



Professional Service Contract

Contract Data Forms

June 2017

(with amendments January 2019)

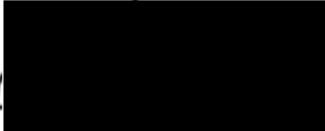
Contract Execution

This agreement is made between the *Client*, the *Consultant* and the Named Suppliers.

Terms in this agreement have the meanings given to them in the contract between the Environment Agency and WSP UK Limited for consultancy services (the *service*).

The Consultant offers to Provide the Services in accordance with these conditions of contract for an amount to be determined in accordance with these conditions of contract.


The Consultant was appointed to the framework and executed the framework agreement (with reference number RM6165).

Executed under hand by  (NAME)

For and on behalf of **Environment Agency**

Title: Project Team Manager

Date: 23/12/2024

Signed by **WSP UK Limited** by its attorney 

Under a power of attorney dated 02.02.2024.....

WSP UK Limited acting by its attorney ...


Signed by:

15 November 2024
Date

Contract Data

PART ONE – DATA PROVIDED BY THE CLIENT

Completion of the data in full, according to the Options chosen, is essential to create a complete contract.

1 General

The *conditions of contract* are the core clauses and the clauses for the following main Option, the Option for resolving and avoiding disputes and secondary Options of the NEC4 Professional Service Contract June 2017 (with amendments January 2019)

Main Option	E	Option for resolving and avoiding disputes	W2
Secondary Options	X2, X9, X11, X18, Y(UK)2, Z1, Z2, Z3, Z5, Z8, Z9, Z12, Z125 , Z130, Z131		
The <i>service</i> is	To provide Partnership & Strategic Overview Advisor/Officer services to a number of projects within the South West Delivery Hub of the Environment Agency as per the Scope; BiS Phase 2 Scope DA - WSP BINNIES DCIS P&SO_SW_v1. Dated 29/07/2024. This NEC4 PSC is for an initial period of 17 months. The parties can agree to extend the NEC4 PSC through a single extension or multiple extensions for an additional period of up to 6 months or a period of time that allows for services to be procured under a new Environment Agency or alternative framework, which ever may be the later date.		
The <i>Client</i> is			
Name	Environment Agency		
Address for communications	Horizon House Deanery Road Bristol BS1 5AH		
Address for electronic communications	enquiries@environment-agency.gov.uk		
The <i>Service Manager</i> is			
Name	[REDACTED]		
Address for communications	Manley House, Kestrel Way, Sowton Industrial Estate, Exeter EX2 7LQ		
Address for electronic communications	[REDACTED]@environment-agency.gov.uk		
The <i>Scope</i> is in	BiS Phase 2 Scope DA - WSP BINNIES DCIS P&SO_SW_v1		

The <i>language of the contract</i> is	<div>English</div>		
The <i>law of the contract</i> is the law of	<div>England and Wales, subject to the jurisdiction of the courts of England and Wales</div>		
The <i>period for reply</i> is	<div>2 weeks</div>	except that	
• The <i>period for reply</i> for	<div>n/a</div>	is	<div>n/a</div>
• The <i>period for reply</i> for	<div>n/a</div>	is	<div>n/a</div>

The *period for retention* is

6

 year(s) following Completion or earlier termination

The following matters will be included in the Early Warning Register

None

Early warning meetings are to be held at intervals no longer than

4 weeks

2 The *Consultant's* main responsibilities

If the <i>Client</i> has identified work which is set to meet a stated <i>condition</i> by a <i>key date</i>	The <i>key dates and conditions</i> to be met are	
	<i>condition to be met</i>	<i>key date</i>
	(1) <div></div>	<div></div>
	(2) <div></div>	<div></div>
	(3) <div></div>	<div></div>

If Option A is used	The <i>Consultant</i> prepares forecasts of the total <i>expenses</i> at intervals no longer than	<div>4 weeks</div>
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If Option C or E is used	The <i>Consultant</i> prepares forecasts of the total Defined Cost plus Fee and <i>expenses</i> at intervals no longer than	<div>4 weeks</div>
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3 Time

The <i>starting date</i> is	<div>21 October 2024</div>
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The *Client* provides access to the following persons, places and things

access	access date
(1) All technology, documents, applications and places for the fulfillment of the role	21 October 2024
(2)	
(3)	

The *Consultant* submits revised programmes at intervals no longer than 4 weeks

If the *Client* has decided the *completion date* for the whole of the *service* The *completion date* for the whole of the *service* is 31/03/2026

If no programme is identified in part two of the Contract Data The period after the Contract Date within which the *Consultant* is to submit a first programme for acceptance is 2 weeks

4 Quality management

The period after the Contract Date within which the *Consultant* is to submit a quality policy statement and quality plan is 4 weeks, if not previously provided by the *Consultant*

The period between Completion of the whole of the *service* and the *defects date* is 26 weeks

5 Payment

The *currency of the contract* is the £ sterling

The *assessment interval* is Monthly

If the *Client* states any expenses The *expenses* stated by the *Client* are

item	amount

The *interest rate* is 2 % per annum (not less than 2) above the Base rate of the Bank of England bank

If the period in which payments are made is not three weeks and Y(UK)2 is not used The period within which payments are made is 1 Month

If Option C or E is used and the *Client* states any locations The locations for which the *Consultant* provides a charge for the cost of support people and office overhead are All UK offices

If Option C is used

The *Consultant's share percentages* and the *share ranges* are*share range**Consultant's share percentage*

less than

 % %

from

 % to % %

from

 % to % %

greater than

 % %

If Option C or E is used

The *exchange rates* are those published in

on

6 Compensation events

If there are additional

These are additional compensation events

8 Liabilities and insuranceIf there are additional
*Client's liabilities*These are additional *Client's liabilities*

(1)

(2)

(3)

The minimum amount of cover and the periods for which the *Consultant* maintains insurance are

EVENT	MINIMUM AMOUNT OF COVER	PERIOD FOLLOWING COMPLETION OF THE WHOLE OF THE SERVICE OR TERMINATION
The <i>Consultant's</i> failure to use the skill and care normally used by professionals providing services similar to the <i>service</i>	<input type="text" value="£1 million"/> in respect of each claim, without limit to the number of claims	6 years following Completion of the whole works or earlier termination
Loss of or damage to property and liability for bodily injury to or death of a person (not an employee of the <i>Consultant</i>) arising from or in connection with the <i>Consultant</i> Providing the Service	Whichever is greater of £5 million or the amount required by law in respect of each event, without limit to the number of events	12 months
Death of or bodily injury to employees of the <i>Consultant</i> arising out of and in the course of their employment in connection with the contract	Whichever is greater of £5 million or the amount required by law in respect of each event, without limit to the number of events	For the period required by law

The *Consultant* provides these additional insurances

(1) Insurance against	n/a
Minimum amount of cover is	n/a
Th	n/a

(2) Insurance against	n/a
Minimum amount of cover is	n/a
The deductibles are	n/a
(3) Insurance against	n/a
Minimum amount of cover is	n/a
The deductibles are	n/a

The <i>Consultant's</i> total liability to the <i>Client</i> for all matters arising under or in connection with the contract, other than the excluded matter is limited to	£1 million
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Resolving and avoiding disputes

The *tribunal* is

Litigation in the courts

If the *tribunal* is arbitration

The *arbitration procedure* is

n/a

The place where arbitration is to be held is

n/a

The person or organisation who will choose an arbitrator if the Parties cannot agree a choice or if the *arbitration procedure* does not state who selects an arbitrator is

The *Senior Representatives* of the *Client* are Name (1)

Address for communications

Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications

@environment-agency.gov.uk

Name (2)

Address for communications

Horizon House
Deanery Road
Bristol
BS1 5AH

Address for electronic communications

@environment-agency.gov.uk

The *Adjudicator* is

Name

'to be confirmed'

Address for communications

'to be confirmed'

Address for electronic communications

'to be confirmed'

The *Adjudicator nominating body* is

Institution of Civil Engineers

X2: Changes in the law

If Option X2 is used

The *law of the project* is

The law of England and Wales, subject to the jurisdiction of the courts of England and Wales

X5: Sectional Completion

If Option X5 is used

The *completion date* for each section of the *service* is

section	description	completion date
(1)		
(2)		
(3)		
(4)		

X7: Delay damages

If Option X7 is used without Option X5

Delay damages for Completion of the whole of the *service* are per day

If Option X7 is used with Option X5

Delay damages for each *section* of the *service* are

section	description	amount per day
(1)		
(2)		
(3)		
(4)		
The delay damages for the remainder of the <i>service</i> are		

X8: Undertakings to Others

If Option X8 is used

The *undertakings to Others* are provided to

X9: Transfer of Intellectual Property Rights

X10: Information modelling

If Option X10 is used

If no *information execution plan* is identified in part two of the Contract Data

The period after the Contract Date within which the *Consultant* is to submit a first Information Execution Plan for acceptance is

2 weeks

X10: Information modelling

If Option X10 is used

If no *information execution plan* is identified in part two of the Contract Data

X11: Termination by the Client

X13: Performance bond

If Option X13 is used

The amount of the performance bond is

X18: Limitation of liability

If Option X18 is used	The <i>Consultant's</i> liability to the <i>Client</i> for indirect or consequential loss is limited to	<div>£1 million</div>
	The <i>Consultant's</i> liability to the <i>Client</i> for Defects that are not found until after the <i>defects date</i> is limited to	<div>£1 million</div>
	The <i>end of liability date</i> is	<div>6</div> years after the Completion of the whole of the <i>service</i>

X20: Key Performance Indicators (not used with Option X12)

If Option X20 is used	The <i>incentive schedule</i> for Key Performance Indicators is in	<div></div>
	A report of performance against each Key Performance Indicator is provided at intervals of	<div></div> months

Y(UK)1: Project Bank Account

Charges made and interest
the paid by the *project bank*

The *Consultant* **is / is not** to pay any charges made and to be paid any interest paid by
project bank (Delete as applicable)

Y(UK)2: The Housing Grants, Construction and Regeneration Act 1996

If Option Y(UK)2 is used
and the final date for
payment is not fourteen
days after the date on
which payment becomes
due

The period for payment is

14

 days after the date on which payment becomes due

Y(UK)3: The Contracts (Rights of Third Parties) Act 1999

If Option Y(UK)3 is used	term	beneficiary
	<div></div>	<div></div>
	<div></div>	<div></div>
	<div></div>	<div></div>
	<div></div>	<div></div>

If Y(UK)3 is used with Y(UK)1 the following entry is added to the table for Y(UK)3	term	beneficiary
	<div>N/a</div>	<div>N/a</div>

Z: Additional conditions of contract

If Option Z is used

The additional conditions of contract are

Z1 Disputes

Option W2 subclause W2.1(4) is deleted. The Parties agree that adjudication under Clause option W2 should only commence if the dispute resolution procedure has been exhausted and that the dispute resolution procedure in the Scope, takes precedence over Option W2.

Z2 Prevention

The text of clause 18 Prevention is deleted.

Delete the text of clause 60.1(12) and replace with:

The service is affected by any of the following events

- War, civil war, rebellion, revolution, insurrection, military or usurped power;
- Strikes, riots and civil commotion not confined to the employees of the *Consultant* and sub consultants,
- Ionising radiation or radioactive contamination from nuclear fuel or nuclear waste resulting from the combustion of nuclear fuel,
- Radioactive, toxic, explosive or other hazardous properties of an explosive nuclear device,
- Natural disaster,
- Fire and explosion,
- Impact by aircraft or other aerial device or thing dropped from them.

Z3 Disallowed Costs

In second bullet of 11.2 (18) add:

(including compensation events with the Subcontractor, i.e. payment for work that should not have been undertaken).

Add the following additional bullets after 'and the cost of ' :

- Mistakes or delays caused by the *Consultant's* failure to follow standards in Scopes/quality plans.
- Reorganisation of the *Consultant's* project team.
- Additional costs or delays incurred due to *Consultant's* failure to comply with published and known guidance or document formats.
- Exceeding the Scope without prior instruction that leads to abortive cost
- Re-working of documents due to inadequate QA prior to submission, i.e. grammatical, factual arithmetical or design errors.
- Production or preparation of self-promotional material.
- Excessive charges for project management time on a commission for secondments or full time appointments (greater than 5% of commission value)
- Any hours exceeding 8 per day unless with prior written agreement of the *Service Manager*
- Any hours for travel beyond the location of the nearest consultant office to the project unless previously agreed with the *Service Manager*
- Attendance of additional individuals to meetings/ workshops etc who have not been previously invited by the *Service Manager*
- Costs associated with the attendance at additional meetings after programmed Completion, if delay is due to *Consultant* performance.
- Costs associated with rectifications that are due to *Consultant* error or omission.
- Costs associated with the identification of opportunities to improve our processes and procedures for project delivery through the *Consultant's* involvement
- Was incurred due to a breach of safety requirements, or due additional work to comply with safety requirements

Z4 Share on Termination

~~Delete existing clause 93.3 and 93.4 and replace with:~~

~~93.3 In the event of termination in respect of a contract relating to services there is no *Consultant's* share.~~

Z5 Secondments

When appointing Consultants on a secondment basis only:

Add clause 19

19.1 The *Client* will from starting date to Completion Date indemnify the *Consultant* against any and all liabilities, proceedings, costs, losses, claims and demands whatsoever arising directly or indirectly out of the activities of the *Consultant* in providing the services save where such claims, in the reasonable opinion of the *Client*, arise from or are contributed to by:

19.1.1 Misrepresentation or negligence by or on behalf of the *Consultant*;

or

19.1.2 The *Consultant* has acted contrary to the *Service Manager's* reasonable instructions or wholly outside the scope of the *Consultant's* duties as defined by the *Service Manager*.

Z7 Linked contracts

~~Issues requiring redesign or rework on this contract due to a fault or error of the *Consultant* under this contract or a previous contract will neither be an allowable cost under this contract or any subsequent contract, nor will it be a Compensation event under this contract or any subsequent contract under this project or programme.~~

Z8 Requirement for Invoice

Insert the following sentence at the end of clause 51.1:

The Party to which payment is due submits an invoice to the other Party for the amount to be paid within one week of the Service Manager's certificate.

Delete existing clause 51.2 and insert the following:

51.2 Each certified payment is made by the later of

- one week after the paying Party receives an invoice from the other Party and
- three weeks after the assessment date, or, if a different period is stated in the Contract Data, within the period stated.

If a certified payment is late, or if a payment is late because the *Service Manager* has not issued a certificate which should be issued, interest is paid on the late payment. Interest is assessed from the date by which the late payment should have been made until the date when the late payment is made, and is included in the first assessment after the late payment is made.

Z9 Conflict of Interest

The Consultant immediately notifies the *Client* of any circumstances giving rise to or potentially giving rise to conflicts of interest relating to the *Consultant* (including without limitation its reputation and standing) and/or the *Client* of which it is aware or which it anticipates may justify the Client taking action to protect its interests. Should the Parties be unable to remove the conflict of interest to the satisfaction of the *Client*, the *Client*, in its sole discretion, may terminate this Contract.

Z12 Waiver

No waiver shall be effective unless it is expressly stated to be a waiver and communicated to the other Party by the *Service Manager* in writing in accordance with the Contract, and with express reference to Clause Z12. The failure of either party to insist upon strict performance of the Contract, or any failure or delay in exercising any right or remedy shall not constitute a waiver or diminution of the obligations established by the Contract.

Z125 Limitation of Liability

~~Under clause 87.1; after the fourth bullet point; insert the additional bullet points:~~

- ~~• loss of or damage to the *Client's* property, to the sum of £5m.~~
- ~~• death of or bodily injury to employees of the *Consultant* arising out of and in the course of their employment in connection with the contract, to the sum that the *Consultant* is required to insure under the contract in respect of such death or bodily injury.~~

Z 130 Rate adjustment

Z130.1 The Defined Cost for People Rates shall be increased by the same proportion and on the same date as the appropriate *Framework Prices*.

Z130.2 (Option C ONLY) The Prices are adjusted for the outstanding portion of the Prices for the amendment to rates in Z130.1.

Z 131 Change to the Schedule of Cost Components

Add clause 11.2(19) The People Rates are the *people rates* unless later changed in accordance with the contract and provided that at all times and under any circumstance howsoever arising the People Rates do not exceed the equivalent and directly comparable Framework Price as set out in Crown Commercial Services (CCS) Construction Professional Services Framework RM6165.

In the Schedule of Cost Components delete the section titled **People** and replace with:

People

1 The following components of the cost of people.

11 Amounts calculated by multiplying each of the People Rates by the total time appropriate to that rate properly spent on work on the contract.

PART TWO – DATA PROVIDED BY THE CONSULTANT

Completion of the data in full, according to the Options chosen, is essential to create a complete contract.

1 General

The Consultant is

Name	WSP UK Limited
Address for communications	WSP House 70 Chancery Lane London WC2A 1AF
Address for electronic communications	[REDACTED]@wsp.com

The fee percentage is %

The key persons are

name	service
[REDACTED]	PS&O Advisor
[REDACTED]	PS&O Advisor
[REDACTED]	PS&O Advisor
[REDACTED]	PS&O Advisor
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	
[REDACTED]	

The following matters will be included in the Early Warning Register

2 The Consultant's main responsibilities

If the Consultant is to provide Scope

The Scope provided by the Consultant is in

5 Payment

If the Consultant states expenses

The expenses stated by the Consultant are any

item	amount

If Option A or C is used

The activity schedule is

If Option E is used

The forecast of the prices is

£228,363.94

Resolving and avoiding disputes

The Senior Representatives of the Consultant are

Name (1)	
Address for communications	WSP House 70 Chancery Lane London WC2A 1AF
Address for electronic communications	@wsp.com
Name (2)	
Address for communications	WSP House 70 Chancery Lane London WC2A 1AF
Address for electronic communications	@wsp.com

X10: Information modelling

If Option X10 is used

If an *information execution plan* is to be identified in the Contract Data

The *information execution plan* identified in the Contract Data is

Y(UK)1: Project Bank Account

If Option Y(UK)1 is used

The *project bank* is

named suppliers are

Data for the Schedule of Cost Components (used only with Options C or E)

The *overhead percentages* for the cost of support people and office overhead are

location	overhead percentage
	%
	%
	%

Data for the Short Schedule of Cost Components (used only with Option A)

The *people rates* are

category of person	unit	rate

Data for the Schedule of Cost Components (used only with Options C and E)

The *people rates* are

category of person	unit	rate
	Hour	
	Hour	
	Hour	
	Hour	

EA SW Hub BIS Specialist Project Support P&SO DCIS										
WSP CCS Calculation Template	Elizabeth Alice Johnson	Kira Jukes	Robert Hodgson	Prasad Gunawardena	Fabio Spaliviero	Stephen Byrne	Eddie Troman	Nicola Chadwick	Daniel Stansfield	TOTALS
Select CCS Role (Use Dropdown)	Principal / Associate Director	Senior Technician	Director	Senior Director	Senior Director	Principal / Associate Director	Senior Technician	Professional	Director	
Project Role (Use Dropdown)	Civil Engineer	Civil Engineer	Civil Engineer	Project Manager	Project Manager	Project Manager	Project Manager	Project Manager	Project Manager	
Rate*	£ 80.68	£ 51.88	£ 112.20	£ 138.54	£ 138.54	£ 93.62	£ 50.27	£ 57.20	£ 109.20	
Max HOURS	1710.00	1140.00	37.50	22.50	21.00	77.00	31.00	133.00	30.00	3202.00
Labour FEE	£ 137,962.80	£ 59,143.20	£ 4,207.50	£ 3,117.15	£ 2,909.34	£ 7,208.74	£ 1,558.37	£ 7,607.60	£ 3,276.00	£ 226,990.70
Expenses	£ 1,373.24	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ 1,373.24
TOTAL FEE***	£ 139,336.04	£ 59,143.20	£ 4,207.50	£ 3,117.15	£ 2,909.34	£ 7,208.74	£ 1,558.37	£ 7,607.60	£ 3,276.00	£ 228,363.94

Environment Agency
NEC4 professional services contract (PSC)
Scope

Project / contract information

Project name	SW - BiS Phase 2 - WSP Binnies (DCIS PS&O) - CCS Direct Award
Project SOP reference	ENV6004231R
Contract reference	C26245
Date	29th July 2024
Version number	2.0
Author	Andrew Phare

Revision history

Revision date	Summary of changes	Version number
22/07/24	First issue	1
29/07/24	Second revision	2

This Scope should be read in conjunction with the version of the Minimum Technical Requirements current at the Contract Date. In the event of conflict, this Scope shall prevail. The *services* are to be compliant with the following version of the Minimum Technical Requirements:

Document	Document Title	Version No	Issue date
LIT 13258	Minimum Technical Requirements except for the referenced Environmental MTRs which are to be superseded with LIT 65160	13.0	11/06/2024
LIT 65160	Environment and Sustainability MTR	V1.0	24/01/2023
LIT 17641	Exchange Information Requirements	V3.0	01/12/2022

1 Objectives of the service provided

Objective

The South West Hub supports delivery of the Environment Agency (EA) Capital and Revenue Portfolio, including Flood and Coastal Risk Management (FCRM), Water Resources, Environment and Navigation Programmes. In order to deliver the portfolio the requirement for additional services has been identified.

2 Consultant provides the services

This scope seeks to secure the following services.

- *Partnership & Strategic Overview Services – Advisor/Officer(s), Flood & Coastal Risk Management*

The Teams that these services will support are based and distributed across offices within the boundaries of the South West Hub. The Consultant will work from the base locations for a minimum of 2 days per week. This is in order to develop good relationships with other team members, stakeholders and to support co-location.

The above services shall be provided by the *key persons* identified Contract Data part 2.

3 Constraints on how the Consultant provides the services

- a) The above services are to be provided in accordance with the specific appendices that are applicable e.g. Project Management services, see Appendix 2
- b) The *Consultant's personnel* shall not delegate their duties or powers.
- c) The *Consultant's personnel* shall not work more than 40 hours per week without prior approval from the Service Manager.
- d) Any time deemed necessary for the *Consultant's personnell's* line management by the *Consultant*, including training and development would be by agreement and be non-chargeable.
- e) Any time deemed necessary for the *Consultant's personnel* to line manage or undertake any other tasks for the *Consultant*, would be by agreement with the *Client* and be non-chargeable.
- f) The *Consultant's personnel* will be entitled to take annual leave, based on their terms of employment with the *Consultant*, and statutory holiday entitlement. These costs will be non-chargeable.
- g) The *Consultant's personnel* shall provide the services in compliance with the *Client's* 'Environment Agency Operational Instructions' and policies.
- h) The *Consultant's* personnel shall be required to complete a conflict-of-interest declaration and non-disclosure agreement prior to provision of the services.
- i) The *Consultant* will inform the *Client* prior to allocating the *Consultant's* personnel on other projects or of the individual's intention to leave the company at the earliest opportunity.

4 Services and other things provided by the Client

Office equipment and services necessary to provide the services when attending Environment Agency offices and to enable access to the relevant systems. Any client provided IT allocated to key persons shall be returned upon request. (This excludes PPE which is provided by the *Consultant* in line with Environment Agency requirements and specifications).

Key persons will be allocated a line manager within the Environment Agency to support effective delivery of the services.

Systems access will include but not be limited to: Standard access to EA systems and drives as required and including the Single Operating System (SOP), Asite, FastDraft, Microsoft Office, Microsoft Project, Learning Zone, and AIRSWeb.

5 Timesheets

Timesheets as normally utilised by the *Consultant* shall be submitted with fee notes unless otherwise agreed with the *Client's* Service Manager. Electronic submissions will be acceptable. All key persons will be required to complete timesheets on SOP as advised by their EA line manager.

6 Performance management

Performance will be measured periodically throughout the contract duration to allow for assessment of performance under the contract.

Appendix 1 – Dispute resolution

Dispute Resolution process.

1. Contract Disputes

- 1.1. To raise a dispute:
- a) the decision giving rise to the dispute must have been communicated under the contract in accordance with clause 13 of the relevant NEC4 contract (verbal dissatisfaction is not sufficient);
 - b) the party who disputes the decision raises its dissatisfaction with the decision within 28 days of the decision being communicated and communicates this dissatisfaction in accordance with clause 13 of PSC and ECC; and
 - c) the issue becomes a formal dispute and is addressed in accordance with Option W2 of PSC or ECC and Option Z clause Z25.
- 1.2. The dispute is initially raised to the *Client's* Commercial Services Manager and *Delivery Partner's* Framework Manager. Both parties present written submission in support of, or reasons for disagreement with, the dispute. The *Client's* Commercial Services Manager reaches their decision on the basis of the written evidence submitted and the terms of the Framework and call off contract within two weeks of receipt of the written evidence. The *Client's* Commercial Services Manager communicates their decision and the reasons why such a decision was reached to both parties in accordance with the contract:
- a) If *either party* remains dissatisfied with the decision the Dispute is escalated to the *Client's* National Commercial Services Manager and the *Delivery Partner's* Framework Manager. The disputing party's Manager presents the written submission in support of the dispute case, and the *Client's* National Commercial Services Manager determines the contractual decision on the basis of written evidence and contract terms within two weeks and communicates in accordance with the Contract.
 - b) If the *either party* remains dissatisfied with the decision, the dispute is escalated to the *Client's* Framework Director and *Delivery Partner's* Framework Director. The disputing party's Manager or Director presents the written submission in support of the dispute case, and the *Client's* Framework Director determines the contractual decision on the basis of written evidence and contract terms within two weeks and communicates in accordance with the Contract; and
 - c) If *either party* remains dissatisfied with the decision the dispute may be referred to adjudication.
- 1.3. During dispute proceedings all parties have a duty to continue their performance under the Scope.
- 1.4. Dispute proceedings:

Client	Delivery Partner
1. Commercial Services Manager (relevant geography unless conflict)	1. Framework Manager
2. National CSM (consults with relevant Framework Manager) (Simon Robinson)	2. Framework Manager
3. Framework Director (Chris Milburn)	3. Framework Director

Appendix 2 – Bullet point of services for each type of service.

Partnership & Strategic Overview Services

- Partnership & Strategic Overview Services – Advisor/Officer, Flood & Coastal Risk Management

The Partnership & Strategic Overview Services – Advisor/Officer, Flood & Coastal Risk Management will include but not limited to:

- Contribute to the delivery of the departmental business plan, providing professional / technical expertise to support operational priorities and Environment Agency policy.
- Guide, advise and support team members to resolve local issues and incidents, ensuring that decisions are made on sound technical grounds and in line with best practice and timeframes.
- Monitor progress of work, identify gaps in the delivery of priorities and take remedial action to enhance the service and recommend appropriate reallocation of time and effort.
- Produce required documentation and reports to agreed quality standards to support operational work, management decisions, public enquiries, court appeals etc, so that information, evidence and Environment Agency interests are accurately and effectively presented.
- Contribute to the successful implementation of emergency plans, take reasonable endeavours to ensure effective, timely and safe response to emergency incidents.
- Participate in local projects and working groups to achieve well planned and managed integrated solutions that progress effective change and improvement in the organisation and support the best environmental outcomes.
- Develop and maintain a strong customer focus to take reasonable endeavours to ensure effective relationship building and partnership working to achieve environmental goals.
- Encourage and develop a safety conscious culture within the team to deliver work programmes without risk to the health & safety of the team or any other individual.