites to offer high availability in the event of a failure, enabling us to maintain continuity of service to our customers.

To maximise the resilience benefits of our VFUK Fixed Network, customers should carefully consider their desired level of service availability and resilience when purchasing services from VFUK, such as dual access or backup links from the customer premise(s) to our network sites which will be more resilient than single access links. Further information on resilience options are available from your Account Management Team.

10.4 Our IT Systems

The VFUK IT Operations function is aligned to ITIL Service Management processes such as Risk, Change, Incident and Problem management with escalation and notification processes in place to assess and oversee the co-ordination of the response to any potential risk or service impacting events that may occur.

The categorisation of our VFUK IT Systems is based on the criticality of the business processes that they support, with internal service level agreements and key performance indicators defined.

A framework for testing the technical capability of our systems is in place. A key objective of the framework is to maintain team and technical levels of preparedness in order to respond to incidents, which have the potential to impact service to our customers.

11. Information Security

VFUK run an Information Security Management System (ISMS) in line with the recommendations and requirements of ISO 27001. Our ISMS ensures that we have a systematic approach to managing confidential and sensitive information to ensure it remains secure at all times.

12. Cyber Security

VFUK Cyber Security's mission is to protect VF People, Technology and Process. Through dedicated teams of Governance, Architecture, Consultancy and Operations it delivers the life cycle of; Plan, Design, Build, Run and Check, to deliver our technical solution (security by design) and support VFUK in fulfilling its legal and regulatory requirements.

Included in the Cyber Security function is a Security Operations Centre (SOC), supported by a dedicated intelligence function that combines internal expertise with best in class vendor support in order to ensure we protect our network and associated functions. The SOC and intelligence teams liaise closely with their opposite numbers in VF Group, allowing us to expand our coverage of global threats that could pose a risk to VFUK technology.

13. Physical & Personnel Security

VFUK have a dedicated Physical Security Team in place who are responsible for ensuring that our estate meets our physical security standards to ensure that we adequately protect our people and network. Their responsibilities include annual audits of our critical estate, the monitoring of access control and the setting of our minimum physical security standards. To further enhance our physical security infrastructure, we have a dedicated 24x7x365 physical security operations centre (VSOC) to provide live monitoring and management of our sites and their access, as well as provide situational updates to our field-based teams and assist in the coordination of any blue light responses.

We take our security culture seriously and run annual internal security roadshows which is further supported by regular awareness campaigns to ensure our people practice what is mandated. In addition, all employees complete Security training as part of Vodafone UK's 'Doing What's Right' training

14. Risk Management

We have a robust risk management process, delivered by a dedicated internal Corporate Risk function, which is subject to regular reviews and continuous improvement. It ensures risks are identified, recorded, managed and mitigated as appropriate throughout our business including customer specific operational risks. Major risks are reported and escalated to senior management to ensure they are treated appropriately.

End of document

Appendix B – Vodafone UK ISO 22301 Certificate



Current issue date:
Expiry date:
Certificate identity number:

19 October 2020
30 April 2023
10293754

Original approval(s):
ISO 22301 - 24 February 2014

Certificate of Approval

This is to certify that the Management System of:

Vodafone Ltd

Vodafone House, The Connection, Newbury, RG14 2FN, United Kingdom

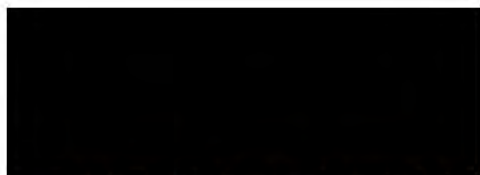
has been approved by Lloyd's Register to the following standards:

ISO 22301:2012

Approval number(s): ISO 22301 – 0008735

The scope of this approval is applicable to:

Voice data services provided by Vodafone UK for its global telecommunications services.



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C2 - Vodafone Restricted

Call-Off Schedule 8 (Business Continuity and Disaster Recovery)

Call-Off Ref:

Crown Copyright 2018

PART B: Bespoke BCDR Plan

Not used.

Framework Ref: RM3808

Project Version: v1.0

Model Version: v3.0 – Vodafone Direct Award Version