Schedule 13 (Contract Management)

1 Governance and Contract Management

1.1 APHA will manage the Contract on behalf of the Buyer. APHA will appoint a:

- Senior Responsible Officer (SRO)
- Supplier Liaison Officer (SLO)
- Deputy SLO (DSLO)
- Contract Manager (CM)

1.2 APHA will decide as appropriate whether the SLO or DSLO is the principal point of contact.

1.3 The Supplier will appoint a corresponding Service Manager (SM) and Deputy Service Manager (DSM).

1.4 Monthly and quarterly meetings will be held with the Supplier, principally to review progress and operational delivery of the Contract, but also including key performance indicators (KPIs), invoicing, risks and issues. A Defra Group Commercial (DGC) representative, with responsibility for procurement on behalf of the Buyer, may be present at quarterly and annual review meetings.

1.5 The Supplier will submit an exception report to raise any issue requiring authorisation by APHA more immediately than the standard monthly reporting.

1.6 A strategic review meeting will be held annually. The meeting will review performance over the past year and look ahead to the next year, including strategic and financial issues. The risk, issues and actions register will be reviewed.

1.7 Issues which cannot be resolved by the SLO and SM (and/or their respective Deputies) through routine contact or in the monthly meetings will be referred to the CM who may either mediate a solution or raise the matter at the next quarterly and/or annual review meeting as appropriate, involving the Buyer as necessary.

1.8 Other ad hoc meetings may be held, at the discretion of APHA or the Buyer or at the reasonable request of the Supplier, throughout the life of the Contract

to discuss specific issues.

1.9 The Supplier will be responsible for travel and subsistence costs incurred as a result of attendance at any meeting. Meetings may also be held by teleconference with the agreement of all Parties.

1.10 Quarterly and annual meetings will be held virtually or at the most mutually convenient location or face-to-face with teleconference facilities available.

1.11 Quarterly and annual meetings will be minuted, with secretariat support and actions provided by APHA, with agreed dates for completion. The Supplier will maintain a joint register of risks, issues and actions.

1.12 The CM will ensure that all meeting minutes, risk registers and any other Contract documentation are recorded against the Buyer's contract records.

1.13 The following table provides a schedule and the purpose of each of these meetings, and the required attendees.

The Parties agree to operate the following boards at the locations and at the frequencies set out below:

Meeting	Attendance	Content
Monthly Contract Review Meeting *Virtual Face to Face or telecon*	APHA: • SLO (Chair) and/or DSLO • Secretariat support *(if required)* Contractor: • SM and/or DSM	• Current and Outstanding Operational issues • Risks and issues log (by exception) • Review of Action Log • Finance update (by exception) • Escalation Issues
Specific Issues, ad hoc *Virtual Face-to-face or Telecon*	APHA: • SLO (Chair) and/or DSLO • Secretariat support Contractor: • SM and/or DSM Any other APHA, Authority or Contractor staff needed to progress the issue. NB - The CM or Head of Contract Management (or Deputy) may alternatively Chair the meeting if facilitation is required.	• Urgent issues • Specific technical or contractual issues requiring detailed discussion
Quarterly Contract Review Meeting *Virtual face-to-face*	APHA: • SLO (Chair) and DSLO • CM • Head of Contract Management or Deputy *(if required)* • Secretariat support • DGC representative *(if required)* Contractor: • SM and/or DSM	• Current and Outstanding Operational issues • Performance in previous quarter, including detailed review of KPIs • Risks and issues log • Review of Action Log • Specific service issues (including any escalated issues from Monthly Contract Review Meetings) • APHA Update • Any issues from Contractor • Financial update
Annual Review Meeting *Virtual Face-to-face or face to face*	APHA: • SLO (Chair) and DSLO • CM • Head of Contract Management or Deputy • Secretariat support • DGC representative *(optional, if required)* • Head of Service • Welsh Government representative *(optional, and applicable to Lots that serve Welsh regions only)* • Defra representative *(optional, and applicable to Lots that serve English regions only)* Contractor: • SM and/or DSM • Any other representative that the Contractor feels relevant from within their organisation	• Annual Service Review against KPIs, including Service Credits • Risks and issues log • Review of Action Log • Specific service issues (including any escalated issues) • Service wide issues • Financial update • Strategic Overview (including any policy updates)